



What is culture change?

Traditional Model	Culture Change Model
Task oriented; staff focus on the work that needs to be done, and do so as quickly as possible.	Relationship oriented; staff focus on building caring relationships while getting tasks done.
Residents are told which day and how often they will bathe/shower.	Residents can get a bath/shower as often as they would like with their preferences respected.
Death of residents are not acknowledged with staff and people living there.	Memorials/remembrances are held for individual residents upon death.
Overhead paging systems are used consistently.	Overhead paging system has been turned off or is only used in case of emergency.
Hands-on caregivers are not invited to participate in resident care conferences.	Hands-on caregivers attend all resident care conferences.
Staff scheduling is done by management.	Staff create and manage their own schedule.
Residents wake up each day to meet staff's schedule.	Residents wake up according to their own schedule and desires for that day.

Traditional Model	Culture Change Model
Residents' rooms are sterile and arranged the same.	Resident/family encouraged to decorate and arrange rooms as they would like.
Visiting hours and locations are strictly enforced.	Family and friends are encouraged to celebrate birthdays, holidays and other events with resident on-site, space provided and decorating, catering, etc. encouraged or provided when possible.
Residents all eat at the same time, with one to two choices in foods.	A variety of menu choices and meal times are offered.
There is a strong departmental/top down focus.	There is a team approach and flattened hierarchy.
Staff arrives for a shift, are assigned a hall to work, and begin rounds, which consists of checking those who are in bed to see who needs to go to the bathroom.	Staff arrives at a home, are greeted by and greet those who live there, beginning with a conversation about what they have done today and what they will be doing together for the rest of the day.
Staff work in different parts of the facility and with different residents every shift.	Staff are assigned to care for specific residents every time they work so they can get to know one another.
Staff plan activities based on staff availability, staff interests and strengths.	Residents plan activities through community meetings based on resident interests.
Staff make all the decisions about the residents' daily lives.	Residents make most decisions about their daily lives.

For more information: www.coculturechange.org