

KNOWING *you*

COMMUNITY HEALTH NETWORK

HAND IN HAND *FOR YOUR HEALTH*

JULIETTE MANOR

WHERE COMPASSION AND CARE FILL THE AIR



Members of the caring staff at Juliette Manor in Berlin, working to “enrich peoples lives.”

For the last 20 years, the Baby Boomer generation has had a significant impact on how we live, shop and even receive healthcare. And as this powerful group of more than 70 million grows older, Americans can expect to see numerous changes in services for older adults. Already, as shown in this issue of *Knowing You*, Community Health Network offers a full

complement of services dedicated to older adults.

Julie Chikowski, CHN's Administrator of Long Term Care, says one of the most important things offered to area older adults is the opportunity to be served locally. “We offer the security of being cared for by people who know you in a place that's familiar,” says

Chikowski. “We're truly community-based.”

At Juliette Manor, when you receive any type of long-term care, you're assured that it's from a highly experienced staff member. “We have a number of employees that have been with us for more than 20 years,” says Chikowski. “There are even generations of families who have cared for our patients.”

At the heart of every long-term care employee's job description is to help people live better lives. “At Juliette Manor, Juliette Terrace and with all our services, our goal is to add quality and happiness to the later stages of our patients' lives,” Chikowski says. “Every one of us come to work each day to enrich peoples lives.”

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JULIETTE MANOR REHABILITATION HELPS PEOPLE RETURN HOME, REMAIN INDEPENDENT



Working on improving arm strength of a patient at Juliette Manor Rehabilitation is LaRona Jones, OTR/L.

help regain their speaking and swallowing skills. Therapists work with patients to determine adaptive equipment needs to help them regain independence and then provide training to help them efficiently use the equipment. "We generally have four to six therapists available, depending on current patient needs," she says.

To assure all patient needs are being met, rehabilitation staff regularly meet with a variety of departments within the facility. In addition, they can provide home visits to assess what the patients' needs will be after they return home. "We do everything we can to restore as much function as possible and to give our patients the skills they need to stay as independent as possible," she says.

Older adults oftentimes need additional care after their acute care needs have been met. "Our transitional rehabilitation program is a great place for people to regain the strength they need to return home," says Linda Schink-Boers, Supervising Physical Therapist at Juliette Manor. "Our main goal is to help people maximize their abilities and reach their full potential."

Juliette Manor's rehabilitation program is an in-house program working with both long-term residents and short-term patients. Short-term patients are those who need to regain extra strength before returning home after a hospital stay for such things as surgery, hip replacements, knee replacements, neurological complications and pneumonia. "We provide

the care needed to get people back home," says Schink-Boers.

"We offer therapeutic exercise, physical therapy, occupational therapy and speech therapy," Schink-Boers explains. "This gives us a varied program to ensure that we meet all of our patients' needs." Depending on the injury or illness, rehabilitation patients may need help with strengthening and balance or with fine motor skills related to daily living and hygiene. Some patients also need therapy to

Working on fine motor skills such as hand/eye coordination is another service at Juliette Manor Rehabilitation.



REACHING BEYOND JULIETTE MANOR: OPPORTUNITIES FOR PEOPLE LIVING AT HOME

It happens all too often: a family needs to quickly arrange home care for a loved one, but they are experiencing a family crisis and they don't have time to research all of their options. That's where Donna Fuller, Administrator of CHN Home Care and Lifeline can help. "There are so many people out there that label themselves as 'home care suppliers', it's difficult to know who to choose." To avoid this situation, she advises people to look at their options before a crisis occurs. "Many people can provide basic home care, but CHN is a comprehensive service."

CHN Home Care is managed by registered nurses who work under each patient's physician to give individuals an enhanced level of service. "The nurses keep the physicians informed regularly on how their patients are doing," Fuller explains. The registered nurses know

"...we are able to help our patients manage their medical needs while still living in the community."

Donna Fuller
Administrator of CHN Home Care

what to look for and are able to recognize the signs of concern. "This allows us to provide a high standard of care because we are able to



The CHN Home Care staff is out and about every day to offer their nursing skills in the comfort of a patient's home.

help our patients manage their medical needs while still living in the community." In addition to that, CHN Home Care is a Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accredited agency which means they follow even higher standards than the state requires.

With their staff of 12 registered nurses and eight home health aides in addition to physical, occupational and speech therapists and medical social workers, CHN Home Care serves a variety

of patient needs. "We have approximately 100 regular patients at any given time," says Fuller. While most patients get visits two or three

times a week, other patients are seen 365 days a year. "We always have a nurse here to triage calls so we can make visits on off-hours and holidays."

Home Care isn't the only CHN service designed to help people retain their independence. Fuller also coordinates Life Line, a medical alert program, and Mobile Meals, a weekday meal service in the city of Berlin.

"We offer so many resources to help people stay home longer," Fuller says. She encourages people to call the CHN Home Care office at 920-361-5555 to get more information about their services. "It's easier to make important decisions if you are prepared."

