

HOUSEHOLD MATTERS:

A Good Life 'Round the Clock

A comprehensive Toolkit to
Transform Institution into Home.



Funded By

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About the Authors

The toolkit's components provide a detailed guide for how an organization can shape itself to become a resident directed service model with a well trained, empowered, and satisfied workforce. This toolkit will assure culture change sustainability by giving leaders the resources necessary to make deep systems change in their organization.

Steve Shields is CEO of Meadowlark Hills in Manhattan Kansas an organization that transformed from an institution for the elderly to the Household Model in 2000.

LaVrene Norton is Executive Leader and Principal of Action Pact, specializing in the Household Model. She is recognized as the nation's foremost organizational change facilitator in long-term care.

Inside the Toolkit

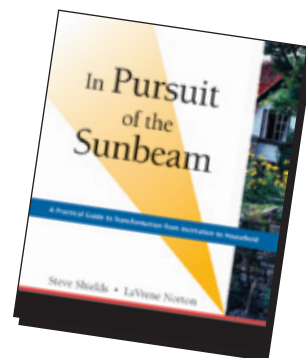
In Pursuit of the Sunbeam

Leading Change from Institution to Home: A practical guide book that offers a framework for change, with tools, targeted to organizational leaders. (By Steve Shields and LaVrene Norton)

This novel-like book assists providers by supplying a change framework based on the Norton/Shields Change Matrix: Self, Leadership, Organizational and Environmental Transformation.

Book Highlights:

- Storybook format
- Demonstrates model
- Exemplifies change process and framework
- Details supporting and sustaining systems



Daybreak

Creating Home: Policies and Procedures for the Household Model. (Lead Author: Patricia A. Maben, RN, MN, LNHA)

This Policy and Procedures Manual provides necessary protocols for operations of household models. This manual includes operational aspects - i.e., organizational, administrative, human resources, leadership development, clinical, programmatic, environmental and support departments using culture change principles.

Featured cross-links in the manual include:

- Regulation and interpretive guidelines to enhance regulatory compliance
- Programmatic reference materials to support a climate of learning and transformation
- Orientation, education, training and other human resource modules to support the competent development of self-led teams and encourage learning and satisfaction
- Continuous quality improvement processes to reinforce application of policies and procedures in everyday practice and problem resolution
- Staff evaluation process to support competency-based training



Midday

Living and Working in Harmony: *Integrated human resources system that reflects the values of the Household Model.* (Lead Author: LaVrene Norton, MSW)

This package contains three CD's that give new light to culture change values, recruitment, screening, orientation, service training, process development, leadership

and people skills, monthly in-services, evaluations, and 360-degree feedback tools. These tools are designed for decentralized self-led teams in a household model.

Evensong



Reflecting on Quality: *Quality Improvement and Measurement System for the Household Model.* (Lead Author: Linda Bump, MPH, RD, LD, LNHA)

This team-based program has the following enhancements:

- Organization restructuring
- Quality of care, quality of life and quality of service benchmarks
- Quality of life indicators
- Work force satisfaction indicators

- Transformed organization key indicators
- Investigation and resolution stages at the individual, household and organizational level
- Best practice protocols
- Cross-links to education and training
- Reporting systems that support ongoing assessment of household

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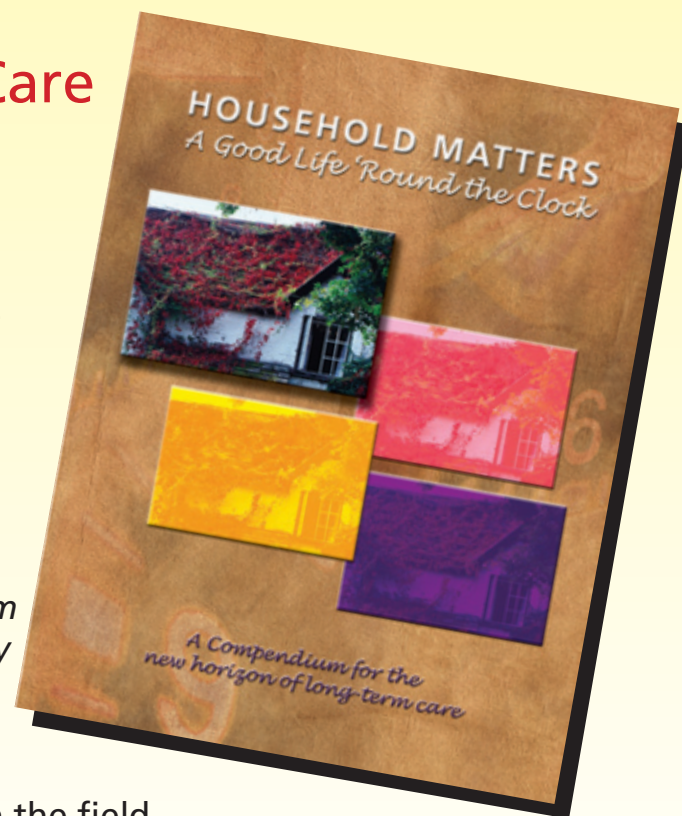
Affordable Toolkit for Elder Care Service Organizations

A Comprehensive Toolkit to help transform:

- Institution into household model
- Staff and Elder relationships to co-create home
- Framework and values
- Policy and procedures
- HR systems for decentralized teams
- Quality development and measurements

The Toolkit includes:

- The Leadership Book, *In Pursuit of the Sunbeam*
- A training guide, *Living and Working in Harmony*
- Three CD's with electronic materials including Policies and Procedures, QI and HR
- Seven DVD video training modules that demonstrate principles and applied methods in the field



This toolkit is designed within the framework of resident-directed service by self-led work teams in a household community and supported by values-driven resource-bearing leadership in a process-sensitive outcome measured environment.

