

Rhonda Rotterman
Consulting for Health Care Systems



Training Modules

Rhonda Rotterman: Keynote/Workshop/Session Descriptions

Introduction to Person-Centered Care:

This full day program offers a fundamental overview of person-centered care outlining what it means to be a person tying in the various theories that have created the cornerstone of the movement sweeping the country as it relates to healthcare, regulation and service expectations. The federal regulations will be reviewed that charges facilities to adopt the theory and practice across the continuum of care.

- Identify what it means to be a person
- Describe the basic principles of person-centered care using Kitwood, Maslow, Carboni and the Eden Alternative®
- Identify why personhood, autonomy, choice and purpose are vital to well-being and quality of life regardless of physical ailments, frailty or geography
- Identify the Centers for Medicare and Medicaid regulatory requirements related to person-centered care

Change Management Program

Offers on site assessment of leadership and investigates leadership styles, culture and ability to work collaboratively to drive sustainable change strategies from the top-down. To support leadership and organization development for person-centered care culture change within facilities, this tailored program is unique to each facilities needs. Participants will:

- Understand their leadership style
- Learn leadership strategies that suite various situations and organizational needs
- Understand how the organization currently works with transition and change and where they need to go to create continuity, solidarity and bring about sustainability that stands the test of time.

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Building Strong Care Partner Teams

An Essential Building Block of Person-Directed Care

Empower care partners to create effective care partner teams! This workshop brings all members of the team together to identify and build on shared strengths, while fostering deeper relationships. Collaborative care partner teams are essential to creating a flexible and responsive person-directed organization.

Care partner teams attending this workshop will:

- Apply the power of their combined expertise to strengthen teamwork
- Reveal what the team needs to enable effective collaboration and creativity
- Engage leadership to find ways to honor their strengths and support their growth

Introduction to Person-Centered Dementia Care

Applying person-centered care/choice/autonomy to those in various stages of dementia. This training will provide a basic review of the anatomy and clinical manifestations of Alzheimer's and other types of dementia and then, by applying the principles of person-centered care, allow care partners across the health care continuum to afford choice autonomy, personhood into the world of the person with dementia . Specialist skills in interpreting verbal and nonverbal communications and interacting with the person with dementia will be a feature of this training. Participants will:

- Apply new knowledge to understanding the behaviors/actions/needs of the person with dementia
- Using person-centered care strategies/tools gain insight into how to effectively response to the various expressions/behaviors of the person with dementia
- Create meaningful, purposeful engagement for those living with dementia

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Unnecessary Drugs (F329) and the Guidelines for Remaining in Compliance

Organizations have a legal responsibility to oversee and manage medications that are ordered and administered within their facilities. There is a moral imperative to “do no harm” in the medical arena. The Federal government has taken a harsh stance on the use of “off-label” prescription use, especially in those who have cognitive impairments. The cost and side-effects associated with these kinds of practices is now under close securitization. This workshop will provide a thorough understanding of the regulation and what organizations must do to meet it as well as avoid citations. Participants will:

- Understand F329 and its implications in a healthcare setting
- Apply new knowledge to understanding other citations that can be linked to F329
- Using person-centered care strategies, apply an interdisciplinary approach to prescribing and concurrent review practices among your professional team
- Practical application of a systems approach to utilize MDS and other information to avoid going to the medicine cabinet as a first-line approach

Decision Rights/Project Management /Change Management:

Building solid work teams as a means of bringing about sustainable change can be a challenge no matter how long your team has been working together. This program will teach basic team building skills that will be the foundation of operational change management strategies from which to build long-lasting project/culture change strategies. Participants will:

- Learn basic project/change management strategies
- Understand the importance of developing a framework for change in advance of action
- Apply core building blocks for project/change management principles

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The celebration of Life; Finding ways to honor death and the dying process in communal living environments:

Care partners struggle with getting close to those they care for every day and then losing them. Leaders struggle with how to communicate that someone in the organization has passed away and antiquated practices flood our buildings whereby no one speaks of those who are dying other than the interdisciplinary team who are concerned with operations.

