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Choose Well



Times

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3 Sisters Hacienda's hands-on licensee Tami Amundson shares her tips for keeping staff

CW: Thank you Tami for allowing the Choose Well Times to feature your facility for this month's newsletter. We know you've operated a very successful RCFE, licensed since 2010. Tell us what prompted you to open an RCFE.

3SH: We really are "3 Sisters", who cared for my grandmother through the stages of decline and advancing dementia. Starting with in-home visits from family and friends, Meals on Wheels, "at home caregivers," to finally skilled facility and rehabilitation after *the inevitable* fall and fractured hip. It was then that we first learned about RCFE care options; we moved my grandmother into Evening Shade Manor RCFE in East County. Realizing that her care costs and needs were increasing, I moved back to San Diego from Washington State to physically and emotionally provide her care (yes, 24/7 with help from my husband, daughter and sisters).

SAVE THESE DATES:

DECEMBER 6, 2018

What: Advisory Workgroup Meeting

Where: Oasis, Grossmont Center
(Enter through the Walmart side), La Mesa

Time: 12:30 pm to 2:30 pm

Topic: How can Choose Well advance your staff development?

FEBRUARY 7 2019

What: Lunch n' Learn: FREE CEUs

Where: HHSA Office East County,
389 Magnolia Ave, El Cajon

Time: 1 pm to 4 pm

Topic: Liability Insurance &
Ombudsman Program.

[SEE Page 3 for details and
How to RSVP for the events.](#)

CW: While you were caring for your grandmother, did you have a mentor?

3SH: Yes, thanks to the help of Pat Foster from Evening Shade Manor who selflessly mentored me. She encouraged me even though she knew that meant she would be losing a resident. We opened 3 Sisters Hacienda in 2010 to care for my grandmother and mother-in-law. Since we have walked the same path as most of our residents and their families (and caregivers), I feel our empathy for families goes a little deeper. I strongly believe “it takes a village” to care for our elders, so I am always happy to help someone find care for their loved ones when I cannot accommodate their needs. I give them community resources and refer them to **Choose Well** when it’s time for a move into RCFE care.

CW: How would you characterize the personality of 3 Sisters Hacienda?

3SH: The Hacienda reflects the family atmosphere you would want for your mother. It’s like a sorority house for the elderly. The residents care about each other. If even one resident is gone for an outing for a few hours or hospitalized, they miss each other. They play games together, cheering for Wii bowling, and yes, they even squabble!

CW: We know care is dependent on the quality and number of the staff. How do you make staffing selections to maximize great outcomes for residents and job satisfaction for your caregivers?

3SH: The staff is chosen for their heartfelt compassion, skills, teamwork and ability to communicate clearly to the residents. They are autonomous and communicate with the mobile MD, hospice and family as needed. I include the residents and current staff in the prospective staff interviews; one of my residents has interviewed over 100 applicants with me. I value their opinions in hiring. We have also graduated 4 nurses in the 8 years. I encourage the staff to continue their careers and have even prepped them with “mock” interviews. I give them flexible schedules to support schooling. I am the administrator, however, it’s my staff that makes the difference for the residents (and subsequently the success of my business).

CW: Caregiving work can be emotionally and physically daunting. How do you maintain happiness and work satisfaction among your staff? Any tips you can share with your Choose Well peers?

3SH: Check in with your staff frequently. Find out something about each one outside of caregiving, their family and their interests. Let them know you care about them as a person. Celebrate their birthday or other life events (with a gift). Celebrate their hire date anniversary (a raise or bonus would be nice). We have hosted graduations, baby showers, bridal showers, and annually we have a holiday “family” party that includes their significant others. Make sure they can get their breaks. Help with the care if needed. Acknowledge them for their “super powers.” (continued on page 4)

WEBSITE ARTICLES

We call your attention to three useful and informative articles recently added to the Choose Well website. You will find these articles, and others under the **News** tab, next to the **Facility Administrator** tab.

- [“Want to Improve your Choose Well Score?”](#)
This article gives tips on transparency documents, bonus points, and how to use the Provider Comment section.
- [“Quality Measure 6: Resident Rights”](#)
Offered in this article are suggestions for respecting residents through reframing mind-sets.
- [“Facility Dining – Tips for Optimal Nutrition”](#)
With the holidays upon us, you’ll find guidance on combining high quality nutrition with resident and family fellowship.

