

St. Catherine Labourè CONNECTION

Catholic Health
St. Catherine Labourè
Health Care Center

February 2012

The New Year is already off to a rousing start at St. Catherine Labourè! Here are some of the highlights for February:

Annual Department of Health Survey

St. Catherine Labourè had its annual Department of Health survey in early January. I am pleased to report that we did exceptionally well this year! We had three minor quality of care deficiencies, all of which are easily corrected. Results of the survey and the plan of correction are posted in the lobby and on each floor for your review. I want to thank our associates for their excellent work to care for the residents of St. Catherine Labourè!

Pharmacy Conversion

Beginning in January 2012, St. Catherine Labourè transitioned to a new pharmacy, the "Catholic Health Infusion Pharmacy." This transition is intended to provide enhanced quality and safety standards relating to medication distribution. A letter has been sent to each resident and/or first contact describing more specific details of the conversion. You should have received this letter in the mail. However, if you did not receive the letter please direct any questions to either me or Marie Girling (Social Worker).

My InnerView Results

First, I would like to thank all of the families and residents who participated in the 2011 My InnerView Customer Satisfaction Survey. As you know, we had a record-

breaking participation rate. We received the results in January and have identified the following as priority areas throughout 2012: quality of the dining experience, quality of the meals, responsiveness of management, responsiveness to call lights, and quality of care by medical staff. Keep reading the Connections Newsletter for updates on our progress. Our goal is to provide excellent care and service to everyone who lives at or receives services through St. Catherine Labourè.

Staffing Update

As identified above in the My InnerView section, ensuring adequate staffing is an area of opportunity in 2012. There are two initiatives that we have already implemented to address this opportunity:

- In January we began using a new scheduling software called OnShift. This tool will have a dramatic impact on ensuring adequate staffing by giving management and our scheduler real-time snapshots of shift staffing. OnShift helps to more quickly fill open positions, manage the monthly schedule, and track attendance. Most importantly, this tool helps us ensure that we have the right number of people in the building on each shift.
- We increased our recruitment efforts in January to more quickly fill our open positions. We are currently interviewing for C.N.A. and LPN

positions, primarily on the evening shift. We have had a positive response to our efforts and hope to fill the positions soon. In addition, we are also seeking to hire per-diem associates who can be available to fill open positions should the need arise.

Finally, we are pleased to welcome Mari Hlat and Catherine Mungin to the team as RN Supervisors. Both Mari and Catherine bring many years of combined nursing experience to the team. I know they will be great additions!

Private Dining Room Update

The renovation project on the 3rd Floor Private Dining Room, Conference Room, and storage space continues. There has been a delay in the production for some of the materials needed for the project, which is why construction has not yet begun. We have been told at this point to expect construction to begin in mid-February. We will keep you informed should this time frame change. Thank you for your patience with this project.

Yours in service,



Michael Perrotta
Administrator

February Associate Forum

Attention all St. Catherine Labourè Associates! The February Associate Forum is scheduled for the following dates and times in the Private Dining Room:

- February 14th, 4:00 p.m. and 4:30 p.m.
- February 15th, 1:30 p.m. and 2:00 p.m.
- February 17th, 5:00 a.m. and 5:30 a.m.
- February 17th, 10:00 a.m. and 10:30 a.m.

Please note that your participation in these forums is expected. This is your opportunity to meet directly with Administration to be updated on current Catholic Health and/or St. Catherine Labourè initiatives.

Thank you!

L.O.V.E. Award

If you are looking for a way to recognize an associate who does an excellent job, please submit a L.O.V.E. Award Nomination form. L.O.V.E. means Living Our Values Effectively. The award is presented quarterly to associates who exemplify our core values of Reverence, Compassion, Justice, and Excellence. Past recipients of the award are showcased on a display near the lobby elevators. You may access L.O.V.E. Award nomination forms in the lobby, at the front desk, or by visiting our website, www.chsbuffalo.org/scl.

Let our associates know how much you appreciate their contributions by submitting a L.O.V.E. Award Nomination today!

Family Choice

St. Catherine Labourè is pleased to partner with Independent Health's Family Choice program. The Family Choice program's goals are: to identify potential problems and illnesses before they become serious; minimize unnecessary emergency room visits and hospital stays; and to coordinate care with the resident's doctor, the nursing home staff, and the family. Family Choice plan members receive: regularly scheduled visits from a specially trained nurse practitioner; 24 hour per day, seven day per week access to an on-call nurse practitioner; a care coordinator to manage all aspects of care; and a Family Choice Social Worker to help members and their families with difficult issues. To verify if you or your family member is eligible for the Family Choice program, please contact Marie Girling at 862-1457 or mgirling@chsbuffalo.org

Chaplain Update

To the residents, families, & staff of Saint Catherine Laboure,

I'd like to inform all of you about the new volunteer ministry we hope to start soon here at SCL. This new volunteer ministry is called Guardian Angels. The Guardian Angel ministry provides companionship for residents as they enter their final stages of living. This unique End of Life ministry, offers substitutes for family members who are unable to be with their loved ones in the over-night hours (11pm to 7am) as the residents approach death.