ACTIVE SOCIAL LIVES IMPORTANT AT JULIETTE MANOR

The residents at Juliette Manor are always on the go. That's because Meg Roggow, Juliette Manor Activity Director, keeps them busy. "I help them have the best quality of life possible during their stays here," she says.

Roggow does this by focusing on things to which the residents can relate. "When we play music, or have musical guests, we bring in music that they remember from their younger years," she explains. She also works closely with the resident council. "They give me input and suggestions on the different social activities the residents would like to

Juliette Manor resident Lennie Hilgart enjoys a dance with Donna Docta during a recent polka band performance.

have, and I follow through with the plan."

To keep the residents excited about the activities, Roggow plans many different events throughout the year. These annual events include a Christmas party with a visit from Santa, Mardi Gras and a Valentine's Day party. Perhaps the most popular is the "Senior" Prom in April. "It's a great time," Roggow says. "It's a formal dance, so everyone gets dressed up in fancy clothes and jewelry." Also on the top of the list is the annual picnic, complete with carriage rides and raffle prizes.

Regularly-scheduled activities also fill up the activity calendar with area pastors performing church services,

Taking time for himself is resident Chet Polka, getting a trim at Juliette Manor by Carol Martin, beautician.



along with a monthly men's breakfast and ladies' high tea.

All of these activities help Roggow reach her goal of finding ways to add value to each residents life. That's why she also coordinates polka bands, magicians, guest speakers, sing-a-longs, crafts, bingo, card games, exercise classes and outings to the park. According to Roggow, the residents say they like having all these options because "it keeps them busy."

When asked what she likes most about her job, Roggow says, "It's seeing a change in the residents due to their social lives." She recalls one resident who rarely left her house before coming to Juliette Manor. "Now, she rarely misses an activity," says Roggow. "These success stories make my job worthwhile."

SERVING IT UP: MEETING RESIDENTS DIETARY WANTS AND NEEDS

Cathy Ransom, Juliette Manor Dietary Director, has a goal. She wants to disprove the common misconceptions about nursing home dietary programs – one meal at a time. "Most people think dietary programs are restrictive and highly rigid," Ransom says. Instead, she strives to have a very liberal program that leaves menus open to discussion and special requests.

One of the biggest challenges Ransom faces is how to serve food to meet the differing needs of the residents, especially those with diabetes. Ransom says, "Instead of creating an overly restrictive menu, we teach each resident the proper decision-making choices for their individual dietary needs." She also works with the residents' therapists to provide the appropriate adaptive equipment when necessary.

The menus at Juliette Manor operate on a four-week cycle. While they are set by the dietitian, residents continually

have a say in what goes into the menus. "We meet with the resident council and they give us input about what the residents like and dislike about their food choices and then we make changes accordingly," says Ransom. "It's not an all or nothing deal, however, because if even just a few people like a certain food, we do serve it as an option at meals." This philosophy allows the residents to know that they will be able to have the foods they enjoy – including cookouts during the warmer months.

The ever-busy kitchen at Juliette Manor serves around 250 meals a day, while also being as flexible as possible. "Sometimes residents have therapy during meal time, or have family visiting," Ransom explains. "We don't want them to miss out on their meals, so we keep the kitchen open all the time." They also have snacks and beverages available at all times.

Working hard behind the scenes in the kitchen of Juliette Manor is Sue Leber.

Ransom also helps the residents enjoy their stay at Juliette Manor in other ways. They have several larger rooms that residents can use for family gatherings, pot luck meals, or informal get-togethers such as showers and family reunions. "We set them up and provide beverages," she says. It's a nice way to include family members in these special occasions when residents are unable to travel to family events. "We've even had a wedding here in the chapel with a reception following so a grandparent could attend without having to leave the facility. It was great."

CHN Long-Term Care Services:

Juliette Manor
Skilled nursing facility with long-term care, short-term rehabilitative care and dementia unit.

Juliette Terrace
Four-unit independent apartment complex providing meals, housekeeping and 24-hour nurse call system.

Home Care
In-home therapy and skilled nursing services.

Wild Rose Community Memorial Hospital
Swing bed program offering hospital-based recovery.



HELPING PATIENTS WITH DEMENTIA A FAMILY AFFAIR

One of the most difficult things for families of people suffering from dementia is figuring out how to interact with their loved one. Karie Chapman, Juliette Manor Director of Nursing, knows how difficult this can be.



Following a baking class, Enid Miller is ready to enjoy a peanut butter cookie with the help of Juliette Manor employee Cheryl Chappa.

“Here at Juliette Manor we truly focus on the residents and their needs, along with the needs of the families,” she explains.

Juliette Manor has a unit specializing in the later stages of dementia. “With many different kinds of dementia, and residents who are at differing stages of the disease, we concentrate our efforts on providing individualized care for each resident,” says Chapman.

It’s very important to keep families closely involved in the care process. “We teach families and act as a resource,” Chapman says. One of the most important things is to help families interact with residents. “We teach them very simple, yet meaningful, ways to interact with their loved ones at different stages of the disease,” she explains. “This helps them feel comfortable to continue visiting.”

