

## Ohio Person Centered Care Coalition: Meeting notes

Thursday, September 30, 2010

### Members Present:

Hilary Stai, State PCCC Coord.	State Ombudsman's Office
Matthew Dapole	LNHA, Country View or Sunbury
Marianne Bradshaw	Ombudsman Program Director, Lima
Betty Thompson	Ombudsman Program Director, Mansfield
Susan Marsico	HCF Management
Gretchen Robinson	HCF Management
Tara Sibert	HCF Management: Briarwood Village
Christina O'Neal	Ohio Academy of Nursing Homes
Mandy Smith	Ohio Health Care Association
Jan Windland	Zane State College
Monica Wynn	Ombudsman Program Director, Dayton
Kim Flannigan	Ombudsman Program Director, Marietta
Beverley Laubert	Ohio State LTC Ombudsman
Erin Pettegrew	State Ombudsman Office
Roxanne Moves	Episcopal Retirement Homes
Debbie Moore	Ombudsman, Columbus
Vickie Bartlett	Sunset Retirement Communities
Kim Saylor	Concept Rehabilitation, Toledo
Sam McCoy	Ombudsman Program Director, Akron, Byesville
Dionne Nicol	Treasurer

### I. Purpose/ Objectives, Introductions and Mission: Hilary Stai

The purpose of the gathering is described by Hilary is to initiate "a fresh start" to the Coalition and to re-structure the organization to become effective on a statewide level. Hilary outlined the history of the group and noted that the Department of Aging assumed responsibilities for the group in August, 2010.

Bev Laubert: the PCC is designed to include all those in the LTC environment, including residents, families, direct caregivers and administrative staff. The PCC should serve as an advocacy group to more aggressively encourage "non-adopters" to embrace PCC principles. PCC needs to promote an incremental approach to change and communicate that true person centered care is not the result of checking off boxes on a checklist.

Suggestion: A scholarship is suggested to help encourage facilities to adopt.

Attendees introduced themselves and stated their reasons for being present and what they might bring to the organization. Sign-up sheet circulated and filed.

Statements of the Coalition's mission and vision were circulated for discussion and comments – group recommitted to mission/vision.

Hilary noted that the Coalition is identified by the IRS as a 501.C3 not for profit. The last annual finance report was filed but not the charitable trust registration with the Attorney General – this has been done and next finance report is due May 2011. Treasurer, Dionne circulated the current financial report for the Coalition, showing a balance of \$37,233.95 in the account.

Comments by the Treasurer Include:

- Most of the revenue was earned in 2009 from the conference;
- Some small donations were generated from families interested in contribution towards improved care and services in NFs;
- Expenses for the conference were noted as being \$17,831. Conference income covered all expenses.

Action Item: Hilary to inquire with Joe Jorgenson about creating a link to PayPal as a means to accept contributions for the organization.

Action Item: Financial reports to be filed with the IRS annually by CPA – need new CPA willing to assist Coalition

Action Item: Need second signer on bank account.

#### **Website/Resources Discussion:**

The Coalition's Website was discussed with the following comments:

- Suggestions on organizing and categorizing the material are needed, including links, "how to.." suggestions;
- Joe Jorgenson agreed to continue with website maintenance, modifications and development. He removed dated material at Hilary's request and posted information on meeting.
- An "Updates" section is expected to be included on the site soon;
- Bev Laubert questioned if the Academy's material is currently available on the website? It is not available at this time; KePro also pulled materials from the site but will send to Hilary for review and updating.
- A "member's page" or member specific section of the website was suggested;
- Hilary suggested that Ohio develop a website that is a "one stop" resource for web-based information;
- As the website takes shape, should consider adding a search function so that users can get to the information they need/want;
- Should consider listing PCC speaker's bureau members on the site;
- Suggested that California's Culture Change information be reviewed or integrated into the Ohio page;
- An un-subscribe option should be available;
- Suggested the following videos or links: "Mrs. Reynolds Needs a Nurse", "Look at Me"
- Listserv has numerous duplicates and has not been updated – discussion regarding best way to update and to get more people to sign-up with creating additional duplicates

Action Item: Each member of the group is encouraged to submit material pertinent to culture change and person centered care to Hilary Stai for inclusion in the website. It was suggested that members take a look at the "Artifacts of Culture Change" material for ideas. May need to categorize resources in future. This should be an area where everyone can contribute with little time.

