

N.C. COALITION FOR LONG-TERM CARE ENHANCEMENT



Special points of interest:

Important information for facilities using the It's Never 2 Late computer system

A special trip to Asheville

Past Coalition Chairs share their experiences

Saying goodbye to a true advocate

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Embrace!

The Newsletter of the NCCLTCE

It's Never 2 Late and Medicare Part B

by Brenda Erskine, NHA

I had the pleasure of reading numerous grant applications for It's Never 2 Late, the innovative computer system that is available for our residents. Everyone recognized that the system offered basic benefits for our residents - email, music, and webcam; however, if you only utilize the system for email and music, you are doing a disservice to your company and to the residents because the system can do much more!

It's Never 2 Late is a therapeutic intervention that your therapy department can and should utilize for all three disciplines – Occupational, Physical, and Speech therapy. If used properly by the therapy department, the increased revenues generated under Medicare Part B will easily pay the monthly maintenance fee; thus the fees won't need to be taken from any department budget and fundraising can be used for fun events.



The use of a mouse, joystick, or touch-screen can increase coordination, range-of-motion, and strengthen a resident's upper body, thereby becoming a great intervention for Occupational or Physical Therapy. Other interventions include various software programs which encourage reading, music, repetition and games, which can result in increased cognition, memory, and language skills - all of which are Occupational and Speech therapy billable minutes utilizing Medicare Part B benefits. A stroke patient is an ideal candidate to utilize all three disciplines because even when they are tired, the system is available on a rolling cart, so it is portable if you have wireless connections. Therapy can use it anywhere in the facility - even in the resident's room.

Billing codes are available on It's Never 2 Late website:

<http://www.in2l.com/index.cfm/event/pageview/contentPieceId/7240>.

Brenda Erskine works with Kindred Healthcare and can be reached via email at <brenda.erskine@kindredhealthcare.com>

“Living Life to the Fullest”. Articles here are written by or about those who reside in our various eldercare communities across the state.

An Unbelievable Trip to Asheville, North Carolina

By Janet McKay, Resident of The Forest at Duke

Who would have believed that at 9:15 a.m. on Wednesday, March 9th, four seniors (ages 86-98!) and three professionals from The Forest at Duke - LeeAnn Bailey, Health Care Resident Social Worker; Katie Cloninger, Med Tech/CNA and student RN; and Jennifer Perry, Health and Wellness Activities Director - departed in a TFAD van with Jennifer driving for points west. It was a long and bumpy ride on I-40, but after a stop for lunch at a Cracker Barrel, we arrived at the five-star Biltmore Inn, completed just 10 years ago, to spend Thursday and Friday. LeeAnn, Katie, and Jennifer took care of our every need and helped in every conceivable way to make us comfortable.

A bit of background: Leslie Jarema, the Health Care Services/Nursing Home Administrator, while attending a conference, heard of the idea for a “Make a Wish” trip for three or four seniors to enjoy, possibly something they had experienced years ago or something they had always wanted to do. Last year, a small group went to the beach and had a wonderful time.

Our participants this year - all residents from TFAD adult care - included Martha Mendenhall, who was born near Asheville. This was her wish. Martha graduated from The University of North Carolina College for Women as it was known then. She taught English for many years, earned more advanced degrees, served in the Waves during World War II, and traveled extensively after retiring. Lola Williams joined us. She has three sons, all graduates of the Phillips Andover Academy in Massachusetts. Lola confided that she taught English there during summer sessions for

years. Martha Votta was originally from Michigan but grew up in Pittsburgh, Pennsylvania. She was the youngest of fourteen children!! She obviously could handle herself in a crowd. I grew up in the Philadelphia area and graduated from the University of Pennsylvania where I was President of Student Government and Head Counselor of University Camp for inner city children. Even though we came from different backgrounds, we melded into a very companionable group. We toured the mansion, had an elegant tea at the Biltmore Inn, ate dinner in the Bistro at the Winery, and had an interesting lunch in a cleverly renovated stable. And, of course, we shopped!

The “*pièce de résistance*” was dinner in the main dining room at the Biltmore Inn on our last evening. Everything was elegantly served, starting with a very small cup of creamy onion soup to wet our appetite while waiting for the main course. Dinner included beef tenderloin with all the trimmings, and ended with a five layer chocolate cake and yogurt dessert to die for - even if you didn’t have room! As we were leaving the dining room, a gentleman came over from his table to say that we were the loveliest group, no matter what age, in the dining room that evening. Needless to say, we left for our rooms and slept with wonderful visions of our once in a lifetime stay at the Biltmore Inn in Asheville, North Carolina.

Our biggest accolades, many thanks, and admiration go to LeeAnn, Katie, and Jennifer, and to The Forest at Duke for seeing that our “Make a Wish” trip actually came true.

