

# Valley VNA In-Touch

NEWSLETTER - JANUARY/FEBRUARY 2017



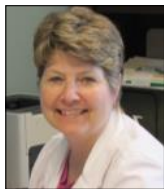
## **Valley VNA News**

**Theresa Pichelmeyer**  
**President & CEO**

This warm weather certainly has us thinking spring, alas..we in Wisconsin know this is only a brief lull and back to some normal winter weather! This time of year is when we send out our Customer Satisfaction surveys to residents/families living in the CBRF. While it is a regulation requirement that we survey our customers, we find it is a great opportunity to learn , improve and grow our services. Building on this, we have developed and implemented a similar survey that will be focused

on those customers of our In Home Care service. If you receive a survey, please take a few minutes and give us your feedback! We can only improve on what we learn from you.

Stay warm!



**Pat Hoogervorst, RN**  
**Clinical Services Director**

## ***Assisted Living Updates*** recognition,



**Angela Franz, Supervisor**

A year goes by quickly at Valley VNA. 2017 is already off to a busy start! Almost three years ago Valley VNA became a participant of the WALA Diamond Quality Improvement Program. A great amount of work has been done since, and especially in 2016. Quality improvement initiatives that have been implemented and successfully sustained are:

- Med Administration Training
- Congestive Heart Failure Protocols
- Pneumonia Protocols
- Resident Rights Awareness
- Falls Prevention
- Medication Administration Accuracy.
- Staff Recruitment and Retention Work Group meets monthly working on areas of communication, work environment,

and training with goal to recruit and retain

- compassionate staff desiring to provide high quality care for our residents.

In addition, there were several new initiatives of quality improvement started in 2016:

- Review and Improvement of Discharge Process
- Improvement to ECP Access and Documentation
- Improvement to Process for Weights & Vitals
- Implementation and Study of Eat Well Dishware System

All of these initiatives will continue into 2017. Also the process for Individual Service Plan review will be extensively studied in 2017 with improvements implemented. In the coming months, there will be updates on this process.



## **In-Home Care Updates**

**Colleen Harvot**, In-Home Care Director

### **Pass the Word!**

Do you have a friend or family member that is trying to find what services are available for seniors in our area? Valley VNA's *Options & Solutions* program may be able to help, and it's **Free**.

The *Options and Solutions* program helps seniors and their families sort through information and services that are available, finding solutions to their individual situation. For seniors, it's about balancing their desire for independence with support for any needs they have. For families, it's about peace of mind and a sense of Security.

With the *Options and Solutions* we provide a trustworthy and knowledgeable RN who will listen to you and give you recommendations on the options.

Based on the consultation, you will receive options and recommendations for services in the community, such as:

- Home delivered meals
- Transportation
- Home care
- Foot care clinics
- Life enrichment programming
- Senior living, assisted living and memory care
- Home safety
- and more!



These free consultations can be set up by visiting the *Explore Options* page on our website; [valleyvna.org](http://valleyvna.org) or by calling our In Home Care department (920)727-5555. Tell a friend today.

### **Spotlight on Resident Rights**

We respect and support our residents in exercising their rights. The Department of Health Services has established a list of resident rights for Community Based Residential Facilities (CBRF) in the state of Wisconsin. Over the course of several newsletters, Valley VNA will highlight some of these rights. A full list is located in your Resident HANDBOOK

***Right to confidentiality of health and personal information and records, including the right to approve or refuse release of that information to persons outside of the CBRF, except as specified in this section of the code.***

***(DHS 83.32(3)(b)).***

In November 2016 we talked about resident's right to privacy for cares. Residents also have a right to have their Personal Health Information (PHI) kept confidential. HIPAA (Health Information Portability and Accountability Act) helps make sure that information is only shared with the needed people. Residents can choose which family members, or other people, can see personal health information. This is why sometimes if you are asking about specific information, staff may have the shift manager or nurse consultant answer your question, to make sure information is shared appropriately.

