

New Generations

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VOLUME 12, ISSUE 1

- PAGE 2** **ON THE ROAD... TO CULTURE CHANGE – VISIT TO ROCKHILL MANOR**
- PAGE 4** **CERTIFICATE OF NEED QUARTERLY SURVEY GOES GREEN THIS SPRING**
- PAGE 8** **UPDATE: PUPPIES FOR PAROLE – LARRY THE HERO!**
- PAGE 10** **SUGAR CREEK PROVIDES CREATIVE EXPRESSION OPPORTUNITIES**
- PAGE 12** **PIONEER NETWORK'S ANNUAL CULTURE CHANGE CONFERENCE COMES TO KANSAS CITY**
- PAGE 14** **RESIDENT SPOTLIGHT – VICTOR BRENIZER**

Cover photo courtesy of Rockhill Manor

Collaborative Brings 95 Percent of Missouri Nursing Homes Together

Missouri Makes All-Teach, All-Learn a Reality

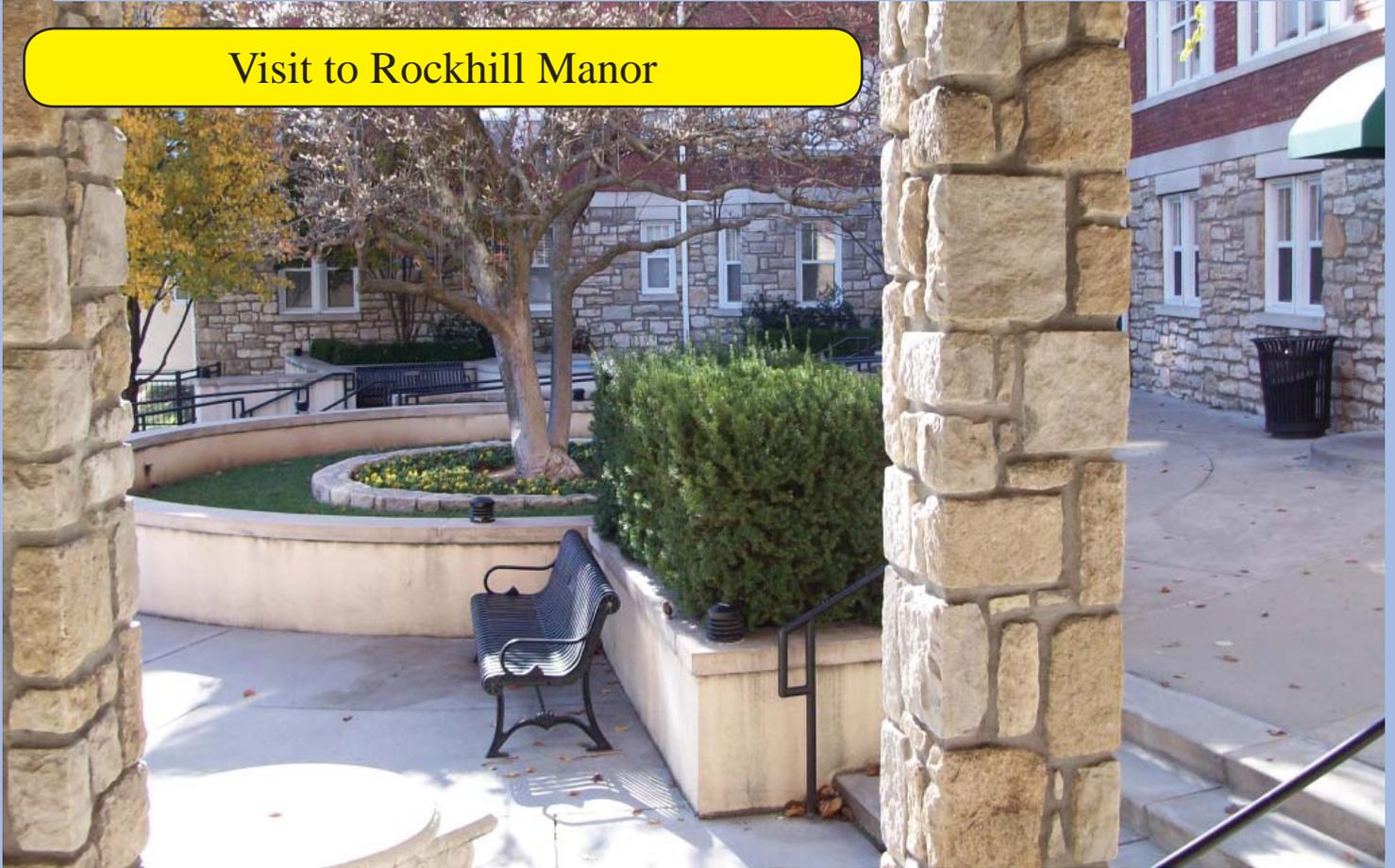
Nursing homes that have worked with Primaris, the Medicare Quality Improvement Organization for Missouri, know multi-disciplinary quality teams lead to better health outcomes for residents, satisfied and stable staffing and a better bottom line for the homes.

