

# Heart of the Home



## Lakeland Health Care Center

February 2016

### Staff

#### Administrator

Bernadette Janiszewski

#### Director of Nursing

Anne Simpson

#### Quality Operations Mgr.

Barbara Kropacek

#### Staffing & Support Services Manager

Seth Rehbaum

#### Admissions Coordinator

Stephanie Stern

#### Customer Service Coordinator

Emily Erke

#### Therapeutic Recreation Coordinator

Lynette Kasper

#### Technology Support

Sharon Annen

#### Nurse Managers

Sabra Weyrough (Medical)

Jeanette Grischow (Memory)

Sara Beran (Rehab/Transitional)

Vicki Ford (2nd Shift)

#### Behavior Management Specialist & Infection Preventionist

Heather Siemers

#### Social Workers

Emily Kominiak (Medical)

Rebecca Rausch (Memory)

#### Maintenance Coordinator

Josh Enderle

### Administrator's Corner

By: Bernadette Janiszewski

#### Transitional Care Coordination

The need to coordinate transition of care in an efficient manner is driven by the federal government. The Centers for Medicare and Medicaid Services (CMS) has determined that all hospitals and nursing homes must work together to find the best way to transition care. What is the safest, most efficient and most cost effective way to provide care for each individual person?

We've been getting ready for changes to the federal Nursing Home Code for several years.

#### Examples:

Consistent assignments ensure that we are providing care that is centered on the resident.

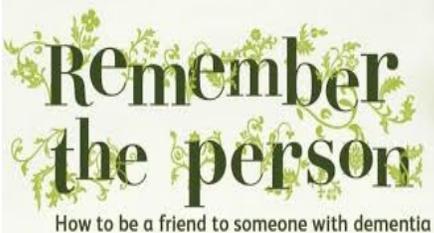
Having meals served by certified nursing assistants helps to ensure residents' safety.

Culture change that recognizes all employees as resident service workers helps to transform the institutional approach of delivery of care into one that is person-directed.

Quality Assurance and Performance Improvement (QAPI) strategies help us to continuously improve our systems.

More recently we've incorporated a Behavioral Health Program as well as an expanded Infection Prevention and Control Program. We are now ready to address the federal requirements under the *Partnership for Patients Initiative*. The monies we receive from the federal government in 2018 will be affected by our 2016 processes. There will be penalties for not partnering with the facilities who admit to us. Money, however, is not the only issue. Partnering to find better ways of transitioning residents from the hospital to our facility or from our facility to a hospital is better for the residents. The transfer to a hospital is stressful. It causes disruptions, risk of complications and infections, and a likelihood of reduced functioning upon return to our facility. Treating residents here rather than admitting them to the hospital allows the resident to remain in their home and receive care from familiar staff members.

One role of our Rehab Unit Manager is that of the Transitional Care Coordinator. In this role she works closely with the Admissions Coordinator and the Social Workers to ensure a smooth transition from wherever a resident is being admitted from and wherever a resident is being discharged to. A skilled nursing facility is an extension of the hospital. We can provide many services such as x-rays, lab, restorative therapy, and wound care. If an emergency room physician or home health nurse knows that we can safely provide care, they may not need to admit to an inpatient hospital. Better communication between all parties ensures better customer service for our residents and family members.



How to be a friend to someone with dementia

## NATIONAL DRUG FACTS WEEK

— January 25 thru 31, 2016 —  
Antipsychotic Drugs and Dementia

- ◆ For every 100 patients with dementia treated with antipsychotic medication, only 9 to 25 will benefit and 1 will die.
- ◆ These medications sedate residents to the point where they become listless and more confused.
- ◆ Individuals with dementia who are on antipsychotics have a higher likelihood of premature death.
- ◆ 83% of the atypical antipsychotic medications are used for reasons other than their intended use.
- ◆ 22% of antipsychotic drugs are prescribed to nursing home residents in excessive amounts or for an excessive time period.
- ◆ An estimated 15,000 elderly people die in nursing homes every year as a result of the off-label use of antipsychotic medications.
- ◆ Federal law prohibits the use of antipsychotics and other psychoactive drugs for the convenience of staff. This is called a “chemical restraint.”
- ◆ In nursing homes these drugs are often used as a form of chemical restraint, stupefying residents so that they are easier to care for.
- ◆ The use of drugs when it is not necessary leads to infections, strokes, heart attacks, tremors, falls, falls with injuries and increased risk of death.
- ◆ Antipsychotic drugs should be used to treat schizophrenia and other psychotic disorders. They should not be used to treat dementia-related psychosis.

