

# New Generations

Spring 2015

<http://health.mo.gov/seniors/nursinghomes/providerinfo.php>

## On The Road to Culture Change

By Sam Plaster, State Culture Change Coordinator

Marshfield Care Center and Marshfield Place are on the road to culture change. In February, colleague Leslie Sebastian and I witnessed positive changes at the 77-resident skilled nursing home and 40-resident residential care home, respectively. The neighboring homes are operated by Platinum Health Care LLC.

Social Services Director Jordan Carroll showed us around. She's held the same position at other long-term care homes since college graduation, but she especially enjoys the small environment at Marshfield, which gives her more opportunity to get to know residents and their families.

Jordan's person-centered philosophy is apparent by her office decorations, which include nicely framed photos of residents and a reminder of her mission to serve.

Jordan praises the home's leadership. "No idea is shot down. They say, 'give it a shot.'" Based on this philosophy, many changes are occurring at Marshfield. Jordan is proudest of the new end-of-life program, started in October, which includes a hospice room.

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# ON THE ROAD **Jordan Carroll**

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*Jordan Carroll, social services director*

**J**ordan works with residents and their families to learn what is important to them. She comforts them through the dying process. For example, sometimes she makes difficult phone calls for them. She is “very thankful to be able to honor residents through the process.”

Jordan says the home used to shut residents’ doors when a fellow resident died and was transported away. Now, the home gives the deceased resident’s friends a chance to say goodbye before a funeral home moves the body.

## **Dementia-Simulation Training**

Jordan also beams about the new dementia-simulation training, one that helps staff better understand the difficulties residents with dementia often experience. For instance, staff members wear special goggles that simulate vision impairment.

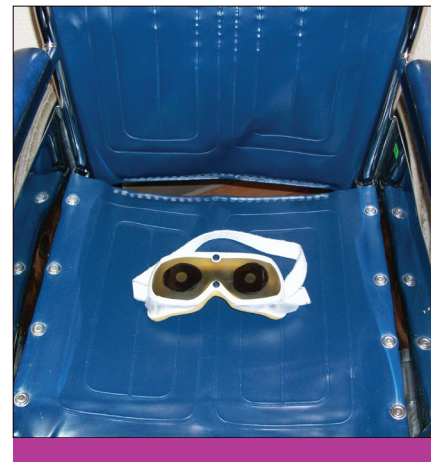
Their fingers are then taped together, and they wear gloves filled with corn kernels to simulate arthritis and dexterity difficulties. Headphones that play medical noises are put on their ears, and they’re placed in a wheelchair and told to navigate without assistance. Other staff members then move the wheelchair-bound employees without asking their permission.

Employees who complete the training have a greater empathy and understanding of how their actions impact residents. Staff members “parked” in front of the bird aviary had a dramatically exaggerated perception of how long they sat there. One asked, “Can June even see those birds?”—a reference to a resident often placed there.

## **Personalized Music**

Personalized music is another new program. Jordan works with residents and their family members to set up individualized play lists for residents. The effect has been profound. For example, Resident Betty has dementia and is no longer able to communicate clearly, but she can sing her favorite song from start to finish. One family was so inspired that they donated iPods and headphones so the personalized music program could expand. Others in the community have donated iTunes gift cards.

The home has also instituted “Culture Dining.” Hot meals are available in two-hour increments, rather than at specific times. In addition to two main meal options, cold food items and snacks are always available. Residents can also have personal refrigerators.



*A few dementia training items in Jordan Carroll’s office*

*(Continued on Page 3)*



# ON THE ROAD

(Continued from Page 2)

## Carol Siebert & Marrisona Coble

### Resident Carol Siebert

Jordan introduced us to Resident Carol Siebert, who was enjoying a visit with her son, Rick, and daughter-in-law Miriam. Carol has short-term memory loss and moved to the center last June, prompted by falling and medication issues. Rick and Miriam said they felt comfortable here right away.

“There is a home environment,” they said. “It isn’t institutional. You can decorate however you want. If you want to put a nail in the wall, that’s okay. Everyone is kind and pleasant. They joke and visit with the residents.”



Resident Carol Siebert (far left) with her son, Rick, and daughter-in-law, Miriam, after being crowned Ms. Valentine.

### Certified Nurse Assistant Marrisona Coble

We also met Certified Nurse Assistant (CNA) Marrisona Coble. Marrisona moved with her mother from Buffalo to Marshfield 14 years ago to be closer to her mother’s job at the care center.