Action Item: Develop a website/Resource team to build resource library on Website, review best practices and success stories for inclusion on the website;

Hilary led discussion about membership fees, and noted that the draft by-laws indicated that a \$25.00 Membership fee was expected. The group decided by consensus that the membership fee would be waived because it could be a barrier to membership and the revenue is not needed at this time.

Hilary drafted letterhead which was circulated. Comments were encouraged.

Discussion of types of membership – draft bylaws have Associate and Active members – group agreed that the Website registration would serve as "application" and that anyone who signed up could be a member – want to remove barriers to participation.

Assessment Results: Beverley noted that the Assessment Committee has partnered with Scripps Gerontology to modify the questionnaire to capture the essence of PASSPORT home care for responders.

### **Pioneer Network:**

The Pioneer Network's self-assessment "Artifacts of Culture Change" was recognized as a valuable document. Questioned if Ohio should create its own assessment tool or use what's available elsewhere? General consensus that the "Artifacts" be used to assess a facility's adoption of a person-centered philosophy as it is linked to a national database and is widely promoted as the tool to use.

The Pioneer Network's "Design on a Dollar" initiative was reviewed/discussed.

The Pioneer Network's "Promising Practices" initiative was reviewed/discussed.

The "Artifacts" is a good tool to help facilities with the will to change the resources and information to move forward.

Hilary participated in national coalition networking call – thanked Fran Savard for presence on previous calls.

Beverley asked if Person Centered Care is part of the Core of Knowledge curriculum. The group was told that it is to some degree.

Action Item: OHC to give Beverley the names of speakers who present PCC as part of the Core of Knowledge curriculum.

Discussion Item: Establishing a Mentoring relationship within PCC

- Questioned if a mentoring approach is too narrow, burdensome and time consuming to gather many participants?
- Suggested that "Success Stories" could be developed which would illustrate the values of PCC;
- Recognition of innovation on the website;
- Suggested that success stories would include contact information, estimated costs associated with the implementation and timelines;
- Profiled programs and innovators would be encouraged to provide tours and facility visitation.
- The website could be organized to allow users to select success stories by topic and areas of interest;
- Group agreed information needed to be reviewed prior to posting.

Action Item: Members are asked to provide "success Stories" and best practice innovations to Hilary.

Action Item: Hilary will talk to Joe Jorgensen about updating listserv – may start over if no efficient way to update existing list.

#### **Picker Institute:**

Ohio will participate in Phase II of the project – materials distributed. Comments included:

- Effort will include recruitment of regional facilitators and hosts for meetings with consumers using established curriculum to educate consumers on PCC
- Materials and "train the trainer" in November, meetings Jan – April, project end April 22
- Proposed that Ohio could conduct twelve small group events organized within the PSAs;

Action Item: Members partner/assist with consumer education sessions in each region. More information will be distributed as received. Sign-up sheet routed for volunteers.

#### **Conference Discussion:**

- Ideal conference date would be August or February
- A one-day conference date was tentatively agreed to occur in February 2012;
- Interest in keeping the conference affordable to a wide audience;
- Education should encompass more than just a bi-annual conference. Regular webinars or small, topical conferences should be considered;
- Scholarships for direct care workers should be considered;
- Carmen Bowman was mentioned as a potential speaker for the conference;
- Continuing education hours for conference attendees is an added incentive to attend;
- Content for the sessions could include reports or video presentations on the "picker" sessions
- Poster sessions, Results of pilot studies and real-life outcomes of successfully implemented PCC efforts should

- Coalition needs to be more than annual conference
- Focus on practical application

Conference Planning Task Force (sub-group of education committee) Volunteers: Jan Winland, Kim Saylor and Sam McCoy as well as representatives from provider associations.

### **Outreach and Recruitment:**

Hilary's Overview: The Coalition's interest should be to eliminate barriers to becoming part of the Coalition and eliminate barriers to a productive process. Everyone should be talking about it every day.