Family interaction is important to the resident, but is equally beneficial in helping the staff provide the best care possible. “It’s important that we can work side by side with the families so we understand the residents better and provide them tailored care,” she says.

When a program is designed that meets each individual’s needs, it can sometimes bring back abilities that were thought to be lost. “It’s amazing how the right environment can help people be so much more than they were,” says Chapman. She recalls one patient who wasn’t able to walk when she arrived at Juliette Manor. With specialized care, we were able to help her walk, dance, and even talk with her husband,” remembers Chapman. “He couldn’t have been happier to have that time to talk and interact with his wife again.”

DR. PAUL NELSEN RECEIVES LONG TERM CARE CERTIFICATION

Paul Nelsen, MD, CMD, of CHN Medical Center Ripon has been licensed as a Certified Medical Director in Long Term Care (CMD) by the Board of Directors of the American Medical Directors Certification Program (AMDCP). Dr. Nelsen is one of 138 physicians who completed the CMD requirements and were certified in 2005. Since the program’s inception in 1991, more than 2,100 physicians nationwide have received the CMD designation.

The Certified Medical Director in Long Term Care program was created to enhance the profession of medical direction throughout the long term care continuum (e.g., nursing facilities, hospice, assisted living, home care, post-acute care) and to reinforce the leadership role of the medical director in providing quality care.

Currently Dr. Nelsen is the Medical Director for Juliette Manor in Berlin. “I am looking forward to helping the nursing home staff continue to provide excellent patient care. I intend to have our long term care facility not only meet, but exceed both patient and family expectations,” said Dr. Nelsen.

Dr. Nelsen works in Family Medicine and can be reached at 920-748-7000.



Paul Nelsen, MD, CMD

WILD ROSE SWING BED PROGRAM GIVES PATIENTS THE TIME THEY NEED

Often when older adults have an illness, injury or surgery, they need more time to recover than they are typically given in the hospital. Wild Rose Community Memorial Hospital (WRCMH) has a unique program to help these people recover without having to do it alone. “Our Swing Bed program gives patients the extra time they need to be able to go home and continue to live independently,” says Dawn Shuman, Administrator of Clinical Services at WRCMH. “Many times even just a few extra days are enough to keep people out of the hospital long term.”

The majority of the patients in the Swing Bed program have undergone surgery or suffered a knee or hip injury, pneumonia or a complex wound that requires care. “They often also need IV antibiotics and pain control medication,” says Shuman. “The majority of people who use the Swing Bed program need more time to regain their strength before returning home.” While there, they are seen regularly by nurses and physicians and have access to various therapists, dietitians and pharmacists. “We strive to meet the individual needs of each patient,” Shuman explains.

The goal of the program is to provide a comfortable environment where people can find the help they need to be able to return home and to stay home as long as possible. The program’s success is shown in the numbers—90 percent of Swing Bed patients successfully return home to independent living. “It’s so

important to have a resource like this,” says Shuman.

While the Swing Bed program has many similarities to a nursing home, it also has some unique features. The first difference is that the Swing Bed patients stay right on an acute care floor where they have access to twice-daily therapy, on-call physicians and diagnostic services.

Any patient who has had a minimum of three days of acute care in the past 30 days and who requires daily-skilled nursing is eligible for the Swing Bed program. “We generally have eight or more



Diane Hill, patient of the Swing Bed program, gets assistance from Dennis Lepak, LPN at WRCMH.

patients at any given time,” says Shuman. Furthermore, they don’t limit their Swing Bed admissions to those who receive their regular care at WRCMH. “We often get referrals from all over the area,” Shuman says.



Angela Gunderson, RN, shares a smile with Swing Bed patient Diane Hill.

MORE THAN THERAPY

On the surface, Juliette Manor's restorative nursing may look like a therapy program because its main focus is to help the residents maintain their physical abilities. But, according to Pam Alf, COTA, Juliette Manor Restorative Care Coordinator, it goes much deeper than that.

Restorative nursing is an independence-maintenance program that's embedded into the residents' daily lives. It focuses on helping residents maintain their maximum independence by encouraging and helping them to continue

everyday activities that become more difficult as we age. "Walking, brushing teeth, getting dressed and eating are a few examples," Alf explains. "While 'therapy' is a separate program available to the residents based on their individual needs, restorative care is something that we do, at least at a basic level, for everyone."

Some Juliette Manor residents participate in restorative care at a deeper level with care plans to help them maintain their functional independence. "The care plans call for everything from walking two or three times a day, attending exercise classes and integrating adaptive equipment to help the residents perform daily tasks such as eating and getting dressed," explains Alf.

Alf explains that this type of program is necessary because studies show the effects of immobility are negative on every system in the body, while mobility constantly helps to keep the body's systems in check. "For example, walking not only improves circulation, digestion, muscles and skin, it also improves emotional well-being," she says. "A program like this is essential to maintaining and improving quality of life."



The use of rubberized bands help with leg flexibility during a restorative care class.

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