

WILSON HEALTH CARE CENTER

UPDATES FROM THE ADMINISTRATOR

The Wilson Health Care Center is continuing to work on its Dining Transformation journey. This month you will see clothing protectors replaced with burgundy napkins. The purpose of this transition is to provide residents with a dignified dining experience. The napkins are extra-large to provide plenty of protection for our residents. All associates are being educated on this transition and on ways to assist residents in protecting their clothing during meals. If you have any questions or concerns regarding this process, please contact your Nurse Manager.

We are also proud to announce some exciting results from the 2010 Maryland Nursing Facility Family Survey. This survey, conducted by the Maryland Health Care Commission, objectives are to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including geographical region, facility size, and ownership type. Responsible Parties for residents residing in the Wilson Health

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Max Wallack's Puzzles to Remember

In March, 2011, a package containing two jigsaw puzzles with over-sized pieces arrived in Elaine Kielman's office from the leading puzzle manufacturer, Springbok. Elaine, Director, Volunteer/Activities, was surprised because she hadn't ordered anything. She called Springbok to find out more, and what she learned was amazing.

Puzzles to Remember is the brainchild of a now 14-year-old eleventh grader at Boston University Academy in Massachusetts, Max Wallack. Having been heavily involved in the care giving of his great grandmother, who died of Alzheimer's when he was 12, and having had the

opportunity to observe the positive effects doing puzzles had on Alzheimer's patients, Max decided to



WHCC Resident Tackles Donated Puzzle

campaign for resources to send puzzles to various care facilities in Massachusetts, an effort that would soon mushroom into distribution all over and even outside the US.

When I contacted Max through Facebook for an interview, he indicated that Springbok's involvement was an important factor in the success (Continued on Page 6)

WHCC Welcomes New Chaplain

The Rev. Chuck Leger is the new staff pastor at the WHCC. Board certified as a chaplain by the Association of Professional Chaplains, Rev. Leger is ordained by the United Methodist Church and is especially interested in the spirituality of the elderly. He comes to Wilson from his



Rev. Chuck Leger

prior role as a chaplain at Suburban Hospital, Bethesda, Maryland and also has served churches in Pennsylvania and Maryland.

As part of the interdisciplinary team of Wilson and as a member of the Pastoral Care Department, Rev. Leger will visit residents and work with the staff in meeting their spiritual needs, provide spiritual programs, worship services and special services as needed.



In Honor of Nurse Cleo for 30 Years at WHCC!

Cleo, who began working at WHCC February 1981, describes her experience at WHCC as very positive, and is complimentary of the atmosphere. "It's very busy, but there is no pressure to rush patients. That makes it rewarding. Everyone gets along, and it's a joy to be here."

From comments written about Cleo by co-workers and Helena Ford, RN Nurse Manager, the feelings are obviously mutual:

"Cleo is a very bright, bubbly and energetic person. She assists and is helpful to everyone's needs. Always dresses very professional and appropriately for work. She has a wonderful disposition with making new staff members, as well as families of our residents, feel very welcomed." Sochena Bell, GNA

"Cleo always dresses perfect. Even at the end of the day you don't see a strand of hair out of place. She is friendly, and I feel free to ask for help anytime from Cleo." Jay Jaywardene, GNAII

"Cleo is a shining star and very professional GNA with a wonderful smile and beautiful laugh. All her residents love her special attention to their needs. She is an excellent, very productive member of our 2-South Care Team. I look forward to working with her for many more years." Helena Ford, RN Nurse Manager.

Congratulations Cleo!

Take Our Daughters and Sons to Work Day

April 28, 2011 WHCC will hold *Take Our Daughters and Sons to Work Day* for kids ages 8 to 13, an event instituted 18 years ago by the Ms. Foundation. Don't forget to register your kids by April 15 (deadline).

Take Our Daughters and Sons to Work Day has been a big success at WHCC. Help make it equally successful in 2011!

Call Sharon Bennett on Ext. 4200 for more information!

Fourth Floor Activities Department Launches Skyping for Connecting Residents to Loved Ones

Skyping Enables Former Resident Nelda Drinkwater to Attend Family Reunion Virtually

“Skype” is a computer-based online voice and video program which was launched on WHCC’s 4th floor Saturday, March 12, 2011, when the late Mrs. Nelda Drinkwater interacted with over 100 of her relatives at their annual family reunion in Blackshear, Georgia.