In past years, Primaris projects were limited to a small number of providers. In 2013, Primaris launched its nursing home collaborative, Show-Me Quality: Quality Assurance and Performance Improvement (QAPI) in Action, and invited all Missouri homes to participate.

continued on page 6

On the Road... to Culture Change

Visit to Rockhill Manor



by Sam Plaster, State Culture Change Coordinator

80-year-old magnolia tree in the courtyard

In November 2013, I visited [Rockhill Manor Assisted Living](#), located in Kansas City's historic Southmoreland District. The home can serve 190 individuals with chronic mental illness. It also has a 10-resident respite unit that provides a 30-day behavioral health program through Truman Medical Center. Rockhill is licensed by both the Missouri Department of Health and Senior Services and the Department of Mental Health.

Rockhill was originally an upscale hotel, built in 1916. Under the leadership of Rockhill Manor Co-founder and Owner Owen Gahagan, Jr., the building and grounds have been meticulously maintained to retain the historic and luxurious atmosphere. Unfortunately, Mr. Gahagan passed away in 2012. His wife Judy now serves as president and has continued the legacy.

Nonprofit [Rockhill Academy for Independent Living](#) operates within Rockhill Manor, and provides support, education, transitional living, and community involvement for Rockhill residents. Daily, peer-led recovery classes deal with schizophrenia, anxiety, depression, and coping skills. Educational classes focus on math, history, reading, art and foreign languages. Other courses on job and computer skills, budgeting, medication management, food and cooking, and personal hygiene help residents who wish to transition to independent living. Rockhill even owns two private homes and a five-unit apartment house across the street, where residents can live and receive assistance before going out on their own.

continued on page 3

On the Road... continued from page 2

Rockhill is very involved in the local community. It is a member of the Southmoreland Neighborhood Association and Neighborhood Watch. Many residents take regular walks to the nearby Casey's convenience store and also spend a lot of time at Gillham Park, just across the street from Rockhill. Rockhill's 14-passenger van and another smaller van take residents to museums, festivals, fairs, shopping, baseball games, theaters and concerts. Other popular resident activities include volunteer and paid work, such as managing the library or working in the dining room.



The academy walls are lined with residents' artwork

Administrator Jenifer McGowan told me about the big annual Christmas party. Residents fill out wish lists, which the home tries to accommodate. Staff members support the party through payroll-donation deductions. A resident dresses as Santa Claus and Ms. McGowan dresses as Mrs. Claus.

I found the Rockhill environment very relaxed and everyone was friendly. As I toured the home, I was greeted with smiling faces everywhere. I overheard several conversations about recent sporting events and activities. I was there several hours and never saw anyone who appeared to be unhappy or complain.

