



TEXAS CULTURE
CHANGE COALITION

Texans Coming Together:
For Residents, For Staff, For All

Now's the Time to Move Forward with
Person-Centered Care



TEXAS CULTURE CHANGE COALITION

Welcome to the 2022 Culture Change Conference! We are thrilled that you chose to join us for this exciting day of learning and collaboration.

We are proud to work with many of the industry's top professionals and organizations to provide this conference on Person Centered Care. A big Thank You to THHSC, The Green House Project, Pioneer Network, Texas Health Care Association, Leading Age Texas, RevealSol and all of our speakers and panelist that have volunteered to participate in this conference including: Debbie Wiegand from Green House Project, Penny Cook from Pioneer Network, Hollie Glover from James L West, Nicole Gann from Juliet Fowler Communities, Rose Saenz and Kim Doramus from RevealSol, Philip Jacob from The Buckingham, Jennifer Wills from THHSC, Susan Purcell from Texas Medical Foundation, and Camille Miller from Westminster.

I also want to thank our Texas Culture Change Coalition volunteer board of directors, that have worked so hard to put on this conference: Dorothy Crawford, Treasurer; Stephanie Hoffman, VP of Education and Training; Deborah Armstrong, VP of Marketing and Development, Susan Purcell, VP of Regulatory Matters; Kristin Benton, Secretary; Amanda Wiedenfeld, VP of Organizational Administration; Samantha Chase and Jennifer Wills, Members at Large; Tessa Gonzalez Coordinator, and lastly Camille Miller, VP of Advisory Councils, for bringing the residents voice to all that we do.

We hope that you leave this conference inspired to create and promote person centered care in your organization and all those you may encounter throughout the industry. We believe in Person Centered Care and the positive difference it can make for everyone we serve, and each community in which it is implemented. We also believe the philosophy can make a difference throughout our proud state, in bettering the quality of care we provide. We hope that you learn from our speakers many ways to improve the resident experience and the culture of the community you serve and through this we can improve lives in long term care throughout Texas.

You can also network and share experiences with others. We have a variety of people joining us today, including long term care professionals, providers, and agency representatives from across the state. Texas is Coming Together, for our residents, for our staff, and for all!

We hope that you will enjoy the conference and will take away information and insight on advancing the person-centered experience with those you touch.

Best Always,

A handwritten signature in black ink, appearing to read 'Charles Borst', written in a cursive style.

Charles Borst, President

Today's Agenda:

8:15-8:30am	<i>Greetings, Housekeeping</i>	Charles "Chuck" Borst, TxCCC President & Dorothy Crawford, TxCCC Treasurer
8:30-10:00am	<i>Opening—History of the Movement</i>	Debbie Wiegand, Green House Project & Penny Cook, MSW, Pioneer Network
10:00-10:15am	<i>Break</i>	
10:15-11:45am	<i>Reducing Caregiver Stress & Compassion Fatigue</i>	Hollie Glover, MA, LPC, NCC
<u>Working Lunch</u> 11:45am-1:00pm	<i><u>Panel: Moving the Movement Forward with Rose Saenz (TALA), Jennifer Wills (HHSC), Camille Miller, and Susan Purcell (TMF)</u></i>	Facilitated by Nicole Gann, MS, SPHR
1:00-2:30pm	<i>Life Enriching/Resident Directed Programs</i>	Rose Saenz, LVN, CALM, LNFA, MBA & Kim Doramus, LNFA, CALA
2:30-2:45pm	<i>Break</i>	
2:45-3:45pm	<i>Staff Retention</i>	Philip Jacob, LNFA
3:45-5:00pm	<i>Closing—Action Plan</i>	Nicole Gann, MS, SPHR

“Opening—History of the Movement” Presenters



Debbie Wiegand

Project Coach, Green House Project

Debbie has spent 35 years in the senior living space, serving as a Licensed Nursing Home Administrator and Executive Director. Her culture change journey began in 1994 where she piloted the Eden Alternative in Texas as part of an initial research project. That success strengthened her resolve to never settle, while embracing challenges as learning opportunities, and being a disrupter where change is rarely championed. Industry leaders and influencers have shaped the many creative and inspirational encounters that drive her passion to push the envelope for a better model of care. As life unfolded, her passion become personal by becoming one of the millions of family caregivers impacted by those living with dementia. Seeing the whole person living with dementia has taken on new meaning and urgency. Debbie believes, “Life must be infused with both purpose and dignity for those who have cared for us.” Life can be different for our aging loved ones.” When professional and personal missions blur, the urgency of The Green House Project core values known as: Real Home, Empowered Staff and Meaningful Life take on new meaning. It is now personal! Let’s get busy and make things happen!