### Replace drugging with individualized care.

A gradual dose reduction with behavior interventions is a safe method of reducing the use of these dangerous drugs.

## Welcome Rebecca Rausch!!

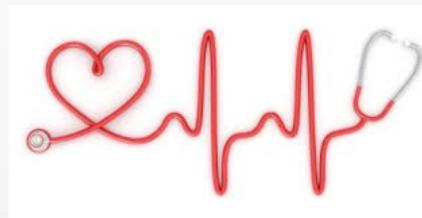
As the Social Worker on the memory care unit, Rebecca handles all POA activations, code status, advanced directives and palliative/hospice care discussions.

She is familiar with the admissions and discharge process and works with the IDT team and residents to develop meaningful care plans.

As a member of our behavior health team, Rebecca helps identify behaviors and monitor the need for psychotropic drugs. She is a key player in helping to evaluate the effectiveness of non-pharmacological interventions.

Rebecca and Emily are developing a great team approach in providing social services for our residents and family members.

We are happy to have Rebecca on board!



## What Are These Folks in Charge of in the Nursing Department??

**Anne Simpson** is our Director of Nursing. She supervises the functions, activities, and training of our nurses, CNAs and CMAs. She works with the Medical Director to develop nursing policies and procedures and educates staff so that they fully understand their job duties. One of her most important roles is to implement and evaluate programs that measure, assess and improve the quality of nursing care in our facility. She works closely with the MDS Coordinator to ensure accuracy for all nursing documentation.

**Sabra Weyrough** is the Nurse Manager on the medical unit. She is in charge of resident services for the C East, C West and D East neighborhoods. She is the liaison between our facility, the physicians' offices and the nursing staff. She reviews documentation to ensure plans-of-care are being followed and includes residents and family members in all decision making about the residents' care. She works with the other managers to find ways of keeping staff well educated on all long term care rules and regulations as well as the latest medical procedures and techniques. She partners with the manager of the Rehab Unit when conducting yearly evaluations for staff members.

**Jeanette Grischow** is the Nurse Manager on the memory care unit. She performs the same duties in the A and B neighborhoods as Sabra does on the medical side. She partners with the Dementia Care Specialist and Quality Operations Manager to ensure that we are moving forward with our plans of all staff receiving specialized behavior health education. She consults with the social workers and recreation staff to develop programs that provide true quality of care for the residents living in this neighborhood.

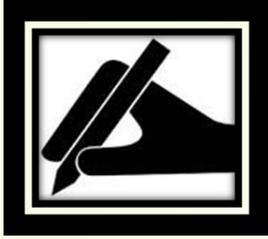
**Sara Beran** is the Rehab Unit Manager/Transitional Care Coordinator. She works with the Admissions and Customer Service Coordinators to ensure smooth admissions to our short term therapy unit. She works with the Social Workers to arrange services for safe discharges back to the community. She plays an integral part in developing a program that meets the requirements of the federal government's Partnership for Patients Initiative. She manages the D West unit.

**Vickie Ford** is an Assistant Nurse Manager. She continues the work of the nurse managers throughout the building on second shift. This is a change from the charge nurse or coordinator role of the past. One of her current challenges is to find ways to get residents more involved in evening activities. Residents enjoy the weekly volunteer visits. They appreciate that staff has found creative ways to expand our monthly game night. All of these things improve the quality of life for our residents.

**Margie Ross** is our MDS Coordinator. The MDS is a tool that determines the functional capabilities of the residents. The results are used to implement individual care plans. These assessments help evaluate the quality of care given to our residents. Margie electronically submits the MDS to the federal government on a weekly basis. She works to ensure the accuracy of our documentation and coding procedures in order to receive proper reimbursement from Medicare and Medicaid.

