

### *Life, Liberty and the Pursuit of Culture Change*

Kansas Masonic Home is still in the process of moving toward its planned “culture change,” a process that will include an extensive physical remodeling and organizational revamping.

But that doesn’t mean that attitudes at Kansas Masonic Home aren’t already being remodeled.

Everywhere you look, both staff and residents are adopting an outlook that mirrors what KMH is striving toward; that is to usher out the traditional “care home” model and usher in an non-institutional approach that focuses on individual freedoms and dignity.

You can see it already in the way that “concierges” take care of their residents’ every need. In the way a group of volunteers donates Tuesday mornings to helping Pavilion residents look their best. In the way the kitchen staff invites residents into their world and nurses and CNAs invite residents into their hearts.

Culture change has been ongoing internally for more than two years and will soon physically arrive at KMH along with construction crews—who within the next year will start transforming the campus into a collection of physical “households,” where residents have the freedom to make choices and shape their own lives in an environment that is as close to a freestanding home as is possible.

The switch will make KMH the first residential campus in Wichita to have fully adopted the “households” concept.



### *A ‘Beautification Assembly Line’*

Every Tuesday morning, husband and wife duo Beverly and Kenny Hughes show up to Kansas Masonic Home ready to roll.

Beverly will be rolling hair. Kenny will be rolling residents from the Pavilion down to the large atrium outside the Beauty and Barber Shop for their free hair appointments, a service utilized by 20 to 25 residents every week.

“They just love to get their hair done,” said Beverly of the residents who rely on the service. “I think it makes them feel good.”

Beverly and Kenny are among a team of about a dozen volunteers who man the “beautification assembly line” each week. They’ve been KMH volunteers for nearly a decade and continue to give their services even though they no longer have any relatives living here. (Beverly says her grandmother, mother-in-law and mother all have been residents over the years.)

## *Cooking Competitions: From Fun to Fruitful*

When they started about a year ago, the friendly cooking competitions put on by Kansas Masonic Home kitchen staffers were really just for fun.

But as they've grown, they've become much more. Now, they're providing a way for staff and residents to truly connect – a key component of the culture change concept that KMH is embracing.

The competitions started around the time that marketing director Jill Laffoon began inviting the public to look at art in the KMH hallways as part of the "Final Friday" gallery crawl.



She needed some appetizers to serve at the event, and the kitchen staff came up with a fun idea: A hummus competition.

In the first contest, several members of the kitchen staff – everyone from dining assistants to the head chef – prepared their own batch of hummus, focusing both on flavor and presentation, and served them to an unofficial panel of judges. The cook with the best hummus won a gift card.

The idea was such a success – and such a popular idea – that it's continued every few months. The staff has competed at making salsa, sandwiches and appetizers. In January, judges stuffed themselves sampling 22 different taco creations. (Head chef Andrew Terronez took the Taco Title.)



But at the most recent cook-off a few weeks ago, something interesting happened.

Dining associate Pauline Dunn heard that the competition would focus on pies, and she recruited a secret weapon: well-known baking expert Aileen Jones, a resident from The Towers known for her amazing kitchen creations.

The two prepared a to-die-for coconut cream pie, and both watched closely as the judges sampled their work. Though they didn't win the top prize, their pie earned unanimous praise.

At that moment, an idea was born. For the next KMH cook-off, Dining Services Director Aaron Wurtz will ask his staffers to team up with a resident to create their entries.


The kitchen also is coming up with other ways to involve residents in food-related activities. Recently, Terronez – a former chef at popular Wichita sushi restaurant Kanai – put on a sushi-making demonstration that was attended by several residents. The kitchen is planning more cooking classes and demonstrations that might interest residents.

Residents have always participated in how the kitchen operates on some level, Wurtz said.

"They've always been involved in making the menus," he said. "But as far as cooking goes, this is a first."




In the next competition, which may focus on sandwich preparation, both the dining services employee and the resident partner will win gift cards if their recipe is chosen as the winner.

