

Facility Name: _____

Kansas Culture Change Instrument (KCCI) **Leader Version**

INSTRUCTIONS

PLEASE CAREFULLY READ THE FOLLOWING

“**Culture change**” is an effort to make a nursing home less like an institution and more like a home while maintaining quality of life for those who live and work there. Core values include choice for residents, improving quality of care, staff empowerment and creating a homelike setting.

Tell us about your nursing home. Please answer each question as you believe it really is, not as you think it should be.

For the following questions please circle the number that best describes the way you feel about each question. For example, if you wish to answer “**Always**” then circle the “4” in the column that is marked “**Always**”.

RESIDENT CARE

Please circle the number in the column that best describes your response.	Never	Some times	Often	Always
1. Residents choose when they eat each meal.	1	2	3	4
2. At mealtime, residents help themselves or tell staff what they want to eat.	1	2	3	4
3. Residents choose the time of day they bathe.	1	2	3	4
4. Residents choose the way they bathe (for example, shower, bed bath or bathtub).	1	2	3	4
5. Care plans are based on residents' requests.	1	2	3	4
6. Residents can sleep late and still get breakfast.	1	2	3	4
7. Residents go to bed for the night at any time they want.	1	2	3	4
8. This nursing home has activities designed for residents with memory problems.	1	2	3	4
9. Residents, who are able, dress themselves even if it takes a long time.	1	2	3	4

NURSING HOME ENVIRONMENT

Please circle the number in the column that best describes your response.	Never	Some times	Often	Always
1. Residents decorate their own rooms.	1	2	3	4
2. Residents can meet with visitors in a living room shared by a small group of residents.	1	2	3	4
3. Residents eat in a dining room shared by a small group of residents.	1	2	3	4
4. This nursing home has live indoor plants and flowers.	1	2	3	4
5. This nursing home has pets here.	1	2	3	4
6. Children from the community come to visit residents.	1	2	3	4
7. This nursing home looks and “feels” like home.	1	2	3	4
8. Spur of the moment activities happen here.	1	2	3	4
9. This nursing home displays residents’ personal items, such as family photos, in common living areas outside of their rooms.	1	2	3	4
10. Residents can get to outdoor spaces without staff help.	1	2	3	4

RELATIONSHIPS

Please circle the number in the column that best describes your response.	Never	Some times	Often	Always
1. Staff work with the same group of residents.	1	2	3	4
2. Families know who takes care of their loved ones.	1	2	3	4
3. The outside community is involved in nursing home activities.	1	2	3	4
4. We meet with family members to explain their role in their loved one's care.	1	2	3	4
5. Families visit their loved ones.	1	2	3	4
6. This nursing home has community volunteers.	1	2	3	4
7. Children from the community participate in programs with residents in the nursing home.	1	2	3	4
8. This nursing home takes time to remember residents who die.	1	2	3	4
9. Residents and staff are encouraged to talk about their feelings when a resident dies.	1	2	3	4
10. Residents choose to spend time with each other on their own.	1	2	3	4

For the following questions “**Staff**” refers to all employees of the nursing home in all departments. “**Direct care staff**” refers to employees who provide hands-on resident care. For example, the CNAs, CMAs, licensed nurses, social services, activities, dietary workers and therapy staff.

STAFF EMPOWERMENT

Please circle the number in the column that best describes your response.	Never	Some times	Often	Always
1. Direct care staff have input into resident care planning.	1	2	3	4
2. Certified aides take part in resident care plan meetings.	1	2	3	4
3. Direct care staff know when a resident’s care plan has been changed.	1	2	3	4
4. Staff teams create their own work schedules.	1	2	3	4
5. Staff work together to cover shifts when someone can’t come to work.	1	2	3	4
6. Staff are cross-trained to perform tasks outside of their assigned job duties.	1	2	3	4
7. This nursing home gives raises and other rewards to staff who receive extra training or education.	1	2	3	4
8. Direct care staff take part in quality improvement teams.	1	2	3	4
9. Staff are empowered to contact family directly when a resident has a personal need.	1	2	3	4
10. Staff grow as individuals here.	1	2	3	4

For the next questions, “**Nursing home leaders**” refers to the Administrator, Director of Nursing and Department Heads.