**Heather Siemers** is our Behavior Management Specialist/Infection Prevention and Control Officer. In her behavior management role she works with staff in order to ensure successful behavior health (dementia) care practices are learned and utilized at all times. As the IPCO she is developing a system for preventing, identifying, reporting, investigating, and controlling infections and communicable diseases for all residents, staff, volunteers, and visitors.

## Guest Sign-In



As part of our safety plan, guests are asked to sign in and out of the guest book when they enter or leave the facility.

This includes employees not on duty, family members and guests.

In the event of an emergency, we will be able to tell how many people are in what area of the building.

## **NEW SIGNAGE AND LANDSCAPING AT LHCC**

**By: Josh Enderle—Maintenance Coordinator**

At the completion of the road construction on County Road NN in the late fall/early winter, you may have noticed new signs being installed in front of the county buildings as well as the hospital. Graphic House from Wausau, WI, was selected to design the signs. They are energy efficient and use LED lighting.



In addition to the new signage, many trees were transplanted along the road. In front of LHCC seven new trees were planted that include Maple, Ginkgo and Honey Locust. In the spring Public Works will transplant Oak trees in the few remaining open areas, as well as complete landscaping around all the County building signs by adding plants and grasses native to Wisconsin.

Did you know that Ginkgo trees have fan shaped leaves and turn gold in the fall? According to the Wisconsin master Gardener Program: *"The largest living Ginkgo on record in Wisconsin (located on 13th Street in Monroe) has a trunk circumference of 192 inches, is 75 feet tall and 85 feet wide! They are popular in urban areas because they are tolerant of a wide range of condition; including salt spray and air pollution."*



# I NTERNERS

Hello! My name is **Melissa Jaeck**. I am a student from UW-Whitewater interning at your facility. At the university I am majoring in Social Work and minoring in Special Education. With my degree, I plan on working in a long term care facility. How I chose my future to be in long term care is because of volunteering with an organization on campus called *Nursing Home Visitation Program*. I volunteered for about a year before accepting a coordinator position working on Thursdays. From there the opportunity led me to make connections with residents and have an internship present itself to where I can gain knowledge for my future career.

Some fun facts about me: I competitively bowled for 16 consecutive years which included being on the high school state team for four years and winning in 2011! I continued my bowling career with the Women's Whitewater Bowling team for a couple of more years until I became involved with the two organizations on campus. I also love playing tennis, watching sports, being with friends and family and shopping as well. I will be in the social worker's office on the medical side if you would ever like to stop by and chat. I look forward to meeting everyone!



Hello friends!

My name is **Alissa Owen**. I will be interning here at LHCC in the

Therapeutic Recreation Department for my final semester of graduate school. I enjoy building paper airplanes, karaoke (however, I am a terrible singer), and spaghetti with meatballs. I played rugby, tennis and softball for my college and still play for fun now. I received my undergraduate degree from the UW-Whitewater and completed my master's degree schoolwork at the UW-La Crosse. After I complete my internship, I hope to find a position as a Recreational Therapy Supervisor in a long-term care facility or a memory unit. I love the field I work in and am eager to get to know each and every one of the staff and residents! This March I will be creating a "Cooking Club" for all residents interested!



## **Main Front Entrance**

Dear Family Members & Guests:

For the safety of our residents, please do **NOT** let yourself out when the door is locked.

Contact a member of the nursing department who will assist you. In this manner we can be sure the door is locked when you leave.

By: Barb Kropacek, Quality Operations Manager

Lakeland Health Care Center recognizes and applauds the efforts of the Department of Health Services (DHS) and the Wisconsin Dementia Care System Redesign program; a plan to *create a "shared understanding of what constitutes appropriate and high quality care for people living with dementia and to have knowledgeable and supported professional and family caregivers to provide the care"* (see DHS, Dementia Care System Redesign, [www.dhs.wisconsin.gov/dementia/index.htm](http://www.dhs.wisconsin.gov/dementia/index.htm)).