The Late Mrs. Nelda Drinkwater

As Nelda described the experience, “It was like seeing [my loved ones] appear on TV, except that we could see and hear each other and carry on a conversation as though we were sitting right in the same room.”

In addition to Nelda’s one-on-one visits during the reunion, one of her nephews arranged for a group conference (for a modest fee) so she was able to chat with her relatives in Georgia, her sister in Florida, her brother in Tennessee, and her niece in California—all at the same time. “It was the next best thing to actually being there,” Nelda said.

As an added treat for Nelda and her family, one of her relatives carried his laptop (on which they were “Skyping”) throughout the house and grounds at the site of the reunion, so she was able to visit one-on-one with everybody, up close and personal. Skype afforded Nelda greater mobility than she would have had if she had attended the family reunion in person, and it maximized the time she could share with everyone.

At age 98, Nelda was the crown starring role at the gathering: before the family feast, getting to for the first time, imparting words and the young folk who will soon college, and reminiscing with the days.

“It was the next best thing to actually being there.”

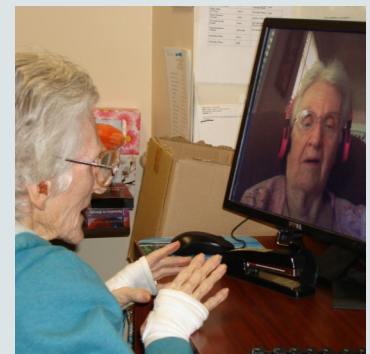
jewel of her family, and she played a saying grace onscreen for the crowd see the newest members of her family of wisdom to the recent newlyweds be graduating from high school and older generation about the good old

Truly a golden opportunity for Nelda, she and her family couldn’t thank the Wilson Activities Staff enough for making it possible. “It’s absolutely amazing,” Nelda said. “Out of this world!”

The Skype service is free and available for all residents to use. Please contact Elizabeth Glazer, Activities Coordinator (301-216-4214) to sign up for a virtual visit with your loved ones.

Kathy Sloan (Nelda’s daughter) and Elizabeth Glazer

(In Memory of Nelda Drinkwater)



A.L.I.V.E to Sponsor Women's Expo May 13, 2011

Save The Date: Friday, May 13, 2011, 7:00 a.m. to 4:30 p.m. for the first WHCC A.L.I.V.E. Women's Expo! A.L.I.V.E stands for All Leaders Involved in Voicing Expectations for change, and its goal is to bridge, develop and foster relationships between associates, residents and their families.

The Expo will include guest speakers, informative workshops, vendors, and a cultural fashion show—something for everyone—residents, associates and families.

We need volunteers to become a part of this wonderful project. Anyone wishing to work on a committee should contact Murvell Delpino in Activities at mdelpino@asbury.org or call Ext. 4213. The first committee meetings will take place during April at various times to accommodate all 3 shifts!

Murvell Delpino

Please Welcome Mamta Sood to the Finance Office!

Stop by and say hello to Mamta Sood, who has recently joined WHCC as Eligibility and Benefit Coordinator and helps with the Medicaid process; and Linden Munroe, Billing Specialist, who handles Residential Living.

The Billing Office hours are 8:00 a.m. to 4:30 p.m. weekdays. Linden and Mamta encourage you to call or make an appointment to answer any questions you may have. Mamta's number is (301) 216-4306 and Linden's is (301) 987-6088.



Linden Munroe and Mamta Sood

CULTURE CORNER:

Dining With Dignity

The use of a clothing protector has been the industry standard for many years. As we travel the culture change journey and look at life with our new set of eyes; some of the things we use to do don't feel or look just right. In the next couple of weeks everyone will see the clothing protector disappear and in its place . . . A new cloth napkin will be used.

You can tell it's the right one, because it will be maroon in color and twice the size of the white cloth napkins. Some of you might wonder why the change? An over sized napkin is more dignified; everyone knows how to use a napkin, and if we look at what we use at home . . . it would be a napkin. As our dining transformation occurs, so will a sense of grace!

