



TEXAS CULTURE
CHANGE COALITION

Texans Coming Together:
For Residents, For Staff, For All
2.0!

A Day Focused on Person-Centered Care

Today's Agenda:

8:15-8:30am	<i>Greetings, Housekeeping</i>	Charles "Chuck" Borst, TxCCC President
8:30-10:00am	<i>Opening Plenary—Achieving Staff Engagement through a Person-Centered Approach</i>	Christopher Ridenhour, GFN
10:00-10:15am	<i>Break</i>	
10:15-11:45am	<i>Staff Retention</i>	Philip Jacob, LNFA, Executive Director at The Buckingham
<u>Working Lunch</u> 11:45am-1:00pm	<i><u>Panel: Moving the Movement</u> Forward with Camden Frost, Camille Miller, Jaime Cobb-Tinsley & Natalie Davis</i>	Facilitated by Stephanie Hoffman, Music & Memory
1:00-2:30pm	<i>Engagement & Activities in a Person-Directed Environment</i>	Natalie Davis, ACC/Edu Owner, Natalie Teach
2:30-2:45pm	<i>Break</i>	
2:45-3:45pm	<i>Reducing Caregiver Stress & Compassion Fatigue</i>	Jaime Cobb-Tinsley, CA.Ed, VP of <i>Dementia & Caregiver Education at L West Center for Dementia Care</i>
3:45-5:00pm	<i>Closing—Action Plan</i>	Christopher Ridenhour, GFN

Opening Plenary—Achieving Staff Engagement through a Person-Centered Approach & Closing



Christopher Ridenhour, GFN

Nationally Traveled Speaker, Healthcare
Management Professional, Accountability
Coach, Expert Team Energizer, Certified Staff
Whisperer, Czar of Leadership Retreats,
Shenanigan Enthusiast

Christopher is a key note speaker and coaching expert who has been traveling nationally since 2003. He brings his methodology of behavioral science, principles of organizational development, and observational humor to his audiences with passion and enthusiasm. Chris deliver team and leadership development that is relevant and inspirational!

Real talk. Real tools. Real connection.

Christopher's mother writes the following... "You will not find a more spirited, dynamic, or optimistic speaker! Christopher's name often comes up in the same conversations as many of Earth's other mightiest brains... including Socrates, George Washington Carver, Cleopatra, Einstein, Madam Curie, and Fred Rogers. My son is a once-in-a-lifetime talent. His timeless wisdom will improve every aspect of your life. Now sit up straight! When he's not rocking conference stages across the country, the world benefits from his servant heart. In his spare time, Christopher provides pro-bono therapy to small breed dogs who suffer from low self-esteem. Clearly, my son is a national treasure. Prepare yourselves and make every effort not to disappoint him!"

Staff Retention



Philip Jacob, LFNA

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.

Panel—Moving the Movement Forward



Facilitator:

Stephanie Hoffman

Music & Memory Consultant

Panelists:



Camden Frost

Project Manager, Aging Service Coordinator
Office, Texas Health & Social Services



Camille Miller

President of the Westminster Resident's
Association, TxCCC Board Member



Jaime Cobb-Tinsley, CA.Ed

VP of Dementia & Caregiver Education,
James L West Center for Dementia Care



Natalie Davis

ACC/Edu Owner, Natalie Teach
Activities and Education Consultant, Owner of
ActivTimes Consulting

Engagement and Activities in a Person-Directed Environment



Natalie Davis, Acc.Ed

Owner, Natalie Teach

She holds a BA in Psychology and a MA in Therapeutic Recreation and has over 45 years of direct practice and life enrichment training experience. She was a member of the curriculum committee for the original NCCAP Modular Education Program for Activity Professionals and continues to be an approved instructor and continuing education provider for NCCAP. Natalie is a current member of the Education Council for the National Association of Activity Professionals and received the NAAP Award of Excellence in 2002. She has been delivering training on the evolution of activities in a person directed environment since 2009 and most recently designed and delivered a CMP project throughout Texas in collaboration with the Texas Quality Monitoring Program. The “Meaningful Engagement to Enhance Quality of Life” project focused on an interdisciplinary approach to engagement and outlined the process involved to apply the knowledge of a person’s lifelong habits and preferences to promote positive psychosocial outcomes. She has written numerous articles on the topic of “Activities in a Person-Directed Environment.”

Reducing Caregiver Stress & Compassion Fatigue



Jaime Cobb-Tinsley, CA.Ed

Director of Education and Family Support Services

Dementia Care Specialist

Certified Grief Counseling Specialist

Jaime Cobb Tinsley, certified Alzheimer's Educator and Montessori Dementia Care Professional is the Vice President of Dementia & Caregiver Education at James L. West Center for Dementia Care. She earned a degree in Integrated Marketing Communication at Abilene Christian University and has been working with persons with dementia and their families for over 15 years. Since Jaime has been at the West Center, she has developed and implemented a variety of innovative programs that focus on enhancing the quality of life for families living with Alzheimer's disease and related dementias. Jaime also leads collaborative models of training for current and future healthcare workers. These programs have been proven beneficial for professional and lay care partners. Jaime is a Certified Independent Positive Approach to Care™ Trainer, a Master Trainer for Dementia Live®, Compassionate Touch™ programs, Dealing with Dementia, and the Stress-Busting Program for Family Caregivers™.