

# PEAK



# 2.0



**JULY 2019**

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# High Involvement, High Success

*“Kick-ass bosses often do not decide themselves, but rather create a clear decision-making process that empowers people closest to the facts to make as many decision as possible. Not only does that result in better decisions, it results in better morale.”*  
~ Radical Candor, Kim Scott



*Laci Cornelison, PEAK 2.0  
Program Coordinator*

**By: Laci Cornelison, Maggie Syme, Richard Dell-Isola and Gayle Doll**

Did you know that homes that self-report engaging 75-100 percent of their organization in their PEAK 2.0 efforts are 84.5 percent more likely to be at higher levels of the PEAK program? This is one of the most exciting findings of the latest research from the Center on Aging. Each year participants have the opportunity to take the PEAK Experience survey to share their perspective of the program experience. These voices are so valuable to inform future directions of the program. As a part of this survey, participants self-report how much organizational involvement they have had in their PEAK work (0-25 percent, 25-50 percent, 50-75percent and 75-100 percent). In plain language, PEAK participants reporting high levels of involvement are 84.5 percent more likely to be at higher levels of the program (level 3, 4 or 5) than homes reporting lower levels of involvement. These results echo other research that finds high engagement across organizations leads to higher organizational success through change and reduction in resistance to change (*Lines*, 2004).

High involvement = higher likelihood of success in PEAK. Why does this matter? High involvement is a concrete way to improve the likelihood of success in PEAK. Even more exciting, this doesn't cost considerable money, new building projects, and isn't out of your control like many things in our industry. Engaging teams can be learned. In fact, PEAK has many resources to aid in engaging staff. If you have participated in the Foundation level of the program, there are multiple activities in the workbook designed to engage the organization. These techniques are taught and encouraged throughout the Foundation year.

Have you struggled to advance in the PEAK program? Involving more of your team might be a place to start. Review the process you have undertaken to work through the program in the past. Have you written the action plan yourself to meet the deadline? Have you been frustrated that staff are constantly telling you why PEAK cannot work? Have you panicked as the evaluation timeframe for PEAK approaches and you realize there is a lot left to do? Try backing up and work on engaging your team in the action planning and work of implementing the core area practices. Those that have done so are 84.5% more likely to report success.

Common tools for engaging teams in PEAK:

- Use of learning circles
- Involvement on work groups (food work groups, relationships work groups, etc.)
  - This includes high involvement in the action plan development and execution
- Consensus building
- Effective meeting tools: meeting roles
- Self-scheduling or high involvement on developing staffing templates
- Peer interviewing and hiring

Are you interested in learning more about involving teams? Contact a PEAK consultant: [ksucoa@gmail.com](mailto:kсуcoa@gmail.com) or 785-532-2776.



# PEAK 2.0 Award Winners:

We are excited to announce this year's achievements in the PEAK 2.0 Program. To all of you who had success this year, at any level, we applaud you! Below are those homes that achieved the top three levels of the program. In addition, these homes may serve as mentors to you on your person-centered care journey. Contact the homes individually if you are interested in learning from them or scheduling a time to visit.

## 2019-2020 Mentor Homes (Level 5):

### **Dooley Center**

Renee Porter  
Atchison, KS  
913-360-6240

### **Meadowlark Hills Retirement Community**

Annie Peace  
Manhattan, KS  
785-537-4610

### **Evergreen Retirement Community**

Jaime Parades  
Olathe, KS  
913-477-8235

### **\*\*Leonardville Nursing Home**

Sandra Hageman  
Leonardville, KS  
785-293-5244

## Sustained Person-Centered Care Homes (Level 4):

### **Bethesda Home**

Sara Hiebert  
Goessel, KS  
620-367-2291

### **Brewster Place**

Ashley Baker  
Topeka, KS  
785-274-3392

### **Medicaldoge Columbus**

Amy Higgins  
Columbus, KS  
620-429-2134

### **Schowalter Villa**

Treva Greaser  
Hesston, KS  
620-327-3426

### **\*\*Sharon Lane**

Angela Moore  
Shawnee, KS  
913-631-8200

### **\*\*Sterling Presbyterian Manor**

Karen Smith  
Sterling, KS  
620-278-3651



*\*\*Indicates first time at this level. This indicates a major milestone in the journey of implementing person-*

**Sustained Person-Centered Care Homes (Level 4) - Continued:**

**Pine Village**

Shelby Shaw  
Moundridge, KS  
620-345-2901

**Pleasant View Home**

Jalane White  
Inman, KS  
620-585-6411

**Person-Centered Care Home (Level 3):**

**Atchison Senior Village**

Kinton Friend  
Atchison, KS  
913-367-1905

**\*\*Caritas**

Greg Lohkamp  
Wichita, KS  
316-942-2201

**Attica Long Term Care**

Holly Noble  
Attica, KS  
620-254-7253

**\*\*Hill Top House**

Judy Kregar  
Bucklin, KS  
620-826-3202

**\*\*Asbury Park**

Michelle Hamm  
Newton, KS  
316-283-4770

**Prairie Mission Retirement Village**

Melinda Ewan  
Saint Paul, KS  
620-449-2400

*\*Indicates first time at this level. This indicates a major milestone in the journey of implementing person-centered care.*

**Special Recognitions:**

Each year, we are truly honored to hear and read about your hard work. Some of this dedication and hard work goes unnoticed beyond our team. This year, we would like to publicly recognized homes that excelled in their work with PEAK this year but in most cases have not yet achieved the higher levels of the program. We are certain there are others so be sure to celebrate your wins. These are the homes that stood out to the PEAK team.