Penny Cook

President & CEO, Pioneer Network

Penny is the President and CEO of Pioneer Network, a non-profit organization dedicated to changing the culture of aging and empowering a network of senior living and care communities by fostering person-directed practices and environments. Penny has been instrumental in creating the new alliance between Pioneer Network and The Green House Project. For 30 years she has provided education, training, and advocacy related to the care and support of older people. She worked with the Long-term Care Ombudsman Program in the Denver region, Telligen, the Quality Improvement Organization for Medicare beneficiaries in Colorado, and Colorado Access, a Colorado-based non-profit health plan. She continues the work in fulfilling her life-long goal of changing the culture of care and support for people as we all grow older.

“Reducing Caregiver Stress and Compassion Fatigue”

Presenter



Hollie Glover, MA, LPC, NCC

Director of Education and Family Support Services

Dementia Care Specialist

Certified Grief Counseling Specialist

Hollie Glover, is a Licensed Professional Counselor, who currently works for the James L. West Center for Dementia Care in Fort Worth. She is the Director of Education and Family Support Services. She facilitates the center's family support groups and is involved in many of the numerous education services provided by the center. Hollie is a Dementia Care Specialist and Certified Grief Counseling Specialist that has over

twenty-nine years of experience in education and working with people of all ages. She has degrees from Southwestern Oklahoma State University, Sam Houston State University, and Dallas Baptist University. She also attended Southwestern Theological Seminary to obtain hours in theology. Hollie has been recognized as a national and statewide speaker on topics such as Dementia, Hospice, and Professional and Caregiver Stress. One of the highlights of her career includes getting to meet and speak before First Lady Rosalynn Carter and Senator Elizabeth Dole. She has also written a therapy to be used with patients at the end of life, that focuses on the individual needs of the person and their family. Her passion is educating the public and helping families who have a loved one diagnosed with dementia. Hollie is married and has one daughter who is following in her footsteps. Joanna graduated from the University of Texas at Arlington in August of 2020 with her Master's degree in Social Work, specializing in hospice care.

“Panel—Moving the Movement Forward”

Facilitator & Panelists



Facilitator:

Nicole Gann, MS, SPHR

President & CEO, Juliette Fowler Communities

Panelists:



Rose Saenz, LVN, CALM, LNFA, MBA

President , Reveal SOL



Jennifer Wills, BSN, RN

Quality Monitoring Program/Program Development
& Innovation, HHSC, TxCCC Board Member



Camille Miller

CEO Emeritus of the Texas Health Institute,
TxCCC Board Member



Susan Purcell

Director at TMF Health Quality Institute,
TxCCC Board Member

“Life Enriching/Resident Directed Programs” Presenters

Rose Saenz, LVN, CALM, LNFA, MBA

President, Reveal Sol



Rose M. Saenz's 25+ year career is centered over serving seniors in various senior living roles from nursing care to operations to new developments. She has successfully opened, licensed and operated a handful of assisted living and memory care communities while providing

direct support and mentorship for Executive Directors within the organization. Rose has been recognized for her achievements and contributions with organizations such as Brookdale, Silverado, Texas Assisted Living Association (Hero Award in 2014 & 2018), and Environments For Aging (Design Champion 2019). Rose is founder of RevealSol, LLC, a consulting company providing operational consulting to organizations across the US. She holds an MBA with Baylor University and is currently licensed in Texas as a Licensed Vocational Nurse, an Assisted Living Manager, and a Licensed Nursing Facility Administrator.