In recognition of the call to "redesign Wisconsin's dementia care and delivery system," we at LHCC are committed to increasing our dementia-related training, education and quality improvement efforts.

What better way than providing informative, educational and interactive online training with certification to all employees?

Starting December 2015, LHCC began requiring all employees to participate in the CARES® evidence-based, online training program developed in conjunction with the Alzheimer's Association, the world's leading voluntary health organization in Alzheimer's care, support, and research.

There will be four (4) levels of training offered to employees. All employees must become at minimum a Dementia Generalist by April 30, 2016. Additional training will be offered to those interested or as required by their positions within our residents' home.

Please congratulate the below employees – as they are the first group to complete the CARES® HealthCare Interactive online program – The residents thank you!!



**WE INVITE YOU TO MONITOR OUR PROGRESS AS WE INCREASE OUR KNOWLEDGE OF QUALITY DEMENTIA CARE PRACTICES AND WORK TO IMPROVE UPON THE LIVES OF OUR RESIDENT'S LIVING WITH DEMENTIA.**

# BEHAVIOR MANAGEMENT

By: Emily Erke, Customer Service Coordinator

In May, 2015 Lakeland Health Care Center created a team for our new Behavior Management Program. The goals of this program are to find individual resident needs, individual targeted behaviors/expressions, monitor psychotropic drugs with the hopes of making a successful reduction and implement interventions for individual residents. The team is made up of Social workers, Customer Service Coordinator, Behavioral Management Nurse and a Psychologist. This Psychologist would be on a consultant bases only as part of the team and not see residents. This team is also assisted by the Nursing Home Administrator, Director of Nursing and Administrative Assistant. With the start of this new program we also were able to obtain another Psychiatrist to offer to our residents so they now had a choice of what Doctor they wish to use. With this new program we would be able to create in depth social histories of resident's, including medical records from their past to create a better picture of the whole person. This would truly help the team see the entire picture of the resident to better treat the person, not just their condition. The basic version of the procedure is this:

Any staff member will be able to refer any resident for any reason to our behavior management team through our ECS charting system.

The team will meet without the Psychologist every other week to go through the referrals and as a team decided if the individual resident is truly appropriate to be in the Behavior Management Program.

If indeed the resident did need to be a part of our program we would as a team present her to our Psychologist when she is here. (Kelly the Psychologist comes on the odd Wednesday's when we are not meeting as the LHCC team.) This will involve a history, depression scales, med lists/changes, behavioral charting from both CNA's and Nurses as well as Psychiatrists notes if appropriate.

Kelly will then make recommendations as intervention's to help assist resident's with the hope of gradually reducing medications and using these interventions to assist the resident to a successful dose reduction.

The recommendations provided by the team will be distributed to appropriate staff and monitored for two weeks to see if they have been effective before Kelly's next visit.

If deemed necessary the choice of a Psychiatry referral would also be presented to our resident's/family members.

This program is a work in progress and has come a long way since its formation in May. There has just been a full time Behavioral Management Nurse added to the team where there was only part time previously. Together with Kelly we are working toward developing better charting as a facility to track and monitor behaviors. We currently have 10 residents who are being monitored by our team most of which are also being seen by one of our two psychiatrists. This is a wonderful program that is bringing staff residents and families together to improve the lives of our wonderful resident's. Behavioral Health and resident centered care is truly important when it comes to caring for our residents.



Memory Cafe  
 SAVE THE DATE  
 SATURDAY  
 February 13TH  
 10:00 a.m. to 11:30 a.m.

Margo Potter & Betty Stuffers are Master Gardeners from UW-Extension.

They will talk about their bird program and will have a bird feeder craft for the residents to participate in !

The Memory Café is an opportunity for individuals with dementia and their caregivers to come and enjoy a time of fellowship with others in their peer group. Coffee, treats, and enjoyable activities are all provided. A social gathering for enjoyment in a safe environment.