Marrisona has worked at the care center 2 ½ years, is married and has a 2 ½-year-old son. Her mother-in-law and three sisters-in-law have also worked here. Marrisona enjoys getting to know the residents and treats them like family. She said her co-workers are like sisters. “Everyone helps everyone, and we do whatever the residents need.”

Marrisona told us about several positive changes. The home formerly had a “get-up list,” meaning staff started to get residents up at 4:45 a.m. Now, residents can choose when to get up. “They push their call buttons and we go help them when they are ready.”

Marrisona also participated in the dementia-simulation training. Besides having her hands taped together and wearing goggles, headphones, and gloves filled with corn kernels, Marrisona was fed pureed food and thickened liquids. She said the food had no flavor or texture. Then she was pushed in a wheelchair to a bed and had to try to get into it alone.

“I didn’t know it, but I hit 12 different objects,” Marrisona said. “You see shapes and hear all these noises and don’t know which ones to focus on. It was awful. It helps you to understand what the residents are going through. You respect and understand a lot more.”



Certified Nurse Assistant Marrisona Coble



# ON THE ROAD *Marshfield Place*

*(Continued from Page 3)*



*Photos:  
Marshfield  
Place,  
left, and  
Marshfield  
Place living  
room,  
bottom*

Jordan also showed us around Marshfield Place. Residents here enjoy volunteer work at local churches. They also make diaper cakes and have hosted a can drive for the crisis pregnancy center. One of the residents has two cats.

## **Resident LaVern Gisselbeck**

We also met Resident LaVern Gisselbeck, 86. LaVern grew up on a 2000-acre farm in northeast South Dakota, along with three sisters and five brothers. At five, he was milking cows.

His family also raised beef cattle and sheep and grew corn and beans. When he was in third grade, his family moved to a farm 17 ½ miles away. His job was to walk the entire distance driving the sheep.

He used to love riding his family's wide horse-drawn sled in the wintertime because it wouldn't tip.

LaVern showed us a photo of his father driving a 29D tractor on their farm. I asked who was driving the **horse team**. He corrected me.

"The hired hand is driving a 'four horse hitch,'" he said. "A team is only two horses."

LaVern operated bulldozers and loaders at a California lignite mine for 20 years. He moved to Lebanon, Mo., in 1973 and continued to operate large equipment—"scrapers, D9 dozers, stuff like that."



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# ON THE ROAD LaVern Gisselbeck

(Continued from Page 4)

## The Accident that Changed LaVern's Life Forever

An accident at a fertilizer plant changed his life forever. While unloading a load of fertilizer, he stepped into an auger that was on and uncovered. Another man quickly shut-off the auger and retrieved a hacksaw to free LaVern, but the man was so shaken, LaVern had to cut himself free.

LaVern lost his leg. He spent ten days in the hospital, but he went back to driving his truck on day 11.

LaVern's is "kind of a tractor collector," having amassed six John Deere tractors and many John Deere toys. But he says "you're not a collector if you can count the tractors you have." He also enjoys 1,000-piece puzzles. The last one, of a John Deere tractor, took more than a month to complete. He's already started another.

A stroke prompted his move to Marshfield Care Center. After receiving therapy, he was able to move to Marshfield Place. He is very complimentary of the staff and the care.

"All you have to do is push a button and they come right down," he said.



*The four-horse hitch photo displayed in Resident LaVern Gisselbeck's room*



*Marshfield Place Resident LaVern Gisselbeck*

# OXYGEN CONCENTRATORS

## The filling of cylinders in resident rooms in residential care and assisted living facilities

By Carmen Grover-Slattey, Regulation Unit Manager, Section for Long-Term Care

Oxygen therapy is a lifesaving medical treatment that has benefitted millions of people. It is a critical part of treatment for a variety of illnesses, injuries and diseases, including chronic obstructive pulmonary disease, a leading cause of death worldwide. Oxygen therapy allows one to receive a higher concentration of pure oxygen, aiding in heart function, easier breathing, better sleeping, lower blood pressure, improved mental clarity, and more.

Oxygen is not flammable, but it can cause other materials that burn to ignite more easily and burn far more rapidly. The result is that a fire involving oxygen can appear explosivelike. Oxygen should always be handled with caution and an awareness of its potential hazards.

### What is an Oxygen Concentrator?

An oxygen concentrator is an electrically powered device that separates oxygen from the room air, and then concentrates and stores it. This system is less expensive than liquid oxygen and eliminates the need for a re-supply of oxygen cylinders. Concentrators vary in size—from a small end table to a large suitcase—and their extra tubing permits a person to move around with minimal difficulty. Small, portable concentrators have been developed that afford even greater mobility.

