

Culture Change and the Physical Environment

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What Culture Change Is About:

△ Honoring
individuality of
residents and staff

△ Creating “home”

△ Person vs. task
focus

△ Creating a new
way of being and
thinking related to
aging

△ Creating
responsive
systems

Creating Responsive Systems includes. . .

- △ Re-organizing the work**
- △ Renovating the Physical
Environment to Create Home**

In Practical Terms, Culture Change and Resident-Centered Care Result In...

- △ Smaller living environments**
- △ Permanent work assignments and decision making closest to the residents**
- △ Flattened hierarchy**
- △ Dismantling daily routines and systems to allow freedom and choice**

Culture Change vs. Resident-Directed Care

- △ Culture Change is the process of creating home and community**
- △ Resident-Directed Care is the outcome**

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Provider Directed	Staff Centered	Person Centered	Person Directed
<p>Mgmt. makes most of the decisions with little conscious consideration of the impact on residents.</p>	<p>Staff consult residents or put themselves in residents' place while making the decisions.</p>	<p>Resident preferences or past patterns form basis of decision making about some routines</p>	<p>Residents make decisions every day about their individual routines. When not capable of articulating needs, staff honor observed preferences and lifelong habits.</p>
<p>Residents accommodate staff preferences; are expected to follow existing routines.</p>	<p>Residents accommodate staff much of the time—but have some choices within existing routines and options.</p>	<p>Staff begin to organize routines in order to accommodate resident preferences—articulated or observed.</p>	<p>Staff organize their hours, patterns and assignments to meet resident preferences.</p>



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Creating Home in the Nursing Home:

**A National Symposium on Culture Change
and the Environment Requirements**

APRIL 3, 2008 | WASHINGTON, D.C.





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National Long Term Care Life Safety Task

 **NCCNHR**
The National Consumer Voice For Quality Long-Term Care

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Association of Health Facility Survey Agencies

CMS Centers for **Medicare & Medicaid** Services

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CMS Revisions to the Guidance to Surveyors: (Interpretive Guidelines)

- △ Response to 2008
Environment Symposium**
- △ Intent to provide clarification
to surveyors**

CMS and Culture Change

- △ Culture Change innovations = improved quality of life which is key part of OBRA law**
- △ CMS has been supportive of culture change since the beginning of the movement in 1997**
- △ Physical environment changes are key part of improving quality of life, making residents happier/healthier**
- △ CMS regs. have rights to choice and homelike environment that are just now beginning to be fulfilled by culture change innovators**

Moving away from tray service



Toward New Dining Styles

Buffet



Frying eggs



Tasty meatballs



Using the stove



Normal kitchen life



Even washing dishes



Isn't this like home?



Moving away from rooms like this



To rooms like this, homey with personal decorations



WOW



Moving from hallways like this



To a variety of homier spaces





Cat is nice, but this long hallway would be better with some chairs



CMS is getting the word out to surveyors

- △ 5 culture change CMS broadcasts**
- △ Audio series “Culture Change for Regulators**
- △ Answering CC questions in letters**
- △ Central and Regional office speakers on culture change at many conferences**
- △ Suggestion to use CMP money for Eden and other CC efforts**
- △ CC demonstration grants in new ACA law**

Regulations and Codes Grow and Change with Time and Innovation

- △ The OBRA regs. come from another era and address the “institutions” of that day**
- △ CMS keeps alert to the need to change and we DO make changes when we become outdated or regs. get in the way of main goal, quality of care and quality of life**
- △ Or we add explanations so surveyors are consistent**

More CMS CC Efforts

- △ Linked with PN for two national symposia on CC and regulatory issues (environment, and dining)**
- △ Developed Artifacts of CC questionnaire tool**
- △ Changed 11 regulatory Tags in response to culture change recommendations**
- △ Participated in LSC Task Force and signed off on recommendations to NFPA**