

Culture Change Timeline

Year	Awareness/Education	Skills Development	Physical Plant	Leadership Development
2003	<p>Visits to Meadowlark, Providence Mt. St. Vincent, Teresian House, Pioneer Network, QOL Video</p> <p>CMS Workforce Retention/Culture Change Pilot</p>			
2004				
2005				
2006				
2007				
2008				
2009				

Culture Change Awareness

Coaching Supervision

Neighborhood Support

“Going Deeper” Together

Awareness/Education

Skills Development

Physical Plant

Leadership Development

30 Senior Leaders

CMS Workforce Retention/Culture Change Pilot

19 Center Teams (Admin, DNS, Nurses, CNAs, Dietary Aids) over 24 months; monthly calls, 8 days of training

Continue work via Conferences & Conf Calls - all centers in the company; PHL trains at Conferences

30-75 Center Teams participate on monthly calls; 1-2 conferences per year

PHL Trains Trainers

5 trainings; 80+ trainers; 56 currently active

Conducted 122 trainings, 1746 participants

1746 leaders, supervisors, nurses trained to date; monthly schedule in five locations

PHI Consulting Assistance

Country Kitchens added to renovation schemes

PHI Team Training

Develop on-site learning sessions for spreading culture change practices

3 Centers, each piloting new “product”—Approach Coach for Positive Resident Interactions; Coach Mentoring/Frontline Communications/Frontline Mentoring; “Relationship Essentials”—staff, resident, family modules—100% of staff involved in two projects

Developing service delivery model that addresses the continuum of person-centeredness for all supporting disciplines to use

Framework for internal consultants

ECCLI Funds for “Enrichment”: PHI Supporting

Leadership On-Site Learning; PHI supported kick-off

