



Culture Change Nurse Coordinator Manual and Certification Program

A transformation is taking place in America's nursing homes. This movement, termed *culture change*, is promoting a new way of thinking about quality of care and quality of life for nursing home residents. After decades of being reactionary in their method of delivering services, nursing homes are now being proactive in defining components of care, environment, and life that are unique to high quality long term care.

Many fine models of culture change have emerged as trailblazers in leading this movement, beginning with the *Eden Alternative*, birthed from the vision of geriatrician Bill Thomas who believed that nursing home residents deserved a life worth living. From this effort grew the *Green House Program* that offered new physical environment designs and models of service that replaced the traditional institutional setting with one that fostered a sense of community. A group of nonprofit nursing homes in Wisconsin, convinced that innovative approaches would improve the quality of care, developed the *Wellspring Institute*. Shortly thereafter, a group of professionals in New York formed the *Pioneer Network* and offered resources and guidance to nursing homes in using nontraditional approaches to improve the quality of residents' lives. Each of these models has contributed in their unique ways to transforming the culture within nursing homes. Some nursing homes were early adopters of these models and have implemented changes that make their culture, practices, and physical environments hardly recognizable from their previous forms. Others have implemented components of models that have enabled them to launch partial changes to begin their transformation. Still others have yet to capture a vision of how culture change can be a reality within their settings.

This Manual provides "Culture Change 101" content to offer guidance for nursing homes that are in the beginning or early stages of transforming their practice and environment. The chapters review core elements of culture change:

- **Nursing Home Culture: Past, Present, and Transformed** To understand the factors contributing to the current problems and challenges in nursing homes, it is beneficial to have insight into the development of long term care. This chapter traces the growth of nursing homes and the current models for transforming them. The elements and stages of culture change are described.
- **Resident-Centered and Resident-Directed Care** Giving residents a true voice in their care requires assessments that go beyond the basics to fully explore what makes the individual unique and how to plan care accordingly. This chapter offers factors to consider in assessing residents and developing resident-centered care plans.
- **A Holistic Approach** Care of the resident's body, mind, and spirit is crucial. This chapter emphasizes the importance of going beyond regulatory requirements to provide holistic care.
- **Relationships** Positive relationships are integral to a caring culture. This chapter reviews factors that foster good relationships, such as consistent assignments, effective communication skills, and sensitivity to customer service.
- **High Quality Care** People enter a nursing home due to health conditions that require expert clinical services, therefore, high quality care must be at the core of all activities. This chapter discusses Best Practices for major clinical issues, including nutrition, falls, incontinence, infections cognitive impairment, and psychosocial and spiritual well-being.
- **Home-Like Environment** Modifications to the physical environment can support improved function, socialization, and sense of community. This chapter offers suggestions that can be implemented within the constraints of existing physical homes.
- **Enlightened Management Direct Line Worker Empowerment** One of the core components of culture change is the empowerment of direct care employees. This chapter describes factors that foster empowerment, such as stable staffing, stress management, and changes in management's thinking.
- **Implementing Culture Change** Various nursing homes will be at different points on the path to culture change. This chapter offers practical advice for implementing culture change principles and practices, including the process for assessing the nursing home's current culture, content and skills for teaching staff, methods for developing teams to assist with implementing new practices, and strategies to monitor progress.

In addition, recommended readings and resources are provided to assist with further learning.

The Manual is titled **Culture Change Nurse Coordinator Manual** because it is intended as a resource to equip nurses to play a leadership role in assisting with the transformation of nursing homes. Granted, every member of the staff plays a role in culture change and the success of transforming the nursing home's culture will rest on the support of everyone. However, the American Association for Long Term Care Nursing believes that the 24/7 presence and responsibility of nurses and their major role in coordinating the efforts of the interdisciplinary team make nurses the logical discipline to coordinate culture change activities. The price of the **Culture Change Nurse Coordinator Manual** is **\$ 110 plus \$8 S/H**

CERTIFICATION CCNC-C™

For nurses who so desire, **Certification as a Culture Change Nurse Coordinator CCNC-C™** is available through the American Association for Long Term Care Nursing. This independent study program allows you to obtain the CCNC-C™ and earn 24 contact hours. The requirements for the **CCNC-C** Certification program consist of:

- Reading the entire *Culture Change Nurse Coordinator Manual*. A Study Guide will direct your reading and study.
- Completing a tool will enable you to assess the stage of culture change for your nursing home.
- Developing an implementation plan that is unique to your nursing home.
- Passing the examination with a score of at least 80%

Process for completing the Certification Program:

- Order the program materials (consisting of the **Culture Change Nurse Coordinator Manual** and **Study Guide**).
- Study at your pace.
- When you have completed the program, send in your Registration Form, required completion materials (e.g., test answers, completion of assessment tool and implementation plan) and fee.

Fees:

Certification Program	Study Materials Fee (includes S/H) AALTCN Member/Nonmember	Certification and Contact Hours Fee* AALTCN Member/Nonmember
CCNC-C™	\$125/137	\$75/\$150

Order Form

_____ **Culture Change Nurse Coordinator Manual:**
\$99 (Member Fee) / \$110 (Nonmember) + \$8 S/H
 _____ **Certification Study Guide to accompany Culture Change Nurse Coordinator Manual:**
\$14 (Member) / \$15 (Nonmember) + \$4 S/H

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