Barbara Morrison

A Perky Pet Appreciates the Perks

Dear Editor:

When I heard that you were going to include this column in the April issue of the *Communication Link*, I decided to write.

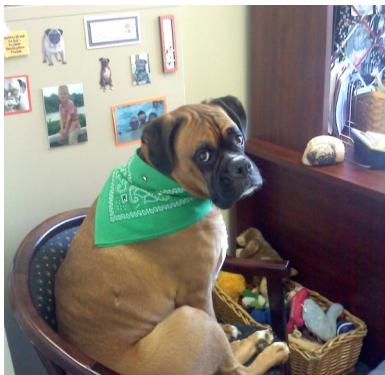
I think I can speak for all of the pet volunteers, especially me and the other regulars, Tara, Kaleb, Lonn, Charlie, Jake and Daniel, when I say that we appreciate all the recognition we get, like the Pet of the Year extravaganza, and the fashion shows.



Scarlet

We know the residents appreciate us for going through the

rigorous interview process when we have to show proof of shots and pass a temperament test; because they are so kind, and we get pet a lot. We love getting to visit with them.



Max

Associates are also kind, and tolerant. The other day, for example, when I was all the way under your chair before you even realized I had walked into the room, you cheerfully responded to me. I was being especially quiet since my brother Max made you nearly jump straight up out of that same chair your first week here when he had quietly entered the room and barked when you were hyper-focused on some computer project. Max looks shy in the picture, but he's actually very friendly.

We are glad you are honoring the Human Volunteers with a special tea, and they deserve it; especially when we get so much attention for our special gifts of helping to lower blood pressure in patients and lighten the mood of depressed patients. (How many human volunteers can say that there is scientific evidence showing that *their* companionship enhances endorphin production in the brain by reminding them of their childhood pets?)

Please keep the attention coming. It helps us to ignore the restrictions applied to us, such as being banned from the cafeterias. No, seriously, the perks more than make up for any inconveniences.

By the way, I overheard you asking Elaine Kielman, Director, Volunteers/Activities, what our salaries were the other day; and her reply: *"Double what they were last year."* Cute.

Scarlet



Contact the Volunteer Office for information about bringing a family pet for a visit or registering an associate pet, Ext. 4225 and 4223.

Max Wallack's Puzzles to Remember

(Continued from Page 1)

of the project. Entirely at their own expense Springbok invested in a new puzzle making machine for the Alzheimer's puzzles. When asked what he wanted out of the arrangement, Max requested that the puzzles be sent to as many care facilities as possible. In addition, they supplied Max with several hundred free puzzles which he ships himself, along with other new or gently used puzzles he collects from overstock sources and from the general public. To date, over 6345 have been distributed to over 586 facilities throughout North America.



The Puzzles, of Nostalgic Scenes, Are 12-36 Pieces Each

At WHCC, the puzzles are well received, and are being used in the Memory Support Unit and on other floors. One WHCC resident's family recently commented "Mama greatly enjoyed working the box of chocolates puzzle . . . [because of] the large size of the puzzle pieces [which] were easy to see and handle."

The puzzles are of nostalgic scenes and are 12 to 36 pieces each. On the Puzzles to Remember website, a patient's family member offers another testimonial: "My mother is becoming more confident as she now solves the 12-piece puzzles with ease and is ready for "harder stuff". (I have also noticed her confidence level to have increased in general . . .)"

Research confirms that jigsaw puzzles can stimulate multiple areas of the brain at once, such as those involved in shape recognition, problem solving, and pattern recognition. And "The boost in

self-esteem, when providing an activity that allows [patients] to achieve rather than fail, can be immeasurable." says Carole Larkin, a certified Alzheimer's educator and Geriatric Care Manager in Dallas, Texas, who assists Max with the Puzzles to Remember project.

Max graciously answered questions about other interests and the development of his values: Besides being a child inventor (he had invented other items to assist his great grandmother which would later go on to win national invention prizes); but he was also a child scholar. At the age of 5, he became a Davidson Young Scholar (www.davidsongifted.org/youngscholars/). It was through the founders of this institution, designed for guiding profoundly gifted youth in making a positive difference, that he learned the importance of altruism and giving back to society, he said.