This program is traditionally split into two shifts of four hours (11pm to 3am) & (3am to 11am). A volunteer would only be asked to spend time during one four hour shift on a designated night of their choosing (Sunday – Saturday). This ministry is designed to give families a brief respite and peace of mind knowing that someone is offering support and companionship to their loved one. The loved one will not die alone—someone is at their side.

This is a unique ministry that is both challenging and rewarding. I am a big believer that it is little things in life that matter. The gospel of Matthew 25:37-40, offers great insight into this:

37 "Then the righteous will answer him, 'Lord, when did we see you hungry and feed you, or thirsty and give you something to drink? 38 When did we see you a stranger and invite you in, or needing clothes and clothe you? 39 When did we see you sick or in prison and go to visit you?' 40 "The King will reply, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.'"

Death and dying can be the most difficult and challenging times of any family unit. But the burden can feel less wearisome when just a few people take the time to care, to help. It is my hope that in establishing this ministry for the residents who are near death we can offer support that is tangibly felt & demonstrated.

There will be training offered to any volunteer who is new to this specific ministry. The Guardian Angel's ministry has been

successfully rolled out at several Catholic Health nursing homes in the Buffalo area. It is my desire to see this ministry come to fruition in the near future so we can offer the care and support a resident and their family needs during one of the most difficult seasons of life.

Grace & Peace,

Chaplain Jonathan Moran

How to Cut Calories Without Noticing

The bottom line for successful weight loss is to take in fewer calories than you use each day. By making small changes in your eating habits and activity level you may be able to tip the balance toward weight loss. These small changes can easily fit into your lifestyle which will make you more successful in the long term. Some changes you can easily make are:

- Trim visible fat from meat and remove skin from poultry.
- Use low fat, or better yet, fat free salad dressings.
- Snack on raw vegetables and salsa or fat free dressing instead of chips and dip.
- Choose low fat or fat free dairy products and skim milk.
- Use smaller plates and bowls. You'll trick your brain into thinking that you've eaten a large portion, when you really have eaten less than you normally would.
- Don't eat snacks directly out of the bag. Serve a portion into a bowl. When we eat directly from the bag, we're likely to eat more.

- Drink more water and limit soft drinks, specialty coffees, energy drinks, juice and alcohol.
- Watch your appetizers. It may look as if you're only eating a small amount, but these foods tend to be loaded with calories and fat.
- Increase your physical activity by taking the stairs instead of the elevator, parking at the far end of the parking lot or just going for a daily walk.

Paula Bidwell, RD, CDN
Dietitian

Adult Day Care Update

How do Adult Day Healthcare programs play an important role in the prevention of elderly depression and dementias? It has been proven that social isolation can hasten the onset of elderly depression. By having our participants attend the Program, the nursing staff and other therapies are able to assess any possible signs or symptoms of depression and take appropriate measures to deal with the situation. We can contact the physician or provide referrals for counseling and treatment. Most important though is the human contact and support participants derive from attending. The staff also schedule recreational activities to help with brain cell stimulation which help deter cell deterioration. Participants attend 2-5 days per week based on individual needs. For more information, call 862-2513.

Roseann May, ADHC Director

Activities Update

We would like to welcome three new volunteers who will be assisting in the Activity Dept.: Jose, Dennis and Karriana. They will be helping with transporting and leisure time activities. Please say hello.

We have put together a roving supply/independent activity cart. This cart will make the rounds on both units. We will offer reading material (books, news paper, magazines and the daily chronicle), puzzles (jigsaw and word puzzles), music, movies, tv guide, letter writing materials, cards. Please ask if there is something you need or want and we don't have it.

Donations are always welcome and appreciated.

Darleen Sanders, Activities Director

Social Work Update

We have a new facility hairdresser. Her name is Karen Heaton. She will be here every Tuesday, starting at 9:30 am until all residents scheduled are done. Both men and women are welcome. Cash or checks are welcome and must be paid on the day of service or monies can be authorized to be taken from resident personal accounts.

Parking pass forms can be obtained from the social work department, the cost is \$5.00.

Marie Girling, Social Work
862-4557