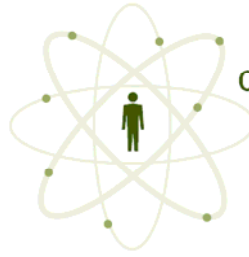


## **Mentors**

The following list of professionals (organized in alphabetical order by location) have volunteered to help others in the nursing home industry along their culture change journey.

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**AVON OAKS CARING COMMUNITY, LORAIN COUNTY**

**Contact name:** Joan Reidy, President, Administrator

**Contact phone:** 440-934-5204

**Contact email:** [jreidy@avonoaks.net](mailto:jreidy@avonoaks.net)

**Address:** 37800 French Creek Road, Avon, Ohio 44011

**Areas of expertise:**

- Universal caregiving
- self scheduling
- permanent assignments
- intergenerational program with in-house day care center
- enhanced dining: flexible meal scheduling to allow residents to sleep-in.
- (This is a journey for us. We don't have all the answers, but love to exchange ideas and solutions.)

**What changes did you make:**

- Self scheduling:...rolled out gradually ...first one unit, then the nursing department, then the rest of the building
- Universal Caregiver in Porter Pavilion: Education of existing staff and buy-in. Staff had to reapply to work in that unit
- Dining changes: Taking longer than I wish...

**Steps in making the change:**

- Leadership buy-in
- Resident buy-in
- Communication/education/communication/education

**Barriers encountered:**

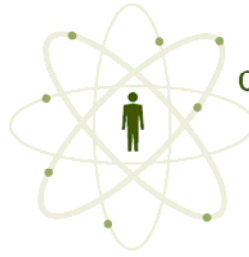
- We are all threatened by changes to set habits and routines.
- We do not have the luxury of being able to build new buildings or do extensive renovations to create households

**What successes have you enjoyed?**

- High customer satisfaction. Most referrals come from families and residents that have been here
- Turnover cut in half

**Demographic information:**

- 105 skilled beds including special memory unit:
- 25% short term and rehab patients
- 30% memory impaired residents



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CARE COALITION**

[www.centeredcare.org](http://www.centeredcare.org)

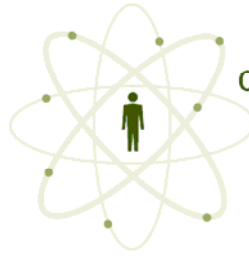
- 5-10% residents under 65
- 16 assisted living apartments.
- Porter Pavilion has both skilled nursing beds and licensed assisted living rooms.

**How will other homes contact you?**

[jreidy@avonoaks.net](mailto:jreidy@avonoaks.net) or [www.avonoaks.net](http://www.avonoaks.net)

I'm willing to open my nursing home for tours for other nursing homes.

Submitted: 2/2/2007



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**BRECKENRIDGE VILLAGE FAIRMOUNT HEALTH CENTER, LAKE COUNTY**

**Contact name:** Lisa Mansour

**Contact phone:** 440-942-4342

**Contact email:** [lmansour@breckenridge.oprs.org](mailto:lmansour@breckenridge.oprs.org)

**Address:** 36855 Ridge Road Willoughby, OH 44094

**Areas of expertise :**

Enhanced dining environment with the elimination of the tray line.

**What changes did you make:**

We eliminated the tray line and installed "serveries" in the dining rooms. This allows the residents meals to be plated in the dining room and served directly to the tables.

**Steps in making the change:**

Ascertaining costs, raising funds, and educating the staff on the system changes.

**Barriers encountered:**

The changes resulted in more staff time than anticipated. We had to reallocate duties and budgeted staffing hours.

**What successes have you enjoyed?**

The environment is better, more residents enjoy coming to the dining room.

**Demographic information:**

We are 100 beds and located in a suburban area. We are part of a nonprofit Continuing Care Retirement Community (CCRC).

**How will other homes contact you?**

[lmansour@breckenridge.oprs.org](mailto:lmansour@breckenridge.oprs.org)

I'm willing to open my nursing home for tours for other nursing homes.

