

PEAK 2.0 Times



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NOTE FROM PEAK 2.0 COORDINATOR:

What is your story?

As I sit and write this letter, I find myself reflecting. For me, this is therapeutic to stop my “to do” list and recall the things I have accomplished rather than focus on what I have left to do. As we have begun the PEAK 2.0 individual home evaluations, I have found reflection is one of the rewards for homes participating in them. Homes often forget what they have accomplished in the midst of all the things they have left to do. It has surprised some homes to realize how far they have come down the journey to providing person-centered care and it is exciting to be part of it. Everyone has a story. What will yours be?

-Laci Cornelison, PEAK 2.0 coordinator

Sometimes we become
so focused on the finish
line, that we fail to find
joy in the *journey*.

-Dieter F. Uchtdorf



Wheat State Manor

Our culture change journey began in December 2012. It has been a journey of ups & downs. It has been a learning experience for all of our staff and residents. PEAK 2.0 was introduced to us by our administrator. He asked for volunteers from our leadership team to facilitate our journey. The original PEAK team was formed. We were excited and ready to make it happen. Each facilitator formed teams to write our action plans for the four core areas we chose. As time went on, we realized that our action plans needed modified at times. The Core areas we chose to work on were:

Domain 1: Resident Choice – Food, Bathing, & Daily Schedules

Domain 2: Staff Empowerment – Decision Making in Resident Care.

We held weekly culture change team meetings that were open to anyone who would attend. The facilitators worked on the action plans and discussed progress and challenges. We had the opportunity to send staff to GERTI training and visit Pleasant View of Inman to learn more about culture change. We hosted learning circles and posted updates to our Culture Change message board. We have utilized some of the resources available from the Pioneer Network, Action Pact, Eden Alternative, and GERTI.

Since making changes, our residents are happier, more involved with making decisions about the activities they do, and decide what food they want. They decide how they live their life! We have more spontaneous activities and some of the “direct care staff” are taking initiative to fulfill resident requests.

Some weeks it seemed that we had gone backward. It often felt like a challenge to get people to support the changes we wanted to make. At times we met resistance and reluctance to change. Some of the resistance we met was with the people who we care for; not wanting to change because they were accustomed to the “institutional” way of doing things. We had difficulty getting people trained. We are still challenged with transforming the language we speak. It is sometimes difficult for people to change their perception and look at new ideas. Some ideas have a financial impact and require long-term planning and budgeting.

On February 13, 2014, Judy Miller & Laci Cornelison visited Wheat State Manor for our PEAK 2.0 evaluation. The evaluation was very helpful to see that we have made progress. They also helped our team look at the goals we had not yet reached. Judy and Laci were wonderful to visit with and they were very encouraging. We would encourage others planning to enroll in PEAK to stay focused on their goals and not get bogged down in the daily process. Communication is key for keeping your team on board. Stay positive and be patient. If one way doesn't work, stop and try another route. Culture change is a journey. Embrace it!