# 2018-2019

## HIGH ACHIEVING HOME AND MOST ENTHUSIASTIC TEAM

### Diversicare Sedgwick

Diversicare of Sedgwick worked extremely hard last year but did not quite pass their core areas. This year, they continued their work, and passed all four cores! In their Zoom interview, it was clear to the evaluators that this change did not happen from the top. Neighborhood teams and members from across the organization were able to share their work on the core areas. Their enthusiasm and engagement in the journey of change was notable. Not only did they pass their cores, their action plan for 2019-20 showed engagement from direct care partners, with some core area work led by neighborhood caregivers. The plan involved members from all disciplines. They have navigated some of the tough work of changing over systems to support person-centered care and are paving the way for successful, full implementation of person-centered care. You are true change makers.

Facts about Diversicare of Sedgwick:

Location: Sedgewick, KS

Ownership: For-profit

Size: 62 licensed beds

### The Wheatlands

The Wheatlands has consistently demonstrated a strong commitment to change and excellence. This year, they went above and beyond to seek additional mentoring and passed all cores on their evaluation. Their entire team showed significant dedication and grit in doing person-centered care well. They are currently working to achieve excellence across all 12 cores at 90 percent to move into the upper levels of the program.

This home is a rising star in the program.

Facts about The Wheatlands:

Location: Kingman, KS

Ownership: Not-for-Profit

Size: 54 licensed beds



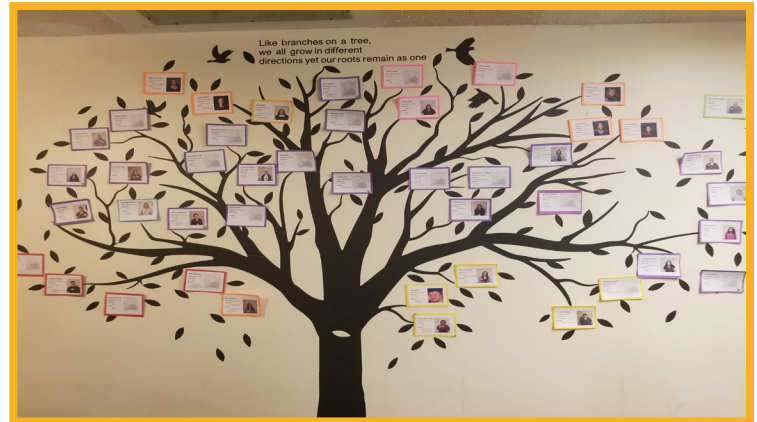
The Wheatlands celebrating CNA week.

# 2018-2019

## BEST PRACTICE AWARD

**Newton Presbyterian Manor:** Domain: Staff Empowerment; Core: Career Development

In the area of career development, Newton Presbyterian Manor's Skills Enhancement Policy and Practices stood out. Employees are encouraged to grow within their position and set individualized goals that are reviewed annually or at the employee's request. They celebrate the growth of employees on their Growth Tree (pictured right). Newton PMMA has graciously offered to share their policy upon request. Email [mkessinger@pmm.org](mailto:mkessinger@pmm.org) to access the resource.



**Hill Top House:** Domain: Resident Choice; Core: Bathing

Hill Top House in Bucklin, KS has an outstanding bathing questionnaire, which exemplifies a solid tool to learn about elders' preferences and habits at home. While the questionnaire captures bathing preferences, it also collects information about elders' morning routines and nighttime routines. Often elders' bathing routines blend in with morning and nighttime routines so these questions truly serve as a tool to get a nice picture of the elders' daily rhythms and preferred habits. Hill Top House has offered to make the questionnaire available on request. Email: [judyk@unitedwireless.com](mailto:judyk@unitedwireless.com) to access this resource.

# 2018-2019

## TOP ACTION PLANS

Writing action plans is a tough skill. These teams excelled in this skill. These are top action plans for 2019-20 in no particular order.

**Villa St. Francis:** This team voluntarily attended an in-person action plan review to help the PEAK team evaluate the value of an in-person session. This team was motivated! They came prepared with a strong plan, but also came armed with lots of quality questions to help continue to improve their action plan and implementation strategy of the cores they selected for the year. We appreciate your motivation, curiosity, and openness to new ideas. We are excited to see what you do this year!



# 2018-2019

## TOP ACTION PLANS (continued)

**Bethany Home:** This team's action plan provided a robust narrative of the practices that are already in place, including a description of how those practices work in their home. This team then provided strong, clear objectives for the areas left to implement along with specific, clear action steps. Their plan also demonstrated engagement of lots of different team members and realistic, incremental target dates for completion. Congratulations on a strong start to your year. We look forward to seeing your plan become a reality.

**Derby Health and Rehab:** This team's plan includes a great narrative of what is in place. The team did a great job of developing objectives and action steps that engage teams. The plan considers communication and training to translate ideas into practice and incorporates sustainability. Great work team!

**Stevens County dba Pioneer Manor:** This team's plan has a strong description and examples of practices that are already in place. They have excellent objectives and clear, specific action steps for what they plan to do to make the objectives a reality. These details will no doubt help them accomplish their goals! Great work.

*See a full listing of participating homes at: <https://www.hhs.k-state.edu/aging/outreach/peak20/homes.html>.*