



January 17, 2011

# IVH Insights

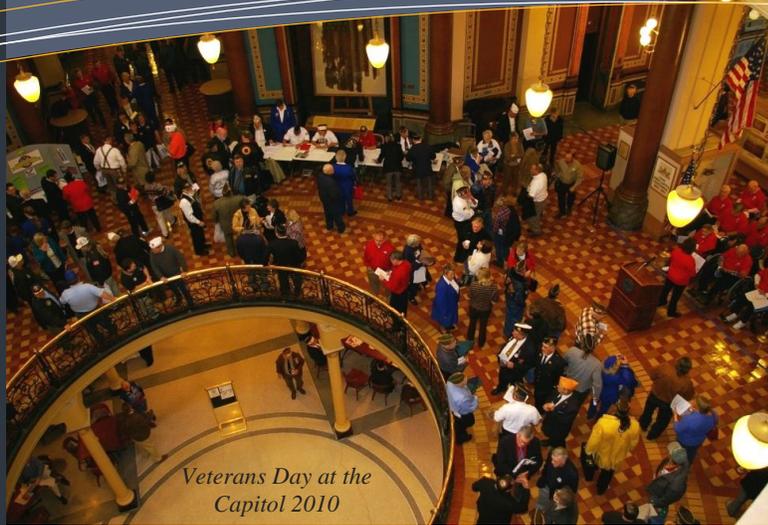
## NEWS FROM VOLUNTEER SERVICES

by Diane Lemker

In 2010, over 650 volunteers served nearly 24,000 hours at IVH. Many of these individuals came once or twice to help at specific events, such as the Elks Fish Fry or Pork Roast, the ALA Christmas Gift Shop, the Foreign Food Fair, the Spring Carnival, or they helped the Food Service Department on Thanksgiving and Christmas.

However, over 200 of these volunteers were here on a regular basis to enrich the lives of our residents by assisting with recreational activities, escorting them to Arts & Crafts and Ceramics workshops, escorting them to the Chapel, serving as Eucharistic Ministers, visiting with residents, writing letters for residents, giving piano lessons, shopping for residents, popping and serving popcorn on Tuesdays, and helping in the Library, Gift Shop or Sewing Room. We could not provide as much as we do for our residents without the help of volunteers.

Thank you!



## Commandant's Corner

We must remember that the return of a soldier to civilian life is a tradition as old as the Republic itself. Just outside the House Chamber, in the Great Rotunda of the Capitol, is a portrait of General George Washington resigning his command in the Continental Army at the close of the American Revolution.

In his Farewell Orders to his troops in November 1783, Washington praised the "brave men, retiring victorious from the field of war to the field of agriculture." Washington urged his soldiers to participate in "all the blessings which have been obtained."

We have a duty to provide our veterans with the quality healthcare they have earned. Those veterans here

at the Iowa Veterans Home— whether you wore a uniform last week or last before I was born — you understand a fundamental truth: our military is not the strongest in the world because of our tanks, our ships, or our fighter jets. Rather, it is because of the dedication, spirit, skill, and bravery demonstrated by men and women, who have put on the uniform for the cause of freedom and the red, white, and blue.

On the battlefield, the military pledges to leave no soldier behind. As a nation, let it be our pledge that when they return home, we leave no veteran behind.

Thank you for your dedicated service; **together** we will continue working to honor it.

*Commandant David Worley*

## Veterans Day at the Capitol – January 19th

The annual Iowa Veterans Day at the Capitol will be held on Wednesday, January 19<sup>th</sup> from 9 am – noon on the first floor rotunda of the Iowa Capitol Building. Veterans from all over the state will convene to share their legislative priorities with Iowa lawmakers. Nearly 20 vendors will be in attendance to showcase programs and services available for Iowa Veterans.