If you have questions about resident rights, please talk to the Assisted Living Supervisor (Angela F), the Clinical Services Director (Pat H), Valley VNA President / CEO (Theresa P), or the Education Coordinator (Cheryl E) .



**The Greatest Investment we can ever make is to invest our life in the life of someone else.**

*Corrie, Christy, Carrie, Bill, Candice, Joelin*

## ***Life Enrichment Activities***

### **2017 SPRING FLING MARCH 27th**

**2:00 p.m.**

Although we are still in the midst of another Wisconsin winter, it is never too early to think SPRING!

With that in mind, we are already planning our 2017 Spring Fling Concert which will take place March 27 (Spring formally arrives on March 20) at 2:00 pm in the Alex Dining Room. This year we will be having a “Sock Hop” theme and we will be featuring one of the VNA’s favorite performers, Elvis John Hardginski. Elvis John, in keeping with the spirit of a Sock Hop, will break out his 1950’s ensemble (pink jacket and black/white shoes) and will be singing the early songs from Elvis’ long and illustrious career.

This should be a wonderful event for our residents – and will be the perfect way to kick off the season of Spring in 2017!!!



### **Sensory Programming**

Joelin has taken our sensory programming to the next level by using Namaste Care techniques. She incorporates the use of essential oils, soft music, gentle hand massages in a quiet room. Hand and foot massage, brushing or combing a person's hair with slow movements and moisturizing the ladies with a scent they may remember from their youth, are a few ways that bring pleasure when done with a loving touch.



### **In Home Care Activities**

Staying active in the home can be a challenge for seniors. It is important to keep a routine of balance exercises to reduce falls and strength training to prevent muscle deterioration. Our caregivers are able to assist with exercises to make sure that our clients are getting the exercise they need. We have equipment available to leave in the home including portable petal exercisers, weights, tension bands and balls. We also have exercise videos that can be left with our clients in the home so they can continue to do daily exercises when we are not there. Our clients are welcome to attend our daily exercise group in our facility and our caregivers are able to provide transportation and one on one support.



## **Foot Care Clinics**

**Public clinics are offered at the following locations throughout the Fox Valley. For clinic dates and times and to schedule an appointment, please call 920-727-5555 (unless otherwise noted).**

### **VALLEY VNA SENIOR SERVICES**

1535 Lyon Dr, Neenah

### **MENASHA SENIOR CENTER**

116 Main St, Menasha

### **ELIZABETH CT APTS**

936 6th St, Menasha

### **NEW LONDON SENIOR CENTER**

600 W Washington St, New London

For appointments call - 920-538-2974

### **PINEWOOD MANOR**

125 Pine St., Hortonville



### **GREENVILLE YMCA**

W6931 School Rd, Greenville

### **OMRO COMMUNITY CENTER**

130 W. Larrabee St – Omro

### **OSHKOSH YMCA DOWNTOWN**

424 Washington Ave, Oshkosh

### **OSHKOSH SENIORS CENTER**

200 N Campbell Rd, Oshkosh

For appointments call - 920-232-5310



***Tammy Malewski***

***Marketing & Fund Development Director***

Our new year brings with it new goals and grants to enhance our current life enrichment programming.

We have written a grant for rickshaw's allowing us to be a part of Cycling Without Age, founded by a man named Ole Kassaw in Copenhagen Denmark.

Today, Cycling Without Age spreads joy and happiness, community involvement, and intergenerational relationships around the world with the red rickshaws for senior living communities.



Rickshaws are an imaginative, simple and safe way to help the elders of the community get outside to relive old memories and experience new adventures in their community.

## **Wheelchair Passenger Van**

We would like to give our residents the opportunity to see the Christmas lights in the neighborhoods during the holidays, or attend the evening concert series at Riverside Park. We would like to pack a picnic lunch and spend time at the park during lunch or go to Dairy Queen for an ice cream cone. We would like to drive by their old school, house or church.

We are in the process of writing grants for a wheelchair passenger van that will allow us to be more mobile.

