



Theresa Pichelmeyer, President & CEO

Spring is coming, and the days are actually getting longer and we starting to feel hints of warmer weather to come! This of course opens the door for so many more activities and outings for residents. Read on for a view of a few to come and soon it will be time to get out the rickshaws!

I recently attended a Wisconsin Assisted Living Association conference where Valley VNA Senior Care was recognized as the second Diamond accredited community in the state. This was a great honor for myself and Pat Hoogervorst, Clinical Services Director to know that all the hard work that went into this makes a difference in the lives of residents, families and staff. Diamond is all about understanding your organization and continual improvement in every area of the business. We have many Quality Improvement projects in process that range from medication administration to nutrition services. While Diamond accreditation is specifically for the CBRF, we practice the same principals for improvement in our In Home Care Services and business practices. We aren't perfect but we strive to continually improve. Part of the Diamond accreditation is a yearly survey we send to families and residents of the CBRF.

Overall, when comparing our results to similar organizations in the state, we score in the top performers. However, one area that we continually are challenged is in regard to the question that asks about resident participation in meal planning/choices. I am not sure how many of you are aware that Julia, Nutrition Manager, holds a food committee with residents once a month for those who are able to attend and contribute if they wish. Julia incorporates many of their suggestions and wishes. If you have something that you would like to be considered, please contact Julia at julier@valleyvna.org. If it is something we can incorporate we will certainly do so and if not, respond as to why we are unable to meet the request.

The challenge of the current and future workforce in every industry is first and foremost in all of our focus. Our staff is involved with area middle/high schools and colleges, workforce development groups and active on social media. Our retention rates for employees here a year or more is 79%. We believe this is good but we can do better. My message to you is, we believe a strong workforce is key to delivering the best care and we are committed to exploring all avenues

to recruit and retain the best caregivers. We welcome your thoughts or suggestions. Bring on spring!!



Independent & Assisted Living Updates

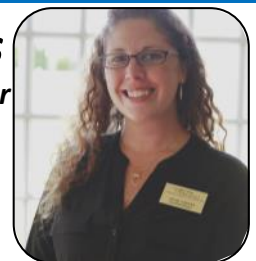
Pat Hoogervorst, RN
Clinical Services Director

Please welcome Erin Kaskavitch, RN to Valley VNA Assisted Living as one of our RN Consultants.

Erin started employment in late January 2018. Erin has years of experience in hospital, hospice and clinic/insurance nursing roles. Her strong nursing assessment skills and ability to develop strong interpersonal relationships with residents, families, staff and outside providers will be an asset to Valley VNA. She is currently in orientation learning about the assisted living industry. She is getting acquainted with lots of new faces, processes, and procedures. She is eager to learn and catches on quickly. She will primarily oversee the clinical needs of the residents in



Angela Franz, Operations Manager



Alexandrite Manor and Sapphire, but will assist with other resident needs when vacations occur. She works Monday through Friday during business hours and can be reached at 727-5544, ext 1033. Please feel free to connect with her. A big thank you to all residents and family members for your understanding and cooperation during the influenza season. As seen in the media, this year the influenza has spread throughout the country in epidemic proportions. We understand that restricted visits can be a challenge for residents and family members. When we are diligent with infection control procedures we are able to curtail the influenza from spreading widespread throughout the building. Thank you for getting the influenza vaccine, washing hands often, using good cough etiquette and postponing visits when ill or if a resident is ill.



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



A small group of In-Home Care staff and Assisted Living staff came together to work on a Quality Improvement project called "Care Pathways." A Care Pathway is a way of

developing a process of best practice to be followed by care staff in the treatment of a patient or client with a particular condition. A few of the conditions that we selected are: Congestive Heart Failure, Falls, Pneumonia and Dementia care. We have developed many others and can also add pathways as deem necessary. The Care Pathways will be available on all of our assisted living courts and within our In-Home Care clients charts. We hope they will prove to be a useful tool for all staff and aid them in providing prompt adequate care and to also guide them in the communication process. We will send out a survey in the near future to all assisted living and In-Home care staff to gather their feedback.

