

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

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Permit No. 198

# The LEAP Leader

SUMMER 2005

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**Congratulations to Linda Koeller and her team at P. A. Peterson Center for Health!**

How fortunate for everyone at P. A. Peterson to have such a devoted Director of Nursing and supportive administration! Staff, residents, and family members will certainly reap the benefits of culture change in their community.

We would like to acknowledge the generous support of the Illinois Department of Public Health (IDPH) and Life Services Network of Illinois, in the form of a grant through the Civil Money Penalties Fund to directly benefit residents of

Medicare-certified nursing homes in the state of Illinois. More than 40 nursing homes (including P. A. Peterson!) have benefited from this support and have participated in LEAP training during the past year. IDPH has renewed this grant to Life Services Network for a second year of support. If you are a Medicare-certified Illinois nursing home and wish to take advantage of this support, please contact Erin Wolkotte at ewolkotte@lsni.org or (630) 325-6170.

**FACTS AND STATS**

LEAP is continuing to grow across the country:

- We have trained **449** nursing and human resources staff, educators, and administrators from coast to coast!
- Currently, **189** organizations in **26** states have completed the LEAP train-the-trainer program!
- **80** organizations are participating in the pre and post LEAP implementation surveys!

Welcome to the summer issue of *LEAP Leader*, a newsletter 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 acknowledge your contributions and thank you for continuing to use LEAP as a vital tool for

success in your organization. We are always looking for ways to make this newsletter useful, so please contact us with your ideas!

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

**Anna Ortigara, MS, RN, FAAN**  
Vice President,  
Campaign for Transformation  
Life Service Network of Illinois

**P. A. Peterson Center for Health LEAPs  
Early and with Commitment**

We have more success stories to report; however, we only have enough room to share one of them in this issue. Joni Gatz-Bauman, one of our LEAP Coordinators and roving *LEAP Leader* reporter, was finally able to track down the ever-busy and always positive Linda Koeller, Director of Nursing at P. A. Peterson Center for Health, a program of Lutheran Social Services in Illinois located in Rockford. The day Joni spoke with her, Linda had just attended a birthday celebration that included honoring centenarians at P. A. Peterson Center as well as in the community.

**Why LEAP?**

Linda and her administrator completed the LEAP train-the-trainer workshop in November 2004. When asked why they chose LEAP as their staff educational tool, Linda responded that P. A. Peterson’s philosophy is providing the highest quality of care for residents. From what they heard about LEAP, they saw the program’s value of linking person-centered care with the staff education components they were seeking. Until November, they were using full-time staff development programs on topics such as communication skills and body language. These programs were helpful and generally applicable to all staff. Linda says, “LEAP’s focus is on and for the nursing staff,” targeting key content and real-life examples – just what they needed for effective continuing education. In addition, the LEAP train-the-trainer workshop gave Linda confidence in her abilities to teach LEAP to her nursing staff.

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

September 12-14  
November 2-4  
December 5-7

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

# The LEAP Leader

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

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## Scheduling Means Everything

“Start right away,” Linda adds. “It does require time to implement!” The LEAP train-the-trainer workshop provides a wealth of information and tools for participants to bring back to their communities.

When Linda returned from the workshop, she realized that it was going to be up to her to fit LEAP implementation into her busy schedule. She strongly recommends that there be two individuals trained who will be provided time to plan and implement LEAP education with nursing staff. Thus, it is key to have strong support of administration. The commitment of Linda’s administrator was apparent as she participated in the LEAP train-the-trainer workshop as well! With the support of her administrator, LEAP education became mandatory for all nurses at P. A. Peterson Center. Even newly hired nurses are required to complete LEAP before they may care for residents on the clinical floors.

Linda’s community waited until after the winter holidays and began implementing LEAP in late February 2005. As a first step, Linda took the nurse management team out of the community for two days and taught all six sessions to them in a rented area of a local church. Linda returned with her management team, who was trained and ready to support the remainder of nursing staff. She then taught five classes a week, over six weeks! By April of this year, each of the 60 staff nurses at P. A. Peterson Center had successfully completed LEAP - what an amazing commitment to person-centered care!