Submitted: 1/3/2007



**CROWN POINTE CARE CENTER, FRANKLIN COUNTY**

**Contact name:** Dionne Nicol, Administrator

**Contact phone:** 614-459-7293

**Contact email:** [dnicol@crowm-pointe.net](mailto:dnicol@crowm-pointe.net)

**Address:** 1850 Crown Park Court, Columbus, OH 43235

**Areas of expertise:** Environment/care practice

**What changes did you make?**

- Coffee first thing in the morning
- Residents sleep in
- Menu options
- Spontaneous activities
- Neighborhoods
- Bathroom decorated
- Animals in building
- Employees in set neighborhoods
- Residents have choice of shower
- Started eliminating alarms
- Allowed residents to sleep through the night approx a year

**Steps in making the change:**

We video taped the residents and asked what was different between our facility and home. We then showed this to our staff and created a steering committee.

**Barriers encountered:**

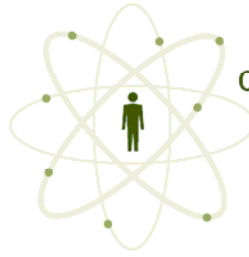
We are having a hard time with the dementia neighborhood. The residents have very unpredictable sleeping habits. Nursing assistants were waking up residents who need to sleep and keeping residents in bed then needed to get up. We finally got a steam table to allow for the unpredictability in the morning. We have just initiated the steam table for breakfast but our goal is to have steam table for all meals.

**What successes have you enjoyed?**

Residents are much happier and eager to voice their opinions about day to day activities. Resident falls have declined/behaviors have declined. Staff morale has improved.

**Demographic information:**

We are a 100 bed facility. 44 of our residents are in the dementia neighborhood and the rest are in our intermediate/skilled neighborhood. We are located in the urban area of Columbus

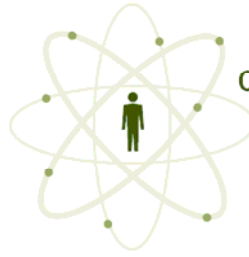


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**How will other homes contact you?**  
[dnicol@crowm-pointe.net](mailto:dnicol@crowm-pointe.net) or 614-459-7293

I'm willing to open my nursing home for tours for other nursing homes.  
Submitted: 12/5/2006



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[www.centeredcare.org](http://www.centeredcare.org)

**ELIZA JENNINGS SENIOR CARE NETWORK, CUYAHOGA COUNTY**

**Contact name:** Matt Wayne, Chief Medical Officer, Eliza Jennings

**Contact phone:** 216-226-5000 X241

**Contact email:** [mwayne@elizajen.org](mailto:mwayne@elizajen.org)

**Address:** 10603 Detroit Rd, Cleveland, Ohio 44122

**Nursing Home Phone :** 216-226-0282

**Areas of expertise :**

- Medical direction
- Sustaining quality of care when transitioning to a resident directed care culture

**Demographic information**

150 bed, urban, 80% Medicaid. Pretty standard level of care NH.

**How will other homes contact you?**

phone or email

I'm willing to open my nursing home for tours for other nursing homes.

Submitted: 12/5/2006



**OHIO PERSON-CENTERED  
CARE COALITION**

[www.centeredcare.org](http://www.centeredcare.org)

**TRADITIONS AT STYGLER ROAD, FRANKLIN COUNTY**

**Contact name:** Jo Whiteman, Administrator

**Contact phone:** 614.475.8778

**Contact email:** [jwhiteman@ncrhealthcare.org](mailto:jwhiteman@ncrhealthcare.org)

**Address:** 167 N. Stygler Road, Gahanna, OH 43230

**Area of expertise:** Care practice

**What changes did you make:**

We made changes over six month period. We now offer undisturbed sleep, open dining, bath preference, liberated diet, permanent caregiver assignment, & universal worker.

**Steps in making the change:**

Attending education offered in February 2006 by the PC3 coalition.

**Barriers encountered:**

Staff have been resistant and anxiety at times was high. Residents were also anxious as they have been institutionalized and don't welcome change any better than staff.

**What successes have you enjoyed?**

We have no 10a/2p supplements as intake is improved, reduction in falls, and improved meal intake.

**Demographic information**

Traditions at Stygler Road is a 100 bed not-for-profit nursing home owned by National Church Residences. We are urban (located in a suburb of Columbus, Ohio). Our residents are primarily female and average age is 82.

**How will other homes contact you?**

[jwhiteman@ncrhealthcare.org](mailto:jwhiteman@ncrhealthcare.org)

I'm willing to open my nursing home for tours for other nursing homes.

Submitted: 12/7/2006