

CULTURE CHANGE INDICATORS SURVEY

Guide to Assessing Progress on the Culture Change Journey

Developed By:

The Institute for Caregiver Education, Inc.
Chambersburg, PA
717.263.7766 phone
717.263-7602 fax
www.caregivereducation.org

Instructions

The *Culture Change Indicators Survey* is a tool designed to help you assess your journey on promoting quality of life for elders who reside in long-term care homes. Created by the Institute for Caregiver Education, Inc., this survey measures the progress you have made in adopting the principles of Culture Change. When completed, this tool will help you to understand where your home stands, and more importantly, serve as a guide for the implementation of future changes aimed at improving resident and employee satisfaction.

The *Culture Change Indicators Survey* consists of 48 indicators in four major domains: Environment, Organizational Procedures, Resident Involvement, and Staff Empowerment. Indicators within each domain are intended to highlight the Culture Change principles that your home has adopted and also serve as possible suggestions for additional changes you can make. Please respond to each indicator using the scale provided. In the Comments section, note specific ways you have implemented the change. Use the scoring sheet included at the end to assess progress on your Culture Change journey.



The Institute for Caregiver Education, Inc. is a 501(c) 3 non-profit organization dedicated to improving the quality of life for residents and workers in long-term care.

If you would like additional copies of this tool or have any questions regarding the use of this survey, please contact us at 717.263.7766 or via email at jkinsey@caregivereducation.org.

Part I: Environment

Environment refers to the physical structure of the home. The environment of any long-term care home is vital to the physical, emotional, spiritual, and social well-being of residents and the employees who care for them. Environmental changes are some of the easiest things you can do change the culture of your home.

Rate your journey toward Culture Change in the Environmental Domain using scale below. In the comments section, include specific things you have considered or done for each indicator.

0 = Not Even Considered
1 = Have Thought About
2 = Sometimes Used
3 = Used a Great Deal
4 = Fully Implemented

	Indicator	Response	Score	Comments
1	We use family dining and/or home style dining.	0 1 2 3 4		
2	We have integrated pets into the life of the home.	0 1 2 3 4		
3	We have integrated plants and gardens into the life of the home.	0 1 2 3 4		
4	We have deinstitutionalized our nurse's station. That is, our nurse's station is non-medical in nature and blends into the homelike feel of the environment.	0 1 2 3 4		

Environment Continued

	Indicator	Response	Score	Comments
5	We have living space where residents can spend time in homelike comfortable surroundings.	0 1 2 3 4		
6	Our shower rooms have been converted into Bathing Spas.	0 1 2 3 4		
7	Our linen is colored and patterned (e.g., towels, sheets, napkins, etc.).	0 1 2 3 4		
8	Art in our home is reflective of residents' culture and tastes.	0 1 2 3 4		
9	We have kitchen areas that are accessible 24/7.	0 1 2 3 4		
10	We have welcoming accessible outdoor space.	0 1 2 3 4		
11	We have indoor and/or outdoor play areas for children.	0 1 2 3 4		
12	The lighting, furniture, and overall environment of our community is similar to what we would use in our own homes.	0 1 2 3 4		
	Add scores to obtain subtotal for this section	Subtotal:		Environment

Part II: Organizational Procedures

Organizational Procedures refers to the rules and regulations of the home. These policies are vital to the ongoing operations of the home and regulatory compliance. Changes to the Organizational Procedures of the home convey an extensive commitment from all levels of staff and are often one of the most difficult areas to implement. However, once ingrained, these changes hold promise in promoting Culture Change over the long term.

Rate your journey toward Culture Change in the Organizational Procedures Domain using scale below. In the comments section, include specific things you have considered or done for each indicator.

- 0 = Not Even Considered**
- 1 = Have Thought About**
- 2 = Sometimes Used**
- 3 = Used a Great Deal**
- 4 = Fully Implemented**

	Indicator	Response	Score	Comments
1	Our resident care plans are in the first person.	0 1 2 3 4		
2	We honor death and dying with dignity and offer opportunities for our community to celebrate the life of a resident who has passed.	0 1 2 3 4		
3	Spontaneous activities are incorporated into the community life of our home.	0 1 2 3 4		
4	Institutional language has been eliminated.	0 1 2 3 4		

Organizational Procedures Continued

	Indicator	Response	Score	Comments
5	Goals are based on functional outcomes to improve resident quality of life by improving or maintaining independence and control.	0 1 2 3 4		
6	We have age- and gender-appropriate activities for our residents.	0 1 2 3 4		
7	We have individualized resident schedules for toileting, bathing, and eating.	0 1 2 3 4		
8	Care plans reflect a holistic approach and include medical, social, emotional, and spiritual needs.	0 1 2 3 4		

Organizational Procedures Continued

	Indicator	Response	Score	Comments
9	We always put the person before the task. For example, the resident decides when assistance with dressing is needed.	0 1 2 3 4		
10	We have implemented a standing committee on Culture Change that includes all levels of staff, residents, and family members.	0 1 2 3 4		
11	Our organizational policies and procedures reflect our commitment to Culture Change.	0 1 2 3 4		
12	Our owners (i.e., individuals, shareholders, trustees) know what Culture Change is and support its implementation.	0 1 2 3 4		
	<i>Add scores to obtain subtotal for this section</i>	<i>Subtotal:</i>		<i>Organizational Procedures</i>

Part III: Resident Involvement

Resident Involvement refers to the way in which the management and staff of the home include residents in the decision making process. By including residents, you show them that they matter. Although difficult, including residents and families in decision making can improve the overall atmosphere of the home and promote ongoing satisfaction.