Administrator McGowan and I discussed many aspects of Rockhill life that contribute to the overall positive environment: the beautiful building and grounds, and the academy classes and activities. Another key factor is competent and dedicated staff. Most staff members have been there five years or more. Each Rockhill management team member maintains a resident case load, and assists his or her residents with resolving any issues. Director of Nursing Wanda Gunn said, "We're like a big family." She also said knowing the residents well and having doctors respect her opinions contribute to the overall good care that Rockhill provides.

Ms. McGowan said good medication management is also important; in fact, so important, that the home created its own pharmacy in 2001. According to Rockhill Pharmacy's website, "It was Owen's belief that pharmaceutical care shouldn't be created for a care facility, but rather that pharmaceutical care should be created by a care facility."

My visit occurred during lunchtime, so Ms. McGowan invited me to dine with them. Individuals who require staff assistance are served first.

continued on page 13

Certificate of Need Quarterly Survey Goes Green this Spring

No more paper surveys to fill out, fax, scan or mail every quarter!

by Lisa Veltrop, Health Program Representative II, Section for Long-Term Care Regulation

Each quarter, the required Certificate of Need (CON) surveys are mailed to the administrator of every licensed home in Missouri. The surveys are difficult to complete, require manual calculations and can be quite time consuming. In addition, an administrator might be new to the home or unfamiliar with whoever normally completes the survey. It may be the home's licensed operator, administrator, director of nursing, bookkeeper or office manager. If you are unsure, we encourage you to ask the operator of your home.

Starting April 1, 2014, the required CON quarterly surveys can be completed online! Skilled nursing, intermediate care, assisted living and residential care homes must complete the *First Quarter 2014 Certificate of Need Survey* by April 15, 2014.

We hope this will make the quarterly reporting process faster and easier and reduce errors. The new online system performs calculations for you. Each licensed home's administrator will receive an informational mailer, via USPS, that contains instructions and a unique Personal Identification Number (PIN) to access the new online system. Please be sure to keep the PIN for your records, as it will not change. A representative from your home or the licensed operator of your home may request a PIN change at any time by contacting our office. PINs are selected and assigned at random, and may not be customized at this time.

In addition, the new system allows you to make corrections. If you submit your survey and then discover you want to make a correction, you may log in, make changes and re-submit the survey at any time during that quarter's open-survey period.



continued on page 5

Nursing Home Collaborative continued from page 1

Initially, Primaris hoped to recruit at least half of Missouri nursing homes in the effort. The response was astounding. Four hundred ninety-seven Medicare-certified nursing homes – more than 95 percent of all Missouri's skilled nursing homes – quickly signed up for the collaborative. Some homes from Kansas and Illinois also joined.



“Homes were eager to learn from each other and to prepare for the new Quality Assurance and Performance Improvement regulations,” said Deborah Finley, Primaris’ director of Nursing Home Services. “The number of nursing homes participating in our Show-Me Quality collaborative has far exceeded that of every other state in the nation.”

The collaborative kicked off in March 2013 with an obvious focus. By July 2014, 497 partner homes will implement proactive quality improvement techniques used in QAPI, touching the lives of more than 36,000 Missouri nursing home residents every day.

One might consider that an ambitious goal, but it is one Primaris and its partner nursing homes were eager to tackle. Primaris would provide clinical education, practical implementation of quality improvement techniques and networking opportunities. Each home would pick a clinical or business area and use the Plan Do Study Act (PDSA) cycle to make improvements.

With so many homes, all with different needs, Primaris knew a one-size-fits-all approach would not work.

Since March 2013, Primaris has:

- Hosted 11 webinars on reducing falls, antipsychotic reduction, resident safety culture and more.
- Coordinated 11 workshops, giving homes the chance to come together to problem-solve, learn from one another, and create solutions on the delivery of care.
- Formed six regional affinity groups on QAPI, INTERACT, and more.

Efforts have paid off.

- Three hundred ninety-seven nursing homes have participated in at least one collaborative event; many homes have participated in upwards of five and 10 events.
- Homes are asked to select a topic, decide how to measure progress and report to Primaris if they are seeing improvement. To date, 337 homes have a method to measure and 277 are reporting improvement toward their goals.
- In all, 213 homes completed their QAPI self-assessment.

