

UPDATE: Front Door Now Locked at 5pm

Beginning Feb 1, 2010, the front door to Valley VNA will be locked at 5pm instead of 8pm. We will no longer be staffing the front desk after 5pm and want to ensure that our residents have a safe and secure environment. After hour visitors that do not have a key for entering will need to go to the Amber court "after hours" door and buzz for entrance. We will soon have operating a system that will allow visitors to ring the bell for a specific apartment number who will then be able to unlock the front door for that visitor to enter. This should be operational by the second week of February.

Assisted Living Report - How do we demonstrate quality?

Something you hear frequently, especially with regard to health care, is that "they provide quality care". But, saying it and providing data to back it up are two different things. In 2010, Valley VNA will start tracking and sharing this data with our residents and families. We will begin by implementing procedures that reduce the fall rates of residents, decrease urinary tract infections (that can be devastating to the elderly), and improve overall hydration. We must start with measuring our current performance and then benchmark against ourselves for ongoing improvement.

While it would be beneficial for potential customers to be able to compare quality outcomes between facilities, this would require that there is standardized and sufficient data available among multiple facilities. Unfortunately, this is not



the case at this time, as there is no requirement for Assisted Living Facilities to track this information. An example of one quality improvement we have been tracking and working on for the past year: In 2008, 225 falls were recorded. This number is a mixture of single falls of residents and some who fell more than once. In 2009, this number was reduced by 38% to a total of 139 falls. Each fall is investigated by the staff on duty when the fall occurs and focuses on what factors contributed to the fall and what can be changed. Reducing falls in the elderly is a challenge for every facility but each fall prevented is a reduction in potential Emergency Room visit, hospitalization and/or surgery.

We are not perfect, but each step towards improvement is a step towards improved care for those who choose to live at Valley VNA. Our commitment is to continually improve the care we provide.

New Assisted Living Shift Manager!

Please welcome Kendra Williams as our new Day Shift Manager. Kendra will be replacing Cheryl Ehlers who is moving into a new role also: Education and Training Coordinator. Kendra has been a staff member at Valley VNA since 2008 and has frequently stepped in as a Team Leader to fill an open manager shift.

The Shift Managers are experienced Resident Assistants who are responsible to oversee staffing, be a resource to other Resident Assistants, and trouble shoot as needed. The Shift Managers have a significant responsibility as they are the "go to" person when all other resources have gone home!

We have every confidence in the Shift Managers at Valley VNA. If you have any questions or concerns, please feel free to contact them either when you are here or at home.