



IVH Insights

1 October 2013

Chief Operating Officer by Jodi Tymeson

Good communication is important to any organization. Because we have so many residents and such a large staff, good communication is critical to the accomplishment of our mission. Staff-Please let your supervisor know if you aren't getting the information you need. Residents-I have an open door, so please come see me if you have questions or suggestions.

There are many construction updates we are trying to communicate with email messages and signs. Please help pass the word to residents and staff, so we can ensure everyone's safety.

There is already a good focus on safety at IVH, but we are going to refocus the Safety Committee (formerly the Environment of Care Committee). I will co-chair this committee with Russ Pape, and we will spend our time conducting safety audits, safety training, and using different techniques to improve safety awareness. Our focus will be on resident safety, staff safety, and environmental safety. Our goal is to have an accident-free living and working environment for all.

During Blitz training this year, we're spending a little time talking about the IVH Mission Statement: **To provide a continuum of care to Iowa's veterans and their spouses in an environment focusing on individualized services to enhance their quality of life.** This statement tells us who, what, when, where, and why.....It's up to us to determine HOW WELL we accomplish our mission.



Commandant's Corner

It's an honor to be appointed as the Commandant of the Iowa Veterans Home. I was here for four months as the Chief Operating Officer, and I still have much to learn.

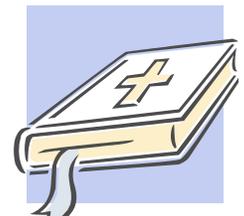
I'm a lifelong Iowan, raised on a family Century farm in Boone County. I earned a BA degree in Elementary Education at UNI and a Master's degree in Public Administration at Drake. I retired with 33 years of military service. My husband is also retired military with 34 years of service. He flew "Dustoff" medical evacuation helicopters in Vietnam.

I look forward to getting to know all of you at IVH. Jodi

Chaplains Corner by Angela Doty

Have you ever used writing as a spiritual practice? Journaling can be a great way to pay attention to the inner working in one's life and world. A journal is a personal record of one's thoughts, experiences, and inspirations. It records events, activities, ideas, feelings, struggles, and meaning in one's life, and may take the form of art, poetry, prayers, and narratives. There can be different themes in journaling-gratitude, peace, events in one's life, tracking thoughts or behaviors...or a mixture of these and others. There is no "right way" to journal. The goal is to connect with your own inner self. It can also release unwanted stress, give you courage to pursue your passion, help understand the past, and give a greater sense of peace.

Psalm 32:7 "You are a hiding place for me; you preserve me from trouble; you surround me with glad cries of deliverance."



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WELCOME NEW EMPLOYEES by Wayne Pierson



Heinz Hall Update by Margie Button

Heinz Hall continues to maintain a census of 107. The staff and residents continue to focus on changes to Heinz Hall that can promote independence and well being. The evening staff have continued to present monthly activities that invite the residents to gather and enjoy time preparing and serving a meal together as well as providing healthy alternatives education. This month the subject was “No Slouch September” A presentation on preventing back pain. We also have a group of staff and residents that are meeting to look at current environmental needs.

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JULY Seated (L-R): Karly Woehlk, Georgina Harkrider, Madison Niehus, Kara Fleming, Kelly Poage, Allie Trammell Middle (L-R): Miranda Bohl, Courtney Collier, Amber Hinegardner, Joslynn Jones, Jennifer Potter, Shanda O’Dell, Breanna Saunders, Kelsey Keenan Back (L-R): Karen Rasmussen, Jolene Betts, Doris Walsh, Christina Berends, Laura Adams, Lenny Reeder, Dan Deeter, Penny Gummert, Danielle Davis, Cindy Davidson



AUGUST Left – Right: Brian Parker, Debbie Laxton, Amanda Swanson, Robin Buckley, Rose Carrillo, Theresa VanWaardhuizen



