

SPRING ISSUE | APRIL/MAY 2021



Choose Well

Member Newsletter



sarsis
Health | Technology Solutions



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MEMBER COUNT

By HHSA region, this is how Choose Well membership is distributed countywide.

HHSA Region	Total in Region
Central	14
East	33
North Central	46
North Coastal	41
North Inland	53
South	16
County Total	203



Promote Your RCFE on the Choose Well Facebook Page!



Does your RCFE have a vacancy that you would like to promote?

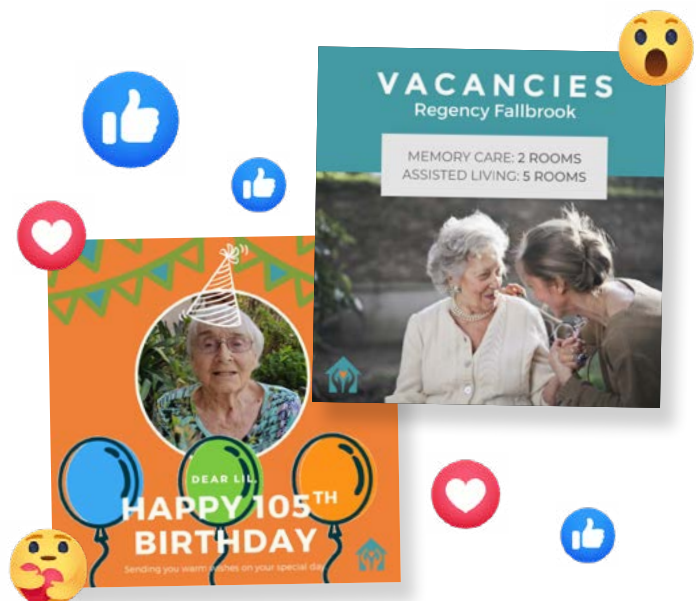
If so, Choose Well will create a social media post to publicize your vacancy on the Choose Well San Diego Facebook page!

In order to have a post created, submit a vacancy promotion request by emailing us at info@choosewellsandiego.org with the following details:

- How many and what type of room/s are available. Include a description of this room, i.e. “private one-bedroom available with an ocean view and newly renovated bathroom”.
- Other information to add, like specialty care, type of services/care provided, address, website, etc.
- Your RCFE Facebook page, if applicable, so you can be tagged in the post.

Choose Well will then create a post to promote your vacancy and let you know when it is scheduled to post.

Additionally, there are three other ways you can feature your RCFE on the Choose Well Facebook page. The first way is to provide a flyer of an upcoming event, which we will share on our Facebook page. The second and third options are for us to create a post on either a resident testimonial or an upcoming event at your RCFE. Just send us an email with these details and we will gladly share flyers or develop posts to publicize your RCFE.



Strategies for Improving Caregiver Health:

An Interview with St. Joseph's Guest Home

As the numbers of older adults requiring nursing or residential care increase, the well-being of nurses and care workers employed in this setting grows in importance. Burnout amongst staff is a significant problem with implications for the well-being of patients, providers, and staff and can result in serious health risks for staff and their families.¹

In an interview with Vivien Lorezco, she recounts her experiences as a caregiver who has worked in multiple capacities at senior living homes for two decades. Vivien started out as a volunteer at St. Joseph's Guest Home and Good Samaritan Board and Care in 1991. At the time, she would answer phone calls and take care of patients, often joining them in activities, such as bible study and karaoke. After receiving her nursing degree in 2005 and gaining experience in assessment care, community care, and public health nursing in various settings, she noticed a pattern of constant burnout among caregivers of older adults. Specifically, Vivien saw that caregivers were extremely exhausted during their shifts and when they go to bed each night.

Vivien describes how caregivers, in a typical day, have to juggle many responsibilities, in addition to taking care of their clients.



“You see it in their faces when they wake up in the morning. Caregivers are taking care of high acuity clients, where one client wants to get up all the time, the other needs their blood sugar checked, and another needs meds... It’s mentally exhausting and they keep their feelings to themselves.”

This workday may sound familiar for those who have taken care of older adults, either as a professional caregiver or even as a spouse. Vivien accounts that even when caregivers are sleeping, they are still on the clock and have to get up and tend to clients, as needed. On top of that, many professional caregivers receive minimum wage and work at multiple facilities for additional income. Due to this extensive workload, Vivien has seen caregivers experience a lack of sleep or rest and even mental health issues, like depression.