A brief program will be held at 10 am with the Governor (invited), Chairs and Ranking Members of the House and Senate Veterans Affairs Committees, as well as Brigadier General Timothy Orr of the Iowa National Guard. There is no cost to attend and no registration is required. For more information, visit the IVH website at [www.iowaveteranshome.org](http://www.iowaveteranshome.org) or email [lisa.purvis@ivh.state.ia.us](mailto:lisa.purvis@ivh.state.ia.us).

## this issue

Performance Improvement P.2

Heinz Hall P.2

Nursing Department P.2

Admissions Department P.3

Resident & Family Services P.3

IT Department P.3

Calendar of Events P.4

Announcements P.4

Budget Update P.4



## Heinz Hall Update

by *Kathy Knickerbocker*

Heinz Hall is kicking off the new year with our largest ever Living in Balance class. The class meets Monday through Thursday mornings for seven weeks. The purpose of the class is to help residents who are transitioning to the community be better prepared. A variety of topics are presented by IVH staff.

This month we would also like to welcome Kay Tierney to Heinz Hall. She will be filling the vacancy left by dietician Sandra Frahm.

We continue to accept donations of household items for our residents who are transitioning to the community. Thank you!

*IVH Insights* is a twice-monthly publication of the Iowa Veterans Home.

### Editor

Lisa Purvis—PR/Marketing

To submit news or questions, please email:

Lisa.Purvis@ivh.state.ia.us

Call ext. 4397 or

send to PR/Mktg Dept.

# Performance Improvement *by Cindi Hineman*

## Regulatory Compliance

This year VA made a change in the VA surveyors. In the past, it was members of the Des Moines and Knoxville VA that came to survey. This year, it was contracted to a survey company with just a few familiar faces.

We have gotten a draft of the VA survey from them. We have some work to do in some areas. Several of the items were corrected while they were here for survey.

One area is with thickened liquids. This was corrected. It is important for staff to follow the directions that are on the tray slips that come from the Dietary Department.

Another area that was worked on while they were here was that of care planning. Changes to the care plan need to be made promptly to assist staff in caring for the residents.

Employee evaluations are to be done on an annual basis. This is an area we were behind on, but it is being worked on diligently.

There are some environmental issues that were noted at the time of survey and those are being worked on at this time.

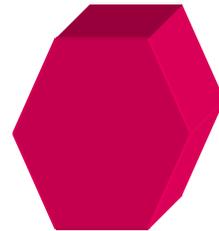
Thank you to all of the staff who assisted the surveyors!

## Falls Update

A trial was completed on Malloy 4 North and Malloy 4 South for 30 days regarding the use of a fall symbol as a visual reminder for staff that a resident has some type of an alarm care planned. The fall symbol does not indicate what type of alarm (chair or bed or both) but is a good visual reminder to assure the alarm is activated. The type of symbol used in the trial was decided after input from unit staff. After evaluating the feedback from the trial which included feedback from staff on Malloy 4 North and South units, QA/I group decided that this could be utilized as another tool in our fall prevention strategies.

Although use of the alarm symbol is not required to be used, it is another nursing intervention for use based on the Registered Nurse's assessment, planning and evaluation for residents at high risk for falls or who have fallen frequently.

The symbol is pictured below:



## Nursing Department *by Sarah Workman*

The IVH Nursing Department is kicking off the New Year with many changes in RN assignments, both clinical and supervisory, with corresponding adjustments in assignments. Please help support everyone during their transition process.

Areas of focus include safe reheating of food on units, re-grouping of Sheeler 2 and 3, upcoming SOAP documentation in-services, incorporation of new equipment (IV pumps and new syringes), and VA follow-up.

The IVH Nursing Department welcomes new Administrator of Nursing, Shauna Callaway (pictured right). Shauna started at IVH in 2002 as a Nursing Supervisor 1. Most recently, Shauna was the Nursing Supervisor 2 in Medical Services. Shauna was born and raised in Conrad, attended Allen College of Nursing and graduated with her BSN.

