



PEAK 2.0 Times



This newsletter is brought to you by the Kansas State University Center on Aging through a grant from the Kansas Department of Aging and Disability Services

Volume 1 Issue 3

June 2013

What is PEAK 2.0?

Center on Aging 103 Leasure Hall, Manhattan, KS 66502

785-532-5945 --- ksucoa@gmail.com

Find us on YouTube at www.youtube.com/KSUcoa



Improving the quality of life for those who live and work in long-term care settings across the state of Kansas is the primary goal for the PEAK (Providing Excellent Alternatives for Kansas Nursing Homes) program administered by the Kansas Department of Aging and Disability Services. Originally created about 10 years ago the PEAK program has been overhauled and the updated version was unveiled in 2012. In addition to recognition for homes that have achieved a minimum level of achievement in person-centered care, PEAK 2.0 also incorporates a tiered financial incentive package to encourage homes to begin and/or continue to pursue this model of care. For more details on the program, visit <http://www.kdads.ks.gov/LongTermCare/PEAK/peak.html>.

A note from the Project Coordinator

The Center on Aging is pleased to have a new member on our team. Please help us welcome, Judy Miller, a project consultant for PEAK 2.0.

Judy Miller is a Registered Nurse who has 27 years of experience working in Long Term Care. She has been employed most recently at Pleasant View Home, Inman, Kansas where she has been Director of Nursing for the past 16 years. During the last 11 years, she has been a leader in Person Centered Care/Culture Change. Judy has led the facility through transformation from traditional hierarchical leadership to self-directed work teams, implemented programs that give residents choices and empower staff, and maintained high quality care. change journey experiences at state and national conferences, such as LeadingAge Kansas, LeadingAge Oklahoma, LeadignAge, NADONA and Pioneer Network Conferences. Judy is also a member of the Certified Director of Nursing Administration Long-term Care, and she is currently working on a degree in Health Sciences/Administration with Excelsior College, Albany, New York.

We encourage you to connect with Judy and tap into her expertise. You may do this by emailing ksucoa@gmail.com and asking Judy to call you. Also, look forward to hearing from Judy in future issues of the newsletter on topics like nursing and person centered care.

-Laci Cornelison



Judy Miller, RN

What does being a leader mean to you?

Leadership is a tricky concept. Many people equate leadership with formal titles or an appointed leadership role such as the president, CEO, or commander. The hard truth is these titles do not make a person a leader. Don't misunderstand, there are many people with formal leadership titles who are leaders, but it is not guaranteed. The point is that leadership is something that must be earned.

How do you earn leadership? Think about it this way. Leadership is the ability to influence others to follow you. Leaders are at every level of organizations and leaders can change organizations. PEAK 2.0 demands change in how we provide long-term care to our elders. We need real leaders to accomplish this! Aligned around a shared vision, like the PEAK 2.0 initiative, leaders at all levels of your organization can bring about positive change in ways you could not have imagined on your own. So, who are the leaders in your organization? (Fox, 2007)

“LEADERSHIP IS
THE ART OF
GETTING SOMEONE
ELSE TO DO
SOMETHING YOU
WANT DONE
BECAUSE HE WANTS
TO DO IT.”
—DWIGHT D.
EISENHOWER

Power vs. Authority

Power: The ability to force or coerce someone to do your will, even if they would choose not to because of your position or your might.

Authority: The skill of getting people to willingly do your will because of your personal influence.

(Lead with **Authority** NOT **Power**)

Leadership is a Behavior. Behavior is a Choice.

Common Characteristics of a Person with **Influence** (the hallmark of a good leader):

- Honesty, Trustworthiness
- Role Model
- Caring
- Committed
- Good Listener
- Holds people accountable
- Treats people with respect
- Gives people encouragement
- Positive, Enthusiastic
- Appreciative

Work to grow these characteristics in yourself and those around you. When you see someone who demonstrates these behaviors, no matter their job title, acknowledge the value of these behaviors; acknowledge them. (Hunter, 1998)

Leadership Tips:

Building Relationships: Great leaders are skilled at building relationships while also accomplishing the tasks at hand. Here are some visuals to help you think about this balance. (Hunter, 1998)

Growing Yourself as a Leader

Great leaders are skilled at building healthy relationships while also accomplishing the tasks at hand.

Getting tasks done

Building relationships



Ideal case

Getting tasks done

Building relationships



Ineffective leadership

Getting tasks done

Building relationships



Nobody wants to work for you

References:

- Fox, N. (2007). The Journey of a Lifetime: Leadership Pathways to Culture Change in Long-term Care. Self-published.
Hunter, J. C. (1998). The Servant: The Simplest Story of the True Essence of Leadership. Crown Publishing Group.

Have a question? Having difficulty? Need some guidance?
Ask an expert and send it in to us at kSUcoa@gmail.com.
If you're questioning it, mostly like so are others just like you.

Dear Flo,

How do I get past resistant staff? SINCERELY, BEING RESISTED

BEING RESISTED: This is a struggle I have heard from many people. It is easy for staff members to feel like PEAK is just one more thing the office is making them do. They feel like they can't get done what they are expected to do now let alone take on something new. I have seen great success in homes where the leaders begin engaging staff in talking about PEAK and instead of the primary leadership coming up with the plan; the plan comes from "the staff".

In one specific success story, a leader got a group of direct care staff together around a PEAK initiative on bathing and simply started asking questions such as; what do you like about giving baths? What don't you like about giving baths? Do residents like getting baths? What complaints do residents have about bathing? What about our bathing facilities do you like? Not like? How could we change this experience for people? What would the change take? After the leader engaged staff in a discussion like this, she was able to recognize them for their ideas and recruit some of the interested direct care staff onto a work team around bathing. The team of direct caregivers even recruited the maintenance man to be on the team so they could get him to make repairs to the bathing facilities. This group came up with a solid bathing plan and the direct care staff has complete ownership of the plan because they created it.

One of the keys to staff resistance in my mind is to stop mandating changes, get direct care staff involved, be a resource when needed and get out of the way. When I've done that, I've seen the best performance from teams. -FLO

KANSAS STATE UNIVERSITY CENTER ON AGING
103 LEASURE HALL, MANHATTAN, KS 66506-3501
785-532-5945

KANSAS STATE UNIVERSITY NOTICE OF NONDISCRIMINATION

Kansas State University is committed to nondiscrimination on the basis of race, color, ethnic or national origin, sex, sexual orientation, gender identity, religion, age, ancestry, disability, military status, veteran status, or other non-merit reasons, in admissions, educational programs or activities and employment, including employment of disabled veterans and veterans of the Vietnam Era, as required by applicable laws and regulations. Responsibility for coordination of compliance efforts and receipt of inquiries concerning Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Americans With Disabilities Act of 1990, has been delegated to the Director of Affirmative Action, Kansas State University, 214 Anderson Hall, Manhattan, KS 66506-0124, (Phone) 785-532-6220; (TTY) 785-532-4807. Revised April 22, 2008.

KANSAS STATE
UNIVERSITY