My Tenure As Chair: Stories from past coalition chairs and what they are doing now

Elizabeth Holland, Coalition Chair 2007

I served as chairman for the Coalition during 2007 while I was working at Woodlands Nursing and Rehab. It was a pleasure to work with such a great group of people dedicated to culture change in our North Carolina facilities. I began work with the coalition quite by accident after I inherited a grant received by my facility for enhancements and was suddenly introduced to the world of performance based monitoring. The coalition helped me navigate those waters and maintain compliance with those quarterly grant reports. I witnessed change not only in my facility, but many other facilities throughout North Carolina. It's so amazing to see how one small change can lead to another and soon spark a spirit of culture change in our communities.

I've witnessed that first hand again as the administrator of Wellington Rehab and Healthcare in Knightdale, North Carolina. It started so very small with a fresh coat of paint here and there, a renovation of the resident's living room, a wall dedicated to a collage of the smiling faces of our community and fresh flowers in the flower beds. These small changes didn't cost a lot and were the start of creating home where there was once a facility.

We also began to revitalize our activities program and design activities for our community as a whole. Our staff and families needed to play a larger role in our programs rather than gearing everything toward the residents alone. We celebrated Fat Tuesday this year with all hands on deck. Our talented Dietary Department out did themselves once again with our Cajun Cuisine that they served throughout the day. Our morning began with beignets and coffee in the front lobby. For lunch there was Popeye's chicken, red beans and rice, and Cajun cabbage. The feeding frenzy continued with a King Cake Celebration in the afternoon. We of course had cake, but also didn't want to miss out on the homemade Jambalaya and Gumbo!

The fun continued throughout the day with everyone's help. One of our residents served as a palm reader for

the day's festivities and enjoyed dressing up in her Royal colors and telling fortunes over her crystal ball. Cajun music was played throughout the hallways and everyone was given beads, masks, and flags for our grand finale parade of saints. The residents rolled through the hallways for an impromptu parade while the staff sang "When the Saints go Marching In." They absolutely loved the attention and I saw more smiles during that parade as all the voices echoed down each hallway. Our resident council president ended the celebration when she found the baby in the king cake and we all talked of how she would do Mardi Gras next year.

Next, I started working with my leadership team to create a little "magic." We all began reading several books on Walt Disney World and the way Walt created that magic long ago and continues to create it today. We have found a lot of parallels to our community and have enjoyed creating our own magical moments at work.

I've always found that creating home is more about making the most of each day, creating fun activities and spaces for our residents rather than transforming our space into some over-the-top household model. While that model is wonderful, it's just not the reality that most administrators face when working in our long-term care communities. All of our residents deserve "home" and it's up to us to find a way to get there.

Elizabeth H. Holland is the administrator at Wellington Rehabilitation & Healthcare in Knightdale N.C. and can be reached at (919) 266-7744.

Kaye Brown, Coalition Chair 2003

On my shift as Chair of the Coalition, we faced any number of challenges that could have derailed us. Judging from our strength today, these challenges did not defeat us but made us stronger. Perhaps of greatest significance was the challenge to find our own path when Bill Thomas trademarked the Eden Alternative. At the time Eden became proprietary, North Carolina was already leading the country in the number of trained Eden Associates as well as the number of Eden homes. We were advised by the state that it could not endorse a proprietary product which Eden had become and that we needed to reposition ourselves away from a particular commercial product or lose the state's support for the Coalition. We chose to rename ourselves the Eden Coalition but this raised concerns for the then regional Eden rep who advised us this would create public confusion as we were not under the Eden corporate umbrella. After much discussion and angst, we adopted Nancy Easterling's suggestion to call ourselves the NCCLTCE, a name, while difficult to remember and write, has nevertheless stuck through the years.

While repositioning ourselves with a new name as well as redefined relationships with groups external to the Coalition, we once again connected to our state's homes that were on their own paths to improving the care they offer their residents. Though the number of grantees was small, they were showing the Coalition that the small investments we made through the demonstration enhancement grant program returned huge dividends in terms of staff morale and resident engagement. Clearly, our fledgling grant program was making a difference in the

lives of people living and working in long-term care communities.

We also completed developing our bylaws which incorporated our policies and procedures. We rationalized our organization and laid down a foundation that fully supports the Coalition of today. When I look back at my tenure as Chair, I see the difficult challenges we faced that year as the road we traveled together to make us strong. It was an honor that year to steer our ship back to a safe harbor.

Kaye Brown, Ph.D., is an Adjunct Associate Professor in Evolutionary Anthropology at Duke University, and in Anthropology at Boston University. She is the national Director of the Society for the Advancement of Gerontological Environments (SAGE), a N.C. licensed residential contractor, and a frequent juror as well as evaluator for senior housing projects across the country.



Kaye Brown with two of her best friends, Yvette and Maja.

