

**SMALL BUT
POWERFUL
CULTURE CHANGE
INITIATIVES THAT
REALLY PACK A
PUNCH**

Coral Odell; Nurse Manager
Sarah Ozment; Director of Therapeutic Recreation
Becky Peitersen; Director of Human Resources

INTRODUCTIONS

Coral Odell, RN-BC 2 nd Floor Nurse Manager Ebenezer Ridges Care Center (952)898-8487 codell1@fairview.org	Becky Peitersen Director of Human Resources Ebenezer Ridges Care Center (952)898-8411 rpeiter1@fairview.org
---	---

Sarah Ozment
Director of Therapeutic Recreation
Ebenezer Ridges Care Center
(952)898-8486
Sozment1@fairview.org

OVERVIEW

- Identify small culture change opportunities that are available in every organization, without moving walls
- Explore different resources available for culture change including modest updates to your dining program.
- Hear how Ebenezer Ridges Care Center identified a number of small culture change projects and how the changes have improved the lives of the residents.

KEY TOPICS

- Life Focus Care Conferences
- Dining Culture Change Initiatives
- Resident Interview Specialist

**LIFE FOCUS CARE
CONFERENCE**

LIFE FOCUS CARE CONFERENCE

- Objective:
 - To create a more individualized and resident centered care plan based on the resident's interests and preferences.
 - Focusing on the residents goals, status, and any current issues.
 - Along with giving the family or friends the opportunity to share with the team their memories and stories of the resident to create a culture of resident centered care.

LIFE FOCUS CARE CONFERENCE

◎ Goal:

- Each team member comes to the life focus-care conference prepared with their department specific information and to answer the question “What is the goal for the information that I am presenting”. Stay within the time frame given.
- 20 minutes
- Resident and Families to share memories/stories that represent the residents past and current interests and preferences. What makes them who they are today?

LIFE FOCUS CARE CONFERENCE

◎ Outcome:

- To better serve our residents; based on their life history, interests and preferences by giving the resident, family and friends the opportunity to share stories and memories that will help staff care for the resident.

LIFE FOCUS CARE CONFERENCE

◎ Traditional “old format” care conference

- Reporting information that the residents and families should already be aware of and updated on as changes occur.
- Not personal
- Repetitive
- Negative approach based on concerns

LIFE FOCUS CARE CONFERENCE

- ◎ Life Focus Care Conference
 - Personal; based on residents interests, life history and daily preferences
 - Fun energy
 - Enjoyable
 - Positive approach based on getting to know the resident and their family.
 - Building friendships/relationships
 - Still open for asking questions, bring concerns

LIFE FOCUS CARE CONFERENCE

- ◎ Examples of how we have used the information from life focus care conferences in the residents daily lives at Ebenezer Ridges Care Center:
 1. Therapeutic Recreation Activities: baking group (resident recipes), outings (bowling), crafts (Christmas placemats), life long learning/educational programs (Travel)
 2. Relationships between spouses (Allen & Rose)
 3. Importance of walking (Marilyn- nature)
 4. Roller skating (June)

DINING INITIATIVES

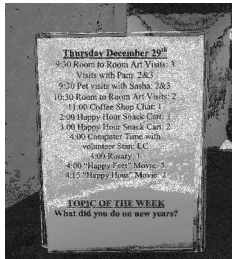
DINING CULTURE CHANGE INITIATIVES

- ◉ Ebenezer Ridges Care Center Dining Initiatives
 - Table Tents (meal choices and daily activities)
 - Guiding hand/caring hand technique
 - Dining Scarves
 - Topic of the week

DINING CULTURE CHANGE INITIATIVES

- ◉ Table Tents:
 - Three sided table tent on each of the dining room tables
 - Includes:
 - Lunch meal choices
 - Dinner meal choices
 - Daily Therapeutic Recreation Activities
 - Topic of the week discussion

DINING CULTURE CHANGE INITIATIVES



DINING CULTURE CHANGE INITIATIVES

- ◉ Topic of the week Examples:
 - What was your first car?
 - How far did you have to walk to school?
 - What is your most memorable Christmas tradition?
 - Did you grow up on a farm or in the city? Tell me a little about it.
 - How old were you when you were married?
 - What is your favorite meal to eat or make?
 - What is your favorite hobby?
 - Did you enjoy to Travel? If so where was your favorite place to travel to?

