

Valley VNA In-Touch

NEWSLETTER - MAY/JUNE 2017



Valley VNA News

Theresa Pichelmeyer
President & CEO

Spring is truly here and being able to get outside is a tremendous boost to our energy and happiness! As you will see in the newsletter, there are many outdoor activities planned to ensure we capture as much time as possible in the sun. One of the events of course is our annual picnic for residents and family which is scheduled for June 14 (rain date

of June 15). This is a great time for all and we hope you will be able to enjoy this with us. Invites are going out soon and we will need your RSVPs for planning for food.

As I see a few of our staff walking around with sunburns, this is a good time to remember to use sunscreen no matter how long you may plan to be in the sun. It doesn't take long, even this time of year! Look for all of the great events we have planned for the coming weeks, thanks to our Life Enrichment Staff! Let's have a great spring/summer!



Pat Hoogervorst, RN
Clinical Services Director

Quality assurance continues to be an important aspect of the day to day operations. If a need for improvement is identified with a process, a quality improvement project will be started. During the first quarter of 2017 the Individual Service Plan (ISP) review process was studied by a committee of lead persons from each department (clinical, management, dietary, housekeeping, life enrichment).

When establishing a person centered ISP, we believe it is important to have input from all entities that touch the lives of the resident. To accomplish this, there will be some changes in how the ISP meetings will be conducted. First the meeting will be held on Tuesday mornings from 9 AM-12 PM. This will establish a consistent time and day for the reviews for the staff and also resident/family members. We thank families in advance for adjusting their schedules to attend this meeting time on Tuesday AMs. Family members will be contacted in advance of the meetings.

Independent & Assisted Living Updates

Angela Franz, Operations Manager



The reviews will be led by the Operations Manager. An agenda will be followed to give all an opportunity to share updates, shares ideas and receive concerns, questions, or ideas from the resident/family. Each department lead person will give a summary of the resident needs in their area with an explanation of their assessment. The resident/family will have time to discuss with each lead person their thoughts or questions. The Operations Manager will summarize the assessment after all departments have given their review. If the resident is on skilled homecare, hospice, or Lakeland Care, those staff will also be invited to the reviews and will give their updates.

This new process was started in April with favorable outcomes. Both the staff, residents, family members have expressed appreciation for the opportunity to come together as a team to meet the resident needs. As we go forward with this new process, please feel free to contact Operations Manager or Clinical Services director with any questions.



In-Home Care Updates

Colleen Harvot, In-Home Care Director

We are very excited to announce that Andrea Hilgers has joined our In-Home Care team as a Client Care Coordinator. We are pleased to have her introduce herself.

Hi! I'm Andrea Hilgers LPN, Client Care Coordinator with In Home Care. Previously I worked as an LPN with a clinic here in Neenah. Prior to clinic nursing I worked in day surgery as a clinical technician and also was a GI Technician. I have worked in Home care, Hospice, surgical settings, procedure rooms, sterile processing and much more.

I started my medical path in 1998 while still in high school and have never stopped. I love being involved with clients and their families, in all capacities. Caring for others is a passion for me, not a job.

I was born, raised and currently still live in Neenah. I've been married for 14 years to Travis and we have 3 children, Paige, Aspen and Wyatt. I love outdoors absorbing my much needed vitamin D, when able. I love spending time with my family in any measure. We enjoy walks, boating, fishing, hunting or any cabin time. I am grateful to be part of this wonderful organization!



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 make decisions relating to care, activities, daily routines and other aspects of life which enhance the resident's self-reliance and support the resident's autonomy and decision – making. (DHS 83.32 (3)(k)).

It's all about choice! Residents have the right to make decisions about their day. A night owl can remain a night owl and an early bird can get up early, and choose how they spend all the hours in between. By giving personal attention to Individual Service Plans and Activity Assessments, we strive to support the resident in the quality of life they choose.

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) .



Corrie, Christy, Carrie, Bill, Candice, Joelin

Life Enrichment Activities

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

SUMMER CONCERTS AT RIVERSIDE PARK

Each summer we take a group of our residents to a number of the Summer Evening Concerts in the Park hosted by the Neenah Community Band. These concerts are under the direction of Marty O'Donnell and take place at 7pm at Riverside Park. Each concert lasts approximately 60 to 90 minutes.

Here is a list of this year's concerts we hope to attend, *weather permitting*:

June 27th: On Broadway at Riverside

July 18th: Children's Concert

August 1st: Music From the Kings!

August 22nd: Happy Wanderers German Band

A HUGE pat of the back to Shift Manager Kellie Smillie who helps me supervise the group each and every year.

In Home Care Activities

Now that the weather is getting warmer, our home care clients will be doing more outdoor activities. Some of our favorite spring time activities include taking trips to museums and parks, helping with spring cleaning and visiting local greenhouses and local farmers markets. We are sponsoring many events this spring including trips to the Payne Art Gallery, Appleton Trout museum and even the PAC. If you are interested in learning more about our home care activities, please give us a call.



2nd Annual Memorial Day Tribute

Friday, May 26th at 1:30-3:00 pm

Valley VNA Senior Services

Alexandrite Dining Rm

Program includes speaker :

George Gilles, DAV Commander District 3, Vietnam Veteran, USMC

Paying tribute to those who gave the ultimate sacrifice for their country.

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

We are excited to offer spouses or families monthly respite time for those living in their home with a loved one with memory care. Collaborating together with the Neenah/Menasha YMCA & Senior Center, Winnebago ADRC, St Paul Lutheran Church, and Fox Valley Memory project. Together we created a free program offering two hours of respite time on the first Monday of every month from 1:30-3:30 pm.

This time will allow spouses or families the opportunity to do anything they want during the 2 hours away yet knowing their loved one is being cared for by professionals and volunteers. Valley VNA In-Home Care staff are the professional caregivers for the program.

We have enjoyed working together with the other organizations to meet a need for those spouses or families who are the caregivers for someone with memory care.

Please contact us if you need additional information about the program.

