

Nudges in Arden Hills

(Questions we have, things we want to understand more, things we can do now at an individual, organizational, or community/system level to “nudge” things along.)

- Frustration with workers talking about a person who is sitting right there. How to change this without offending anyone or starting World War II? (Arden Hills)
- Modeling with staff how to talk/ask about culture in creative, organic ways.
- The voice of the AFC provider is at times not respected.
- More shared power
- Senior services: Commitments for people with Nuerocog issues.
- Casual conversations to the people we work with are answers, information to their Culture if we really care to listen.
- Day to day conversations with co-workers is an opportunity to know that person’s culture and worldview.
- Paying attention to all the different ways that people communicate about their culture.
- Pay attention to opportunities to have “process” expert lead conversations.
- To think about family experience past and present and how they affect the person.
- Let the person be the expert, ask what a good day looks like for them.
- Scan documents from provider to county to reduce errors and expedite payment.