This program breaks down this fragmented process and humanizes death and dying unveiling a celebration of life that can provide closure and honor to those that have passed on. Participants will:

- Understanding culture as it relates to death and dying
- Applying person-centered care principles, establish a basis for how to instill honor, recognition and closure to all those involved with the elder who is transitioning from life to death
- Develop creative ideas on how to honor death and the dying process

Effective communication, conflict resolution, building strong teams:

People working with people who in turn care for people can be stressful. When those individuals bring with them various cultures, coping strategies, personal trials/tribulations and meld them into an environment where there are great demands both physically and mentally conflict and communication often suffer creating barriers and tense work environments. This workshop will bring an understanding of human behavior and coping mechanisms. Applying effective listening, communication and team-building strategies participants will:

- Understand that all behavior has meaning
- Understand the importance of open communication, active listening and dealing with differences proactively in a supportive, nurturing environment
- Apply strategies that empower individuals to deal with difficult situations through conflict resolution tactics

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Person-Centered Dining Practices:

Tray-line, all for one dining times, clothing protectors (bibs), all some practices that are becoming antiquated and are viewed as institutional in the world of person-centered care; but how do we begin to change this while remaining in compliance and meeting the demands of our customers? This program will review the culture of dining and why it is the number one complaint among those living in communal living environments. Participants will:

- Understand the history and culture of dining
- Understand the Federal/State regulations on the dining process
- Understand the new guidance from CMS pertaining to choice/dignity and home-like environments as it pertains to dining
- Using person-centered care strategies, develop ideas/concepts on how to transform the dining experience from institution to individual

Person-Directed Care Planning:

An inter-disciplinary plan of care involves members from across the organization that are focused on what is wrong and how to fix it, as well as how to “safely” respond to all the needs of the individual based on the assessments of all professionals involved in the care of that person. Often times the vital missing link is...”The Person” and what they want/prefer/choose; after all it’s their life right? This program will show participants the importance of person-directed care planning in creating a life worth living. Participants will:

- Understand the importance of choice/dignity/control that individuals desire to maintain to matter where they live
- Understand the purpose of plans of care and how they can be using this tool in assisting to guide the principles and practices of care partners and the team
- Using person-centered care strategies develop ways in which to incorporate the wishes, preferences and desires of the individual being cared for.

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Design and Building Culture: Architectural impacts for person-centered care:

How your home looks says a lot about who you are as a person. Every home is different because it takes on the personality and character of those who live within it. Shouldn't communal living spaces do the same? In this program you will understand the importance of the uniqueness of building construction, design and interior re-configuration as it applies to the personality and character of those that inhabit it. Participants will:

- Identify how the environment and culture of individuals are intertwined
- Conceptualize what makes a house a home
- Understand building design and personality as it relates to culture and person-centered care principles

Person-Centered Care in the Home Environment:

When individuals can no longer manage their day independently and the services of others is essential for them to remain in the community, whether it be family or professional agencies; choice, autonomy, dignity and personhood all remain vitally important. In this workshop we will assist care partners to understand person-centered care principles and philosophies so these can be applied no matter where services are being rendered. Participants will:

- Develop meaningful connections through thoughtful, effective communication
- Prevent loneliness, helplessness, and boredom for all on the care partner team
- Work together to reduce stress and burnout

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Communication and Cultural Diversity:

This interactive, skills building program develops a common language for leaders at every level related to the fundamentals of communication and person-centered care. Participants will self-assess the differences in communication styles and cultures, and their impact on the effectiveness of interactions with others in leadership, employees, and those they serve. The interactions between care givers/other employees and residents/families will be evaluated and reviewed for skill development and practical applications back on the job. The program will also cover communication skills that lend credibility to in today's challenging work environment.