SEPTEMBER Front (L-R) Tye Broekmeier, Charlene Reith, Gail Hass, Jade Foos, Dawn Huynh, Lindsey Lash, Lisa Ellis Back (L-R) Dianna Clute, Michael Lovelace, Patrick Hogan, Donelle Berndt, Matt Battles, Rylie Underhill, Latasha Pippins

Iowa Veterans Home Retirements by Michael Hines

Retirements are a time in our lives that we may decide to spend time with our family, volunteer in the community or have the opportunity to do activities that we may not have had the time to do before. Retirements should be celebrated and not mourned as retirements are a happy period to be enjoyed to its utmost. We are grateful to salute you for your dedication of hard work here at the Iowa Veterans Home! We wish everyone a grateful future ahead after your retirement! May all your coming days be filled with many more rewards of joy and fulfillment. The retiree listed below had a total of 8 years of service to the Iowa Veterans Home!

Patricia Crupi – Clinical Dietitian

****** Notice**** The IVH Canteen has new weekend hours. Saturday 9:00 a.m. to 3:00 p.m. and Sunday 9:00 a.m. to 3:00 p.m.**





Fourth Floor Malloy North

A lot of progress has been made as the Dack and Malloy Renovation project continues. The demolition has been completed and walls have been going back up very quickly. The mechanical and electrical installations are being inspected wing by wing by the Fire Marshal's staff so that drywall can be installed over top. The painters have started on the fourth floor, which starts to bring the area to life. The restrooms in the basement of Malloy are almost complete and work will be moving to the main floor restrooms soon. The work in Ceramics, Kopper Kettle and Arts and Crafts will cause intermittent suspension of activities to these areas, but each area will only be taken offline for the minimum amount of time needed for

the contractors to conduct their work. Window installation is also continuing. The construction of the new Transportation Building has begun. The footings have been poured and the utilities have been trenched in. The floor has been scheduled to be poured. The wall and roof colors have been chosen and will match the current buildings as well. The boiler project has also begun. The Power House has been cleaned out and the contractors are beginning to remove the old steel beams in preparation of installing the new boiler. The rear overhead door will be replaced to allow for the boiler to be moved into the building.



Second Floor Malloy North



Transportation Building



Resident Finances by Heidi Bracy

The Resident Finance Department consists of the Resident Finance and Medicare/Medicaid offices. There are currently 12 employees in these areas with various duties.

When you enter the Resident Finance Office, you will be greeted by Sue Sumpter. Sue is the secretary and also handles the resident and facility business mail for IVH. In addition, Sue updates relationship and competency changes in ADL. Scott Potter applies for benefits that the residents may be eligible for such as Social Security and VA benefits. He also completes Means Tests for the VA to determine what, if any, co-pays a resident will have for VA visits. Donelle Berndt is the newest addition to the office. Her primary duties are processing of the daily census changes, closing out of resident IVH bank account, coordination of burials in the IVH cemetery and ordering of VA issued headstones. Mina Burgess completes Medicaid applications for eligible residents, submits the monthly facility Medicaid billing, and is a notary public. Resident monthly support billing and assistance in resident financial matters are divided into thirds. Bobbi Ledvina handles cases with last names beginning with A-G. Brenda Kelley handles H-O and Katie Mathern handles P-Z.

The Medicare/Medicaid Office has four employees. Robin Richardson submits Medicare Part B and third party insurance claims. Kendra Youds submits Medicare Part D claims for medications. Greg Schaa assists with entry into the Medicaid system for various billing items. He also completes monthly audits between the Medicaid and IVH billing to help identify and eliminate billing discrepancies. This office is also home to the DHS Income Maintenance Worker assigned to IVH. Kathy Alexander completes the reviews and approvals of the Medicaid applications submitted by IVH.

That is a brief introduction to the main functions completed by the Resident Finance Department. If you ever have questions in regards to this area, please stop in or call us at (641) 753-4592.

