

Fulfilling Lives



Helen recently turned 104. She has lived at Valley VNA since April 2014, and one of her favorite things to do is garden in our courtyard's raised garden beds. Helen is a legendary potato producer.



In-Home Care | Independent Living | Assisted Living

A Community of Diverse Talents and Expertise

The Present and Future of Valley VNA Senior Services

The future of Valley VNA was our focus in 2016. Our teams came together to thoughtfully consider who we are and where that vision takes us. A key discussion was our need to consider several important updates and renovations. Normal wear and tear has started to take its toll on our independent and assisted living senior apartments, both of which were built in 1998. After nearly 20 years it's time for a fresh look.

Phase one of the renovation plan is to update the corridors and community spaces within our independent senior apartments with fresh colors and décor. Once those areas are complete, we will move on to updating apartments as they become open and available. In the future, we will begin updates to the assisted living part of our facility.

Our objective is for Valley VNA to feel warm, sunny, and relaxing for residents, families, and staff. An interior decorator is consulting with us to make smart, cost effective, and beautiful choices for furniture, light, décor, room arrangements, and wayfinding. We invite you to explore our bright, airy hallways and community rooms as they are completed.

In the past year we stayed in close touch with our local and state politicians to advocate for senior assisted living. While the state's budget focuses on nursing home rate increases, the majority of Wisconsin's seniors are in assisted living communities. We shared both the challenges and rewards of operating an assisted living community in Wisconsin and are advocating for beneficial changes to the way assisted living providers are paid.

Wisconsin Assisted Living Association (WALA), along with three other long-term care associations, also unveiled "Recruit, Retain, Reform: Addressing the Long-Term Care Workforce Crisis." The communications program helped educate our legislators and advocate for increased funding for Family Care, Wisconsin's Medicaid long-term care program for frail elders and adults with physical or intellectual disabilities. As part of this collaboration, assisted living communities were encouraged to invite their state senators or assembly representatives for a tour and discussion about the effects of low reimbursement rates and the workforce shortage.

The workforce shortage has also strengthened our connections with local high schools. Little Chute High School's business pathway program focuses on two options, one of which is health sciences. When a student selects this option, he or she is trained to become a certified nursing assistant. Valley VNA is matched with these young people and offers them employment and work experience in support of their education and future career aspirations.

It takes multiple generations of people with diverse talents and expertise to build a community of compassion and safety. Valley VNA's investments in facilities, meaningful communication, and rewarding employment are reflections of our heartfelt commitment. We continue to look to you and to each other to help create a present—and future—that honors our residents' wisdom, experience, and dignity.



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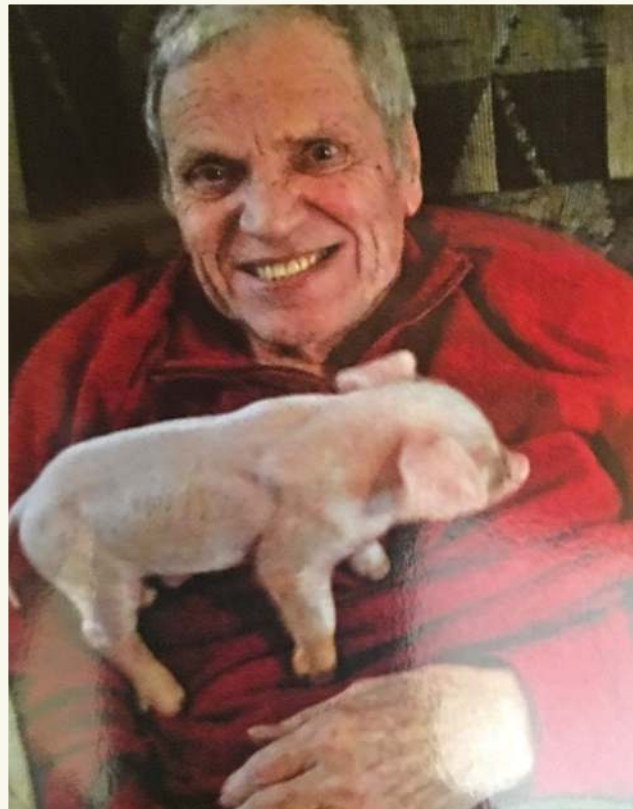
Home Sweet Home

Have you ever had the chance to hold a precious baby pig? Emily, a Valley VNA In-Home Care caregiver who also raises pigs, knew her client Tom would enjoy her piglet's snuffles and snuggles, so she brought the curious creature along on her visit!

Tom and his wife Joan think the world of Emily and the entire Valley VNA In-Home Care program because of the extra effort they put into planning life enrichment activities for Tom. From TheraBand exercises to fascinating 3-D books to the creation of beautiful paintings, Tom and his Valley VNA caregivers truly embraced the many joys of life. "Together they painted snowmen, cars, and birdhouses because Tom loved birds," said Joan. "And Tom painted a portrait of his son, who has it framed and hanging in his home."

