

Mather LifeWays

# Institute on Aging

## Essentials of Culture Transformation

(3 part webinar series)

3 session webinar series - \$250 per organization

Individual webinars - \$99 per organization

A stable, empowered workforce is *the* critical element to achieving a transformed culture. **Essentials of Culture Transformation** focuses on the key components of stabilizing the long-term care and senior living workforce and empowering staff to become partners with residents in creating a person-directed culture of care. This program highlights three areas that are important first steps to implementing culture change in your community: person-directed care, primary/consistent assignments and peer mentoring.

### Webinar 1: Person-Directed Care

The basics of person-directed care are explored. Specific strategies for entering into relationships with residents and care team members are discussed and experienced through the exploration of “real life” case scenarios. The key components include:

- Treating each resident as an individual
- Valuing and empowering the caregiver
- Building choice, control, and hope into each daily interaction
- Supporting and encouraging relationships among residents, their families, and staff

### Webinar 2: Primary/Consistent Assignments

The consistent assignment staffing model honors both residents and staff. Learn why this staffing model lowers staff turnover rates, decreases health deficiencies, and provides greater resident and family satisfaction. Learn ways to implement consistent assignments in your community. The key components include:

- Defining consistent relationships
- Implementing the Consistent Assignments approach
- Creating a task force to begin the process
- Determining the current state of staff assignments
- Agreeing on the methodology for creating consistent assignments

### Webinar 3: Peer Mentoring

Key strategies to successfully acclimating new staff to the organization and onto the care team are explored in the Peer Mentoring Program webinar. Materials and implementation tactics for ongoing development and evaluation of LTC staff are provided. The key components include:

- Developing the role of the peer mentor
- Establishing the role of Mentorship Program Coordinator
- Partnering new staff with experienced peer mentor
- Evaluating the peer mentoring program as part of the organization’s Quality Improvement Program

All series participants receive a teaching guide and toolkit.

*Continuing Education: 1 contact hour per webinar (3 for the series) for NHAs and RNs*

*These webinars have been submitted for review for continuing education credit for activity professionals (NCCAP), health educators (NCHEC-Category 1), and human resources professionals (HRCI)*