Food Service By Mark Freland

After an unusually wet spring and early summer we finally had an opportunity to get some gardens planted here at IVH. The late start to the planting season has resulted in fresh fruits and vegetables lasting later into the summer than normal. Many years the fresh fruit season is wrapping up around the end of August but the fresh fruits and veggies are still coming in and will remain on the menus through the end of September. The quality of melons has been outstanding this year, and we are expecting a good crop of fresh squash in the next few weeks. We have received a good supply of tomatoes, zucchini, and cucumbers from our residents. I'd like to thank all of our residents who participated in growing produce for the Food Service Department, and a special thanks to Scott Bonk who donated some of his fresh grown oregano and spices for our use. I have contacted Bob Atha from Appleberry Farms so we should be getting some tasty apples from him in the next couple of weeks. If we can round up enough help we will also try to pluck some fresh pears from the tree across from Heinz Hall so people can enjoy them as well. Happy and healthy eating to all!!

Iowa Veterans Home Upcoming Events

5	October	1000hrs	Model Trains	Malloy LRC
10	October	1630hrs	Couples Dinner	Malloy LRC
11	October	1530hrs	PVA Banquet	Des Moines
11	October	1430hrs	U.S. Navy Anniversary	Malloy LRC
12	October	1000hrs	Brian Hutzell – Music	Malloy LRC
19	October	1100hrs	Elks Pork Roast	Malloy LRC
22	October	1900hrs	Lincoln Highway Band	Malloy LRC
26	October	1400hrs	Sugar & Spice – Music	Malloy LRC
1	November	1000hrs	Dave Winchester – Music	Malloy LRC
2	November	1700hrs	Waterloo Blackhawks Hockey	Waterloo, IA
8	November	1430hrs	USMC Anniversary	Malloy LRC
9	November	1400hrs	UNI Football Game	Cedar Falls, IA
11	November	1100hrs	IVH Veterans Day Program	Malloy LRC
14	November	1300-1500hrs	Senior Shop	DACK LRC
15	November	0900-1600hrs	Real Committee Bazaar	Malloy LRC
16	November	0900hrs	PVA Pool Tournament	Malloy LRC
23	November	1745hrs	Community Concert	High School
24	November	0900hrs	AMVETS # 2 Thanksgiving	Des Moines, IA
28	November	Holiday	THANKSGIVING	IVH
29	November	1000hrs	Dave's Country Music	Malloy LRC
30	November	1000hrs	Sock Hop	Malloy LRC
7	December	TBA	Pearl Harbor Day Exhibit	Malloy LRC
8	December	1300 – 1530hrs	Family Christmas Day	IVH
8	December	TBA	Adopt A Vet	IVH
14	December	1100hrs	Wreaths Across America	Malloy LRC

Veterans walking for a veteran cause visit IVH!!



Walking for a cause is what these two Iraqi Freedom (OIF) veterans are doing. Anthony Anderson and Tom Voss both had tours in Iraq. Voss and Anderson spent the evening at the Veterans Home and visited with residents the next day. Their journey began on 27 August 2013 from Milwaukee as they will finish up end up in Los Angeles around the 31st of January after a 2,700 mile trek. Their effort is to raise \$100,000 for Dryhootch and awareness for veteran's issues. Both Tom and Anthony are employed at Dryhootch. Dryhootch is a nonprofit 501c3 organization formed by combat Veterans to help veterans returning home. The website for Tom's and Anthony's efforts is www.veteranstrek.com. Good luck Tom and Anthony!



Iowa Veterans Home Employee Spotlight by Michael Hines



I am pleased to present Cathy Zink to the IVH community as the Iowa Veterans Home Employee Spotlight. Cathy is a 1st shift cook employed in the Dietary and has been employed here for 7 years. Cathy began her career in the food service field when she enlisted into the U.S. Army, where she spent almost 3 years on active duty as a Food Service Specialist. Cathy graduated from basic training in Fort Jackson, South Carolina and was stationed at Fort Carson, Colorado and Germany. As cooking is in her background, Cathy decided to leave the military but continued in her occupation in food service. Cathy is married to Eldon Zink. He works construction for Construct, Inc in Marshalltown.

