

- **Begin by examining life in the facility** — Ask yourself and all staff, “Would you have this in your home?”
- **Culture change is a process** — If your facility is earnest about making a change to provide individualized care, this change process can make a big difference for residents in a relatively short period of time. Ask your facility to start on this journey.
- **Improve dining services** — Residents should be able to dine whenever they are hungry. The facility kitchen can operate like a restaurant — meals made-to-order. The facility could also implement 24-hour food service.
- **Increase residents’ physical activity** — 7-days-a-week.

For more information on the Pioneer culture change movement, go to www.pioneernetwork.net or www.illinoispioneercoalition.org.

For the name and number of your local Long-Term Care Ombudsman, link to www.state.il.us/aging or call the toll-free **Senior HelpLine: 1-800-252-8966**, 1-888-206-1327 (TTY).
or contact your **Regional Long-Term Care Ombudsman:**



Long-Term Care Ombudsman services available under the Older Americans Act are provided at no charge; however contributions are gratefully accepted and will help to make services available to more seniors.

State of Illinois, Department on Aging, 421 East Capitol Avenue, #100, Springfield, Illinois 62701-1789
www.state.il.us/aging, Senior HelpLine: 1-800-252-8966, 1-888-206-1327 (TTY)

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs and activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminate against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).
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State of Illinois
Pat Quinn, Governor
Illinois Department on Aging
Charles D. Johnson, Director

Culture Change: Leading the Charge for Change

A Brochure for Residents and Families



Nursing Homes and Other Facilities

Nursing homes were developed as a low-cost alternative to hospitals in the 1960s. They were built like hospitals with long hallways, central nurses' stations, task-oriented staff routines and sterile environments.

However, residents need a place that meets social, religious, emotional, occupational, recreational and cultural needs. **Long-term care facility residents need a HOME where they can LIVE.**

The Pioneers...

Every resident, family member, facility staff and administrator needs to know that nursing homes and other long-term care facilities can be different!

All nursing home residents should have, and can have, individualized care in a home-like environment that resembles the lives they lived before entering the facility.

A group of nursing home professional staff, called The Pioneers, envisioned something far beyond the traditional nursing institutions and identified new ways of operating a nursing home. These nursing home administrators proposed innovative strategies to reconstruct the long-term care system and make "deep system change" — culture change.

Elements of Pioneer Practices

- **Residents get what they want** — Staff follow each resident's schedule and preferences for dining, bathing, sleeping and other activities.
- Residents and staff are grouped into **small communities** within the larger facility.
- **Permanent staff assignments** — Staff know residents well and are part of the facility community.
- **Direct care staff** are an integral part of the facility's decision-making team.
- **Home-like environment** — Animals, plants, gardens, homelike decor, kitchenettes, no central nurses' stations.
- **Intergenerational programs** — Families and children bring life to a facility and allow residents a chance to give care.
- **Family and Resident Councils** — Facility staff listen and respond to the concerns of the councils. Councils are independent and staff only attend meetings when invited.
- **Activities** — Opportunities for spontaneous and scheduled activities all day, every day. Animals, plants and children create an environment for spontaneous activity and relationship-building.

*Life is good –
when you're in charge
of how you live it!*

— Culture Change Now!
Action Pact 2008

The Pioneers

Culture Change...

Culture change is a transformation of the whole atmosphere — the physical environment, staff routines, authority structure and resident care — into an atmosphere that is "life-affirming, satisfying, humane and meaningful. Culture change has been shown to transform demoralized, dispirited staff into productive teams and dispirited, isolated elders into active members of engaged communities."*

Culture change begins with a revolutionized mindset. Facility administrators and staff, along with residents and families, must challenge their assumptions that long-term care cannot be changed. They must work together to achieve truly individualized care.

Pioneer Principles*...

- Respond to spirit, as well as mind and body.
- Put person before task.
- Entitle all elders to self-determination.
- Community is the antidote to institutionalization.
- Do unto others as you would have them do unto you.
- Practice self-examination, searching for new creativity and opportunities for doing better.

*Source: Pioneer Network Web site at www.pioneernetwork.net.

**As with any movement,
we need to create an 'army
of advocates' to make
change happen and STICK!**

— Bonnie Kantor, Executive Director
Pioneer Network

Your Facility

Residents and Families...

- **Be informed** — Ask your local Long-Term Care Ombudsman for Pioneer Practice resources and dates of upcoming regional and statewide Pioneer meetings. Ask about Pioneer Web sites.
- **Resident Council** — Invite the local Ombudsman to attend a council meeting and educate council members on Pioneer Practices.
- **Family Council** — Invite the local Ombudsman to discuss the Pioneer Practices at a family council meeting. For facilities that do not have a family council, establish one. The family council can work with the resident council and the administrator to implement one Pioneer Practice at a time.

Illinois Long-Term Care Ombudsman Program



Ombudsman...Resident Advocate

Supporting the Pioneer Practices and
quality of life for residents