NURSING HOME LEADERSHIP

Please circle the number in the column that best describes your response.	Never	Some times	Often	Always
1. Nursing home leaders value team members from all departments.	1	2	3	4
2. Decisions in the home are made by teams that involve direct care staff.	1	2	3	4
3. Nursing home leaders hire staff who really care, not “just anyone”.	1	2	3	4
4. Nursing home leaders try to improve working conditions.	1	2	3	4
5. Nursing home leaders ignore ideas from staff.	1	2	3	4
6. Nursing home leaders ask questions with an open mind.	1	2	3	4
7. Nursing home leaders are available when staff need to talk.	1	2	3	4
8. Supervisors treat aides with respect.	1	2	3	4
9. Exit interviews are conducted when staff leave.	1	2	3	4
10. Changes in operations are made as a result of exit interview data.	1	2	3	4

SHARED VALUES

Please circle the number in the column that best describes your response.	Never	Some times	Often	Always
Nursing home leaders and staff share values and common goals related to:				
1. Homelike environment	1	2	3	4
2. Choice for residents	1	2	3	4
3. Respect for residents	1	2	3	4
4. Respect for co-workers	1	2	3	4
5. Decision making	1	2	3	4
6. Quality of life for residents	1	2	3	4
7. Quality of work life for staff	1	2	3	4

For the following questions “**Staff**” refers to all employees of the nursing home in all departments. “**Direct care staff**” refers to employees who provide hands-on resident care. For example, the CNAs, CMAs, licensed nurses, social services, activities, dietary workers and therapy staff.

For the following questions please circle the number that best describes the way you feel about each question. For example, if you wish to answer “**Strongly Agree**” then circle the “4” in the column that is marked “**Strongly Agree**”.

QUALITY IMPROVEMENT

Please circle the number in the column that best describes your response.	Strongly Disagree	Disagree	Agree	Strongly Agree
1. Staff turnover at this nursing home is low.	1	2	3	4
2. This nursing home evaluates our care and services to make improvements.	1	2	3	4
3. The data we collect help identify problems with services.	1	2	3	4
4. This nursing home has a plan for lowering turnover.	1	2	3	4
5. This nursing home actively tries to keep employees working here.	1	2	3	4
6. Staff are updated about budget and cost changes.	1	2	3	4
7. Direct care staff, including aides, have input into the budget to care for their residents.	1	2	3	4
8. Staff ideas are used to reduce wasted time and effort.	1	2	3	4
9. The leadership team discusses staff turnover.	1	2	3	4
10. We have a plan to increase staff retention.	1	2	3	4
11. The leadership team uses MDS reports for quality improvement initiatives.	1	2	3	4
12. Direct care staff attend quality improvement meetings.	1	2	3	4

Is your nursing home currently involved in culture change? (Select only one)

- There is no discussion around culture change
- Culture change is under discussion, but we haven't changed the way we take care of residents
- Culture change has partially changed the way we care for residents in some or all areas of the organization
- Culture change has completely changed the way we take care of residents in some areas of the organization
- Culture change has completely changed the way we take care of residents in all areas of the organization

How many years has your nursing home been involved in culture change activities? (Select only one)

- Not involved in culture change
- Less than 1 year
- 1-2 years
- 3-4 years
- 5 or more years
- I don't know

Do residents in your nursing home live in small households or neighborhoods?

- Yes
- No

Please tell us about you.

Please only select one answer for each question below.

How long have you worked at this nursing home? (Select only one)

- Less than 1 month
- 1-3 months
- 4-6 months
- 7-11 months
- 1- 5 years
- 6-10 years
- 11-15 years
- 16-20 years
- More than 20 years

In what role do you spend most of your time at this nursing home? (Select only one)

- | | |
|--|--|
| <input type="checkbox"/> Administrator/CEO | <input type="checkbox"/> Director of Nursing |
| <input type="checkbox"/> Assistant Administrator | <input type="checkbox"/> Assistant Director of Nursing |
| <input type="checkbox"/> Activities Department Head | <input type="checkbox"/> Social Services Department Head |
| <input type="checkbox"/> Dietary Department Head | <input type="checkbox"/> Maintenance Department Head |
| <input type="checkbox"/> Housekeeping Department Head | <input type="checkbox"/> Laundry Department Head |
| <input type="checkbox"/> Therapy Department Head | <input type="checkbox"/> Other Department Head |
| <input type="checkbox"/> Other Role not listed above, please specify _____ | |

Which shift do you work most often? (Select only one)

- | | |
|---|--|
| <input type="checkbox"/> Day shift (2 to 12 hours) | <input type="checkbox"/> Rotate shifts |
| <input type="checkbox"/> Night shift (2 to 12 hours) | <input type="checkbox"/> Weekends only |
| <input type="checkbox"/> Evening shift (2 to 8 hours) | <input type="checkbox"/> PRN |

Highest level of education (Select only one)

- Some High School
- High School Diploma or equivalent
- Technical or vocational school
- Associate Degree
- BS/BA
- Graduate degree (Masters)
- Graduate degree (Doctorate)

Gender Male Female

Hispanic Yes No

Racial category (Select only one)

- | | |
|--|--|
| <input type="checkbox"/> American Indian | <input type="checkbox"/> Black or African American |
| <input type="checkbox"/> Alaska Native | <input type="checkbox"/> White |
| <input type="checkbox"/> Pacific Islander or Asian | <input type="checkbox"/> Other or more than one race |