Participants will:

- Understand the person-centered care philosophies
- Describe the fundamentals of communication, the most common barriers and carriers of communication, and the six-step communication process
- Assess communication styles and learn ways to “flex” for the best results with others
- Explore attitudes and build awareness of cultural differences in the workplace
- Identify ways to minimize barriers and maximize the potential of differences as it relates to the care of elders, their families and stakeholders
- Develop active listening and non-verbal communication skills
- Apply practical application skills and techniques based on real situations

Family Education on Person-Centered Care:

Caring for an elderly or infirmed loved one at home can be physically and emotionally challenging. Loved ones who now need to rely on family members also feel a sense of guilt and being a burden. Tension and stress can become overwhelming for everyone involved. Every person needs to feel useful and have a sense of purpose no matter what their physical or mental abilities are. The key is to understand and create an environment that promotes growth and meaningful engagement. Using the principles and practices of person-centered care participants will:

- Understand person-centered care principles and philosophy
- Apply person-centered care practices to create meaning, engagement, empowerment and purpose
- Develop active listening and non-verbal communication skills
- Apply practical application skills and techniques based on real situations

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Family Education on Person-Centered Care for the Cognitively Impaired:

Caring for an elderly or infirmed family member can be physically and emotionally challenging. If the family member also happens to have a cognitive impairment, this elevates the stress and “burn-out” because the communication and expression of needs changes based on physical changes within the brain. This work shop is designed to cover the basics as it relates to the anatomy of brain changes with dementia, the physical and emotional manifestations of these changes and how family members can interact, communicate and decipher what a cognitively impaired loved one is trying to tell them through action and behavior. Participants will:

- Understand person-centered care principles and philosophy
- Understand the basic anatomy of brain changes with dementia and how this manifests into emotional and physical changes
- Apply person-centered care principles and dementia care tactics to understand and decipher the unmet needs and requests of those with cognitive impairment
- Identify “triggers” and “patterns” to deescalate or alleviate emotional stress and physical reactions
- Develop active listening and non-verbal communication skills
- Apply practical application skills and techniques based on real situations

Certified Eden Associate Training®:

Offers practical tools, resources, and inspiration that empower individuals and teams to initiate and maintain effective change in long-term care. Through the Eden Alternatives® Ten Principle approach to person-directed care, participants will:

- Tap into the cutting edge of the person-directed care movement
- Return equipped and inspired to initiate change
- Gain powerful team building skills to strengthen care partnerships
- Learn how person-directed care drives improved quality and financial performance
- Get connected to a broad network of person-directed care resources worldwide
- Contribute to reframing the culture of care and perceptions of aging in our society

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Creating Occupation: Providing Meaning and Purpose:

Having a sense of purpose and doing things during waking hours that are meaningful to us is essential to human health and well-being. Creating meaningful existence in communal living can be a challenge when we cookie-cutter our approaches to activities or diversional programming. Using person-centered care principles, this program will allow participants to understand the federal regulation under F242 Self Determination and F 248 Activities and how to create meaningful activities that create a life worth living despite physical or mental frailty. Participants will:

- Discuss what occupation means and why it is important
- Explain why personhood, autonomy, choice and purpose are vital to well-being and quality of life
- Identify the characteristics/hallmarks of creating occupation
- Discuss federal regulations and how they translate into person-centeredness

Avoiding Legal Pitfalls in Healthcare:

It is distressing to have to endure annual department of health surveys that measure over the course of a week the care and services you provide year round, and this is a report card you must live with for years, the benchmark for which others judge you. Add to this a world of litigation where the media is inundated with commercials outlining how the local firm will save your Mother from an untimely fate or horrific accident if you will just put your trust in them. Avoiding legal pitfalls will narrate how suits are formulated and how “death by a thousand paper cuts” really is the methodology for successful litigation. Protect your organization by having your staff understand the importance of good customer service, the likelihood to recommend the business to others and with a firm understanding that families and responsible parties act from a position of guilt and advocacy and not the desire for wealth. Participants will:

- Discuss how various suits are filed and what needs to be present in order to execute a claim
- Review the step-by-step process of a suit
- Identify common legal pitfalls in healthcare
- Explain the importance of good customer service and not perfection

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