She has 3 children and 4 grandchildren. She loves spending time with her family as well as reading and camping. She loves hanging out at home or with friends. Cathy has used her skill that she learned in the military and finds it funny that at one time she cooked for active duty military but now cooks for veterans of all branch of services and spouses here at the Iowa Veterans Home. As Cathy continues to serve veterans, please join me and the Dietary team in recognizing Cathy!

Army Captain Runs for the Iowa Veterans Home by Michael Hines

From the mountains in Afghanistan to Iowa, U.S. Army Captain Richard Kresser had a goal for helping fellow veterans with mental health issues. Kresser, an Iowa native, decided instead of biking in Ragbrai, trained to run Ragbrai with his two feet and several pairs of shoes! CPT Kresser's goal was to raise \$25,000 for veterans suffering from mental health and particular Posttraumatic Stress Disorder (PTSD). CPT Kresser and effort should be applauded as he raised \$20,164.00 to be exact. Prior to the run Kresser sat down with IVH's mental health professionals to explore the needs of the residents here. Our mental health team recommended that the funds be used to purchase biofeedback equipment and training. This will be used to augment their treatment of various psychological disorders including PTSD. The administration at the Iowa Veterans Home would like to express our appreciation to Captain Kresser. Thank-You!



CPT Richard Kresser shown here running a hill somewhere in Iowa during 2013 Ragbrai.

Quality and Compliance by Lana Comstock

Quality & Compliance Team

In May, 2013 the newly formed Quality & Compliance team moved together and now have offices in the Ulery building. This team is responsible for agency compliance, safety, infection control & prevention, nursing informatics, quality and education. Team members include Cindi Hineman, Compliance Officer, Shannon McIntire, Informatics Nurse Specialist, Russ Pape, Safety Officer, Chris Barten, Infection Control & Prevention, Wayne Pierson, Education Specialist, Maggie Schwarck, Education Program Manager and Lana Comstock, Bureau Chief.

QAPI

The Affordable Care Act directs that each long term care nursing facility is required to have a quality assurance performance improvement (QAPI) program. The emphasis is essentially to improve the lives of nursing home residents through continuous attention to quality of care and quality of life. The mandated QAPI program oversight will be done by the Centers for Medicare & Medicaid Services (CMS) and must address specific elements mandated by CMS. The 5 elements in the QAPI mandated program are:

- Element 1 Design and Scope
- Element 2 Governance and Leadership
- Element 3 Feedback, Data Systems and Monitoring
- Element 4 Performance Improvement Projects
- Element 5 Systematic Analysis and Systemic Action

Our IVH QAPI plan has been drafted, once the plan is finalized, we will start education with residents and staff. Our goal is to start this by the end of this calendar year. Our IVH Quality & Compliance team has partnered with Telligen, the Quality Improvement Organization (QIO) in Iowa under contract with CMS. Telligen has developed an Iowa Nursing Home Quality Care Collaborative that strives to instill quality and performance improvement practices, eliminate healthcare acquired conditions and dramatically improve resident satisfaction.

Led By Choice

Another opportunity we are working toward is to partner with Telligen who is leading a consumer engagement innovation project entitled "Led by Choice: Consumer Engagement in Nursing Home Quality". This project is funded through grant monies from CMS and is a statewide study. The goals include learning and then sharing best practices on how to identify and implement appropriate resident and family engagement opportunities and how it impacts quality outcomes.

VOLUNTEERS: Making a difference in the lives of others

Call Aimee Deimerly-Snyder for more information on volunteering at the Iowa Veterans Home ~641-753-4406

Presidential Volunteer Service Awards Held September 19, 2013

The President's Council on Service and Civic Participation was established in 2003 to find ways to recognize the valuable contributions volunteers are making in our communities and encourage more people to serve. The Council created the President's Volunteer Service Award program as a way to thank and honor Americans who volunteer.



Duane Noelck, Gold Presidential Service Award Winner, with Commandant David Worley

As a state agency, the Iowa Veterans Home is able to be a certifying organization and take part in this program to recognize volunteers who meet certain criteria under the President's Volunteer Service Award program.

