Culture Change............. From A Resident's Perspective
Pastor Gary A. Gibson
Chaplain & Director of Pastoral Care @ Presbyterian SeniorCare’s Washington Campus
Washington, Pa

“When grace is joined with wrinkles, it is adorable. There is an unspeakable dawn to happy old age”

Victor Hugo
What is the resident’s perspective?

- Viewpoint
- Outlook
- Perception
- Angle
- Evaluation
- Assessment
- Perception
What are some of the ways that we show and value the resident’s opinion?

Are we providing an appropriate form for those opinions to be shared?

- Resident council
- Learning circles
- Neighborhood meetings
- Talking with staff
Difference of Opinion

• What is the primary difference between our conception of Culture Change and the resident’s?

• Who knows the Culture in which they reside in everyday better than they do?

• How do we go about collecting or ascertaining that information?
Building a New Bridge to The Aging Community requires

• Providing a good foundation for both sides of the river, residents & families on one side and staff & administration on the other.

• The strength of the bridge itself, and will there be two way traffic, in other words the giving, receiving and sharing of information
Is Culture Change a Part of Your Organizations Philosophy

• How do we convey that:

  In your mission statement
  In your vision statement
  In your values statement
  On your website
  In your marketing pamphlets
  In your newspaper adds
  In your radio & TV spots

Is Culture Change an important part of our marketing strategy? How does one convey the concept of Culture Change to the general public.......What does it mean?
Yes, it’s who we are but.........

• But how do you describe a philosophy
• It’s all about attitude
• Is it just their viewpoint
• Is it an idea
• Is it a way of life
• Part of our values & beliefs
• Lived out each day
Our Mission
Presbyterian SeniorCare is a Christ-centered network of communities & services committed to excellence in enhancing the quality of life adults.

Our Vision
Presbyterian SeniorCare will be the regions trusted guide for consumers and the premier provider of integrated care and service options that support older adults where they call home.
Our Values
Presbyterian SeniorCare embodies a culture for individuals to live life well, provides employees meaningful, engaging work and demonstrate accountability to the communities we serve.

Our Commitment to Welcoming and Respectful Environments

We are committed to an inclusive and person-centered culture where residents, families and staff of diverse backgrounds feel welcomed, valued and respected.
Why is it, that we consider ourselves to be the experts with likes and dislikes

- Our life experience
- Our education?
- Our experience at doing what we do?
- Our assumptions?
- Our new and improved ideas
- I just assumed that................................................?
- “THEY” tell me that you like......
- Our own personal preference as we think we know best
What’s the process for distinguishing the difference between what we think they want and what they really want?

- Admission assessment
- Family provided information
- Activity assessment
- Spiritual Assessment
- Social Service Assessment
- Dining Assessment
- Getting to know you form

It's QUESTION TIME!!
1. What does the term “culture change” mean to you?
2. How does it relate to you making your home here?
3. Do you feel a sense of a “home-like” environment here?
4. Do you feel that you given the opportunity to make choices?
5. Do you feel that your privacy is protected and addressed?
6. Are you given ample opportunity to verbalize your care plan?
7. Do you feel that employees are well trained & equipped to do their jobs?
8. Are your choices of food, meals times and snacks heard and honored?
9. Do you go to bed and rise in the morning when you want?
10. Do you feel that staff takes the time to talk and listen to you?
11. Is there enough activities to choice from both day or evenings?
12. Does your room look like a room in someone’s home?
13. Are comfortable taking your concerns to a staff member?
14. So you feel that your spiritual needs are addressed
15. Do you ever feel like a room number instead of a resident?
16. Would you recommend this neighborhood to a friend or family member?
The Interviews..............