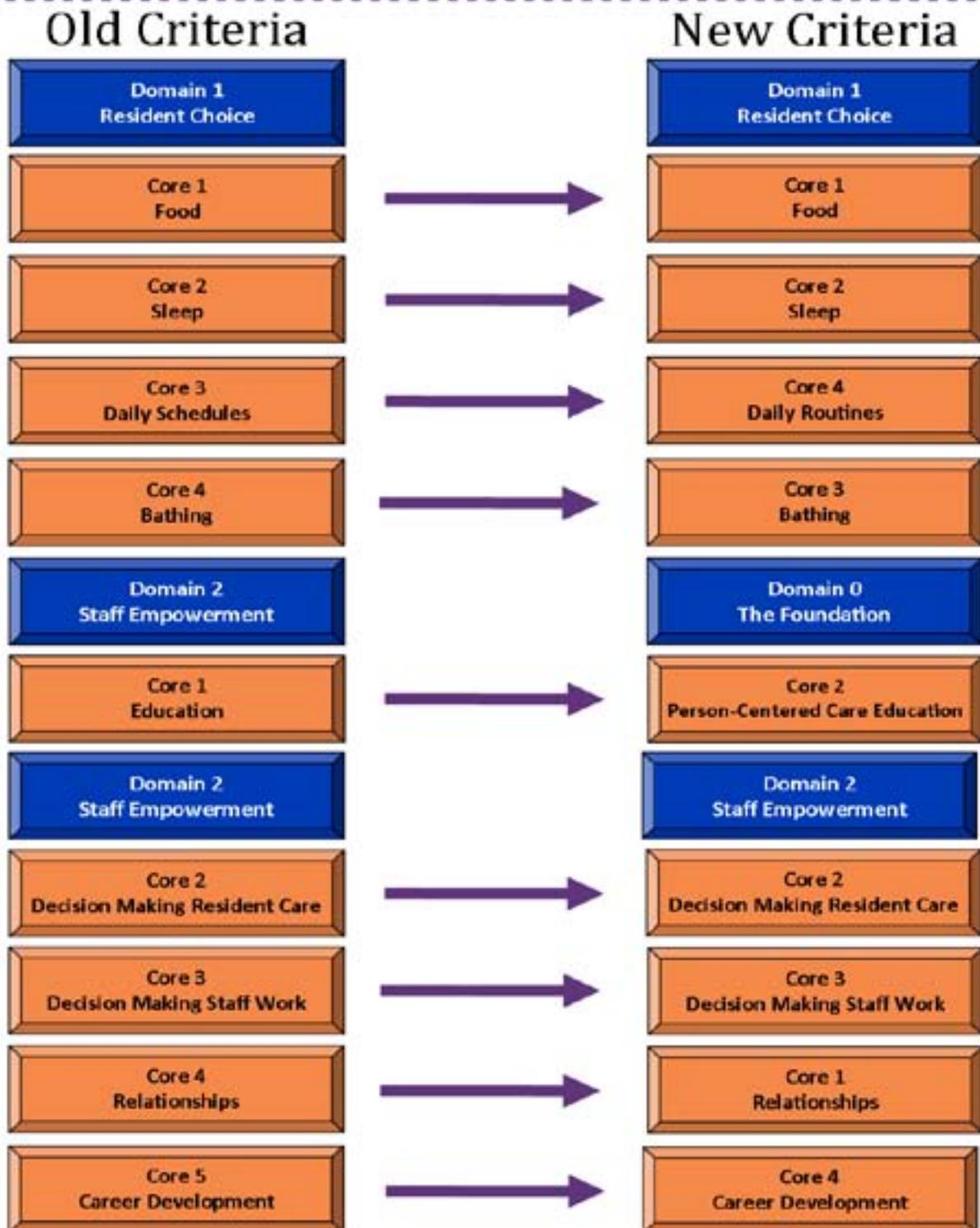


I see the 2014-15 PEAK 2.0 Program Criteria are different.

WHAT DOES THIS MEAN FOR OUR HOME AND THE WORK WE HAVE ALREADY DONE?

