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# The LEAP Leader

SPRING 2005

## Inside This Issue:

- Featured Story:**  
**Elmhurst Extended Care**  
.... 1-2
- Facts & Stats**  
.... 2
- Sept. 24, 2005 -**  
**LEAP Conference**  
.... 3
- AAHSA Award**  
.... 3
- Tools & Resources**  
.... 4

Welcome to the Spring Issue of *The LEAP Leader* newsletter. We have more success stories to report, however we only have enough room to share one of them in this issue. As our previous “new and improved” newsletter promised, this issue is about and for those of you who have committed to “taking the LEAP” and use what you have learned to **build relationships** among staff, residents and families, **empower** nursing staff, and deliver **person-centered care**. These are the core elements of **culture change** – so once again congratulations on making this commitment.

We want to thank you for continuing to use LEAP as a vital tool for success in your organization, and acknowledge everyone for your contributions to the program. We are always looking for ideas to make this newsletter useful, so please contact us with your ideas at (847) 492-6812!

Linda Hollinger-Smith, PhD, RN  
Director of Research,  
Mather LifeWays Institute on Aging

Anna Ortigara, MS, RN, FAAN  
Vice President,  
Campaign for Culture Change  
Life Service Network of Illinois

## TOOLS AND RESOURCES

### LEAP Participant Workbooks are now for sale

Due to demand by LEAP implementing communities who want to save time and copying costs, Module 1 and Module 2 workbooks can be purchased.

- \$14.95 each, plus shipping and handling
- \$12.95 each for purchase of over 50 workbooks, plus shipping and handling
- Contact Joni-Gatz Bauman to order:  
847-492-6812 tel  
847-492-6789 fax  
jgatz@matherlifeways.com

### LEAP Promotional Kits coming soon with LEAP License Renewal

Organizations participating in Train-the-Trainer Workshops a year ago or more will soon receive an opportunity to renew the License Agreement.

Renewal of your license will include the following:

- Level 3 Certified Nursing Assistant modules (includes trainer guide, participant workbook, and PowerPoint slides)
- Inspirational flyers/posters to display to remind staff of key LEAP messages
- Press Release for your community to send to newspapers about your LEAPed organization
- *LEAP Leader* newsletter
- Continuation of survey analysis
- LEAP incentive items to order for staff at affordable prices (i.e. pens, pins, and more)
- Ability to log-on to LEAP’s web-page for continuing education for nurses
- Much more...all available to use from downloading a convenient compact disk!

### 2005 Train-the-Trainer Workshop Schedule in Evanston, Illinois

- April 26-28
- May 23-25
- June 28-30
- July 13-15
- August 23-25
- September 6-8
- September 12-14
- October 5-7
- November 14-16
- December 6-8

Dates subject to change.  
Please call for details:  
**(847) 492-6812**

## ELMHURST EXTENDED CARE TAKES THE LEAP

Joni Gatz-Bauman, one of our LEAP Coordinators and roving *LEAP Leader* reporter, was not able to interview Rick Gamache, Administrator, Anne Buchanan, Clinical Manager and Cheryl Fitzgerald, Director of Clinical Services in person. She was able to interview them via electronic mail and fax after receiving a strong positive response from Mr. Gamache only a few months after starting implementation of LEAP at Elmhurst Extended Care in Providence, Rhode Island. The following are excerpts from the interview:

### Why did you decide to use LEAP as an educational staff development program at Elmhurst Extended Care?

Anne and Cheryl said they were asked by their administrator to attend the LEAP Train-the-Trainer workshop in October, 2004. Rick Gamache, Administrator, says “*LEAP is the best program that he knows of to address the crucial relationship between the charge nurse and the certified nursing assistant.*” Elmhurst Extended Care had received certification as an Eden community and was committed to consistently and persistently changing methods of delivery care to make them person-centered. Cheryl Fitzgerald says, “*LEAP contained all the elements to operationalize our mission and vision.*”

# The LEAP Leader

## Build Relationships, Empower Work Teams, Deliver Person-Centered Care

...continued from page 1

**How did the Train-the-Trainer Course prepare you to implement LEAP?**

Anne Buchanan commented that the course laid out what to use and how to train our staff. *"Everything we needed was right in our manuals and we were able to pick them up and get going without too much difficulty."*

