

In-Touch *Assisted Living*

April 2009

SPRING IS HERE—or so the calendar says

The snow is slowly melting and people are happily getting out and about after a long winter. Here at Valley VNA, we have been experiencing our own “spring fever” though certainly not what we had in mind! Over the last several weeks, many of our residents and staff have experienced an encounter an illness caused by a *Norovirus*. This has been a very aggressive bug, which caused us to issue a “quarantine” on our resident courts. Knock on wood, we believe we are on the tail end, with no new cases since March 26th. Thanks to residents, families and visitors for your patience and understanding during a challenging time for all!

Happy Easter!



Congratulations to Pat Hoogervorst, RN!

Please join us in congratulating Pat for being nominated for the Nightingale Award for Nursing Excellence in Nursing Practice through the University of WI Oshkosh. On May 6, 2009, a dinner will be held at the University to honor nominees for this award from all across the state. Following the dinner, the winners will be announced. Theresa Pichelmeyer, who has served on the panel that chooses the winners from the many nominees, said that it is a very tough job and one quickly realizes how many wonderful nurses we have in Wisconsin. All of the nominees are at the top of the nursing profession in terms of dedication, skill, caring, compassion and energy, which certainly describes Pat! We all wish Pat the best and extend our gratitude for her work at Valley VNA.



Quality Improvement-Resident Admission (Intake) Process

Continually working to improve quality and processes is a commitment at Valley VNA. One process that has been identified for improvement is the Resident Admission (or Intake) process. Using a “LEAN”, or Toyota Production System methodology towards quality improvement, a group recently took a look at all the steps for admission, from the time an individual inquires about living at Valley VNA until the day the individual moves in. It didn't take long for us to realize our process is not consistent or consumer friendly all the time. In fact, there were so many variations identified, it was hard to find the process! Lots of “to dos” and projects came from our first pass at improvement with more to come. At our next round, we would like to involve both a resident and/or family member to include the customer perspective. If you would be interested in participating in the future, let us know!



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