What Is Culture Change?

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

Culture change transformation supports the creation of both long and short-term living environments as well as community-based settings where both older adults and their caregivers are able to express choice and practice self-determination in meaningful ways at every level of daily life.

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.
### Moving from Traditional to Person-Directed Care

<table>
<thead>
<tr>
<th>Provider Directed</th>
<th>Staff Centered</th>
<th>Person Centered</th>
<th>Person Directed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management makes most of the decisions with little conscious consideration of the impact on residents or staff.</td>
<td>Staff consult residents or put themselves in residents’ place while making the decisions.</td>
<td>Resident preferences or past patterns form basis of decision making about some routines.</td>
<td>Residents make decisions every day about their individual routines. When not capable of articulating needs, staff honor observed preferences and lifelong habits.</td>
</tr>
<tr>
<td>Residents accommodate staff preferences; are expected to follow existing routines</td>
<td>Residents accommodate staff much of the time—but have some choices within existing routines and options</td>
<td>Staff begin to organize routines in order to accommodate resident preferences—articulated or observed</td>
<td>Staff organize their hours, patterns and assignments to meet resident preferences.</td>
</tr>
</tbody>
</table>

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**Low** Continuum of Person-Directedness **High**

Developed by Mary Tess Crotty, Genesis HealthCare Corp, based on the model by Susan Misiorski and Joanne Rader, distributed at the Pioneer Institutes, 2005.

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**Source:** [www.pioneernetwork.net](http://www.pioneernetwork.net)

Pioneer Network, a 501c (3) not-for-profit organization, is dedicated to making fundamental changes in values and practices to create a culture of aging that is life-affirming, satisfying, humane and meaningful. For more information about culture change and person-directed care, please visit [www.pioneernetwork.net](http://www.pioneernetwork.net)