"It's a natural progression of Culture Change," Wurtz said. 

## *Project Update from Matthew Bogner, CEO*

Since the last construction project update, not much has changed; which is actually good news. We are holding steady with our goal of a late spring start date. It may start slow during the first few weeks, but by this summer you will see a great deal of activity as we work to improve the KMH campus. Phase I will include both a renovation of the Towers and the creation of a standalone rehabilitation household. Construction will take approximately one year and we are taking great pains to limit resident disruption and displacement during this time. Then we'll start with Phase II which includes household development in the Manor and Pavilion. Artistic renderings will be completed of the new Towers by mid-March which we will be excited to share with you soon!

My hope is that the excitement generated by the physical renovation will continue to encourage staff to get involved in the internal changes going on at KMH. The new physical environment will certainly make it look like home but the internal changes are ultimately what will make it home. Many staff members have volunteered to serve on a variety of action teams which are changing processes, systems and roles to honor resident choices and preferences. Another way staff is helping to make it home is through our extended family program. As part of culture change at KMH, the Life Enhancement Team formed this program in 2010. All staff were designated as extended family members to one of six neighborhoods in the Pavilion and Manor at that time. As we move closer to the formation of households we want to continue creating a family atmosphere in each of these areas. One step in that direction is continuing to invite staff from across the organization as well as resident's family members to participate in the life of these neighborhoods. Feel free to contact administrator Cole McKinney in the Pavilion and director of assisted living Mike Miller in the Manor for more information about how to get involved. We are already planning a neighborhood grill out for staff, residents and family members this spring and will communicate a date as we get closer! 

## Beautification *continued*

The volunteers arrive at around 8 a.m. each week and begin to divide up to perform their duties.

Two men retrieve residents from the Pavilion, while two women staff shampoo stations.

Beverly and a few other volunteers are in charge of putting rollers in hair, getting residents under dryers and then combing and styling their hair. Barber services also are provided for male residents.

Beverly said she loves talking to the residents as much as she loves helping them with their hair.

“It just does me good to see them be happy,” she said. “It’s something that I can do, and I just like doing it for them.”

The volunteers are coordinated and lead by Cheryl McGee, who since 2006 has been volunteering her services. McGee’s sister, Carolyn Hill, is employed by KMH at the Beauty and Barbershop.


Cheryl, a retired RN, Meals on Wheels volunteer and hospice counselor, serves as a shampoo expert on the assembly line.

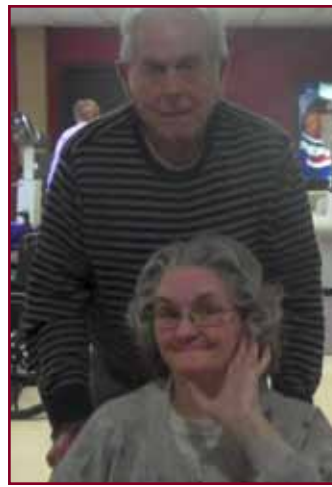
Michael Miller, KMH Director of Independent and Assisted Living and Volunteer Coordinator for the campus, says the volunteers provide more than they even know.

“These are dedicated, energetic and loyal workers. Many of them are retired from professional leadership positions; they know how to get things done,” he said.

“There is always a smile and a conversation,” says Hill, who has worked at KMH since 2003. “Some of these residents have no family. Or no one that visits.”

Though it seems like a simple act of kindness, the program is a perfect example of the culture change KMH is striving for, said Pavilion administrator Cole McKinney. “One of the things that Culture Change and Person-First Care are about is not only offering choices, but truly caring for others. The beauty shop team doesn’t just impact our residents—our staff members are able to give a resident that may not have family around to visit an opportunity to be pampered and to feel special. It’s about taking care of people. We all benefit.

“The consistency of this group of volunteers helps us keep the momentum going to promote more change,” he said. 



## Concierge Services: A Little-Known Perk

Life at Kansas Masonic Home comes with many perks, from an on-site fitness center to a soon-to-open on-site bank.