To celebrate and recognize homes’ achievements, Primaris launched the Show-Me Quality Games in fall 2013. The games are a simple way for homes to improve resident care while testing quality improvement techniques needed for QAPI.

continued on page 7

Nursing Home Collaborative continued from page 6

The games have four levels: gold, silver, bronze and copper.

Requirements of each level tie directly to

- Attending collaborative events;
- Submitting a QAPI self-assessment;
- Completing a PDSA cycle;
- Creating a quality improvement team; and,
- Sharing lessons learned.

Homes are already beginning to achieve new levels in the

games; the very first nursing home reached gold in the first month the games were launched.

Gearing up for the final phase of the collaborative, Primaris will be working with the homes to tackle upcoming QAPI regulations. By the end of the collaborative this July, homes will be ready to write their QAPI plans.

To facilitate QAPI preparation, Primaris is hosting small affinity group meetings across the state. Between January and March 2014, a QAPI webinar series will begin and culminate in an all-day learning session in four regions of the state. At the final event, Primaris will recognize and celebrate homes that reached gold in the games. To learn more about what is occurring in your area and to see a calendar of events, visit www.primaris.org or contact Deborah Finley at dfinley@primaris.org.

“It’s exciting to see homes really target areas to improve resident care,” said Finley. “We’re looking forward to the spring when we can see tangible results and celebrate the achievements these homes have made.”

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Update: Puppies for Parole

by Sam Plaster, State Culture Change Coordinator

The Missouri Department of Corrections' Puppies for Parole Program was featured in New Generations' spring edition. Shelter dogs go to prisons for an eight-week obedience and socialization training to become more adoptable. They are matched with specially chosen offender-handlers.

Department of Corrections Director George Lombardi was also a featured speaker at the MC5 (Missouri Coalition Celebrating Care Continuum Change) annual culture change conference. He encouraged long-term care homes to consider adopting one of the program's specially trained dogs. Mr. Lombardi and his staff brought along dogs that were in the process of completing the training, including two slated to be adopted by Loch Haven in Macon (Larry and Johnny).

continued on page 9



Johnny at the annual MC5 conference in Columbia, Mo.

photo by Susan Tonarely

Puppies for Parole continued from page 8

In June, I attended the Alcoa Correctional Center Puppies for Parole graduation to witness the ceremonial passing of the leash for Larry, Johnny, and 19 other dogs that went home with new owners. The graduation ceremony kicked off when an offender using crutches walked to the front of the room and lay down on the floor, with almost nobody noticing. Out of the corner of my eye, I noticed Larry darting through the crowd, headed toward the offender. When Larry arrived, he sat next to the offender and barked. That prompted Larry's handler to come forward and praise Larry for a job well done. It turns out that Loch Haven requested that Larry receive special training to notify staff in the event a resident falls.

Since attending the graduation, I have visited Loch Haven and witnessed the positive affect Johnny and Larry have on residents, staff and visitors. I've also received reports of how the dogs have impacted individual residents' lives. Most recently, I learned that Larry's special training has paid off. One day he became fidgety, started pacing, and then wandered off. Shortly thereafter, he was heard barking and continued to bark until staff arrived at his location. Larry stood next to a resident who had fallen and was still on the floor. Once staff helped the resident up, Larry licked and licked the resident's face, seemingly telling him that he was glad the resident was okay. Larry has been the talk of the home; staff and residents call him their "hero."



Larry greets people at the annual MC5 conference in Columbia, Mo.

photo by Susan Tonarely

- For more information about the Puppies for Parole Program, visit <http://doc.mo.gov/DAI/P4P.php> or
- www.facebook.com/MissouriPuppiesforParole, or
- contact Puppies for Parole Coordinator Cyndi Pruden
- at 573-526-6548 or Cyndi.Prudden@doc.mo.gov.

