

*You must be the change you wish to see in the world.*

— Mahatma Gandhi

- **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.

For more information on the Pioneer culture change movement, go to [www.pioneernetwork.net](http://www.pioneernetwork.net) or [www.illinoispioneercoalition.org](http://www.illinoispioneercoalition.org).

For the name and number of your local Long-Term Care Ombudsman, link to [www.state.il.us/aging](http://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](http://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 or 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

# Joining the Culture Change Journey

## Person-Centered Care

### A Brochure for Facility Staff



Illinois Department  
on Aging



## Nursing Homes and Other Facilities

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.

## 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](http://www.pioneernetwork.net).

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

— Culture Change Now! Action Pact 2008

## Your Facility

### Administrators and Staff...

- **Be informed** — Ask your local long-term care ombudsman for Pioneer Practice resources and dates of upcoming regional and statewide Pioneer meetings. Hold staff in-services so all levels of staff know how Pioneer Practices benefit staff, as well as residents.

- **Others have done it, so can you!**  
The Department of Public Health (DPH) wants quality care for residents. Work closely with DPH to implement Pioneer Practices by finding solutions to potential barriers of specific practices.
- **Begin by examining life in the facility** — Ask yourself and all staff, “Would you have this in your home?”
- **Consult your residents and families** — Work closely with the family and resident councils.
- **Culture change is a process** — Talk to your administrator and ask how your facility can start the culture change process. Volunteer to hold meetings on what can be done now to change your facility.

### Pioneer Challenges...

- **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.
- **Start a family council** — A family council is independent (self-led and self-determined). Staff attend upon invitation only.

## 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.

**I want the first step of this movement to be about stopping those things that are an insult to the human spirit.**

— Barry Barkan, Pioneer Network founding board member

### Illinois Long-Term Care Ombudsman Program



**Ombudsman...Resident Advocate**

Supporting the Pioneer Practices and quality of life for residents