But one of KMH's biggest perks is also one of its least-understood: The KMH Concierge Program.

The term "concierge" evolved from the French *Comte Des Cierges*, The Keeper of the Candles, who tended to visiting nobles in castles of the medieval era.

In modern times, primarily in hotels, a concierge assists guests with their needs. A concierge is often expected to "achieve the impossible", dealing with any request a guest may have, no matter how strange or complicated, relying on an extensive list of contacts with local merchants and service providers.

When a concierge takes care of a guest, that guest feels cared for – less alone and unsure in an unfamiliar environment.

It was the recognition of the fear that new residents and their family members had about moving to a senior living campus that inspired Kansas Masonic Home to develop the Concierge Services program.

It was started two years ago, as part of an effort to provide a more elevated level of care and to maximize the potential offerings the campus could provide.

Marketing director Jill Laffoon, along with help and input from the executive team and a list of staff members, put together the program and a handbook listing the services provided.

The program started in The Towers, but as of this year, the Manor and the Pavilion –who already had concierges, will also have their own concierge handbooks and programs.

### *What does the service do?*

A better question might be this: What does the service not do?

Three staff members have been appointed as the official concierges for each of the three living areas. (A fourth is the campus concierge, Brittany Aldrich, at the East lobby entrance). Their jobs are to serve as point people for the residents. They help answer questions and help families and residents take care of whatever needs might arise.

Cindy Wikoff, who is the concierge for the Pavilion, says that in her role, she spends a lot of time arranging transportation to doctor appointments for residents or arranging plans to get their prescriptions picked up.



The service is so new, she said, that she's not sure it's working to its full potential. But the idea of it fits in well with the culture change KMH is working toward, she said.

Not only does the service help residents achieve practical needs, but it makes them feel more at home, more cared for.

Serving as concierge, Wikoff said, she's also learned a lot about herself. Juggling needs and serving as a friendly, reliable face for both residents and families has been incredibly satisfying, she said.

"When I came here, I didn't realize I could do what I do so well," she said. "But it just comes naturally."

Towers and Manor residents have a few different concierge options, and some of them are big selling points when new residents are considering a move to KMH.

One of the least utilized, said food services directors Aaron Wurtz, is a "room service" and "grocery store" option.

Towers and Manor residents (who have refrigerators and at least mini-kitchen set ups in their suites) have access to a variety of grocery items from the KMH kitchen, he said. They just have to order what they need, and it will be delivered to their rooms. They also have a choice of room service or carry-out for meals.

Chrissy Lucas is the concierge for the Towers. Tahleacha Crosby serves as the concierge for the Manor.

"When you have a family member who is put into the position of trying to talk their mother or their dad into the benefits of moving [into a senior living arrangement] it is very emotional and difficult," Lucas said. "And worse, the benefits they want to tell them about sometimes just sound like lip service. The Concierge Book helps them have a very tangible way to share the amenities and services that are at KMH. Not only are they always

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## *She Loves Her Residents*

She's not supposed to have favorites, but Kansas Masonic Home CNA Dorita Barnett admits she does.

It's an occupational hazard. (Though she's not naming names.)

But Barnett, who has been a CNA here since September of 2007, admits that she loves all the residents she cares for in The Pavilion, and that makes her love her job.

"I like leaving each day and knowing I've made a difference," she said.

And Barnett has made a difference.

She's known for tackling any task, responding positively in every situation and going above and beyond in caring for residents.

Her work toward Culture Change integration includes participating in extra seminars and informational opportunities and bringing what she has learned back to the rest of the team and residents.

"Dorita was the leading force that brought a communication program called TimeSlips to KMH," says Cindy White, activities assistant. TimeSlips is a creative story-telling project designed to support growth for people with dementia and their caregivers. The program allows residents with limited cognitive abilities or memory loss to use a kind of improvisational story-telling method that replaces the pressure to remember with the freedom to imagine.

