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## Principles 1..2

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Avoid creating fanfare around culture change: Announcing change at an event is more likely to concern employees, who fear the chaos it will cause, rather than excite them. Instead, take a more low-key approach and make small changes, such as appealing to the emotional element of change by enlisting change champions.

## Organisational Culture and Cultural Change | Factsheets | CIPD

Remember, culture change can't be accomplished through a list of corporate-speak platitudes—the new behaviors must be identified for each Target group impacted by the culture change. Make certain you have Sponsors who are actively committed to the change (not just offering lip-service) and are willing to apply consequences for non-compliance with the

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## **The Challenge of Culture Change: How to Motivate Your**

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Managing cultural change can supplement this plan or be integrated with it. But, as mentioned, you will need to make a solid business case for initiating cultural change. With a specific strategic aim – a business goal – it is possible to determine whether your existing culture can help or hinder that change. A 4-Step Plan for Cultural Change

## **How to Change an Organizational Culture: A 4-Step Process**

For reasons such as these, it is important to carefully weigh the pros and cons of transformational cultural change proposals. A Learning Culture – The Best Culture for Today's World. In today's fast-paced, complex world, change is constant. A culture that can change and evolve quickly could easily be seen as a strong plus.

## **The Relationship Between Organizational Culture and Change**

Business culture change is one of the hardest challenges facing leaders, but it is essential if an organization is to learn quickly and adapt rapidly to the changes in its environment. The role of leadership is to articulate the purpose and focus on generating the environment, including the culture, which releases the talent for people to deliver business success.

## **Why Culture Change Is One of the Most ... - Blessing White**

These changes will speed up the culture change process and ensure that changes are embedded within the business. In

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Our experience, too many culture change initiatives miss out this vital step. This step accounts for approximately 30% of the impact of the change programme and will begin to make a shift in any organisation.

This is a comprehensive graduate textbook focusing on the full spectrum of long-term care settings ranging from family and community-based care through supportive housing options to a variety of institutional long-term care alternatives. Integrating theory and practice, the book features the perspectives of diverse fields regarding current long-term care options and new directions for the future. Prominent scholars from history, environmental design, family caregiving, social service delivery, clinical care, health service delivery, public policy, finance, law, and ethics explore such themes as: Relationships among independence, dependence, and interdependence Ethical considerations woven into the provision of long-term care Decision-making in long-term care Fluidity in long-term care The lived experience of long-term care A micro-macro perspective ranging from the individual to societal institutions The book examines future directions for long-term care, considering such factors as the interface of technology and long-term care, cultural diversity, and relationships between voluntary and paid services. Each chapter includes case examples, study questions, and exercises, additional resources, and website links. An extensive glossary of terms is also provided, as well as instructor's resources are also available. Key Features: Focuses on the full array of long-term care options Integrates theory and practice Incorporates the perspectives of diverse fields including history, environmental design, family caregiving, social services, public policy, etc. Includes

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numerous case examples, study questions, exercises, and additional resources Considers new approaches to long-term care, incorporating technology and considering cultural diversity and voluntary vs. paid services About the Authors: Graham D. Rowles, PhD, is Founding Director of the Graduate Center for Gerontology and Chair of the Department of Gerontology, University of Kentucky. He is also Professor of Gerontology with joint appointments in Nursing, Behavioral Science, Geography and Health Behavior. An environmental gerontologist, his research focuses on the lived experience of aging. A central theme of this work is exploration, employing qualitative methodologies of the changing relationship between older adults and their environments with advancing age, and the implications of this relationship for health, wellbeing and environmental design. He has conducted in-depth ethnographic research with elderly populations in urban (inner city), rural (Appalachian), and nursing facility environments. Recent research includes leadership of the Kentucky Elder Readiness Initiative (KERI), a statewide project to explore the implications for communities of the aging of the Baby Boom cohort. His publications include *Prisoners of Space?* and six co-edited volumes, in addition to more than 60 book chapters and articles. He is a Fellow of the Gerontological Society of America and the Association for Gerontology in Higher Education and currently serves on the editorial boards of the *Journal of Applied Gerontology* and *Journal of Housing for the Elderly*. Dr. Rowles is Past National President of Sigma Phi Omega, Past President of the Southern Gerontological Society, Past President of the Association for Gerontology in Higher Education, and is currently Chair of the Commonwealth of Kentucky Institute on Aging. Pamela B. Teaster, PhD, is Associate Director for Research, Center for Gerontology, and Professor, Department of Human

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Development, Virginia Tech University. She established the Kentucky Justice Center for Elders and Vulnerable Adults and is the first President of the Kentucky Guardianship Association. Dr. Teaster is Secretary General of the International Network for the Prevention of Elder Abuse. She served as Director and Chairperson of the Graduate Center for Gerontology/Department of Gerontology as well as the Director of Doctoral Studies and Associate Dean for Research for College of Public Health at the University of Kentucky. Dr. Teaster serves on the Editorial Board of the Journal of Elder Abuse and Neglect. She is a Fellow of the Gerontological Society of America and the Association for Gerontology in Higher Education, a recipient of the Rosalie Wolf Award for Research on Elder Abuse, the Outstanding Affiliate Member Award (Kentucky Guardianship Association), and the Distinguished Educator Award (Kentucky Association for Gerontology). She has received funding from The Retirement Research Foundation, Administration on Aging, National Institute on Aging, Kentucky Cabinet for Families and Children, National Institute of Justice, Centers for Disease Control, National Institute of Occupational Safety and Health, Health Resources and Services Administration, and the Office of Victims of Crime. She is the author of over 100 peer-reviewed articles, reports, books, and book chapters.

