

The LEAP Leader

WINTER 2006

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Welcome to the holiday issue of *LEAP Leader*. This newsletter 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.

As we have done in past issues, we will share another LEAP success story with you in this holiday issue. We want to acknowledge your contributions and

thank you for continuing to use LEAP as a vital tool for success in your organization.

Happy Holidays to you and yours!

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

Anna Ortigara, MS, RN, FAAN
Vice President,
Campaign for Culture Transformation,
Life Services Network of Illinois

LEAP Helps Culture Change Efforts at The Terraces of Phoenix

Joni “Santa’s Helper” Gatz-Bauman, LEAP Coordinator and roving *LEAP Leader* reporter, talks with Leslie Warren and Jack York about striving toward culture change at The Terraces of Phoenix. Leslie is Vice President of Employee Development at American Baptist Homes of the West and Jack is Founder/CEO of IN2L, an innovative company that provides adaptive technology to long-term care communities. The Terraces of Phoenix, a Continuing Care Retirement Community (CCRC), is a member of the American Baptist Homes of the West (ABHOW) and is located in Phoenix, AZ. Karol Sligo, Director of Nursing, became a LEAP Specialist in July 2004, when ABHOW hosted a LEAP workshop.

“The Terraces has had remarkable success with LEAP. It has assisted them with culture change to become a totally redeveloped community,” said Leslie. Jack added, “The Terraces should be considered a role model as to the impact that LEAP can have in a community!”

Getting into the hearts of front-line staff

Vicki McAllister, Executive Director of The Terraces of Phoenix, said that LEAP provided an opportunity to facilitate culture change. After hearing Anna Ortigara present at national conferences, Vicki understood that LEAP would provide a

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2006 Train-the-Trainer Workshop Schedule in Evanston, Illinois

January 17-19
February 22-24
March 14-16
June 27-29
July 11-13
August 22-24
September 19-21

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

To share your LEAP stories in a future newsletter, please contact Joni Gatz-Bauman for an interview at (847) 492-6812 or jgatz@matherlifeways.com.

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practical approach to culture change at the nurse and nurse assistant level. “After the train-the-trainer workshop, Karol Sligo came back very excited and with tools to help her oversee culture change quickly and to get into the hearts of the clinical and front-line staff.

“LEAP Principles are fundamental...

...and when we did not use them, we made mistakes,” said Vicki. Improving decision-making and problem-solving skills among front-line staff was a priority at The Terraces when they began LEAP implementation in August 2004.

“We have completed the training of all full-time licensed nurses and Level Two CNAs last November and December,” said Karol. “We have implemented a short version into our new employee orientation program to share the person-centered philosophy of care to all staff working at our community.”

Notable Outcomes

When asked how the staff responded to LEAP, Karol said, “They quickly grasped the concept and immediately started looking at new and different ways to enhance the residents’ quality of life through this program.” The Terraces of Phoenix no longer has medication carts rambling down the hallways, which has eliminated the “institutional” look. The staff eats meals with residents and have discontinued med pass on the night shift, allowing residents to sleep undisturbed. “The key people are the caregivers making it work,” concluded Karol.

When state surveyors recently visited The Terraces of Phoenix, they commented that it was nice to see person-centered care in practice. With the transition to “no med carts,” the state surveyors were pleasantly surprised to find medication was given at the residents’ routine vs. staff convenience and there was no evidence of substandard care.

2 Ways to Help Family Caregivers

1 Making Sense of Memory Loss is an evidence-based, five-week, educational program that teaches family caregivers to improve their knowledge of early stage memory loss, causes, and treatments; knowledge of tools and resources to plan for the future; and more!

For \$199,* you will get unlimited use of: 154-page scripted *Leader’s Guide* with step-by-step instructions; CD-ROM with 80 PowerPoint Slides; *Participant Guide* template; handout templates; marketing templates; and evaluation tools.

2 Powerful Tools for Caregivers is a highly effective, six-part educational program that enables family caregivers to better care for themselves while caring for older relatives either at home, at a distance, or in residential care.

For \$595,* you will receive: A 2½-day training program held near Chicago; a 300-page *Leader’s Guide*; a set of 76 color transparencies; *supplemental guidebook*; a video; & relaxation CD/audiotape; marketing materials; and ongoing technical assistance.

To learn more, call (888) 722-6468 or e-mail tools4caregivers@matherlifeways.com

*These are special discount prices for readers of *LEAP Leader*.

Making Sense of Memory Loss was developed by Mather LifeWays Institute on Aging and the Greater Illinois Chapter of the Alzheimer’s Association — evaluated by nine chapters of the Alzheimer’s Association. Powerful Tools for Caregivers is based on the work of Dr. Kate Lorig of Stanford University and Legacy Caregiver Services of Portland, Oregon. To learn more about both programs, visit www.matherlifeways.com.

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



Attendees representing 13 states at the 2nd Annual LEAP Conference, September 24, 2005, at The North Shore Senior Center, Northfield, IL. **Want to learn about the LEAP 2006 Conference?** Please send us your name and e-mail address and we will include you on our conference mailing list! Send information to leap@matherlifeways.com with the subject line, "LEAP 2006 Conference."

PREPARE: Emergency and Disaster Training for Your LTC Workforce

Did you know that up to 91%* of LTC communities are ill-prepared to deal with bioterrorism threats and other public health emergencies?

Mather LifeWays has received a three-year, federal grant to implement and evaluate PREPARE, a program designed specifically to meet the needs of older adults in the event of a manmade or natural disaster. **We are inviting our LEAP communities to be the first to learn about and register for this program.** The grant supports the costs of the workshop and materials for up to two persons per community, including some travel funding for qualified participants.

To learn more about PREPARE, please contact Cate O'Brien, PREPARE Project Manager, at (847) 492-6803 or cobrien@matherlifeways.com.

**A recent survey from Mather LifeWays Institute on Aging*



**Want to receive electronic
versions of *LEAP Leader*
to print and distribute to
your staff?**

Please send your name
and e-mail address to
Joni Gatz-Bauman at
jgatz@matherlifeways.com.

Mather LifeWays

Institute on Aging
1603 Orrington Ave. • Suite 1800
Evanston, IL 60201

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JANIS' HOLIDAY RECIPE CORNER

Toffee Break

Supplies:

- 1 package saltines
- 2 sticks butter
- 1 cup sugar
- 1½ cups chocolate chips

Instructions: Line a jelly roll pan with aluminum foil, place 1 layer of saltine crackers (salt side up) on foil; set aside. In pan on stove, heat 2 sticks butter to boiling. Add 1 cup sugar and cook, stirring constantly for 3 minutes. Pour mixture over saltines. Bake at 350° for 10-15 minutes. Pour 1½ cups of chocolate chips on top. As they melt, spread evenly. (I put the pan back into the “turned-off” oven for a minute or two to assist with the melting of the chips.) Cool and break into pieces.

Thanks to Janis “Jingle Bells” Engelsman for this recipe. Enjoy!

