



November, 2009

Dear Long Term Care Provider:

The Illinois Pioneer Coalition is committed to helping long term care communities transform from an institutionalized model to an individualized model. This transformation is often referred to as Culture Change. Please see the National Pioneer Network's Culture Change Values and Principles on the reverse side of this letter.

Long term care communities in Illinois have made great progress towards culture change transformation. We want to capture and share this transformation in a book entitled:

**Tales from the Prairie**  
*Culture change practices in Illinois long term care communities*

Please help us with this exciting project by completing the attached questionnaire and sharing your story of transformation. The questionnaire can be completed by one person but when it is completed by a group process, the information gathered is so much richer.

**Questionnaire Directions**

**Give as much information as possible to get a full story, use extra space if needed**

- Choose a culture change practice that has been successfully implemented in your long term care community.
- Answer the questions about this practice.
- Describe in detail how one resident OR one direct staff member has been positively impacted by this culture change practice.

After receiving the completed questionnaire, you may get a call from me to follow up with you. The book will be compiled in the form of stories or tales drawn from the top 100 practices submitted through the completed questionnaires. We hope that everyone reading this book will learn by example from the variety of culture change practices, the process of implementing these practices and the potential impact of these practices. The book will be completed by June, 2010. Thank you in advance for your cooperation and involvement in this exciting project.

Sincerely,  
Fran Hankin, Project Manager

Please return completed questionnaire by Friday, December 4, 2009 to:  
Fran Hankin, Project Manager  
6312 N. Magnolia, Chicago, IL 60660  
[www.illinoispioneercoalition.org](http://www.illinoispioneercoalition.org)

## CULTURE CHANGE VALUES AND PRINCIPLES

- Know each person
- Each person can and does make a difference
- Relationship is the fundamental building block of a transformed culture
- Respond to spirit, as well as mind and body
- Risk-taking is a normal part of life
- Put person before task
- All elders are entitled to self-determination wherever they live
- Community is the antidote to institutionalization
- Do unto others as you would have them do unto you
- Promote the growth and development of all
- Shape and use the potential of the environment in all its aspects: physical, organizational, psycho/social and spiritual
- Practice self-examination, searching for new creativity and opportunities for doing better
- Recognize that culture change and transformation are not destinations but a journey, always a work in progress

"Culture change" is the common name given to the national movement for the transformation of older adult services, based on values and practices where the voices of elders and those working with them are considered and respected. Core values are choice, dignity, respect, self-determination and purposeful living.

Culture change transformation may require changes in organization practices, physical environments, relationships at all levels and workforce models – leading to better outcomes for consumers and direct care workers without inflicting detrimental costs on providers.

*Adapted from the National Pioneer Network*

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