With help from Valley VNA In-Home Care, Joan felt more peaceful because she had time to herself and also knew Tom genuinely enjoyed his creative and engaging in-home visits. "When Valley VNA staff was in our home, I didn't worry while I was gone. I knew Tom was being cared for and truly enjoying the activities they had planned for the day."

Are you looking for ways to keep your loved one smiling, engaged, and creative? Valley VNA In-Home Care isn't just for help with bathing and dressing and other essential tasks—we are also facilitators of fun. Craft projects, baking, outings to museums, lunch in the park, or a trip to Dairy Queen may all be in the cards. Our Lyrics & Laughter™ program at Valley VNA welcomes In-Home Care clients for a splash of music and memories. After all, life is precious. We should all "ham it up" a little more.



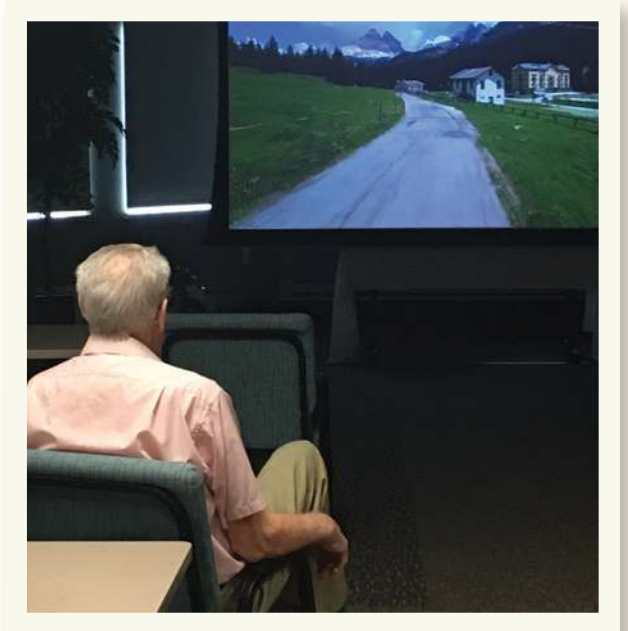


A Movement Toward *Wellness*

Keeping active at any age is of utmost importance to one's overall health. Exercising doesn't stop with muscles; it encompasses the heart, body, soul, and mind. According to Candice Freese, Valley VNA wellness coordinator since June 2016, a slow stretching program like Valley VNA's ***Movement and Meditation*** class, exercising the lower or upper body in our ***Cycling Tour Program***, or using a creative approach to achieve range of motion and muscle exertion through music and dancing can go a long way to meet the individual wellness needs of our beloved residents.

For example, ***Movement and Meditation*** is a relaxation group that meets once a week to decompress, stretch, and, of course, relax. The group begins with a quote to go along with the themed meditation story of the week. Lavender is diffused through the room to promote a relaxation. The group then moves into slow, softening stretches for various joints and muscles. Listening to gentle music helps sooth both mind and motion. After stretching, the group listens to the weekly meditation story, which may be about floating on a cloud, star gazing, or even traveling into a forest.

"One particular story will forever stay with me. It was about watching wildlife through a window," Candice said. "A resident told me after the story was finished, 'I was with my husband again. We were at our house in our wheelchairs looking out our window watching deer pass by. It was so good to be with him again.'" She spoke warmly with a smile on her face. "It's remarkable to help our residents reach into their souls and find these overlooked blissful moments in the midst of healthy exercise, too."



Our Commitment to *Quality*



This was Valley VNA's third year working with the Wisconsin Assisted Living Association (WALA) toward its rigorous Diamond Accreditation, a program that demonstrates quality care through continuing education and proven protocols. Valley VNA's quality program leaders facilitated in-services on safe and consistent medication administration, how to decrease hospital and emergency room admissions, fall prevention, and other topics in continuing staff education. As a result of our hard work, WALA once again awarded Valley VNA **Exemplary Status**.



In order for a current Diamond Program participant to apply for Diamond Accreditation, the highest quality designation from WALA, they must:

- Participate in the Diamond Program for a minimum of three consecutive years
- Complete the Pre-Accreditation Assessment
- Achieve overall Exemplary or Satisfactory Status at the time of application

Diamond Accredited communities are recognized by the state, the public, and other care providers as **“the cream of the crop.”** Think of it as the equivalent of a five-star hotel or restaurant! We are well on our way to achieving our goal of Diamond Accreditation at Valley VNA.

Specifically, within the past year our attention to quality has achieved the following improvements:



Medication administration errors were reduced by **31%**.



Of 18 residents with congestive heart failure (CHF) in 2016, 11% were hospitalized and **0%** were readmitted within 30 days of discharge.



Falls were reduced by **2%** in 2016 compared to 2015.



Resident Rights Awareness increased to **4.49** on a scale of 1-5 compared to 4.36 in 2015.

