

# Meadow Brook Messenger

1.15.10



**Congratulations!**

**Carolyn Davis, Dietary**

**January 2010  
Employee of the Month!**

The Culture Change Steering Committee will be meeting the 2nd Monday of every month at 2:00 p.m. in the Sheneman Room.

Action Teams that have already been established and will be reporting to the Steering Committee are:

- ◆ Admissions
- ◆ High Involvement
- ◆ Dining
- ◆ NOW!
- ◆ Daily Pleasures
- ◆ Clinic
- ◆ Get The Word Out
- ◆ Dining
- ◆ Charitable Giving

## Meetings & Events:

|                              |  |                      |
|------------------------------|--|----------------------|
| <b>1.18.10<br/>Monday</b>    | Department Head - Conference Room                  | 9:15 a.m.            |
|                              | Comprehensive Safety Meeting - Conference Room     | Following Dept. Head |
|                              | Supervisors Meeting - Conference Room              | 2:00 p.m.            |
| <b>1.20.10<br/>Wednesday</b> | Behavior Management - Conference Room              | 9:00 a.m.            |
| <b>1.25.10<br/>Monday</b>    | Department Head - Conference Room                  | 9:15 a.m.            |
|                              | Nurses Meeting - Sheneman Room                     | 2:00 p.m.            |
| <b>1.26.10<br/>Tuesday</b>   | Antrim County Human Services Board - Sheneman Room | 10:00 a.m.           |
| <b>2.01.10<br/>Monday</b>    | High Involvement Action Team - Conference Room     | 9:15 a.m.            |
| <b>2.08.10<br/>Monday</b>    | Steering Committee - Sheneman Room                 | 2:00 p.m.            |

# Culture Change News:

We are ramping up our Culture Change Transition so let me catch everyone up on where we've been, where we are and where we are going!

## **Where have we been?**

As a start we had emersion training last November in 2009. To recap, the training was held off site at a home in Schuss Mountain; this important concept was to give the staff the "feel" of home. In general sixty (60) staff learned the philosophy of resident first practices, creating home, learning circles and versatile worker concepts.

After the emersion training we started experimenting with the concepts learned. Blue Jay Lane breakfast became a focal point for improvement. A few learning circles were held involving C.N.A.'s, LPN/RN and dietary staff to brainstorm ideas and problem solve barriers to a resident first dining experience.

As you can imagine when trying something new mistakes were made, emotions got a little heated and misunderstandings among staff were widespread. Practice makes perfect and as the team became knowledgeable of the learning circle process we now have a dining program that is more resident centered for Blue Jay Lane residents. Additionally, as good things grow the breakfast program has blossomed to all units of the facility!

Again, with the resident as our primary focus we have started new learning circles to address how our Admission process and Care Plan meetings can become less clinical and task oriented.

## **Where are we currently?**

We have engaged into a formal 18-month agreement with the culture change consultant firm Action Pact. A couple of months ago their team came out and did a formal assessment of our approach to care, staffing patterns, and layout of the facility and the workings of our daily operations. This assessment will be available for all staff to read in the coming week. Keep looking on the Meadow Brook homepage; we'll be providing copies of the assessment in the break room and by the time clock bulletin boards at both the Ambulance and Dietary entrances. There is a link on the homepage to the Action Pact website I encourage all of you to check it out. If you want to view the site from your home computer visit [www.actionpact.com](http://www.actionpact.com)

Our Action Pact mentor, Megan came for her first onsite visit on 1/6 & 1/7. A Steering team was developed and is represented by a diverse cross section of staff from all departments. The primary purpose of this visit was to provide training to the Steering team. The Steering team's responsibility is to facilitate Culture Change in the facility at this point in our transition.

## **Where are we going?**

Over the next year the primary focus of the Steering Team will be training, educating and immersing all staff, resident's, families and the community at large about Culture Change and Resident First Practices. It's an exciting time and certainly one not to fear (for those cynics out there) also rest assure there is a place for all staff in this process, we want everyone to come along on this journey with us!

# Recycling Computers:

Think Green! When replacing and getting rid of your old computers. Good Will Inc., takes all kinds of computer donations. You can also get a receipt for this donation for tax purposes.

Also here is a link

<http://reconnectpartnership.com/>

# Towing Reminder:

Please remember not to park in any no parking areas including the employee of month, unless you are the employee of the month. If the employee of the month gives you permission to park in their spot it needs to be submitted in writing to the maintenance director. Failure to park in appropriate parking spots will result in vehicle being towed at the owners expense. Meadowbrook time will not be spent tracking people down to warn them before towing unless it is for a new employee or it is a questionable spot. All others will be towed immediately. A reminder that the Employee of the Month spot is to be left open for that employee at all times even after or before their shift.

# Friendship Center News:

The Friendship Center will be changing to accommodate resident and family gatherings. It will be a quiet area for them to visit, have meals, or just watching TV. Please invite your residents to enjoy this area.

# All Staff - Dietary Request:

Please do not place glass and plastic dishes in the same bins as a lot of broken dishes are coming back to the kitchen from the Units.

Thank you.

# A Thank You Letter,

December 31, 2009

Meadow Brook Medical Care Facility

Dear Marna,

We thank you so very much for giving us the opportunity to use your facility for our Christmas Party and the wonderful food that you served.

We truly enjoyed singing with the residents and giving out their gifts.

Thank you very much,

Ron Lynch, President  
Bellaire Rotary Club

# Coming Soon:

Very soon there will be Culture Change Communication Stations that will be designated strictly for upcoming news and happenings relating specifically to Culture Change. Our goal is to Communicate! Communicate! Communicate! everything that is happening as we embark on this wonderful journey together.

Monitors will be installed at the Service Hall time clock, the Employee Breakroom and the Ambulance Entrance time clock. There will also be bulletin boards at each of these locations to post any news in paper format for your viewing pleasure.

If at any time you would like a copy of anything that you see posted, please see Rhonda Groeneveld, Administrative Assistant.

Stay Tuned!