Today’s Sculptors
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What is a culture
How to identify the culture of a unit
How to change the culture of a unit
Talk about change/resistance
Use patient empowerment as an example
Make actions plans.
WORDS DESCRIBE AND REVEAL CULTURES
Mission Statement
The XXXXXXXXXXX Department provides leadership for the effective management of the design and delivery of quality outcome-based, person-centered services and supports for individuals who have developmental disabilities. These services and supports will be appropriate to their needs, gifts, talents and strengths; accessible; life-spanning; based on informed choice; and monitored to ensure individual progress, quality of life, and safety.
the integrated system of socially acquired values, beliefs, and rules of conduct which set the boundaries and the range of accepted behaviors in any given society. Cultural differences distinguish societies from one another.
Describe the culture of your doctor’s office
ACTIVITY: LET’S CREATE!

- Describe the culture of Walmart
If I look at the policies and procedures manuals, will I know the dialysis center’s culture?
ACTIVITY: LET’S CREATE!

- Describe the culture of the dialysis unit
The individuals in the organization must decide to change their behavior to create the desired culture.

(How to Change Your Culture/Organizational Culture Change: Susan Heathfield)
The Power of one!
World Health Organization in the Patient Voices: Global Champions.

“Nothing about me without me.”
To make the changes needed to maintain relevance will require courage – the courage to break with tradition, the courage to try something new, the courage to take a risk.
EXAMPLE OF CULTURE

Patient Care Plans
CARE PLAN CULTURE

- Culture of facility?
- Culture of staff?
- Culture of patients?
Culture

What blocks change in our units?
STEPS TO CHANGE CULTURES

- Identify the goal
- What is present status
- Look at the barriers
- How can we address the barriers
- Action steps
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  - Patients – Staff - Facility
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Encourage our patients to be self empowered, self responsible and self-led!
Patient Empowerment = everyone has the right to make their own choices about their health care.

http://naturalhealthperspective.com/attitude/empowerment.html
“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou
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DON'T "EVER" GIVE UP!

KEEP ON KEEPING ON!
REFERENCES:


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Help, I Need Dialysis, Schatell and Agar, Life Options 2012

Helping the Patients Make Healthy Choices, when the patient does not have a clue about the reasons they should or any desire to do so..., Fisher, Craig (June 2009) http://www.therenalnetwork.org/qi/resources/FF_Peer/HelpingPatientsMakeHealthyFistulaChoices_FisherSlides.pdf


My Life, My Dialysis Choice (http://mydialysischoice.org)

What does a heron and a frog have to do with Fistula First?, Fisher, Craig (2008) http://www.therenalnetwork.org/qi/resources/barriers_Craig.pdf