Discover the essential benefits of approaching elder care in a more person-centered way and be a part of transforming the culture of long-term care. Culture Change in Elder Care is a one-of-a-kind exploration of the ongoing efforts to revolutionize elder care in America, with contributions from many of the innovators who have championed the culture change movement. Supporting the ideals of person-centered care from economic, practical, and moral perspectives, it also

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## Specialist

speaks to the changing demands of long-term care consumers and how care communities will remain competitive by creating settings where residents and staff can live and grow, and not just grow old. Gain insight into the essential arguments, values, and business case for why traditional care models have and must change to better serve the needs of today's older adults. Highlighting the key principles of person-centered care, including listening to the voice of elders and providing meaningful choices, this book also:

- \* debunks perceived legal and regulatory impediments to culture change
- \* promotes the changes needed at local, state, and federal levels to bring focus to higher quality of life and improved care practices
- \* illuminates the many benefits to be gained from embracing culture change
- \* offers advice on the future for community owners, administrators, and managers

The most up-to-date resource on the transformative changes occurring in elder care services, *Culture Change in Elder Care* proves that new approaches have become more than theory and are a practical reality, with stronger justifications than ever before. Remain a leading provider in your community-turn towards the future of elder care and emphasize dignity, choice, and comfort in the day-to-day lives of older adults.

'Comprehensive and user-friendly. The book is helpfully constructed around a number of key themes, starting with a good attempt to define social work from historical and international perspectives and moving on to address key issues concerning the practice, knowledge, values and skills required from contemporary social work in the UK. I believe social work students, newly qualified and experienced social workers will find this a valuable resource, especially when one is confronted by challenges in practice' - Professional Social Work

'Social Work is a good overview that should refresh learner and tutor alike. Practice assessors may find this book a

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## Useful update

for their work with students and also a neat refresher. It is a well-written and up-to-date text, with a good sense of where future challenges lie for the social work profession in the UK. Higham is confident enough to voice the profession's uncertainties as well as mapping the changing organisational landscape that social workers might populate. [This book] is likely to appear on many social work reading lists. [It has] the potential to provide good learning opportunities for post-qualifying as well as pre-qualifying training' - Health and Social Care in the Community `The unique aspect of this book which distinguishes it from other competitors is that it is constructed explicitly around the key roles and benchmark statements... this book will offer something new and interesting to the growing field of social work education literature and is likely to be relevant to both students and practitioners in the UK and elsewhere' - Dr Caroline Skehill, Queens University Belfast What is the role of social work? What does it mean to be a social worker? What are the changes affecting social work training? Social Work: Introducing Professional Practice addresses these questions and provides an understanding of the knowledge, values, and skills requirements of professional social work. The author has played a key role in constructing the subject benchmarks for the social work degree and offers a reflective and thoughtful commentary upon training, education and practice. Written in a lively and readable style, the book captures the essence of the changes sweeping through social work and engages the reader in these debates. Key features of this book include: - Comprehensive content structured around the guidelines for training and practice - Bridges the gap between theory and real-life practice - Student-friendly features such as case-studies, discussion questions, further reading and a glossary This exciting publication will be a core textbook for trainee social workers as they progress through the qualifying

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social work degree, or as they begin their practice as newly qualified workers seeking to consolidate their learning.

Awarded a 2012 AJN Book of the Year Award! Why focus on the negative aspects of growing old while most older adults are leading positive, fulfilling, and active lives even while dealing with the changes associated with aging and chronic illnesses? Promote healthy aging; learn what it means to age successfully; and develop the tools and resources that can optimize well-being during the later years in life with the guidance you'll find inside. The author, a nationally recognized expert in the field of gerontology addresses the physical, psychosocial, and spiritual needs of older adults based on a holistic, mid-range nursing theory of successful aging. Contributions from healthcare professionals in exercise physiology, nutrition, pharmacy and elder law help you understand how these disciplines work together to benefit patients.

This first-of-its-kind work on elder abuse and mistreatment provides a comprehensive and up-to-date overview of the subject. Covering almost all regions of the world, it highlights different dimensions of elder abuse and mistreatment in terms of their prevalence, incidence, prevention, treatment, management and response from governments and civil society, academic and research communities, and society in general. Written by international specialists from various disciplinary and presenting the latest findings and data, the handbook includes sections on the Americas; the Caribbean; Europe; Central, West and South Asia; East Asia and Asia-Pacific; and Africa. The chapters offer clarity on the concept and forms of elder abuse and neglect, discuss research methodology, and provide policy options, legislative solutions and programmatic responses to give relief to older people as

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victims of abuse and neglect as well as to deal with the perpetrators. This book is intended for a wide range of students and researchers interested in aging, from sociology, to social work, community medicine, public health, clinical psychology, and human rights/law.