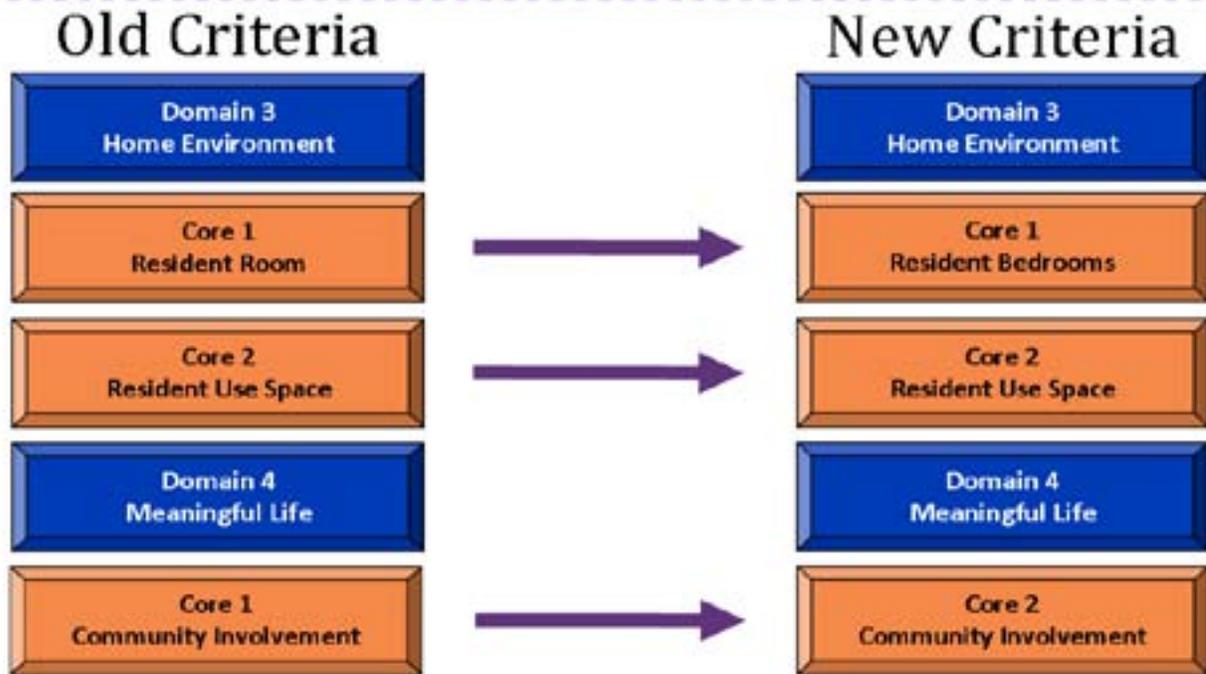
The 2014-15 program criteria are different than the original criteria that homes are currently working on and being evaluated on. Core areas that your home has worked on and pass as a result of this year's evaluation will be "grandfathered" into the new 2014-15 criteria. We have created an equivalency table to help your home identify how the cores you are currently working on fit in with the new 2014-15 criteria. Please note that while your home will receive credit for achieving in the old criteria, all future evaluations will be based on the new criteria.

PEAK 2.0 Criteria Equivalency Flowchart



PEAK 2.0

Criteria Equivalency Flowchart



Our home is scheduled for a Zoom evaluation call in March

WHAT SHOULD WE EXPECT FROM THE EVALUATION?

The evaluation is the time for homes to highlight the work they have done in PEAK 2.0 since enrollment. At your scheduled evaluation time, click on the Zoom link provided to you by the KSU Center on Aging. This will connect you with the evaluation team. The evaluators will start by verifying that a team of six is on the call, including two direct caregivers, and confirm the names of the participants. Next, the evaluators will ask your home to share information about the cores your home selected to work on. The evaluators will ask further questions if more information is needed in any given area. Direct caregivers may be asked specific questions about how they carry out their work. The evaluation will end when all the core areas have been discussed. Your home should expect to receive feedback from the evaluation within two weeks of your scheduled Zoom evaluation. The feedback will include results of the evaluation including written comments, incentive change information, and next steps in PEAK 2.0. All incentive changes that result from the evaluation will be effective July 1, 2014.

Kansas Christian Home

We have been very excited about our PEAK/Culture change journey. Enrolling in PEAK has only focused us more on our goals to provide person-centered care. We started person-centered care many years ago and started on the PEAK process in November of 2012, as far as I can remember. We currently serve breakfast restaurant style with plans to do this for all three meals. We have constructed a third commercial kitchen to be able to cook what the resident wants at all dining rooms. While in PEAK residents and families have been interviewed upon admission with their preference for bathing; we have implemented consistent staffing in each neighborhood; residents make their own choice of when they wish to sleep and awake and medication times are adjusted accordingly; and more direct care staff are attending care plan meetings.

Some of the benefits of PEAK have been that it has really helped keep us focused on person-centered care; residents are happier with the changes and the PEAK process has forced us to take steps that we had only been thinking about taking in the past.

Some of the challenges have been training all the staff; staff letting go of the medical model; figuring out how to get rid of our nurse's stations and staff making their own schedules.

The evaluation process was a great experience in that it helped us to really focus in on areas that we needed to improve on. The phone interview helped us to clarify the next steps that we need to take. The next steps for our organization include expanding our meal times; involving more CNAs, resident and families at the care plan meetings; increasing the amount of person-centered care education; developing a formal policy for staff development and/or advancement; expanding meal times; starting liberalized medication pass; empowering CNAs to respond to resident requests 24/7; creating more private rooms and eliminating the nurses stations.



Find us on YouTube at www.youtube.com/KSUCOA

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