



programs and resources to enhance the lives of older persons. An affiliate of The Kendal® Corporation.

Five-session Audio Conference—

Integrating Culture Change and Everyday Issues in Long-Term Care

Two of the most popular terms in today’s world of long-term care — culture change and its companion “person-centered care” — are concepts that can stimulate change in a provider’s approach to care delivery. This teleconference series aims to assist providers in a deeper examination of culture change as it impacts care issues encountered in the day-to-day “happenings” within the nursing home. Staff may be pleasantly surprised to discover that many elements of culture change are actually in place within their facilities, yet they fail to recognize them or overlook simple measures which, when incorporated, could result in practices that truly reflect a person-centered approach to care delivery. Topics include:

- Does Culture Change Increase the Risk of Regulatory Non-Compliance?**
- Examining Safety in an Atmosphere of Culture Change**
- Person-Centered Approaches to Improve Bathing Practices**
- Bathing from the Resident’s Point of View**
- A Person-Centered Approach to Sleep Issues**

Sponsored by Kendal Outreach, LLC and the Pennsylvania Restraint Reduction Initiative (PARRI), each one-hour session is comprehensive, convenient, cost effective and is approved for one (1.0) hour of credit for nurses*. CEUs will be awarded to nurses upon full attendance of the program and receipt of the completed evaluation form.

**Kendal Outreach, LLC is an approved provider of continuing nursing education credits by the Maryland Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.*

Cost: \$132/session; \$400/series. Special pricing for Pennsylvania LTC facilities: \$99/session; \$300/series

How it Works:

One week prior to the session, Kendal Outreach will email the toll-free telephone number and access code to the contact person at the facility, as well as handout materials and continuing education request forms. Your registration entitles you to one phone line which can accommodate an unlimited number of participants at your call location.

How to Register:

Fax: 610-335-1288 or 610-335-1202 ♦ Phone: 610-335-1280

www.kendaloutreach.org; click on *Kendal Online Store*

Mail: Kendal Outreach, LLC, 1107 E Baltimore Pike, Kennett Square, PA 19348

REGISTRATION FORM

I want to participate on:

- February 10 • Does Culture Change Increase the Risk of Regulatory Non-Compliance?
- March 10 • Examining Safety in an Atmosphere of Culture Change
- April 14 • Person-Centered Approaches to Improve Bathing Practices
- May 12 • Bathing from the Resident’s Point of View
- June 9 • A Person-Centered Approach to Sleep Issues

Please complete all blanks:

Name of Contact Person: _____

Facility/Organization: _____

Address: _____

Phone: _____ Fax: _____

E-mail address (please print clearly): _____

Fee: \$132/session; \$400/series • Pennsylvania facilities: \$99/session; \$300/series

check enclosed • check will be mailed

Make check payable to **Kendal Outreach, LLC** and mail to **Kendal Outreach, LLC, 1107 E. Baltimore Pike, Kennett Square, PA 19348**. Questions: Contact Mary Scharf – 610-335-1280; mscharf@kendaloutreach.org.

Note: Kendal Outreach, LLC is not receiving commercial support for these presentations, nor do we endorse any product in association with these presentations.

Integrating Culture Change into Everyday Issues in Long-Term Care

Sessions are held at 1:30-2:30 pm EST

February 10, 2009

Does Culture Change Increase the Risk of Regulatory Non-Compliance?

Beginning the process of implementing culture change can seem risky. We often hear these terms “culture change” and “person-centered care,” but what do they mean? If we decide to implement these concepts in our facility, will that impact the Survey process negatively? This conference will familiarize staff with the basic principles of culture change and help clarify how these changes might affect the Survey process. At the end of the session, participants will be able to: 1) Identify key concepts of person-centered care; 2) Examine regulatory themes which support culture change and person-centered care; 3) Discuss facility practices that deter progress towards implementing person-centered care and the resulting change in culture.

Facilitator: Sabita Balgobin, MSN, RN — <http://kendaloutreach.org/about/FacultyPresenters.aspx>

March 10, 2009

Examining Safety in an Atmosphere of Culture Change

Many facilities are engaged in activities to promote culture change and person-centered care. This teleconference will focus on evaluating some traditional nursing practices as they relate to resident safety that may hinder the advancement of culture change as well as ideas for interventions that do not promote “institutional” nursing care. At the end of the session, participants will be able to: 1) Identify examples of “institutional interventions” traditionally used in long-term care to address safety; 2) Analyze the impact of these interventions related to resident outcomes as well as delivery of nursing care; 3) Examine alternative strategies to address resident safety and promote culture change.

Facilitator: Karen Russell, LPN — <http://kendaloutreach.org/about/FacultyPresenters.aspx>

April 14, 2009

Person-Centered Approaches to Improve Bathing Practices

Bathing in long term care is typically a very task oriented process resulting in agitated, combative residents and physically and emotionally exhausted caregivers. This teleconference will examine evidence-based approaches to person-centered solutions in creating a more pleasurable bathing experience, contributing to culture change within the long term-care setting. At the end of the session, participants will be able to: 1) Explore socio-cultural aspects of bathing; 2) Examine myths associated with the "medical" model of bathing practices; 3) Examine potential triggers of behavioral symptoms during the bathing process; 4) Identify successful verbal and non-verbal communication strategies in a person-centered approach to bathing.

Facilitator: Janet Davis, BA, ACC — <http://kendaloutreach.org/about/FacultyPresenters.aspx>

May 12, 2009

Bathing from the Resident's Point of View

For most of us, bathing is a pleasurable experience. For many of the residents we care for, it is an uncomfortable, humiliating, even traumatic experience that is repeated over and over. This teleconference will look at bathing from the resident's perspective rather than the usual institutional approach. Environmental issues will be addressed as well as adaptations to current bathing practices. At the end of the session, participants will be able to: 1) Discuss the aspects of bathing that create an unpleasant situation for long-term care residents; 2) Describe environmental adaptations that may increase the comfort and pleasure of the bathing experience; 3) Identify strategies to personalize the bathing experience and reduce negative behaviors.

Facilitator: Ruth Bish, RN — <http://kendaloutreach.org/about/FacultyPresenters.aspx>

June, 9, 2009

A Person-Centered Approach to Sleep Issues

The aging process itself results in changes to sleep patterns. Combined with the various chronic health conditions present within elders residing in nursing facilities, it is no small wonder that many of them experience difficulty sleeping. Inadequate sleep and rest may contribute to behavioral issues and may negatively affect a resident's safety and fall risk.

At the end of the session, participants will be able to: 1) Review the effects of normal aging and changes associated with dementia regarding sleep; 2) Outline a person-centered approach to assess areas necessary to develop appropriate, individualized care plan interventions to address sleep impairment; 3) Discuss non-pharmacological interventions that promote sleep and appropriate goals when pharmacological interventions are considered.

Facilitator: Sara Wright, MSN, CRNP — <http://kendaloutreach.org/about/FacultyPresenters.aspx>



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