Question: What's the new PCC Coalitions Message? What are we all about and Where are we going?

- Communicate that PCC is an active movement originating in OBRA '87 and continuing forward;
- Communicate that , "it's not too late" to get involved; Change is incremental;
- Communicate what's new and what's expected ahead;
- Person-Centered Care is ON THE MOVE
- PCC – It's Time!
- Communicate a countering argument to the statements, "We don't have time for that.", or "We don't have the money to do that.";
- Focus on small steps, building blocks, dominos – it starts with ONE
- A leader in educating the industry on person centered care, especially a resource for frontline staff;
- Person-centered care is personal – I can be person-centered!
- Have an emphasis on residents, showing the "face behind the care"
- Need to promote that everyone can be person centered, regardless of the environment;
- Matt Dapore has partnered with local nurse and STNA training programs to teach PCC fundamentals (too many interviewees had never heard of PCC)

Recruitment and PCC initiatives begin with one person. Identifying and crafting a message for each potential PCC champion and reaching that audience becomes the challenge.

Action Item: Member's websites should be modified to include a link to the PCC website.

Discussion regarding List Serve:

- Currently 600 names on the list, many being duplicates, outdated or inaccurate;
- OHCA (Mandy Smith) agreed to review the list and compare it with their list, removing inaccurate entries and updating where evident.

### **Organizational Structure Discussion:**

Discussion Regarding Bylaws:

- “Proxy” members should be discouraged or eliminated as they are part-time participants unless they are educated and can participate without halting group momentum;
- Membership levels are unnecessary, all members have same status in the organization;
- There are no fees for membership;
- Need to recruit more providers – they are the ones that need to implement
- Bylaws have never been finalized – those that participated previously frustrated by amount of time spent discussing them. Group agreed that small, temporary, ad hoc group should meet to finalize the bylaws for approval by the Board. Group agreed to focus on simplicity, removing barriers to participation but giving board appropriate authority to deal with issues as they arise.

The group discussed the need for the following committees: finance or Treasurer, Education (conference planning as ad hoc committee), Website/Resources, Outreach. Ad hoc committees were proposed for completing the bylaws and beginning the conference planning process. Goals of each committee will be developed at a later date with the immediate goal being to recruit more new members to the organization.

Previous committee structure discussed and group agreed that we needed to build Coalition membership and participation before that many committees would be productive. Agreed to start with the following:

- Outreach/Recruitment Committee Volunteers: Gretchen Robinson, Marianne Bradshaw, Hilary and Dionne
- Conference Planning Task Force Volunteers: Jan Winland, Kim Saylor, Sam McCoy, and provider association reps
- Website/Resources Committee: Betty Thompson and Hilary Stai

#### **Board:**

Need to start over and recruit new board members who will help build and sustain momentum of Coalition. Want willing, committed and active members that can help build and sustain momentum. Discussion included:

- Dionne Nicol will stay on as Treasurer
- State Coordinator (Hilary’s role) will have position on Board
- Bylaws group will reconsider more than 1 person per organization on Board – establish some limits but increase flexibility if possible
- Sign-in sheet routed to establish interest
- Board will elect president, VP, and secretary

Action Item: All persons present were charged to recruit membership to the coalition and have them register on the Website to be on listserv.

Action item: Ad hoc group finalize bylaws for approval of Board.

Action item: Hilary will contact those that volunteered to serve on committees and boards to discuss next steps (i.e. charters, leadership, goals). May need to set aside time at November meeting for board and committees to meet.

**Next MEETING WEEK OF NOVEMBER 29.**

Hilary to review her calendar and room availability. Group agreed that frequent communication was important and that the Coalition should utilize technology as much as feasible to supplement in-person meetings. May meet frequently until we build some momentum.

Meeting agenda in November to include the following items:

- Board and or committee meetings?
- Bylaws finalization
- Picker Small Group Updates
- Collaborative efforts w/other groups (Career Nurse Assistants as an example) – how will Coalition interact with other groups?
- Goals for Calendar 2011
- Suggestions for additional items should be emailed to Hilary.

Closing: Participants (about 20) were very pleased with meeting – felt a lot was accomplished and some direction established.

Minutes as submitted by Sam McCoy.