Rate your journey toward Culture Change in the Resident Involvement Domain using scale below. In the comments section, include specific things you have considered or done for each indicator.

- 0 = Not Even Considered**
- 1 = Have Thought About**
- 2 = Sometimes Used**
- 3 = Used a Great Deal**
- 4 = Fully Implemented**

	Indicator	Response	Score	Comments
1	Residents participate in menu planning.	0 1 2 3 4		
2	Residents are encouraged to participate in the day to day operations of the home such as participation with 'chores' or 'tasks' as they desire.	0 1 2 3 4		
3	Residents have opportunities for intergenerational activities and fun.	0 1 2 3 4		
4	Residents are empowered.	0 1 2 3 4		

Resident Involvement Continued

	Indicator	Response	Score	Comments
5	The interiors of resident rooms are personalized.	0 1 2 3 4		
6	The outside of resident rooms are personalized.	0 1 2 3 4		
7	We offer lifelong learning opportunities for residents.	0 1 2 3 4		
8	Residents are given choices whenever possible.	0 1 2 3 4		
9	Residents have input on major home decisions.	0 1 2 3 4		
10	Residents are included on committees when appropriate.	0 1 2 3 4		
11	We celebrate resident milestones individually (versus clumping all occasions such as birthdays at monthly programs).	0 1 2 3 4		
12	Residents have opportunities to leave the home for outings/ activities.	0 1 2 3 4		
	Add scores to obtain subtotal for this section	Subtotal:		Resident Involvement

Part IV: Staff Empowerment

Staff Empowerment refers to the way in which workers at all levels are included in the planning and decision making processes of the home. Because frontline caregivers have extensive contact with residents, it is important to include their voices as well. Empowering staff of all levels is often difficult because of ingrained biases toward the chain of command. However, empowering staff can lead to increases in productivity, consistent quality of care of residents, employee satisfaction, and staff retention.

Rate your journey toward Culture Change in the Staff Empowerment Domain using scale below. In the comments section, include specific things you have considered or done for each indicator.

0 = Not Even Considered
1 = Have Thought About
2 = Sometimes Used
3 = Used a Great Deal
4 = Fully Implemented

	Indicator	Response	Score	Comments
1	Nursing assistants participate in care plan conferences.	0 1 2 3 4		
2	We have consistent staff assignments for clusters of residents.	0 1 2 3 4		
3	Our neighborhood care teams include members from several departments.	0 1 2 3 4		
4	A Career Path has been implemented elevating the caregiver position.	0 1 2 3 4		

Staff Empowerment Continued

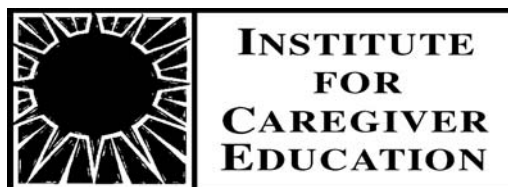
	Indicator	Response	Score	Comments
5	Our organization enjoys a flattened organizational structure.	0 1 2 3 4		
6	Our staff is empowered.	0 1 2 3 4		
7	There are continuing education opportunities for staff.	0 1 2 3 4		
8	Staff participates in scheduling work days, shifts, and hours.	0 1 2 3 4		
9	All levels of staff receive training in Culture Change.	0 1 2 3 4		
10	There is recognition for significant accomplishments.	0 1 2 3 4		
11	Performance evaluations reflect Culture Change values.	0 1 2 3 4		
12	Recommendations from staff to improve the home are encouraged and considered seriously.	0 1 2 3 4		
	Add scores to obtain subtotal for this section	Subtotal:		Staff Empowerment

Scoring

For each domain, add the numbers you circled. Use the criteria below to assess your progress:

- 37-48** **CONGRATULATIONS!** You have shown your commitment to Culture Change in this domain.
- 25-36** **GREAT WORK!** You have made significant progress in this domain on your Culture Change journey.
- 13-24** **GOOD JOB!** You have considered many ideas in this domain that promote Culture Change.
- 0-12** **YOU'VE BEGUN!** By taking this test, you have embarked on the journey!
Don't give up.

REMEMBER THAT CULTURE CHANGE IS NEVER COMPLETE. NO MATTER HOW MUCH OR HOW LITTLE YOU HAVE BEEN ABLE TO CHANGE, DON'T EVER STOP. WITH CONTINUED HARD WORK AND DEDICATION, WE ARE ALL CHANGING THE CULTURE OF AGING.



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