This program gives us yet another way to recognize those volunteers who have spent so many hours serving the residents of the Iowa Veterans Home.

These Volunteer Service awards are determined by the number of hours served in a 12-month period, with the goal of volunteering at least 4,000 hours over the course of a lifetime. After reaching this goal, the volunteer is honored with the President's Call to Service Award. In the seven years that IVH has participated in this program, there have been 19 volunteers who have previously received the President's Call to Service Award.

Bronze Award 100 – 249 hours last year

Helen Atcher
Howard Braden
Karla Brannaman
Linda Bruce
Norman Charlton
Glen Christen
Peggy Dejardin
Roger Dirks
Rudy Frye
Doreen Gillespie
Charles Herdlick
James Jenness
Jack Kessler
Phil Kohler
Arlene Kremer
Maralee Kruse
Eleanor Lott
Jim Lowe
Dick Matney
Ruth Matney

Bronze Award cont. 100 – 249 hours last year

Margaret McDowell
Janell Mikkelson
Marjorie Neymeyer
Adan Reischauer
Monica Schneider
Sara Schwab
Charles Starr
Sharon Stevens

Silver Award 250 – 499 hours last year

George Bell
Kay Bell
Robert Burris
Gary Fulmer
Larry Fulton
Linda Medhus
Beverly Risius
Carolyn Stanley

Gold Award 500 + hours last year

Brad Collins
Duane Noelck
Thomas Renze

Call to Service Award 4,000+ hours in their lifetime

Current Volunteers who have previously received this Award

Deloris Clayton
Marjorie Diggins
Alice Fitzgerald
Colleen Goodman
Olaf Grosland
Cheryl Harris
Pauline Kinder
Doris Lemker
Rex Lewis

VOLUNTEERS DELIVERING PRAYER SHAWLS

Members of the Prayer Shawl Ministry of Faith Lutheran Church in Marion deliver a prayer shawl to resident Larry Francek on August 25, 2013.



What is a prayer shawl? The shawl maker begins with prayers and blessings for the recipient. The blessings are continued throughout the creation of the prayer shawl.

Once the shawl is complete, a final blessing is offered before the shawl is sent on its way.

These shawls have special meaning because it was Leona Diercksen's last wishes that the shawls be delivered to IVH. Leona headed up the Prayer Shawl Ministry in Marion for many years. Her husband Victor and daughter Leann along with other members of the group, helped deliver the prayer shawls that were knitted and crocheted by his late wife Leona. Victor said his wife loved to knit and give the prayer shawls to those in need.

Message card with the Faith Lutheran Church prayer shawls:

YOU ARE REMEMBERED...

For Belleau Wood and Midway and Omaha Beach.
For Schweinfurt and Okinawa and the Coral Sea.
For Bastogne and Iwo Jim and Heartbreak Ridge.
For the Pusan Perimeter and Inchon and Tet and Khe Sanh
For Hamburger Hill and Desert Storm
And the streets of Baghdad
For all the battles that changed history
And the desperate firefights
And the marching and the mud and the sand
And the digging in sand the blood and the lost comrades.
You were there.
We have not forgotten.
We live free because of the immense sacrifices made
By you and by your brothers and sisters in arms.
You have our thanks,
You are in our prayers.
You are remembered.
~Authored by Faith member Dick Jacobson

In loving Memory

The Iowa Veterans Home extends its deepest condolences to the loved ones of the following residents who recently passed away. We are grateful for the time that they spent with the IVH family. Their presence will be greatly missed.

Taps (July - Sep)



Spouses

Betty Fry
Sheryl Nuehring (Oliver)
Marie Farni
Laura Eilderts
Betty Holmes
Nondas Sports

If you have questions about the Iowa Veterans Home Cemetery please contact Donnelle Berndt at (641) 753-4218 or email at Donelle.Berndt@ivh.state.ia.us. You may also view our web page at <http://ivh.iowa.gov> to find information about the Iowa Veterans Home cemetery.