The Future of Nursing explores how nurses' roles, responsibilities, and education should change significantly to meet the increased demand for care that will be created by health care reform and to advance improvements in America's increasingly complex health system. At more than 3 million in number, nurses make up the single largest segment of the health care work force. They also spend the greatest amount of time in delivering patient care as a profession. Nurses therefore have valuable insights and unique abilities to contribute as partners with other health care professionals in improving the quality and safety of care as envisioned in the Affordable Care Act (ACA) enacted this year. Nurses should be fully engaged with other health professionals and assume leadership roles in redesigning care in the United States. To ensure its members are well-prepared, the profession should institute residency training for nurses, increase the percentage of nurses who attain a bachelor's degree to 80 percent by 2020, and double the number who pursue doctorates. Furthermore, regulatory and institutional obstacles -- including limits on nurses' scope of practice -- should be removed so that the health system can reap the full benefit of nurses' training, skills, and knowledge in patient care. In this book, the Institute of Medicine makes recommendations for an action-oriented blueprint for the future of nursing.

Winner of an AJN Book of the Year Award! Named an Outstanding Academic Title for 2007 by Choice! "Well

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Organized, extensively referenced, and illustrated with figures/tables, this work represents a unique, multipurpose, interdisciplinary approach to elder care...Highly recommended." --CHOICE Based on the concept that vulnerability in the older populace encompasses those who are at increased risk for physical and psychosocial health problems, this book takes a closer look at vulnerability and how it affects five specific populations within the elderly: Those incarcerated in prisons The homeless Gay, lesbian, bisexual, and transgender people Those who are HIV positive or living with AIDS The frail Both physical and psychosocial health care issues and needs are addressed as well as interventions and resources that can be implemented to care for these very specific populations and their requirements for successful physical and mental health care. The unique challenges of hospice care in prisons; the lack of services that cater to homeless older people; and the overall attitude towards helping elderly gay, lesbian, bisexual or transgender people are some of the increasingly important issues covered. Unique features include: The latest research and theoretical approaches are summarized to give health professionals a concise picture of health care needs of these older adults Themes of interdisciplinary approach to care, cultural considerations, and neglect and abuse are integrated throughout Strategies and resources for caring for older adults with dementia are discussed for each vulnerable population

The pursuit of excellent compassionate care should be at the heart of all practice. However, it can be challenging for practitioners to deliver this day after day in a context of tight budgets and targets, which can erode the passion with which they entered their professions. Supporting Compassionate Healthcare Practice encourages healthcare professionals to

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look after themselves in order to maintain and develop their compassionate practice. This book considers how stress management, resilience, wellbeing and positivity can help all health professionals remain close to the values, attitudes and attributes that brought them into the caring professions. It presents and critiques the evidence base for these key concepts, bringing them to life with numerous case studies and examples, and develops a framework - RESPECT - for practice. This innovative volume is essential reading for all healthcare students, academics and professionals interested in improving both the quality of care and the wellbeing of patients and practitioners alike.

"Nurses play a vital role in improving the safety and quality of patient care -- not only in the hospital or ambulatory treatment facility, but also of community-based care and the care performed by family members. Nurses need to know what proven techniques and interventions they can use to enhance patient outcomes. To address this need, the Agency for Healthcare Research and Quality (AHRQ), with additional funding from the Robert Wood Johnson Foundation, has prepared this comprehensive, 1,400-page, handbook for nurses on patient safety and quality -- Patient Safety and Quality: An Evidence-Based Handbook for Nurses. (AHRQ Publication No. 08-0043)."--Online AHRQ blurb, <http://www.ahrq.gov/qual/nursesfdbk>.

Racial and ethnic disparities in health care are known to reflect access to care and other issues that arise from differing socioeconomic conditions. There is, however, increasing evidence that even after such differences are accounted for, race and ethnicity remain significant predictors of the quality of health care received. In *Unequal Treatment*, a panel of experts documents this evidence and explores how

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persons of color experience the health care environment. The book examines how disparities in treatment may arise in health care systems and looks at aspects of the clinical encounter that may contribute to such disparities. Patients' and providers' attitudes, expectations, and behavior are analyzed. How to intervene? Unequal Treatment offers recommendations for improvements in medical care financing, allocation of care, availability of language translation, community-based care, and other arenas. The committee highlights the potential of cross-cultural education to improve provider-patient communication and offers a detailed look at how to integrate cross-cultural learning within the health professions. The book concludes with recommendations for data collection and research initiatives. Unequal Treatment will be vitally important to health care policymakers, administrators, providers, educators, and students as well as advocates for people of color.

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