Recently, the National Fire Protection Association (NFPA) 99, 2015 Edition implemented first-time requirements for oxygen concentrator-based refilling systems to reflect their increased use in health care settings. The requirements clarify the practice of filling cylinders from oxygen concentrators.

### Excerpt from Section 11.5.2.4, NFPA 99, 2015 Edition

#### 11.5.2.4\* Filling Cylinders from Oxygen Concentrators

Filling cylinders from oxygen concentrators, including in the patient care vicinity, shall be in accordance with the manufacturer's instructions, not to exceed the limits in 11.5.2.4.1 through 11.5.2.4.4.

A.11.5.2.4: Oxygen concentrator filling systems are FDA-approved and have been in use for many years with excellent safety records. The inherent risks associated with typical transfilling\* do not apply to oxygen concentrator filling compressors.



# OXYGEN CONCENTRATORS

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Limitations were placed on these systems to prevent the risks associated with larger, higher-flow, or higher-pressure systems being introduced into the patient environment. The cylinder size was limited to cylinders normally used for patient ambulation. The filling rate was limited to prevent excessive heating of the cylinder contents. The filling pressure was limited based on existing industry practice.



*Twin Oaks Assisted Living*

**11.5.2.4.1:** The cylinder contents shall not exceed 700 L (25 ft<sup>3</sup>).

**11.5.2.4.2:** The flow shall not exceed 5 L/min (0.2 ft<sup>3</sup>/min).

**11.5.2.4.3:** The pressure shall not exceed the Department of Transportation (DOT) rating of the cylinder or 20,700 kPa (3000 psi), whichever is less.

**11.5.2.4.4:** The cylinders shall be in accordance with DOT requirements or those of the applicable regulatory agency.

## Is a resident of a residential care (RCF) or assisted living facility (ALF) permitted to fill cylinders in their own room?

After careful review of NFPA 99, 2015 Edition standards, SLCR will allow the filling of cylinders from oxygen concentrators in resident rooms by a resident or facility staff.

SLCR will not consider the filling of cylinders from oxygen concentrators as “transfilling”\* or as a fire hazard, as long as RCFs or ALFs follow manufacturer’s specifications and the NFPA 99, 2015 Edition, sections 11.5.2.4 through 11.5.2.4.4.

Furthermore, an RCF or ALF must have clear written procedures and safety policies in place that address, at a minimum, resident training and capability to fill their own cylinders, use, storage, signage, evacuation and other safety concerns.

*\*Transfilling is the process of taking a gas source, either compressed or in liquid form, and transferring it to a different container.*



## Board of Nursing Home Administrators'

# Renewal Notices

Licensed administrators due for a 2015 license renewal should have received a postcard reminder. The postcards were mailed April 1, 2015. The license renewal application and instructions are available on the Board of Nursing Home Administrators' revamped

and updated website, <http://health.mo.gov/bnha>. Administrators should keep the board updated with any personal contact and employment information. Those changes can be emailed to the board at [bnha@health.mo.gov](mailto:bnha@health.mo.gov) and should include an administrator's license number.

# HETTIE HOLIDAY *Resident Spotlight*

By Kathy Medlock, Marketing Coordinator, Lincoln Community Care Center



**R**esident Hettie Holliday, 103, rode a motorcycle last year and was still driving a golf cart two years ago. Born in Pilot Grove, Mo., this Mexican food lover and dancer comes from a line of centenarians. Her aunt lived to age 103; her mother lived one month shy of 100. Hettie attributes her longevity to the grace of God and living a clean life.

Hettie and her first husband, George Spry, were married 60 years and had two children, Janis Lilly, and Wayne. After George's death in 1987, Hettie met and married Glenn Holliday, a drummer in a band. The two were married 10 years and then Glenn passed away.

Hettie, who worked at Town and County Shoe Factory in Sedalia until age 62, has a wonderful sense of humor. She loves to play Farkle, dominos and listen to any type of music. Her memory is clear and sharp and she only uses a walker to get around.

She grew up on a farm. "We were always happy," she says.

Today, she misses getting out and going to church on Sunday. "But other than that," she says,

"I am very happy and very glad to still be alive."



# MARGARET WEST

*West, a Castleparke Retirement Campus resident, worked 42 years in what is now the Department of Health and Senior Services*

*By Tracy Niekamp, Licensure & Certification Unit Manager, Section for Long-Term Care Regulation*



*Photos: Margaret West with flowers, a cake, and Tracy Niekamp of the Section for Long-Term Care Regulation*

**M**argaret West, 95, remembers a time at the Department of Health when no one kidded around. It was 1941, and she had just moved from her parents' home to Jefferson City to work for the Administrator's Office. Unlike today, people were very serious in the work environment, she said.

