

Valley VNA In-Touch

NEWSLETTER - JULY/AUGUST 2017



Valley VNA News

Theresa Pichelmeyer
President & CEO

Here we are in mid-July with beautiful summer weather. I hope everyone is enjoying their family picnics, graduations, weddings, and summer concerts. Living in Wisconsin, our summers are typically full of events that make the summer fly by.

This year we have been discussing the Why we do what we do here at Valley VNA. Many organizations

will share what they do, and you may never know why they do it. Our history goes back to 1908, making home visits taking care of the community through dental clinics, well baby and prenatal classes, and now senior care. We have evolved over the years to meet the changing needs of the community. Though our discussions, we kept coming back to the one word, care. The why for Valley VNA is because we care for our community. Valley VNA Senior Services reflects what we do, and not why we do it. We believe Valley VNA Senior Care, describes the work our team does each day and shares our why.



Pat Hoogervorst, RN
Clinical Services Director

The revisions made to the ISP review process has been well received by residents, family members and staff. By holding the meetings on a consistent day, staff from each department is able to attend the meeting. This promotes open and improved exchange of ideas and concerns between the resident and staff. The agenda of the meetings has led to efficient use of time, but also clearer understanding of the assessment process.

Two new quality improvement projects have begun. A committee is working to review and revise the resident handbook. The goal will be to ensure that all information in the handbook is accurate to current practice and that the information is useful and relevant for residents living at Valley VNA. When the project is finished all residents, current and new will receive a new handbook.

There are many components to achieving a successful nutrition program for our residents. Areas to consider are food safety, food preparation and menus, and food

Independent & Assisted Living Updates

Angela Franz, Operations Manager



presentation. We are studying these areas to make improvements where needed. Currently a committee has developed a process to ensure that foods are labeled and stored appropriately in both the main and household kitchens. Audits are done twice a month and data is showing improvement. The process is in place in Coral and Amber and will be extended to Sapphire/Emerald next. The next areas that will be reviewed will be food temps and hand hygiene as it relates to food service. There will be updates on the work of the nutrition QI committee in future newsletters.

Recently Danae Hoover and Sydnee Hennen have been trained as team leaders. Danae has been with Valley VNA since the beginning of 2016 and Sydnee since 2014. Both Danae and Sydnee will act as manager when needed as well as helping new caregivers learn routines. Along with Danae and Sydnee, Raiza, Gabby, Stacy and Joelin are all trained as team leaders. We are very fortunate to have so many caring and dedicated employees!



In-Home Care Updates

Colleen Harvot, In-Home Care Director

IHC sent out client satisfaction surveys at the end of June. We have had a good response so far and will give a complete report on the results in the Sept/Oct In Touch. One area that really stood out to us is that almost every person that responded said that they would recommend Valley VNA In Home Care to a family member or friend. To show our appreciation for your trust and support we are offering our "Refer a Friend" program. Simply refer someone to use our services and make sure that they give us your name. Once they have received 50 hours of service you will receive a \$75.00 gift card for making the referral.

Thank you for selecting Valley VNA as your In Home Care provider. We will continue to work hard to meet your needs and expectations.



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 retain and use personal clothing and effects and to retain other personal possessions, as space permits, in a reasonable secure manner. (S.50.09(1)(i), Stats)

In Assisted Living, residents not only are allowed their own possessions – it's their right! With help from family to label clothing and items that might be used out of a room and set down accidentally (like lap blankets or reading glasses), we can make sure that residents can get full benefit from their belongings. Worried about safety? Each room has a locked cabinet that can be used for items of value, and for \$200 or less in cash, residents can have access to a Resident Fund Account via the business office (Gina P x2205).

If you have questions about resident rights, please talk to the Operations Manager (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

TIME FOR THE 2017 VNA OLYMPICS

This year's **2017 VNA OLYMPICS** will begin on Monday, September 11th and run through Monday, Sept. 18th. While somewhat competitive by their nature, all the events are strictly for FUN and the emphasis is on everyone having a good time. One need not be "an expert" at any of these scheduled events as winning is secondary to simply enjoying oneself.

Monday, Sept. 11th
2pm ***Wii Bowling*** (KCC)

Tuesday, Sept. 12th
2pm ***Bingo*** (KCC)

Wednesday, Sept. 13th
2pm ***Bean Bag Toss*** (KCC)

Thursday, Sept. 14th
2pm ***Blackjack – Card Game*** (KCC)

Monday, Sept. 18th
2pm ***Horse Racing Challenge*** (KCC)

Our 2017 VNA OLYMPICS AWARD SOCIAL will take place Friday, Sept. 22nd in the Keller Community Center.

In Home Care Activities

Brain Fitness in the Home

We incorporate fitness into our daily lives to keep our bodies strong but many of us forget to exercise our brains. Our home caregivers can help you with a brain fitness routine so that you are challenging your mind. We have workbooks available to keep in your home that you can work on daily. Our caregivers also have iPads with games that are designed by neuroscientists to stimulate your key cognitive skills like maintaining focus and problem solving. Please contact In Home Care if you are interested.

Cycling Without Age Coming to Valley VNA



If you are interested in becoming a volunteer pilot for the Cycling Without Age program let us know! Please stop by Marian to complete a volunteer application. We are starting to plan for training dates in July and August.

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 CARE

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

June 2017 Family Picnic

