

Valley VNA
Senior Services
1535 Lyon Dr.
Neenah, WI 54956-4992

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Valley VNA
Senior Services
Assisted Living • In-Home Care • Community Resource



100 Years of Meeting Community Needs

Valley VNA Passes its Savings on to Community

2009 was an exciting and informative year for Valley VNA Senior Services. In an effort to determine ways to enhance the In-Home Care services we provide, we conducted a series of focus groups and spoke with many of our clients and their families. Internally, we implemented a LEAN improvement process. As a result, we were able to reduce our current prices and are now offering a new service - Companion Service.

Through the Companion Service, a caregiver will come to a person's home and provide one-on-one socialization along with other life enriching activities. The caregiver can also accompany them on outings in the community.

"We kept hearing from people who were doing okay at home, but because they were living alone, needed some company, someone to do things with," Colleen Harvot, In-Home Care director stated. "This service is perfect for someone who may just need a little



companionship at home or someone who can go along with them to a movie, outing or appointment."

For those needing more help, Valley VNA's other In-Home Care services including Homemaker Companion and Personal Care, will still provide the same RN-directed quality services as always, just at a reduced price. For more information, call 920-727-5555.

Upcoming Events:

After 50 101 - Tuesday April 20th 5:30 p.m.
Learn, prepare and have fun. Participate in Valley VNA's Senior Scenario - a simulation about real life experiences involving seniors and their families. Interested? Call 920-727-5555 ext. 2240.



Valley VNA's assisted living now has a portable popcorn machine - the smell of freshly popped corn is already wafting through the building! Thank you to the group of ladies who, together, purchased the popcorn machine from the "Wish Tree" at Holiday Avenue.

Are you looking for a place to hold your next meeting, group or event? The Keller Community Center is available for use FREE of charge. The room accommodates up to 100 people and has state-of-the-art audio/video and wireless internet capabilities. For more information contact Renee Neumeyer - reneen@valleyvna.org or 727-5555 ext. 2240.

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Mission - Providing quality choices for senior living.



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Assisted Living Report - How do we demonstrate quality?

Something you hear frequently, especially with regard to health care, is that "they provide quality care". But, saying it and providing data to back it up are two different things. In 2010, Valley VNA will start tracking and sharing this data with our residents and families. We will begin by implementing procedures that reduce the fall rates of residents, decrease urinary tract infections (that can be devastating to the elderly) and improve overall hydration. We must start with measuring our current performance and then benchmark against ourselves for ongoing improvement.

While it would be beneficial for potential customers to be able to compare quality outcomes between facilities, this would require that there is standardized and sufficient data available among multiple facilities. Unfortunately, this is not the case at this time, as there is no requirement for assisted living facilities to track this information.

An example of one quality improvement we have been tracking and working on for the past year: In 2008, 225 falls were recorded. This number is a mixture of single falls of residents and some who fell more than once. In 2009, this number was reduced by 38% to a total of 139 falls. Each fall is investigated by the staff on duty when it occurs. They focus on what factors contributed to the fall and what can be changed. Reducing falls in the elderly is a challenge for every facility but each fall prevented is a reduction in potential Emergency Room visit, hospitalization and/or surgery.

We are not perfect, but each step towards improvement is a step towards improved care for those who choose to live at Valley VNA. Our commitment is to continually improve the care we provide.



Holiday Avenue - Boutique Shopping & Bistro Lunch

The 2009 event was a great success with over 340 attending and raising \$20,000!

Special thanks to our volunteers, those who attended and our sponsors:

- Bergstrom Automotive, Dan & Sue Began, James Cummings, DiRenzo & Bomier, Menasha Packaging Co., ThedaCare, Westgor Funeral Homes and Corr Opticians

In-kind donors:

- Cellars Wine & Spirits, Danny Panama Coffee, Holt's Jewelry, Hughes Chocolates, M&I Bank, Willems Marketing and Zuppas

And, our boutiques:

- Beth's Boutique of Suamico, Bill Paul Ltd., Botanical Indulgence, The Feminine Touch of Waupaca, The Hang Up Gallery, Kapreli Salon & Spa, Mom & Pop Place, Scatter Joy!, Sterling Gardens Florist & Boutique, Suzen Sez of Madison and The Wreath Factory.

Love Light Ceremony

About fifteen people braved the snow storm to attend this year's program along with many of our residents. While the weather didn't cooperate again this year, we were able to improvise and still have a meaningful ceremony for those who attended. Special thanks to Pastor Rich Engle for the invocation and Arline Goerlitz who stood in for the choir with her wonderful music.



Meals on Wheels

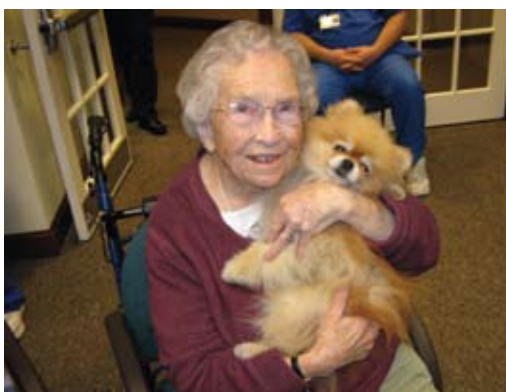
Do you know someone who would benefit from a nutritious meal delivered to their home? If they live in the city of Neenah or Menasha, they can sign up for Meals on Wheels. Valley VNA, in partnership with the Emergency Society and Theda Clark hospital, run this program which costs \$4.75/day. Theda Clark hospital prepares the food which

includes two meals - 1 hot and 1 cold - along with a drink. Special diets are accommodated. Delivery is provided by Emergency Society and other volunteers Monday through Friday between 11:00 a.m. and 12:30 p.m. You can take meals each day or as many days as you want. Call Bobbi at Valley VNA to get started - 920-727-5555!



Life Enrichment

We talk a lot about "life enrichment" at Valley VNA. It's an important part of our programming and much of our fundraising efforts support it. But what exactly is "life enrichment"? To Valley VNA, life enrichment simply



means providing opportunities for our residents and clients to participate in activities that have meaning to them - activities they have enjoyed throughout their lives.

An easy way to look at it - What do you enjoy doing now? Gather with friends to play cards or have dinner? Go out to a movie? Now imagine that due to physical limitations or health issues or even mild dementia, you aren't able to do that anymore. How would that affect you? Growing older doesn't mean you don't want to have fun and enjoy life, it just means going about it differently.

Bill Mauthe, Valley VNA's Assisted Living Life Enrichment Coordinator, understands that and works hard to provide a variety of activities for our residents. When asked what "life enrichment" means to him, Bill replied, "No matter what age a person is, the need to have fun and enjoy oneself is as basic a need as food and water."

In 2009, he initiated several new activities that both residents and staff enjoyed including the Resident Talent Fair, Christmas Idol and "simulated" deer hunting for the men.

Life enrichment for our In-Home Care clients is part of their overall care plan. Thanks to funds raised at Holiday Avenue, we will now be able to include clients in activities held at Valley VNA and community outings. On the calendar for 2010, a formal dance with an orchestra, Sparnfarkel, and an outing to a show at Perfect Presentations. In addition, outings specific for our residents/clients with dementia are being planned.

For more information on how you can support Valley VNA's Life Enrichment Program, please email - cherylw@valleyvna.org.