To combat adverse health outcomes experienced by caregivers, Vivien shares the different strategies used at St. Joseph’s Guest Home that help alleviate some of the burden for their staff. Vivien states that it is important to be in tune with the needs of caregivers, establish an open line of communication, and step in to cover their role when needed. One way to relieve caregivers is to provide specific caregiver-relief staff to allow caregivers to take a break, even beyond designated break times. At St. Joseph’s Guest Home there is a garden for caregivers to enjoy for breaks or even join bible studies if they need time away from clients. It is also important to properly match clients with appropriate caregivers, most importantly ensuring that skillsets match client needs. For example, Vivien would not assign a less experienced caregiver to a client that

What is most important to Vivien is to be a good “servant leader,” who is not afraid to work hands-on with clients to give their caregivers much-needed respite.



may have complex needs. Lastly, administrative staff provides monetary incentives and gifts on special occasions (e.g., the holidays) to show appreciation for their caregivers. Even more important than tangible gifts is giving “verbal gratitude, which can uplift their spirits and help them feel more upbeat knowing they have emotional support, and their work is valued.”

While there are many strategies to decrease the physical and mental burnout experienced by caregivers, it is up to administrative staff to communicate and identify the needs of their caregivers. What is most important to Vivien is to be a good “servant leader,” who is not afraid to work hands-on with clients to give their caregivers much-needed respite. Such leadership also encourages caregivers to open up and feel like their voice is valued in their place of work. This combination of proper physical relief on the job and a sense of belonging is what Vivien believes creates a healthy work environment and healthy caregiver staff.

1. Factors associated with and impact of burnout in nursing and residential home care workers for the elderly. www.ncbi.nlm.nih.gov/pmc/articles/PMC6502144/

Choose Well Member RCFEs Provide Vaccines to Residents



St. Paul's Senior Services recently completed 20 COVID-19 vaccination clinics with CVS Pharmacy, vaccinating 97% of senior residents and 86% of staff members. St. Paul's registered with CVS for these clinics as soon as the opportunity was available, and was one of the first senior organizations to receive vaccinations starting on December 30, 2020.

CVS provided the vaccines and personnel to come onsite and administer the vaccine to residents and staff, at times going door-to-door to vaccinate residents who were less mobile. St. Paul's is thankful for this partnership with CVS and showed their gratitude with a special ceremony during their 20th vaccination clinic.

St. Paul's CEO Cheryl Wilson said, "After hosting 20 vaccination clinics with CVS over the last few months, we can proudly say 97% of our residents are now vaccinated! We are so grateful for the hard work and dedication of the CVS team, as well as the willingness of our residents and staff to get the vaccine. St. Paul's is looking forward to a brighter future where our seniors can hug and interact with their loved ones again. It's an exciting time for us!"

Click the play button to watch
St. Paul's ABC 10 News feature!



New Choose Well Member, Country Gardens, also saw their residents roll up their sleeves to get vaccinated! Jenny Castellanos, Administrator at Country Gardens stated, "Here at Country Gardens, COVID-19 has impacted our facility in many ways from limiting visitations and outings and social gatherings. We continue to follow protocol and continue to keep our residents safe. It's our responsibility, as an assisted living facility owner, to help stop this virus. Now we have a new, safe, and effective tool to help us do that - COVID-19 vaccines. Residents getting vaccinated adds an important layer of protection for them to be able to enjoy life and get back to hugging their loved ones. As an administrator for Country Gardens, I encourage everyone to step up to beat COVID-19 and get vaccinated. We want everyone in our facility to be safe and get back to hugging our residents".



Helping Families Find Distinguished Assisted Living Facilities

ChooseWell is a free, innovative, web-based program that helps older adults and their families make informed decisions when selecting assisted living facilities.

Quality Measures

Discover specially evaluated ChooseWell facilities that have voluntarily agreed to be scored on 11 measures of quality.

Contact Us

Learn more details about the Choose Well program:



(858) 221-4862



info@choosewellsandiego.org



choosewellsandiego.org





**Do you know a facility that would benefit from
being a Choose Well Member?**

Send them our updated provider brochure by clicking [**here**](#).

Choose Well is a free, innovative, web-based program that helps older adults and their families make informed decisions when selecting assisted living homes.

For information on other programs and resources for older adults and people with disabilities, visit www.aging.sandiegocounty.gov or call 800-339-4661.