Kim Doramus, LNFA, CALA

**Co-Creator of Live WHOLE, Resident
Vitality Program, Recreation
Therapist**



Kim is a graduate of Texas Tech University with a Bachelor's degree in Recreation and Leisure Services with a Specialization in Therapeutic Recreation and a Minor in Business Management. She earned her certification as an Assisted Living Manager and Licensure as a Nursing Facility Administrator from Texas State University. She has overseen two startup communities, The Wesleyan at Estrella Assisted Living and Memory Care and Autumn Leaves of Northwest Austin. Relias educator in training new Assisted Living Directors in 2020-2021. Kim consults with RevealSol and is the Co-Creator of Live WHOLE, Resident Vitality Program.

“Staff Retention” Presenter



Philip Jacob

Executive Director, Buckingham

Philip Jacob joined the Buckingham as Health Care Administrator in 2011, bringing several years of experience from SavaSeniorCare Houston properties. Under his tenure, The Plaza has maintained some of the highest clinical outcomes in the city and received deficiency free surveys in 2015 and 2017. Also in 2017, Philip led the team to the AHCA/NCAL Bronze Commitment to Quality Award based on the Baldrige Health Care Criteria for Performance Excellence. Philip credits a focus on employee retention and continuity of care for residents as keys to success. Phil has an extensive background in hospitality management, starting his career in Hotel Management Toronto, Canada. He relocated to Houston in 2022 to join Marriott as Sales and Catering Director. His strong emphasis on staff and resident satisfaction make him a perfect fit with the Buckingham culture.

“Closing—Action Plan” Presenter



Nicole Gann, MS, SPHR

President & Chief Executive Officer

Nicole Gann discovered her passion to serve older adults quite by accident. With a master’s degree in Human Resource Development from the University of Texas at Tyler and a Bachelor of Business Administration and Finance degree from the University of

Texas at Arlington, Gann was working for a Fortune 100 manufacturing company when her location was closed in 2000. Rather than transfer, she answered the call of a former boss to assist him in a small nursing home in Dallas. The rest is history as it proved to be one of the best decisions of her life – helping her find her true calling.

In 2012, Gann joined the team at Fowler, where she has enjoyed working with youths as well as seniors and quickly noticed similarities between the two at-risk populations. She served as Chief Financial Officer and Chief Operating Officer

prior to becoming Chief Executive Officer in 2018. In this role, she is the visionary and strategist for the organization utilizing both her analytical and creative abilities. Gann’s expertise lies in her ability to not only manage numbers and strategy but also in her ability to develop ways to help others thrive. She has enhanced her leadership skills through studies and training with the Stagen Integral Leadership Program and the John Maxell

Leadership Program. Additionally, she has obtained both Franklin Covey and Myers Briggs Type Indicator (MBTI) trainer and coach certifications. She is board chair for The Educational Institute on Aging (EIA) Board of LeadingAge Texas and serves as an executive committee board member on the LeadingAge Texas Board, the state association for senior living.

For Gann, the mission of Juliette Fowler Communities is embedded in her heart. She can relate to Juliette Fowler’s selflessness of caring and capacity to move through grief. Fowler lost her husband and two small children but still found purpose. Not being able to have children of her own was a loss in Gann’s mind until she recognized that not all

mothering and nurturing happens solely in the context of birthed children. There are many opportunities to give love to others, and she has found those in leading Juliette Fowler Communities. She possesses the greatest admiration for the residents at Fowler because they are the best testament to perseverance with the perspective of those who have lived long lives, experienced many things, and can always provide a very

different point of view.

Gann enjoys reading, whether industry, pop culture, current events, or fiction, as well as sewing, singing and playing the guitar. She volunteers with her church, Ovilla Road Baptist Church, and stands at the ready to help with special drives or causes important to colleagues, friends and family. She and her husband, Steve, whom she has known since meeting at age 15 in Bogalusa, Louisiana, share a love of music and travel and enjoy spending time at home with their white lab, Cali.

She is inspired by a quote from Ralph Waldo Emerson, which serves as a reminder that while our past is a tool from which we can learn, and our future is unknown, we must always count on the resolve, love and capacity to give within us. Everything else will work itself out.