**How did you implement LEAP?**

Cheryl Fitzgerald replied, *"We conducted six three hour sessions for the nurses following the outline and exercises in the training modules...and have been surprised at how quickly the time goes by in addition to how well planned each module is."*

**How is staff responding?**

Cheryl Fitzgerald said, *"Staff is visibly having fun with the information presented."* Rick Gamache says, *"I am hearing very positive feedback regarding the input of several nurses."*

**What are some of the outcomes you have seen?**

Anne Buchanan replies, *"I have witnessed charge nurses on my units interacting with the next shift to ensure details are passed on to improve residents' care and speaking with authority and self-assurance to me, to physicians, to CNAs, and to each other."*

**What changes are you making to sustain LEAP and support nurses in these roles?**

Anne Buchanan says, *"Our Director of Clinical Services, Cheryl Fitzgerald, revised the nurses' performance evaluations to reflect the expectations of a gerontological clinical expert who role models, leads and builds teams."* While Cheryl Fitzgerald notes, *"The Administrator and myself have met with the nurses attending LEAP and have reinforced our expectation that they become leaders on their units and that we will support them in their decisions and actions. We plan to celebrate every success as an outcome of these training classes and to make them very visible to all staff."*

**Congratulations to everyone at Elmhurst Extended Care!**

You are leaders on the road to culture change. All the Directors at Elmhurst Extended Care have attended an introductory session and approximately 25 nurses have received their LEAP certification to date. All this and more to come after "taking the LEAP" only **6 months ago!!!**

**Know anyone who should take the LEAP? We'll add them to our mailing list. Call Joni (847) 492-6812.**

### MARK YOUR 2005 CALENDARS!!

The 2nd Annual 2005 LEAP Conference will be held Saturday, September 24, 2005, at the North Shore Senior Center, in Northfield, IL. We look forward to seeing you there. Look for registration and more information coming in the mail to you soon!

### RECAPPING THE 2004 LEAP CONFERENCE: NURSES AS LEADERS OF CULTURE CHANGE

Saturday, September 18, 2004, was the date of the first annual LEAP Conference held at the North Shore Senior Center in Northfield, IL. The conference was attended by 50 nurses, administrators, and educators; some of whom traveled from Georgia, Iowa, Maryland, Michigan, Pennsylvania, Virginia and Wisconsin, not to mention the many from our home state of Illinois.

The day started with a continental breakfast and welcome from our keynote speaker, Anna Ortigara. Anna presented a rousing presentation of **Culture Change in the Nursing Workforce.**

Her enthusiasm was contagious and set the tone for the rest of the day's sessions focusing on challenging nurses to expand and enhance their roles in creating a culture of person-centered care for older adults. There were break-out sessions such as **Workforce Empowerment, The Magnet Services Recognition Program, and Growing and Nurturing Care Teams.** Several presenters specializing in these areas of focus conducted all of the sessions, which provided a variety of topics for all attendees.

Following a buffet lunch, cutting edge researcher, Vivian Tellis-Nayak, PhD of My InnerView spoke to all of us about **Long-term Care Nursing Leaders: What Research Tells Us About Retention and Turnover.**

Not only was it informative, but also fun. There was also a panel discussion featuring Directors of Nursing from Illinois LEAPed long-term care communities, hosted by Anna Ortigara which gave all of us an opportunity to hear the real stories of implementing culture change in the long-term care workforce.

The day concluded with a very moving and poignant session, **Listen to the Meaning of Elderhood,** hosted by Bill Keane, of Mather LifeWays Institute on Aging. Mr. Keane invited elders to share life stories about residing in long-term care communities, having Alzheimer's disease and being a family caregiver. From beginning to end, the conference was a success!

### FACTS AND STATS

**LEAP is continuing to grow across the country:**

- **369 nursing and human resources staff, educators, and administrators have been trained from Coast to Coast!**
- **158 organizations in 25 states have completed the LEAP Train-the-Trainer program to date.**
- **80 organizations are participating in the pre and post LEAP implementation surveys.**

### AAHSA AWARD



Mather LifeWays is proud of the LEAP Program which was recognized at the 2004 AAHSA conference for an Excellence in Clinical Practice recognition! Accepting the award was Mary Leary, President/CEO of Mather LifeWays.

We want to thank all of our LEAPing organizations – it is truly the dedication of nursing leadership and staff that makes LEAP successful! *Keep on LEAPing!!*