When I asked if he would like to share something special about his great grandmother, he replied "[She] was an extremely devoted parent, grandparent, and great grandparent. Having never had the opportunity to receive a formal education herself, she always stressed the importance of education to her family members." Max takes high school and college courses at Boston University and plans to major in neuroscience, become a Geriatric Psychiatrist as well as conduct research. He frequently writes for the Alzheimer's Reading Room.com.

Max has received various contributions for the Puzzles to Remember project from organizations such as, Harvard Pilgrim Health, J.C. Penney and Women in Development. There is a donate button on www.PuzzlesToRemember.org, where individuals may contribute. The puzzles have also been ordered as gifts in memory of deceased loved ones.

Allie Tucker

Updates From the Administrator

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Care Center for longer than 90 days on July 30, 2010 should have received the survey directly from the Maryland Health Care Commission.

Some highlights from the report include:

- ◆ 96% of families would Definitely Recommend the WHCC. The statewide average is 90%.
- ◆ Overall rating of care is 8.8 out of 10.0 compared to the state average of 8.4
- ◆ Our highest ranking domain is Autonomy and Resident Rights at 3.8 out of 4.0. This compares to the statewide average of 3.5

Overall the results were outstanding. However, there are always opportunities for improvement. The leadership team at the WHCC will be working to analyze the report and identify these opportunities and ways to make improvements at the WHCC.

The complete 2010 Maryland Facility Family Survey is available in the lobby of the Wilson Health Care Center for your review.

Christy Kramer

STAFF DEVELOPMENT CORNER



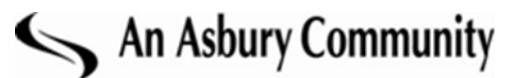
Lisa McDermott

The Education Department welcomes back Lisa McDermott, new Clinical Manager Educator. Lisa has more than 20 years healthcare experience with a background in performance improvement, clinical operations, infection prevention and control, health policy, recruitment and case management. She comes to Asbury from Montgomery General Hospital where she served in multiple roles.

While most of her experience is in the hospital setting, she has experience in long-term care as Nurse Recruiter at Asbury Methodist Village, from 1994 to 1997.

Before coming to Asbury the first time, Lisa was a Charge Nurse and Nurse Clinician at Suburban Hospital. Her office is in the lower level of the Wilson Health Care Center across from the classroom.

Cindy Brown



IMPORTANT CONTACTS

Phone Exchanges:

216 (Extensions 5 & down); 987 (6 & up)

E-mail Address Format:

1st initial+last name@asbury.org

CONTACTS

Wilson Health Care Center Reception

(301) 216-4004

Administrator

Christy Kramer, Ext 4224

Operations Manager

Debbie Hedges, Ext. 6227

Administration Office Coordinator

Barbara Rowe, Ext. 4227

Director of Nursing

Janet Dykstra, Ext. 4135

Assistant Director of Nursing

Diane Edwards, Ext. 4137

Nursing Office Manager

Denise Hall, Ext. 4139

Nutrition Manager, 2nd and 3rd Floors

Flora Kessler, Ext. 4720

Director of Social Services, 4th Floor

Erika Baylor, Ext. 4089

Assistant Director of Social Services

Barbara Mansfield, 301-987-6228, 3 South Unit

Care Manager, Marcia Heap, for the TCU

301-987-6089

Social Worker, Sharon Peska, for the 2nd Floor,
301-216-4216

Admissions Coordinator, Beth Warner, for the
TCU and **Social Worker** for 3 North, 301-216-4192

Senior Admissions Coordinator

Cindy Perez, Ext. 4136

Senior Admissions Coordinator

Paul Beck, Ext. 4098

Director of Activities/Volunteers

Elaine Kielman, Ext. 4225

Volunteer Coordinator

Sharon Bennett, Ext. 4223

Chaplain

Charles (Chuck) Leger, Ext. 4095

Physical Therapy Office coordinator

Carletta Cherry, Ext. 4247
ccherry@flagshiprehab.com

Staff Development Clinical Manager

Lisa McDermott, Ext. 6466

Help make the **COMMUNICATION LINK**
a Wilson Health Care Center
community effort!

Please submit
material for the next issue by
Wednesday, April 27.

But the sooner the better!
Send articles and announcements
for consideration to
ATucker@Asbury.org
Allie Tucker, Volunteer Newsletter Publisher/Editor