Shauna currently lives in Conrad with her husband, Chad, and three children (Max, Olivia, and Angus). Of her recent promotion, Shauna says, "I'm motivated to take on this challenge and look forward to working with the dedicated staff to enhance leadership at all levels of the department."



## Admissions Update *by Kathy Kopsa*

Iowa is a unique state, as many of us already know. But did you know that older Iowans are less likely to have disabilities than other older Americans? And they are healthier, too Iowa ranks fifth in the nation with the percentage of residents age 65 and older, with a particularly high percentage of people 85 and older who are more likely to need long-term care. It is projected that by 2030, 22% of Iowans will be age 65 or older, and 3.6% will be 85 or older. Iowa has more people in nursing beds than any other state except North Dakota. Iowa nursing facilities are low cost, among the 10 lowest in the United States. These facts, along with many others, were presented for the 2011 Iowa Legislative Session by the Iowa Association of Homes and Services for the Aging Senior Advocacy Agency in an effort to stimulate awareness about the rapidly changing long-term care landscape in Iowa.

*"Dad served in the U.S. Navy during WWII and earned five battle stars in the Pacific. During an earlier visit this year, Dad said the staff treats him like some kind of hero. I said, 'you are, Dad.' I'm sure they treat all the residents the same, as they should.*

*Our family is aware of Dad's condition and age (88 next month) and understand that he doesn't have much time left. I'm so glad he is living well at the Iowa Veteran's Home."*

*~The Foreman Family*

The Iowa Veterans Home serves a unique Iowa population with care available to honorably discharged Veterans, spouses, surviving spouses and Gold Star Parents. On December 31, 2010, 68.7% of residents living at the IVH at the nursing care level were age 65 and older; 22.2% were age 85 and over. The average length of stay for this population was 1787.62 days, or 4.9 years. Most residents view their placement here as permanent. This is validated by the length of their stay.

The Admissions & Resident Finances Office hears many compliments from family members and other involved parties about the care and services provided by

our staff. This is the best form of "advertisement" we could ask for as we move forward to changing times in long-term care in Iowa.

## Technology Department *by Rob Buchwald*

As of Noon on Friday, January 14, 2011, the State of Iowa has a change in Governor and Lieutenant Governor. The IVH Letterhead will be updated on Friday. You will need to go thru Word and use the revised template.

### NEW TEMPLATES ADDED:

IT Staff have recently added revised templates:

- IVH Letterhead
- 475-1806 FAX COVER SHEET

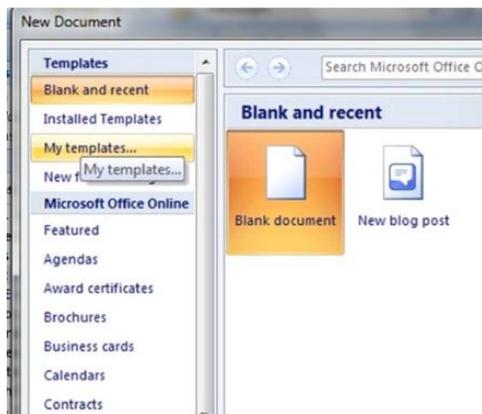
### Using IVH Letterhead/Memo Templates

The Iowa Veterans Home IT Department has made available to IVH staff the IVH Letterhead and IVH Memo Templates in Microsoft Office Word 2007. To use these templates, do the following:

1. Open up Word
2. Click on the Office Button
3. Select New

4. In Word 2007 a screen opens up listing Templates. Choose "My templates" to see a list of the templates on your computer.

If the IVH Letterhead & Memo templates do not show up, please contact the IVH IT Customer Service Help Desk at ext. 4222 and someone will map them to your pc.



## RESIDENT & FAMILY SERVICES

*by Noreen Moore*

Have you heard about Skype? Skype is a web-based computer system that enables individuals or businesses to communicate via the computer with both audio and video capability. Basically, it's software that will connect people face to face or voice chatting.

