

# “The Role of the Nurse in Culture Change”

With Susan Misiorski, BSN  
Director of Organizational Culture Change, PHI  
and Cean E. Eppelheimer, BS  
Training & Organizational Development Specialist, PHI

**Westminster-Thurber  
Community**

717 Neil Avenue  
Columbus, OH 43215  
(614) 228-8888

*You asked for it....  
Here it is!*

**November 4, 2009  
9:00 a.m.— 3:00 p.m.**

In the Westminster-Thurber Auditorium  
717 Neil Avenue, Columbus, OH 43215  
(614) 228-8888

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## “The Role of the Nurse in Culture Change”

### Session Description

The principles and goals of the culture change movement are compatible with the core tenets of the nursing profession, which calls upon nurses to respect the dignity, worth and uniqueness of each individual. In spite of these shared values, the role of nursing in culture change has not been well defined and nurses working in transforming organizations often report confusion and dissatisfaction with the change process. If holistic nursing is in fact synonymous with person-centered care, then why does this vital component of the change process seem so difficult? This workshop will explore opportunities, barriers, and solutions to the role of nursing in culture change.

### Objectives

*Upon completion of this workshop, participants will be able to:*

1. Understand contributing factors to nurse dissatisfaction with culture change.
2. Explain the role of the nurse in leading person centered care.
3. Identify ways to engage nurses in the change process.
4. Explain how the model of home health nurses can be incorporated into a residential care setting.

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**9:00 a.m.— 3:00 p.m. at**

**Westminster-Thurber  
Community**

**Call to Reserve Space  
(614) 228-8888**

**\$49.00 — per person**

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(PAYABLE TO WESTMINSTER-THURBER)

This continuing Nursing Education Activity was approved by PHH as an accredited provider of the American Nursing Credentialing Centers Commission on Accreditation for 5 hours of CEU's.

AOPHA is an approved provider of continuing education through BENHA. Four (4) hours of credit are available for administrators.

### About the Speakers



**Susan Misiorski, BSN** is a graduate of the University of Connecticut School of Nursing and a former Director of Nursing in Long Term Care. In her current work, Susan is the Director of Organizational Culture change at PHH. In her role, Susan coaches long-term care providers who are implementing person-centered culture change. Susan has been a leader in the Pioneer Network, a national organization whose sole purpose is to serve the culture change movement, since its inception in 1997. She served as president of the network from 2000–2003, and continued to serve on the board of directors through 2006. Susan has authored numerous articles as well as *Getting Started: A Pioneering Approach to Long-Term Care Culture Change*. This handbook is a resource to nursing home providers who are looking for information and tools on how to create a high-involvement process for transforming institutions into homes. Most recently, Susan participated in the first gathering of national nurse leaders to discuss the role of nursing in culture change and participated in the development of the resulting white paper and recommendations. In addition, Susan was a speaker on the recent CMS Webinar explaining the new interpretive guidelines for quality of life.

**Cean C. Eppelheimer, BS** is the Training & Organizational Development Specialist with PHH. A graduate of Michigan State University, Cean is a Certified Eden Associate, Eden Educator and Eden Mentor, and holds a Nursing Home Administrator Certificate. Cean brings particular expertise in culture assessment, strategic planning, model creation, training and facilitation, and implementation consulting. As part of this seminar, Cean will bring an organizational perspective to compliment the role of nursing in culture change.