LEAPer Linda Koeller saw the program’s value of linking person-centered care with the staff education components her community was seeking.

## What’s New at P. A. Peterson Center for Health?

Since LEAP implementation began, an ongoing series of educational topics on person-centered care and understanding culture change is being taught to staff.

***The nurses feel more empowered and realize how valuable their contributions are in impacting the quality of life for residents and colleagues.***

Linda has seen several positive examples of LEAP’s impact. For example, she notes that she has not had to discipline one nurse for attendance issues. She also notes there is more interaction and communication at all levels between nurses and nursing assistants. When there is a disagreement or an issue, the staff brings it forward to her. She says that this may not sound so positive, but to her, it is an improvement in team-building and leadership. The nurses feel more empowered and realize how valuable their contributions are in impacting the quality of life for residents and colleagues.

## What’s Next for Everyone at P. A. Peterson Center?

Linda will begin teaching 10 CNAs (out of the 60 CNAs on staff) who applied for the LEAP Level 2 CNA program. These CNAs will be completing the seven-session LEAP program, “Growing the Heart of Care,” which includes career development and mentorship components.

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**2<sup>nd</sup> Annual LEAP Conference, Saturday, September 24, 2005  
Leadership, Decision Making, Empowerment:  
Keys to Quality in Long-Term Care**

## Directions & Accommodations

The Conference will be held at the North Shore Senior Center, located at 161 Northfield Rd., Northfield, IL.

### Directions:

**From I-294 Tristate Expressway (Northbound or Southbound):**

Exit Willow Rd. east; continue east on Willow Rd. to traffic signal at Northfield Rd., east of Waukegan Rd. Turn right (south) from Willow Rd. onto Northfield Rd. at traffic signal and proceed about 0.3 of a mile to the Senior Center on the left (east) side of the street.

**From I-94 Edens Expressway (Northbound):**

Exit at Willow Rd. west; go over the railroad tracks to Northfield Rd., the second stoplight after leaving the expressway. Turn left (south) onto Northfield Rd. and proceed about 0.3 of a mile to the Senior Center on the left (east) side of the street.

**From I-94 Edens Expressway (Southbound):**

Exit at Tower Rd.; at stop sign at end of ramp, turn left (south) onto Frontage Rd., proceed to stop sign. After stopping, veer right onto Central and proceed to first

traffic light, which intersects with Willow Rd. Turn right (west) onto Willow Rd. and proceed across railroad tracks one block to the very next traffic signal, which intersects with Northfield Rd. Turn left (south) onto Northfield Rd. and proceed 0.3 of a mile to the Senior Center on the left (east) side of the street.

### Accommodations:

The **Renaissance Chicago North Shore Hotel** at 933 Skokie Blvd., Northbrook, IL (800-468-3571) is holding a limited block of rooms for conference attendees for **\$92/night for single or double (plus tax)**. **THE LAST DAY TO REGISTER AT THIS REDUCED RATE IS FRIDAY, SEPTEMBER 2, 2005.** Please ask for the **Group Reservations Department** and reference “Mather LifeWays” to request the conference rate. The hotel is 3.5 miles north of the North Shore Senior Center. The evening before the conference, you may check with the hotel regarding the availability and schedule of their hotel shuttle to the Senior Center.

## 2005 LEAP Conference: Nurses as Leaders of Culture Change Registration Form

Price: \$30 per person (includes food, conference materials, and CEUs)

Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Office Phone \_\_\_\_\_

E-mail \_\_\_\_\_

Method of Payment:  VISA  MasterCard  Check (payable to “Mather LifeWays”)

Credit Card No. \_\_\_\_\_ Expiration Date \_\_\_\_\_ V Code (last 3 digits on back of card) \_\_\_\_\_

Signature \_\_\_\_\_

**Mail or fax registration by 9/10/05 to:** Attention of Joni Gatz-Bauman, LEAP Project Coordinator, Mather LifeWays Institute on Aging, 1603 Orrington Avenue, Suite 1800, Evanston, IL 60201; Phone: (847) 492-6812; Fax: (847) 492-6789.

**LEARN • EMPOWER • ACHIEVE • PRODUCE**