Her job prompted her to share an apartment with three other girls, and that experience taught her about cooperation and how to cook. Two of the girls would buy groceries and cook for a week, while the other two kept the place clean.

Margaret, born in Wheeling, Mo., a small town east of Chillicothe, also has a vivid childhood memory that involves the many chores she and her three siblings were assigned.

"I remember so well going into the pasture to bring the cows in so we could milk," she says. "I would be singing—happy as a lark! The cows got to where they would hear me singing and just start coming toward me when they heard me."

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# MARGARET WEST

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Margaret also recalls knowing her future husband, Buel West, long before she dated him.

“I knew him before the war,” she said. “I had dated his brother. After his brother died, Buel went overseas for five years. When he came back we started dating, and we got married.”

## Margaret Gives Birth

At age 32, Margaret gave birth to their son, Dale, and continued to work outside the home, an uncommon feat for women in 1951. But it was important to Margaret. Luckily, the couple’s landlady loved babies and volunteered to take care of Dale, allowing Margaret to go to work for the Missouri National Guard.

Buel, who sold and repaired office equipment, and Margaret took Dale many places. But the two also liked a night out alone.

“Every once in while we would go dancing,” she said. “I love to dance. Our favorite place was called The Musical Pig, located on Missouri Boulevard. We would dance to the jukebox.”

When Dale was only 12, Buel died. Margaret recalls being stunned and shocked.

## You and Me Against the World

“I told Dale, it’s you and me against the world.”

Shortly after Buel’s death, Margaret’s mother also died. Margaret used her mother’s inheritance for house repairs, so she didn’t have to worry about a roof over their heads.

“We did better than I thought we might,” she said.

Margaret returned to work in what is now the Department of Health and Senior Services, logging a total of 42 years before turning 95 and retiring last spring. Her work history also includes volunteerism.

Margaret moved to Castleparke Retirement Campus in February 2014. “You can make friends here,” she said. “I’ll know them for the rest of my life. They are my friends.”



Photos: Margaret West, top; Margaret and a few Section for Long-Term Care Regulation staff members, bottom

# KRISTEN EDWARDS HEADS

## *Section for Long-Term Care Regulation*

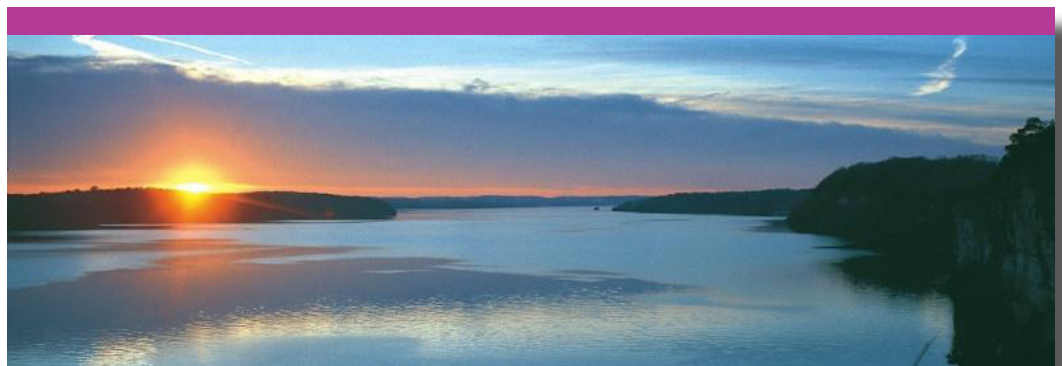
**K**risten Edwards became administrator of the Section for Long-Term Care Regulation last October. Most of her 20-plus years in state government have been with the Department of Social Services, in the MO HealthNet Division. There, Kristen started as a correspondence and information specialist in 2001, answering Medicaid-coverage questions from participants and the public. Through the years, she progressively moved into positions of higher responsibility, serving as deputy director for the Missouri Medicaid Audit and Compliance Unit, and later as an assistant deputy director with the MO HealthNet Division. She was responsible for Long-Term Care and Home- and Community-Based Waiver services.

Kristen, a Sedalia native, holds a bachelor's degree in Business from Central Missouri State University. She is thrilled to join the section and brings a wealth of governmental and administrative experience. She looks forward to working with residents and families, as well as organizations and associations.

In her free time, Kristen enjoys the Lake of the Ozarks. She also loves to travel, but without schedules or plans, so it's a "true vacation."



*Photos: Kristen Edwards, administrator, Section for Long-Term Care Regulation, top; Lake of the Ozarks, Mo., bottom*



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