Precious Gems

In 2016, Valley VNA staff recommitted themselves to the importance of dementia care and knowledge. Cheryl Ehlers, Valley VNA educator and training coordinator, and Carrie Esselman and Joelin Mueller of Valley VNA's life enrichment staff, held dementia training sessions in December that focused on Teepa Snow's "The GEMST[™] Model" of dementia care. A total of 81% of all Valley VNA staff members completed GEMST[™] training.

The GEMST[™] model recognizes the dynamic nature of the human brain and its abilities. Just as gemstones need different settings and care to show their best characteristics, so do people. Rather than focusing on a person's loss in the midst of brain change, seeing individuals as precious, unique, and capable encourages the kind of care partnership at the core of Valley VNA's dementia care. GEMST[™] advocates, when given the opportunity, everyone living with brain change will shine.

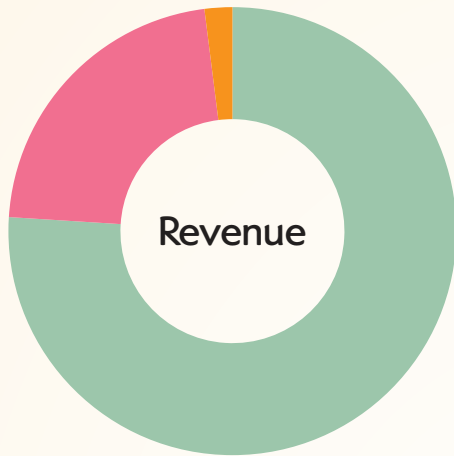
If you learn to listen for clues as to how I feel instead of what I say, you will be able to understand me much better.

— MARA BOTONIS

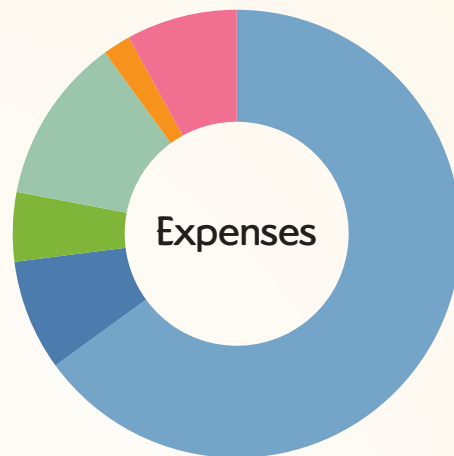


The Year In Review

Financial Highlights



- 76% Residential Fees/Rental Income
- 22% In-Home Care
- 2% Contributions



- 65% Salaries, Wages and Benefits
- 8% Fixed Expenses
- 5% Maintenance and Operating Expenses
- 12% Residential/Client Care Expenses
- 2% Utilities
- 8% Administrative and Other

Change in Net Assets



Grants and Contributions
\$137,066

Services Provided



Meals on Wheels
93 Clients
7,704 Meals



Flu Clinics
51



Foot Care
544 Clinics



Flu Shots
1,388



Blood Pressure Clinics and Health Chats
112

By the Numbers



Apartments Occupancy
48 Residents Served
99%



Assisted Living Occupancy
95 Residents Served
98%



In-Home Care Clients
299 Clients with
72,753 Hours

Valley VNA Senior Services gratefully acknowledges our wonderful donors who have supported us during 2016. Again this year to save natural resources and reduce printing costs, please look for our 2016 Donor Listing on our website, www.valleyvna.org. Go to "About Us" tab and click on "new and Updates." To request a printed copy, please call (920) 727-5555, ext. 2207.

New Americans Fill the Need for More *Caregivers*

The ongoing caregiver shortage makes organizations like ValleyVNA think outside the box to recruit caregivers. The Fox Valley Technical College (FVTC) Foundation and Global Education & Services Department developed a project for 2016 that has already been successful at filling the need for caregivers.

Working with area health care providers and English Language Learning students at FVTC, the college developed the New Americans initiative to train new nursing assistants. Sponsors pay for a future caregiver's tuition and commit to hiring that student after graduation. Sponsors include St. Paul Elder Services, Lutheran Homes of Oshkosh, Evergreen Retirement Community, and Valley VNA Senior Services.

The project is open to domestic and international students who want to enter the health care field and are already studying English at FVTC. Many of the students have had health care or other professional experience in their home countries but cannot afford the tuition to enroll in the traditional CNA program at FVTC. Tuition, books and other expenses are paid by the sponsoring employers. The 15-week training program began during the spring 2016 semester at both FVTC's Appleton and Oshkosh campuses. Classes cover theory, lab, and clinical experience.

Meet *Aicha and Fatima*, Valley VNA New American Staff

Aicha and Fatima are from Morocco and came to the United States in 2009 and 2012, respectively. They work at ValleyVNA and came to us through the New Americans Program. "In Morocco, we do not have assisted living communities. Our families live together and care for each other," said Aicha. "Residents and staff here are very welcoming, and it feels like we are caring for our grandparent, aunt, or family member. I love doing this to give our residents the care they deserve."



In-Home Care | Independent Living | Assisted Living

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