DINING CULTURE CHANGE INITIATIVES



- ◉ Terraplane Car
 - Would race down the Stillwater, MN bridge
 - Winner would take home \$5-\$10
 - Wife had told Wally he better stop racing when they had kids

DINING CULTURE CHANGE INITIATIVES

- ◉ Caring Hand/Guiding Hand
 - Concept:
 - Meals provide different experiences for difference residents . Some its comfort or relaxation or socialization.
 - Maintain the highest level of independence
 - Using verbal, visual and physical cues
 - What functional level currently exists and how do we maximize that level of functioning
 - Engaged in the meal and eating
 - Menu planning with creativity and innovation
 - Making that meal the best experience you can for the resident.

DINING CULTURE CHANGE INITIATIVES



- Dining Scarf
 - Feminine and masculine patterns
 - solid color fabrics
 - Sizes vary
 - No button, tie or clasp

RESIDENT INTERVIEW SPECIALIST

RESIDENT INTERVIEW SPECIALIST

▪ **Resident Interview Specialist Job Description:**

- **Position Summary:** Participates in the Nursing Assistant interviews with the final job candidates. Provides management with their thoughts and opinions about which applicant is most qualified.
- **Essential Job Functions:**
 - Actively participate in the hiring process.
 - Communicate in a clear and concise manner.
 - Interact and converse with applicants.
 - Respect individual differences.
 - Raise suitable interview questions related to firsthand experiences.
 - Consult with managers.
 - Act and make decisions that are consistent with Ebenezer's values.

RESIDENT INTERVIEW SPECIALIST

© **Resident Interview Specialist Job Description:**

▪ **Skills, Knowledge and Abilities required**

- Knowledge of applicable employment laws.
- Knowledge of what are and are not appropriate interview questions.
- Effective verbal communication skills.

▪ **Additional requirements:**

- Recommended BIMS score of 13-15
- Quarterly assessments to verify eligibility
- A brief "Interview Specialist" training course

RESIDENT INTERVIEW SPECIALIST

Main components of Resident Interview Specialist training:

I. Purpose of doing interviews

- Obtain further information about candidate
- Evaluate the candidates job qualifications
- Provide the candidate with a realistic picture of the job and organization

RESIDENT INTERVIEW SPECIALIST

II. Interview Process

- Select best candidate by linking essential job skills to past behaviors
- Opening the interview
 - Introductions
 - Review job description with candidate
 - Conduct lawful interview by asking job relevant questions
 - Close interview with candidate
 - Reference checks/Background check
 - Job offer

RESIDENT INTERVIEW SPECIALIST

III. Legal vs. Illegal questions

- o Legal Questions: include questions that are job related

- o Illegal Questions: include questions about very personal matters and are not job related

RESIDENT INTERVIEW SPECIALIST

o Examples:

- Age/DOB
Illegal: How much longer before you plan to retire?
Legal: What are your long-term career goals?
- Marital/Family Status:
Illegal: Do you have or plan on having children?
Legal: Are you available to work OT on occasion?
- Disabilities
Illegal: Do you have any disabilities?
Legal: Are you able to perform the specific duties of this position?

RESIDENT INTERVIEW SPECIALIST

o Goal of Interviews

- Through the interview process we look to find candidates that match Ebenezer's values of:
 - Dignity
 - Integrity
 - Service
 - Compassion

RESIDENT INTERVIEW SPECIALIST

© Resident questions to ask interviewee during interview process:

- 1. Why do you like working with seniors?
- 2. If you had an uncooperative resident, how would you deal with the situation?
- 3. What work or personal accomplishment are you most proud of?
- 4. What characteristics do you feel are the most important for an Ebenezer employee to possess?
- 5. If you were working with a resident and a co-worker interrupted you to ask for help with another task, how would you handle the situation?
- 6. If a resident asked you to help them to the bathroom and they were not in your group, what would you do?

Ebenezer Ridges
CERTIFIES THAT
Rachel Smith
HAS SUCCESSFULLY COMPLETED
Interview Specialist Training
For a total of 1 hour
Given April 30 , 2011

Stacy Markham Becky Peitersen
Instructor Director of Human Resources

CONCLUSIONS

Q&A
