



## ROAD MAP FOR CULTURAL TRANSFORMATION

The Centers for Medicare and Medicaid Services developed the Artifact of Culture Change Tool (ACCT) based on the <sup>1</sup>Holistic Approach to Transformational Change (HATCh) model. The ACCT was developed to assist nursing homes identify areas for improvement to implement practices that will create a better care environment for residents and work environment for staff. The VA Community Living Centers (CLC) began using the HATCh model as the framework for care in 2005.

## VA CLC USE OF ARTIFACTS OF CULTURE CHANGE TOOL

The VA CLCs began using the ACCT as a performance measure in 2008. Each CLC should use an interdisciplinary team that includes residents and family members to score their ACCT. The ACCT data is part of the CLC scorecard that is submitted to VISN and facility leadership. The Unannounced Survey Program also uses the ACCT report as part of the survey process.

## COMPONENTS OF THE ARTIFACTS OF CULTURE CHANGE TOOL

The ACCT is comprised of 79 questions in 6 categories, with 580 possible points.

- ♥ Care 70 points
- ♥ Environment 320 points
- ♥ Family and Community 30 points
- ♥ Leadership 25 points
- ♥ Workplace Practice 70 points
- ♥ Staffing Outcomes and Occupancy 65 points

## RECOMMENDED PRACTICES

What are some of the cultural transformation practices Centers for Medicare and Medicaid Services recommends all nursing homes implement? These should be familiar to CLC staff.

Resident-Centered Model	Aromatherapy	Animals Live Onsite
Meaningful Use of Time	"I" Care Plans	Private Rooms
Choice in Foods	Learning Circles	Kitchenettes
Liberalized Diets	Bathing Without a Battle	Towel Warmers
Snacks available 24/7	Internet Access	Residents personalize rooms
Empowerment of Staff	No Overhead Paging	Consistent Staff Assignments
NA attend IDT meetings	Career Ladders	Removal of Nurse Stations
Reduce staff turnover rates	Respect resident sleep/wake times	Residents serve on Quality groups

(Endnotes)

<sup>1</sup> The HATCh model was developed by the Quality Partners of Rhode Island.