**The gathering is free and open to the public.**

## Remembering Last Year..... Looking Forward to the New Year

By: Lynn Kasper, Therapeutic Recreation Coordinator

As we look back on 2015 we are reminded of the many things we are Grateful for and the Hopes and Plans for an Amazing 2016.

Looking back on 2015, we would like to acknowledge the many volunteers, families and staff who have helped during the year. The volunteers who have joined us for outings, who have assisted us to the clinic or the beauty shop, or brought us to church and prayed with us, or made a joyful voice when singing hymns.

Our master gardeners that have kept us blooming all year long. All the volunteer and school groups that have assisted or sponsored bingos, parties, holiday programs, tea parties, church services, craft groups and much, much more.

Thank you Lakeland School for joining us each month and opening your coffee house for all of us to enjoy a sip.

Thank you VIP services who spend almost every Monday with us and provide the enjoyment of winning it big for most of us. And to all the entertainers who led us in song or dance. Music really does warm the Heart.

Thank you to all the family, friends, volunteers, staff, residents, and community members that support our fundraising efforts during the year, buying lunches or cookies, raffle tickets or playing golf, eating dinner, making a basket, donating items for raffles. Each effort adds up to great success and supports the residents. Large and small we greatly appreciate it all!

Thank you for all the candy and money to get candy for the annual Trick or treat. We love nothing better then watching the children roam through the halls with excitement and anticipation.

Thank you to all the Christmas elves from the local church's Human Concern groups, Community groups, Ladies organizations, families, Department of Correction, Aurora Health Care- Walworth for making the Holidays Merry and Brighter. Your time and resources allow each resident to receive a special gift. We are Thankful for all the help.

As we look forward to 2016 we will be celebrating our Ten year anniversary of being in this amazing building. Look to future articles of the planning for this week long event in July. We invite everyone past and present to join the fun. We will also in July be participating in Wisconsin Farm Technology Days July 19-July 21 at Snudden Farms. Look for more information on how you can help or contact Kay at LHCC 741-3677.

**It is with deep gratitude that we wish you all  
 Health and Happiness in the New Year!!**

## UPCOMING EVENTS



Lakeland School "LS Brew Crew Coffee Shop	Feb	8th	10:30am
Shopping at Wal*Mart	Feb	10th	1:30pm
Singing with FRANK & BILL	Feb	11th	2:00pm
UW-Whitewater Students	Feb	11th	3:00pm
Valentines's Day Bake Sale	Feb	12th	7:00am
Memory Café	Feb	13th	10:00am
Black Point Speaker	Feb	15th	2:00pm
Goodwill Shopping	Feb	17th	9:30am
Game Night	Feb	17th	6:30pm
Fundraiser Luncheon	Feb	18th	10:30am
Singing with FRANK & BILL	Feb	18th	2:00pm
Hot Totty Happy Hour	Feb	19th	2:00pm
Cookie of the Month Event	Feb	20th	9:30am
Ren Rodee Music	Feb	20th	2:00pm
V.I.P. BINGO	Feb	22nd	9:30am
Classical Music Duet	Feb	23rd	4:00pm
Shopping at Wal*Mart	Feb	24th	1:30pm
Singing with FRANK & BILL	Feb	25th	2:00pm
UW-Whitewater Students	Feb	25th	3:00pm
Crafty Clubbers Craft Group	Feb	27th	10:00am
Book Fair	March	3 & 4	8:00am
Bethel Church BINGO	March	5th	2:00pm
Shopping at Wal*Mart	March	9th	1:30pm
Resident Council	March	10th	10:00am
Singing with FRANK & BILL	March	10th	2:00pm
UW Whitewater Students	March	10th	3:00pm
Spring Fling	March	14th	2:00pm
Music Doctors Entertainment	March	16th	1:30pm
Game Night	March	16th	6:30pm
Fundraiser Luncheon	March	17th	10:30am
Singing with FRANK & BILL	March	17th	2:00pm
UW Whitewater Students	March	17th	3:00pm
Black Point Speaker	March	21st	2:00pm
Crafty Clubbers Craft Group	March	26th	10:00am



By: Emily Erke, Customer Service Coordinator  
And  
Stephanie Stern, Admissions Coordinator

We said share what you can, and share you did!! Thank you to all of those who donated to our Holiday Food Drive hosed by LHCC's Resident Council. It was a HUGE SUCCESS! We collected over 300 donated items for the Elkhorn Food Pantry. Thank you all again for being so gracious and kind this past holiday season.



