

The LEAP Leader

SPRING 2006

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It's hard to believe, but spring is upon us! This season is all about renewal and change – which speaks to the principles of the LEAP program. This quarterly newsletter is for those who have “taken the LEAP” and use the core elements of **culture change** to **build relationships** among staff, residents, and families; **empower** nursing staff; and deliver **person-centered care**.

For those of you reading this who have not yet “taken the LEAP,” we hope

you enjoy the success stories and facts shared in this edition.

May all your spring wishes bloom for you and yours.

Linda Hollinger-Smith,
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Mather LifeWays Institute on Aging

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

“LEAP is Life-Changing” at the Miami Jewish Home & Hospital for the Aged

Location: Miami, Florida

Fast Facts: The Miami Jewish Home & Hospital for the Aged (MJHHA) is a not-for-profit geriatric health care center that offers residential and community-based services, including skilled nursing care; Alzheimer's care; assisted and independent senior living; and more.

Website: www.mjhha.org

In April 2004, four participants from MJHHA traveled to Mather LifeWays in Evanston, Illinois, to participate in a LEAP train-the-trainer workshop. Since then, Joni Gatz-Bauman, roving *LEAP Leader* reporter, has been in frequent contact with MJHHA's Senior Director of Support Services, Victoria Wiley, RNC, LNHA, MS.

When asked about LEAP's impact, Victoria noted that the program has made a difference in their need for a culture change program that teaches staff to problem-solve and improve communication skills. “Through LEAP, our staff learns skills that they can use in their daily lives at work and at home,” she added.

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

April 11-13
June 27-29
July 11-13
August 22-24
September 19-21
October 24-26
November 14-16
December 12-14

To participate in a training or to request a brochure, call **(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.

The LEAP Leader

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MJHHA sustains LEAP by:

- including details of the program in their weekly employee newsletter
- listing the program performance goals in the Certified Nursing Assistant II performance evaluations
- introducing LEAP to all new employees during orientation
- recognizing graduates with a special ceremony and pin

Roll-out of LEAP Begins with Raising Awareness

Upon bringing LEAP to MJHHA, department heads and corporate staff viewed a one-hour informational PowerPoint presentation about LEAP and the impact it would have on staff. Next, all nursing managers and supervisors took part in the nurse educational sessions. To prevent staffing issues, LEAP Specialists provided classes for all shifts, where licensed nurses first completed their program, followed by the Certified Nursing Assistants (CNAs).

From Introduction to Graduation

Victoria noted that only one-third of MJHHA's nursing staff has been educated since introducing LEAP in the summer of 2004, mostly due to limiting the number of participants in each class. "We believe that class participation and interaction is crucial to the learning process. Small classes allow the LEAP Specialists to focus on pertinent points and encourage everyone to participate," she said.

MJHHA has held three full programs for CNAs and licensed nurses since beginning implementation in June 2004. "We have successfully graduated 35 nurses and 98 CNAs," said Victoria, whose nursing staff comprises 365 members. "Those who have completed the LEAP program said they enjoyed it and commented on the usefulness of the information."

CNAs at MJHHA enjoying their LEAP graduation celebration.



Pictured left to right: Philomena Celestin, CNA; Marie LeColastino, CNA; Selma Grant, CNA; Mavis Forbes, CNA.



Pictured above is a MJHHA LEAP graduating nurse classes (left to right): Jessie Jean-Jacques, RN; Louise Maffett, RN; Victoria Wiley, RN; Jackie Roberts, RN; Sonia Bishop, RN; Laverne Jeremiah, RN; Sylvia Gibson, RN; Carmen St. Juste, LPN; Theresa Boulay, LPN; John Philord, LPN; Fleur Frederick; Angela Sands, LPN.

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

A LEAP graduation at St. Elizabeth's Community in East Greenwich, Rhode Island.



Front row, left to right: Matt Trimble, Administrator; Dot Nagel, Nurse Manager; Janelle Hackett, Director of Staff Development. Back row, left to right: Andrea Smith, Director of Nursing; Anna Ortigara, LEAP Master Trainer.

Did You Know...?

As a LEAP Specialist, you can log on to a private LEAP webpage created just for you. If you don't yet have the password, contact Joni Gatz-Bauman at (847) 492-6812 or jgatz@matherlifeways.com. Once you have your login, visit <http://www.matherlifeways.com/leapers>.

If you're not yet involved with the LEAP program, we can send you a free "Nursing Staff Turnover Cost Analysis" worksheet to calculate your own turnover costs. Contact us at leap@matherlifeways.com or (847) 492-6812.

Renew Your LEAP License

More than 250 organizations across the country have participated in LEAP. Over the past year, we have been working hard to develop even more resources that enhance and empower your nursing leaders and staff. To that end, we are very pleased to offer you the opportunity to renew your annual LEAP license and take advantage of the following incentives:

- Level 3 CNA course (another step in career development for those who have completed the Level 2 CNA course)
- continuation of survey analysis
- incentive items to order for staff at affordable prices (e.g. pens, pins, and more)
- press release to send to newspapers about your "LEAPed" organization
- inspirational posters to display and remind staff of key messages
- ability to access a private webpage for continuing education for nurses

You can get all of this and much more...all available from a convenient CD that you will receive upon completion of your license renewal!

To receive your license renewal form, contact Joni Gatz-Bauman at (847) 492-6812 or jgatz@matherlifeways.com.



Joni Gatz-Bauman mailing out 30 LEAP license renewals. Is yours one of them?

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aging in action



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with the
ever-changing
world of aging.

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