University of Wisconsin Oshkosh Nursing Students

Each year we host the UWO nursing students for their geriatric education. As a part of their education, the students provide a health fair for residents to attend providing useful education and information.



The students displayed a table providing information on dehydration and offered four flavored water samples infused with fresh fruit and veggies. They also provided blood pressures to the residents. We are glad to collaborate with UWO Nursing Program creating a great educational experience for the students.

Life Enrichment at Valley VNA

Corrie, Christy, Bill, Candice, Joelin

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

Life Enrichment Activities

JOIN US FOR OUR 9th ANNUAL SPRING FLING!!!

On Monday, March 26th, at 2pm in the Alex Dining Room, we will be featuring Elvis Tribute Artist, John Hardginski for our 9th Annual SPRING FLING CELEBRATION. Elvis John is a resident favorite and a very engaging entertainer who interacts regularly with the residents during his show. Elvis John will be performing many of Elvis's hits for the first 45 minutes of the show – and then will be available for pictures with any residents who would like a picture taken with him for the rest of the hour.

John has been here several times before and is a wonderful performer. To help get in the "spring spirit", Julia (our wonderful food director) will be preparing a special strawberry shortcake treat for all who attend. This should be a lot of fun and we strongly encourage all our residents to check out this event. They'll be glad they did!!!



For the record, Absentee Voting for the year is scheduled here for March 20th, July 30th and Oct. 23rd from 1pm – 2:30pm.

In Home Care Activities

Spring is right around the corner and our home caregivers are looking forward to doing more outdoor activities. We are planning trips to a local greenhouse to get flowers and plants. We will also be creating rock art and fairy and gnome gardens this spring. Our caregivers are also planning trips to McDonalds for shamrock shakes and we will be offering egg kits to decorate Easter eggs in the home. Our caregivers come with all of the supplies for our activities so that they can be done during our regular scheduled visits. We look forward to our visits with you this spring!

Volunteer Appreciation Program Tuesday, April 17th 3:30-4:30 pm

We are blessed to have the volunteers be a part of our daily lives. Our volunteers help with church services, bible study, rosary, rickshaws, flu clinics, gardening, meals-on-wheels, music and more!

Each year we show our appreciation and give thanks to those volunteers.



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

Age With Grace

Tuesday, April 24th from 3-6 pm, Valley VNA, Neenah

Learn how to live safely at home, make plans and get essential documents organized for future transitions, tour senior apartments and assisted living, meet friendly, and knowledgeable local experts. Pursue your desire to Age With Grace! Please share with anyone who can benefit.

Call to attend 920-727-5555.

What You Can Expect:

Five engaging learning stations designed around key issues for seniors:

- Help at Home
- Planning & Essential Documents
- Emotions & Relationships
- How to Evaluate Senior Living Options
- Financial Considerations
- Q&A with our experts

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.

Freedom from chemical restraints (DHS 83.32(3)(f)). Freedom from physical restraints, except upon review and approval by the Dept. of Health Services upon written authorization from the resident’s primary physician. (DHS 83.32(3)(g)).

Freedom from chemical restraints means that residents who have medications prescribed whose primary or secondary effect includes altering mood or behavior (for example anti – anxiety medication) can only be given in specific circumstances in accordance with the doctor’s orders.

Freedom from physical restraints can apply to anything that restricts movement, or would disallow a person to move freely. Examples might include seatbelts on wheelchairs, bed rails, blocking an exit door, and unplugging a lift chair so a resident cannot get out. When developing an Individualized Service Plan (ISP) for residents, special attention is given to any safety items included to make sure we are continually upholding resident’s rights to freedom from chemical and physical restraints, including reviewing use of medications that may apply on a regular basis. Understanding resident rights helps uphold resident rights.

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) .