Veterans

Raymond Tittle
Hubert Nicholson
John Schipper
Jim Thayer
Richard Abrahamson
Arthur Buck
Richard Williams
Richard Hovey
Joseph Foarde
Donald Berger
Leonard Berg
Anthony Kirtley
James Rock
Wayne Lilly
Clifford Roberts
Dennis Soderberg
Dennis Brees
Frank Brees
Roland Reel
Jackie Kenney
Rex Willingham

Donations

The Iowa Veterans Home is grateful for all donations that are donated and purchased for the residents. Many of these items are a luxury. All items on the list enhance the quality of life that the veterans and spouses enjoy. Your help in obtaining these items will be greatly appreciated. Thank you!

Note: The home is requesting money in support of the following:

- General Memorial Account
- Special Activities Account
- Monetary Donation for 32" HD Flat Screen
- Library Support
- Christmas Fund
- Clothing Fund

Iowa Veterans Home Memorial Fund

The Iowa Veterans Home gladly accepts memorial funds from individuals, organizations and businesses that can be used for our residents and facility. If you are interested in making a donation in memory of a loved one please contact Mike Hines at (641) 753-4309 or e- mail michael.hines@ivh.state.ia.us.

Iowa Veterans Home Longevity Awards (July - September)

5 Year	10 Years	15 Years	20 Years	25 Years	30 Years	35 Years
Kelsey Adkins	Linda Frazer	Tina Benesh	Shannon McIntire	Bill Tillman	Vicky Grossman	Cindy Stalzer
Brett Thoren	Michelle Schmidt	Ann Henze	Lisa Blabaum	Bob Clemons	Sue Smith	
John Griffith	Jo Ann Bunting	Tedra Henze	Cheryl Raum			
Mike Hines	Brittany Ceren	April Scovill	Susan Wilkinson			
Stacey Bulanek	Susan Heil	Robin Richardson				
Dwayne Ferguson	Bob Henderson					
Angela Hamilton	Jamie Miller					
Michelle Henderson	Talona Perry					
Julie Randall	Dorothy Reeves					
Tami Smith	Stacy Betts					
Kathy Buhr						

CONGRATULATIONS TO THESE EMPLOYEES FOR THEIR YEARS OF SERVICE!

IVH Genealogy by Bonnie Gunderson



You may not know that the Iowa Veterans Home offers a genealogy search on our IVH website. I received genealogy request from all over the United State and even the UK. I have all the Admission Information for every resident going back to our first resident Amos Fox. The Iowa Soldiers Home opened its doors on 12/01/1877. The first woman was Mary Warrington; she was admitted on 03/05/1893.

During the summer months I received on average 3-5 request a week. I will also take a photo of their family member's grave marker and send it to them. Recently I had a family from Billings, Montana wanting to visit his great grandmother grave. I located where she was buried, but she did not have a marker. Years ago it was the responsibility of the family to purchase a marker for the spouses who were non-veterans. Many of the family could not afford to purchase a marker, so the IVH cemetery has several unmarked graves. This has changed since then; with the help of the Admission Office we were able to order a marker for her grave. When her marker arrives I will take a photo of it and send it to her family in Billings, Montana.

The first Veteran buried in the Iowa Veterans Home cemetery was Francis Biaz on June of 1888. Before the Iowa Veterans Home was even built, there was a cemetery at the site. It was known as Hartwell's Cemetery and was located where the present Sheeler Building is now. Fifty-eight bodies were transferred to Marshalltown Riverside Cemetery when excavation for the first building of the Iowa Veterans Home was made.

Iowa Veterans Home Donations & Events!!



ISU Army ROTC visit 13 September 2013



Resident Glen Slate cuts the Coast Guard cake for the Coast Guards 237th birthday celebration!



One of many donations that the Iowa Veterans Home receives. We would like to thank-you all of you who donate to this facility!!



BG Jennifer Walter speaks with IVH residents after the Air Force 66th Anniversary celebration.