## SAVE THE DATE (\$)

# ANNIVERSARY CELEBRATION

## Help LHCC Celebrate Our 10th Year Anniversary !!

Beginning Monday, July 25th there will be various theme day activities through out the week with Saturday, July 30th ending with a huge resident/family/employee cook out that will include family fun games, silent auction, prizes and raffle baskets — Right here on LHCC Grounds!!

This will be our yearly fundraising event for the resident benefit fund. It will be in lieu of the annual golf outing, so we kindly ask you to consider donating a theme basket.



Baskets are displayed in our lobby until the date of the cookout at which time the names of our winners are drawn after dinner — and you do not need to be present to win.

We encourage family member to participate. We challenge employees to work together — or in friendly competition! The residents enjoy the theme basket fundraising.....so start now.....what is your theme?

**Stay tuned for more details in the next issue of HOH!**



## WISCONSIN FARM TECHNOLOGY DAYS

Lakeland Health Care

Center is very excited to announce that we have been selected as one of the non-profit groups to participate in the Food and Beverage sales during the 2016 Wisconsin Farm Technology Days to be held in Walworth County, July 19-21<sup>st</sup>, 2016.

The Wisconsin Farm Technology Days is the largest agricultural show in Wisconsin. The three-day outdoor event showcases the latest in agriculture. Each year it is held in a different Wisconsin county on a different host farm. This year the host family is the Snudden Farms located in the town of Linn.

Lakeland will need your help to make this a success. A person volunteering must be 16 or older and be able to stand for long periods. We will also need 4-5 junior volunteers to work in the parking lots. What will our facility receive? For each volunteer hour that is worked we get to split the profits of all the food and beverage tents with all the other non-profits. There are a variety of tasks from working a cash register to filling orders. Each volunteer must attend one 1 hour session of food safety and those running a cash register must receive training prior to the event. Your entrance to the event will be free and you will receive a t-shirt to wear during your shifts.

**If you have further questions or would like to sign up as a volunteer contact Kay Yurk in the Recreation Department (741-3677). You may send your electronic application to kyurk @co.walworth.wi.us**

## Crafty Clubbers

By: Jaime Falbo, Therapeutic Recreation Department  
And  
Emily Erke, Customer Service Coordinator

What started with a creative idea to have the residents paint inspirational words on canvas to bring awareness to Alzheimer's, has now blossomed into a new, year long, program that we are hoping will be a huge success with the residents of LHCC.



Starting in January, our group known as the "Crafty Clubbers" will be meeting one Saturday a month to create unique and beautiful home décor that residents will then sell at our annual craft fair that takes place in November.

This will be a time for residents to not only socialize with their peers, but to also use their entrepreneurial skills as well. Keep a lookout for us in the fall!!

*Music*  
is the voice of the soul

### Music Performances



### GO Pack GO! GO Pack GO!

The staff of Buttercup West neighborhood had no shortage of team spirit throughout the football season!



### LHCC's Annual Gingerbread House Decorating Contest



Resident's and Staff teamed together to decorate gingerbread houses provided by the TR Department.



### Festive Flair Used to Bring in the New Year

Our Chestnut Court East neighborhood rang in the New Year with a festive flair...

— THANKS to Carmen del Castillo and Amy Ghiselli!! —

The residents were treated to many styles of dancing by our staff members that included a traditional Columbian dance, the Salsa and even the Charleston! The ladies then followed up with some singing and karaoke all the while celebrating the evening in festive masquerade masks, hats and even enjoyed a touch of sparkling cider to toast out 2015!



Teams were able to add on extra decorations of their choosing to increase their odds of winning!



### Gateway Students Giving Back

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**BINGO on the households!**



# Look at the Fun We've Been Having!!