Barnett cut out photos from magazines, brought pictures in and encouraged other team members and family to do the same. Then the activities staff and other neighborhood members would show the photos to residents. They



would say whatever came to their mind and team members would write that quote down. For example, says White, if there was a photo of a boy and a man fishing, a resident might say, "Oh, I bet his mom is wondering if they are going to be home soon," Caregivers would write that down.

The exercise helps the residents work on not only their memories but their social skills.

"Dorita was really encouraging to the team and very patient with the residents."

The neighborhoods are now making a book. "It's really going to be beautiful; it really tells so much about each resident."

Barnett began the project in one neighborhood and then helped spread it through the other three neighborhoods in the Pavilion.

She loves the way the conversations, which happen each Thursday, tend to ebb and flow.

"It'll often end up with people just sharing memories from when they were children," she said.

In an effort to improve herself and life for the people she cares for, Dorita has returned to school to become an LPN.

Barnett, who earned her CNA license in 1991, already completed two semesters and has two to go.

"Her enthusiasm and passion for the residents make it so much easier for me to bring in a new resident and their family," says admissions coordinator Gary Cook. "They are always in good hands at KMH but I know Dorita will take on the most challenging of situations and make it work." 






## the Pursuit of Culture Change *continued*

It involves moving residents away from the traditional “nursing home” setup, which carries negative connotations for most people, into a structure that offers residents an actual home; both in feeling and in appearance.

In the meantime, staff and residents are already buying into the households/person first mind set, said Cole McKinney, the administrator of KMH’s Pavilion.

“The biggest thing is having people be able to customize their lifestyle instead of having a standard, ‘Here’s how it is,’” McKinney said. “What we’re doing now is stepping backward and asking, ‘How would you change some things if you’re thinking in that culture?’”

This month’s newsletter contains examples of how administrators, staff and residents are already enjoying the benefits of a “person-first” environment, even as KMH’s campus prepares to evolve. 



## Recipe of the Month

from  
Executive Chef Terronez

### Chicken tortilla soup

- |                           |                            |
|---------------------------|----------------------------|
| 2 tablespoons olive oil   | 1 -2 bay leaf              |
| 1 small onion, chopped    | 2 carrots, sliced thin     |
| 2/3 cup cilantro, chopped | 2 boneless, skinless       |
| 3 garlic cloves, minced   | chicken breasts, halved    |
| 1 (14.5 oz.) can          | and thinly sliced          |
| diced tomatoes            | 3/4 teaspoon salt          |
| 4 cups chicken broth      | Pepper to taste            |
| 3/4 tablespoon cumin      | 1/2 cup shredded           |
| 1/2 tablespoon            | Monterey Jack cheese       |
| chili powder              | 16 oz. tortilla chips,     |
| 1/4 teaspoon              | crushed                    |
| cayenne pepper            | Garnish: 1 avocado, sliced |

### Directions

In a large pot, heat the oil over high. Add onions, 1/3 cup cilantro and garlic. Cook 3 minutes.

Stir in tomatoes, cumin, chili powder, cayenne and bay leaf. Bring to a boil.

Add the broth, carrots and chicken. Return to a boil, then reduce heat to medium and cook another 10-12 minutes.

Stir in half the cheese and 1 cup crushed tortilla chips.

Divide into bowls and top with remaining cheese, fresh cilantro, fresh avocado, and more tortilla chip pieces. Serves 4.

### Amount Per Serving

Calories 413.4. Calories from Fat 212. Total Fat 23.5 g. Saturated Fat 5.8 g. Cholesterol 88.0 mg. Sodium 1441.9 mg. Total Carbohydrate 15.2 g. Dietary Fiber 6.2 g. Sugars 5.8 g. Protein 36.3 g.

Cut to white edge for 3x5 recipe card. see more recipes at [www.ksmasonic.org](http://www.ksmasonic.org)

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*Our mission is to provide  
an active and vibrant community  
where every person  
can live life to the fullest.*