Sugar Creek Assisted Living and the Arbors Memory Care Provide Opportunities for Creative Expression

By Mary Duban, Administrator, Sugar Creek - Assisted Living by Americare

Many studies explore the physiological effects of creative expression on the brain and body. The hypothesis is that art can change and heal the brain and the body. Creating art can be a calming and soothing experience and may possibly change neurotransmitters, synopsis, memory and mood.*



Resident Sis, age 99, shows one of her recent watercolor paintings

Creating opportunities for creative expression in the assisted living and memory care setting can have a powerful impact on a resident's quality of life.

It is no secret that music is a common initiator of movement, and it positively affects older adults in the long-term care environment. Older adults may experience eyesight and memory loss, or their physical abilities may have declined, but caregivers have witnessed residents singing every word to the old-time tune "You Are My Sunshine." In the world of the arts, music is indeed an important venue to evoke emotion, creativity, movement and a sense of belonging.

Painting, clay, collage, and drawing can all have a dramatic, positive effect on persons suffering from Alzheimer's disease, depression, anxiety and other conditions.

continued on page 11

Creative Expression continued from page 10

Creative expression can give them a voice, a sense of worthiness, a sense of accomplishment and productivity. Such expression also offers an opportunity to touch and connect with art materials as part of a group.

Whatever the creative material, the response to color, texture, expression and movement is a language all its own.

Doctors told Ms. Laura Connelly, 86, that she might have only 24 hours to live. Laura's daughter, Carmen, was not ready to give up on her mom. Carmen immediately brought her mom a canvas and some paints, hoping to revive her mother's former love. Carmen continued to encourage her mom to express herself through the arts. Laura lived for another 18 months.

Residents at Sugar Creek and the Arbors in Troy, Mo., are provided opportunities to express themselves with painting, music and other arts. Caregivers have seen a significant decline in residents' challenging behavior as a result of these opportunities. Residents are more productive and gain a sense of purpose, and their family members are delighted by the outcomes.

*From "Learning, Arts, and the Brain, The Dana Consortium Report on Arts and Cognition," <http://www.wjh.harvard.edu/~lds/pdfs/DanaSpelke.pdf>



Resident Virginia, age 97, enjoys a variety of art projects

“There are painters who transform the sun to a yellow spot, but there are others who with the help of their art and their intelligence, transform a yellow spot into the sun.” - Pablo Picasso

Nation's Largest Conference on Culture Change Comes to Kansas City



Pioneer Network's 14th Annual Culture Change Conference, "Journey to the Heartland," will be held Aug. 4 to 7, 2014, at the Sheraton Kansas City-Crown Center in Kansas City, Mo.

Now is a great time to review your training budget to ensure staff can attend.

Visit www.pioneernetwork.net to learn more.

On the Road... continued from page 3

Ms. McGowan and I went through the cafeteria-style serving line, along with the other residents, viewing the food and making our choices. The baked chicken, yams, and apple cobbler were delicious. Along with the main menu choices, a salad bar, sandwiches, and other items are always available. All the food is homemade. I have a feeling that the quality of the food is also a big contributor to the positive environment. I know I certainly was satisfied.

Residents can enjoy the courtyard at any time. The courtyard centerpiece is an 80-year-old magnolia tree, dedicated to the memory of a former employee who saved it from being cut down. There is also a beautiful fountain. In addition to outdoor smoking areas, Rockhill has a large indoor smokers' lounge with an incredible air-exchange system. As a nonsmoker, I'm very sensitive to smoke. While it is probably not a place I would spend much time, I was able to visit comfortably in the lounge.

Rockhill keeps many hand-sanitizer dispensers throughout the building, and made it through the last flu season without a single flu case. They accept donations of new or gently used clothing and have an area where residents can shop for free. Some residents have refrigerators and microwave ovens. A community cat makes himself at home and a married couple has a personal cat.

Rockhill has been through tough times over the years. Nine generators had to be brought in to heat the building during the 2002 ice storm. That storm prompted the home to buy a large on-site generator that could heat the whole building. One summer that generator kept common areas in the home cool, despite an 18-hour power outage from a felled tree on a power line. Six or seven years ago, a large fire caused \$1 million in damages and required total evacuation during renovations.