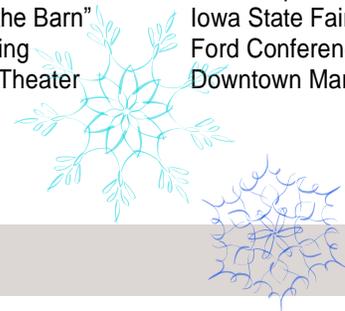
IVH is in the process of incorporating the Skype communication system in order for our residents and staff to start utilizing this tool as another source of communication for residents, their families, and staff. Initially, we are piloting the system on Malloy 2 South and 3 North.

Skype is easy to use and relatively inexpensive. We have decided to proceed with the use of this system and anticipate that we will have it for use at future Interdisciplinary Resident Care Committees (IRCC) when staff communicates with the resident and/or family about care planning for the resident. We are also evaluating if it would be possible to have several stations around IVH so that residents could communicate on their own with families and others.



## Upcoming Events

Day	Date	Time	Event	Location
Mon	1/17		Martin Luther King Day	
Wed	1/19	9am-noon	Veterans Day at the Capitol	State Capitol
Sat	1/22		Residents trip to "Battle at the Barn"	Iowa State Fairgrounds
Mon	1/24	9 am	Legislative Town Hall Meeting	Ford Conference Room
Sat	1/29		Residents trip to Orpheum Theater	Downtown Marshalltown



## IVH Website Calendar

Submit your event information on the IVH website calendar. It's quick and easy and the calendar is available to staff, residents, and the community. Log on to [www.iowaveteranshome.org](http://www.iowaveteranshome.org) and click on "Calendar" to begin.

## Announcements

Attention all AFSCME Local 2984 members: we are once again accepting applications for our college scholarship. Qualification for the scholarship include: be the child or grandchild of a current AFSCME Local 2984 member and be a senior in high school. There are two scholarships available; first place is \$500 and second place is \$250. Applications are being accepted from March 31 – May 1, 2011. The applications are available from all Local 2984 officers. Lists of officers are posted in all AFSCME locked bulletin boards in each building on the main floors.

**AEROBICS CLASS** is held on Mondays & Wednesdays from 4:45-5:45 p.m. We'll start out with low impact kickboxing this session with body shaping using exercise balls, bands and/or free weights. Cost is \$1.00 per class/\$8.00 a month/FREE for Fitness Room members. Fitness Room is FREE for aerobic class members. To sign up, call Diana Stonewall at X4437 or Denise Ulery at X4555.

Until further notice, popcorn will be available on Tuesdays in the Dack LRC instead of the Malloy LRC.

## Winter Wellness Program "Half Way Around the World in 80 Ways"

- Who:** All IVH & ABM staff are invited to participate.
- What:** All types of exercise will be converted to miles and progress will be posted weekly on a world map. Our goal is for IVH staff to exercise half way around the world in eight weeks.
- When:** Sign up by e-mailing Karolyn (Kari) Kellen by Feb 1st. Call 4259 if you do not have access to e-mail. Program to start Feb 7<sup>th</sup>. Fasting blood glucose & lipids will be drawn 2/8 & 2/10/11. Cost of program is \$10.
- Where:** Sidewalks, pool, weight room, treadmill, the Y, IVH tunnels, IVH fitness room.
- Why:** Why not? We could all use a little motivation to exercise.



## Business Services Update *by Greg Wright*

The lowest compliant bid for Phase 2 was L & L Construction. DAS and IVH are currently reviewing their bid submission. Phase 3 drawings went out for bid January 4, 2011 with the bid opening scheduled for February 24, 2011. The programming and design meetings for Phase 4 kick off on January 26, 2011.

We are anticipating that we will be given new directives related to the budget once Governor Branstad's team is in place. I will try to keep everyone abreast of budget impacts to IVH.