



NJACC (New Jersey Alliance for Culture Change) announces an educational series funded through a grant from CMS and the New Jersey Department of Health.

PROGRAM DESCRIPTION

The *Transformative Leadership Academy for Person-Centered Care* is a four-part educational series that will focus on developing new leadership initiatives for transforming aging services providers’ ability to stabilize care, staffing, operations and outcomes.

If you’re a leader in any area or department within your organization, the *Transformative Leadership Academy for Person-Centered Care* is for you!

We are looking for a diverse group of participants and encourage you to apply. The key topics that will be covered throughout the academy are listed below, including dates and locations.

PROGRAM SCHEDULE (CEU’S PENDING APPROVAL)

DATE	TIME	TOPIC	VENUE
February 16, 2017	9 am – 5pm	Module 1 Person-Centered Care Module 2 Consistent Staffing	Bergen Regional Medical Center 230 East Ridgewood Avenue Paramus, NJ 07652
May 11, 2017	9 am – 5pm	Module 3 Customer Service Module 4 Team Building	Venetian Care and Rehabilitation Center 275 John T O’Leary Blvd. South Amboy, NJ 08879
July 20, 2017	9 am – 5pm	Module 5 Decision Making Module 6 Leadership	Parker at Monroe 395 Schoolhouse Road Monroe Township, NJ 08831
September 14, 2017	9 am – 5pm	Module 7 Dining Standards Module 8 Regulations & Survey Compliance	Green Hill 103 Pleasant Valley Way West Orange, NJ 07052

Email – NJACCacademy@gmail.com

Call – 732.722.8417

Website – www.njculturechange.org



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FACULTY

Denise Boudreau-Scott is President of Drive, which helps aging services organizations improve the resident and staff experience, through more engaged leaders and employees. A former nursing home and assisted living administrator, Denise is a serial volunteer. She co-founded and is chairperson of the New Jersey Alliance for Culture Change, serves as vice-chair of NAB's Member Relations Committee and is a member of NAB's Exam Writing Committee. Denise was recently appointed as a board member for the Pioneer Network and chairs their Communication Committee.

Denise received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University, where she was recently appointed as a lecturer and Executive in Residence, the youngest in the history of Cornell's Health Administration program. She is proud to share that she started her work in senior living as a dietary aide and nursing assistant and was inspired to work in the field by caring for her grandmother. She brings almost 30 years of aging services experience to this program, and is a key advocate for person-centered care in her home state of New Jersey, as well as on a national basis.

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<p>Module 1</p>	<p>Person-Centered Care Empower residents to take a more active role in their quality of life. Participants will learn to think from a resident's point of view first and to ask about this point of view. Organizations will focus on organizational structure and systems that act as barriers to person centered care and participants will gain learning tools to teach and inspire others.</p>
<p>Module 2</p>	<p>Consistent Staffing Reduced residents fear and the anxiety of wondering who will take care of them and if they will treat them right. Participants & organizations will learn how to create a consistent staffing schedule and model within their organization based on their building layout, size and organizational needs.</p>
<p>Module 3</p>	<p>Customer Service Residents will benefit in the way they are spoken too, treated and enjoy an enhanced level of kindness, respect and dignity shown to them by the employees. The module will focus on the importance of customer service in their home. Participants will learn the differences and similarities between customer service and person-centered care and the core concepts of excellent customer service training, and receive tools to evaluate their own organizations.</p>
<p>Module 4</p>	<p>Team Building Residents will benefit by receiving care from teams who are empowered to solve problems, access resources and make changes as needed more quickly for the residents. Participants will learn the importance of creating an environment of trust and respect, the important role of team building and the value of breaking down department silos for implementing person-centered</p>

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	care.
Module 5	<p>Decision Making Puts residents first. Being at the top of the organizational and employee chart will make residents acutely aware that they are the priority. The module will focus on the structural challenges of decision-making and the importance of supporting decisions made by the resident or if that is not possible, including the input of those that work most closely to the resident. Organizations will be encouraged to adopt new thinking in making management decisions.</p>
Module 6	<p>Leadership During this module, leaders will discuss and self-evaluate leadership behaviors and the impact on their organization. Discussion on the importance of setting and measuring goals in their organization, and practice their leadership behaviors both at home and work. Active implementation of person-centered care changes within their organization.</p>
Module 7	<p>Dining Standards The module will enhance customer service so residents feel respected versus being told what to eat, when and what they cannot eat. They will feel honored and treated with dignity. Participants will study the new Dining Standards from CMS and how to incorporate them into their daily operations. Included in the education will be resident choice, weight loss, and freedom from restrictive therapeutic diets – (the risk and benefits analysis).</p>
Module 8	<p>Regulations & Survey Compliance Leaders will understand how a person-centered care philosophy was the intent of OBRA 1987 and how to enhance their regulatory success by implementing this philosophy throughout their organization. The module will explore new systems to continually monitor the care and support of residents, including ideas such as resident and staff interviews, safety vs. risk management teams, and direct caregivers sharing input at care plan meetings.</p>

APPLICATION PROCESS

Applications are found online at www.njculturechange.org.

Questions? Contact NJACC by phone 732-722-8417 or email NJACCacademy@gmail.com

Participants in this program will be limited to 30. Applicants are required to provide a letter of reference along with a commitment statement stating that s/he will attend and actively participate in each of the four modules. They will be required to complete assignments to enhance the understanding and application of the content areas. All applications must be received by December 15, 2016. Applicants will be notified by January 15, 2017 and if selected, payment is required in full by February 1, 2017.

Participants from certified homes will be required to pay a \$200 fee (a discounted rate due to CMP funding). Participants from homes that are not certified will be required to pay a fee of \$795.

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