Continuous renovation is required to maintain Rockhill. Ms. McGowan showed me several areas that are being renovated. I was amazed at the installation of real oak hardwood flooring. In addition to three full-time maintenance employees, I spoke with a private contractor-renovator. He said he spends about six months a year working at Rockhill Manor.



Computer Lab



Clothing shopping area

Resident Spotlight

Mr. Victor Ivan Brenizer

Knox County Nursing Home
Edina, Missouri



Victor, age 92. The home took a group of residents to the new fitness center in the community.

by Tim Schrage, Administrator

Victor Ivan Brenizer was born May 10, 1921, in Schuyler County, Mo. It seems Victor was in a hurry to do everything in life. He started school just before he turned five and graduated from high school the day before he turned 15. He says he was a good student and enjoyed school.

His home was a historical site, and perhaps it helped him develop a love of history and interest in happenings all over the world. He traveled a good portion of the world. He was introduced to the queen of England as a small boy, and she patted him on the head and pronounced him a lovely child. As a teenager, he witnessed Adolph Hitler's first public speech.

Victor attended prep school in Kansas City, Chillicothe Business College, and Temple University in Philadelphia. His first job was with Dunn and Bradstreet in St. Louis. He later moved to Quincy, Ill., where he spent most of his life. He worked several years for Firestone Tire and Rubber. He also managed several Quincy restaurants before moving to Scottsbluff, Neb.

continued on page 15

Victor Brenizer

continued from page 14

One of the great loves of his life is his church. Over the past several years, he has devoted much of his time and energy to community and church work in Nebraska. Victor was Senior Warden of the St. Francis Episcopal Church. He is a licensed lay reader in both Nebraska and Illinois.

In 2011, Victor moved to Knox County Nursing Home, near relatives. Here at the nursing home, we all enjoy hearing about this gentleman's adventures. Victor plans his day so as not to miss anything. He has a great sense of humor and the sound of his laughter is unforgettable. Recent medical complications had a potential of altering his activities of daily living, but Victor was determined not to let this happen. Victor overcame those setbacks and pretty much resumed his normal routine.

He is the president of our home's Resident Council and encourages other residents to become involved. As president, Victor is a great spokesperson. He feels it is his obligation to address matters to me, the administrator of the home. His approach is very businesslike, yet sincere. I appreciate Victor because he gives good advice to others on how to handle situations. He communicates well with everyone.

Other residents say that Victor is a great friend, always willing to help others, always has a smile on his face and is very helpful. They also say Victor is a very positive person, upbeat, caring and compassionate. Victor is well-respected by family members of other residents because they see his charitable nature. Other residents' families have even taken Victor on outings to enjoy his company, and show their respect and admiration for him.

Mr. Victor Ivan Brenizer's story was selected for New Generations' winter edition before he passed away on Sept. 18, 2013.

I called Victor that morning at the hospital, and I could tell by the sound of his voice that he was not feeling well. They told him he had some problems with his heart. Even though he could not speak very well and felt poorly, he wanted to know how my board meeting went and whether the remodeling project was approved. Vic died a few hours afterward. He was a positive, encouraging person who had interest in people to the very end. He was a special person who was admired and respected by everyone at our home, including staff, residents, and family of other residents who appreciated how he looked after them. We will miss him.

- Tim Schrage, Administrator



Do you have a special resident to nominate for the Resident Spotlight? Residents featured may have a special talent, lived an adventurous life, given back to their community or experienced other types of accomplishments. Homes must ensure all privacy policies are followed. To receive a nomination form, please call 573-526-8514.



Missouri Department of Health & Senior Services
Section for Long-Term Care Regulation
P. O. Box 570
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If you have suggestions for future articles, please contact Lisa Veltrop at 573-526-8514 or send an email to Lisa.Veltrop@health.mo.gov.