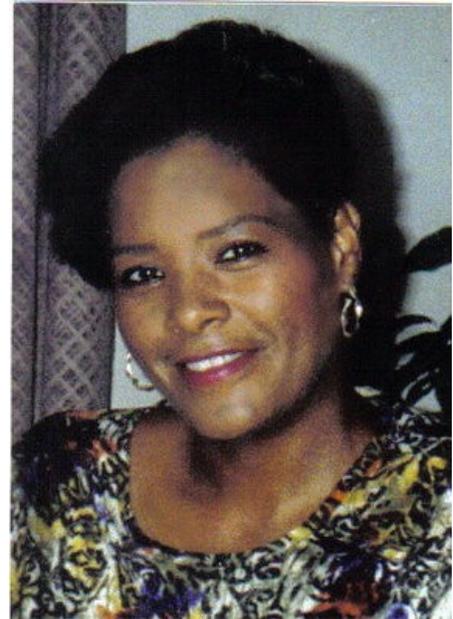
The North Carolina Coalition for Long-Term Care Enhancement meets the third Thursday of each month, usually in Raleigh, N.C. in the Lineberger Building on the DHHS campus off Western Boulevard. Membership is open to anyone who shares our vision of transforming our state's nursing care centers into true homes for our residents.

A Sad Goodbye

On February 27, the coalition and all North Carolina nursing home residents lost a true advocate. Donna Yvonne McNeill, a member since 2007, passed away in Durham at the age of 55. Donna was the first coalition member to join simply because she had a loved one living in a nursing home. She represented no organizations or facilities—just her mother as well as every other person residing in our state’s long-term care facilities. She did serve as a Community Advisory Committee volunteer in her county, but during meetings when we’d share our names and where we were from, Donna always answered, “Donna McNeill, resident advocate.” And that she was.

Donna saw things through the resident’s eye like no one else could. She’d listen to presentations or attend culture change conferences and seek information on how her facility and every other facility in the state could adopt the practice. She participated in every activity the coalition sponsored, including serving on the grant review committee. It was her desire to see every facility become a true home for its residents. She took on updating our membership roll and served as that committee’s chair. Until illness last fall made attendance difficult, you could always count on seeing Donna at each monthly meeting. And you could always count on lively discussion of the topics at hand.

The coalition wishes to express its sincerest sympathies to her family and friends. We are also working to honor Donna’s memory in some fashion. There will be more information about that in the coming weeks.



Donna McNeil

A Culture Change Symposium: “The How of Change”

Wednesday, June 15, 2011
8:30 am – 3:30 pm
Wake County Commons
Wake County Commons Building
4011 Cary Drive
Raleigh, NC 27610

Thursday, June 16, 2011
8:30 am – 3:30 pm
Central Carolina Community College
Pittsboro Campus
764 West Street
Pittsboro, NC 27312

What you can expect to hear, learn, and share:

Culture Change Revisited – A Brief Review
The “How of Change” - Framework for the Change Process
The First 48 Hours – Getting New Residents Off to a Good Start
Individualized Care – The Pathway to Clinical Improvement
Expanding Food Services
Advancing Excellence with Culture Change
Using Culture Change to maximize MDS 3.0

Faculty: Nationally recognized
Culture Change leaders: Barbara Frank, MPA
and Cathie Brady, MS

Registration is \$35 (Per person – non refundable, includes symposium, meals, and hand outs)
For registration information contact Rebekah McGee at Triangle J Area Agency on Aging, P.O. Box 12276,
RTP, NC 27709, via email at rmcgee@tjcog.org, or by phone at (919) 558-2711.

Registration deadline is June 10, 2011

FEATURED FACILITY—LUTHERAN HOME-HICKORY



Who doesn't enjoy a warm cup of cappuccino by the fire on a cold winter day? Certainly our residents remember cold nights in front of a blazing fireplace, so the folks at Lutheran Home-Hickory decided to bring that experience back into their facility through renovations to their new Bistro.

Lutheran Home-Hickory Center has received several grants over the years that they've used to bring all sorts of enhancements into their facility. From staff education to physical reconstruction, Amber McIntosh and her staff have sought to transform the facility into the home their residents want.

With their latest grant, they developed a Bistro which includes a fireplace, cappuccino machine, ice cream machine and a large screen TV, all surrounded by cozy seating arrangements.

Even if we don't live there, we can all imagine what the foothills of Hickory look like during a winter snow, and what better surroundings through which to enjoy them than backed up to a warm fire, sipping our favorite hot beverage, and enjoying the company of others. One can imagine tales of more youthful times when snow meant sledding or snowball fights! But certainly the cue to reminisce would be generated and the residents could return to earlier times, even if it's just in their memory. Comfortable and cozy, this Bistro has it all.

Are you doing something innovative at your facility? Have you changed the look of your setting to make it less institutional? What about staffing ideas? We like to feature facilities doing great things in each newsletter and we'd love to hear from you! Email your pictures and a very short paragraph to the editor. If chosen, you could see your own facility featured in the next issue! Also, do your residents have amazing stories to tell? We're always looking for those for our "Living Life to the Fullest" section on page 2.

We'd love to share what you're doing and stories from your residents, so contact the editor and submit your articles and pictures. Just make sure you have the proper authorizations on file for the use of any photos and PHI you submit.

The North Carolina Coalition for Long-Term Care Enhancement



Enhancing the lives of residents and staff
in North Carolina's long-term care

We're on the Web!
www.ltcenhance.com

Embrace! is a cooperative project of the N.C. Coalition for Long-Term Care Enhancement and the Department of Health and Human Services, Division of Health Service Regulation. To respond to articles, contact the editor:

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