FALL PREVENTION TASK FORCE

Many of you already have a Falls Mitigation Plan as part of your Facility Profile. But many of you may not know about the [County’s Fall Prevention Task Force](#).

Task Force member and personal trainer for seniors Karen Rapien suggests a simple exercise to improve balance. And good balance helps prevent falls! You can find her simple exercise on page 4.

ADVISORY WORKGROUP MEETING

WHEN	DECEMBER 6, 2018
WHERE	OASIS GROSSMONT CENTER, * LA MESA
TIME	1:00 PM TO 2:00 PM
WHY	DISCUSS HOW CHOOSE WELL CAN HELP YOU SPOTLIGHT STAFF
RSVP	Choosewellsandiego@gmail.com

*GROSSMONT CENTER, ENTER THROUGH
WALMART SIDE, INTO COURTYARD, OASIS OFFICES
ON THE SOUTH SIDE.



RSVP for these Events now

2 FREE CEUs: LUNCH N' LEARN

WHEN	FEBRUARY 7, 2019
WHERE	HHSA EAST COUNTY 389 MAGNOLIA AVE EL CAJON, CA
TIME	1 PM TO 4 PM
WHO	"RCFES & LIABILITY INSURANCE 101" Minh Nguyen, Protégé Insurance Brokers "LONG TERM CARE OMBUDSMAN & MANDATED REPORTING" Kristin Rigsbee, LTC Ombudsman Trainer and Development Specialist
RSVP	Choosewellsandiego@gmail.com
Come hungry. A free lunch will be provided for all attendees. CEU Certificates will be given to each signed-in attendee at the end of the event.	

COUNTY PROMOTES CHOOSE WELL

During the holidays, the County of San Diego will be promoting Choose Well in both print and social media. The County will be running Choose Well promotional advertisements in both the San Diego Union Tribune's print and online venues.

The holidays are typically a time when families notice changes in mom, "This year she's not doing as well as last year at this time." Noticing the changes in a loved one can prompt families to begin researching assisted living placements.

The County will be promoting Choose Well on the HHSA Facebook page. In addition, there will be click-thru advertisements targeted to adults 50+ that will lead interested consumers directly to the Choose Well site. Over the next few months, look for the County advertisements, link to them, or share via your own facility's social media platforms. When you are linking to your profile, be sure to include the site address as well: www.choosewellsandiego.org

Choose Well Member Volunteers

136. . . That's the number of Choose Well members as of the middle of November 2018. 136 member facilities represent about 23% of all licensed RCFEs in the county. Recruitment continues as we hope to reach 25% by mid-March 2019.

By HHSA region, this is how our membership is distributed county-wide:

HHSA Region	Total in Region
Central	10
East	22
North Central	37
North Coastal	26
North Inland	32
South	9
County Total	136

Thank YOU for being a Choose Well Member

Balance Exercise:

Karen's balancing exercise that you can do with your residents requires only a **dining room chair** and a **tennis ball**.

Have your resident take a seat in the dining room chair – sitting tall (no slouching!) with her back away from the chair. Place the tennis ball between the knees. Have the resident squeeze the ball between the knees for 5 times to start (10 as she gets better at this), holding the squeeze for 3 to 5 counts.

This exercise builds inside thigh muscles – and strong muscles helps us maintain balance, and keep us on our feet. The exercise doesn't take long to do, so you'll have enough time to let each resident take a turn.

My staff has told me, "I would say that you need to maintain team work and a positive attitude and have a lot of fun with co-workers." "Happiness and satisfaction comes from helping the ladies and hearing them say they appreciate me or the task I've helped with. Also, satisfaction comes from being able to work with caregiving staff who truly care for not only the ladies but me." "As a boss, you work with us as far as scheduling if we need days off for personal problems. We all know that we can come to you for support personally and professionally. We celebrate birthdays, anniversaries, and holidays at work which makes work fun. I know for sure that you have my back."

CW: You seem like a hands-on administrator. What does your average day look like as mentor to your staff and as the key liaison with family members?

3SH: Yes, I am very "hands on"! It is my intention that my residents and staff are treated with respect and, in turn, demonstrate the passion of caring toward each other. After all, "we are family." I work alongside the caregivers. Often in training, I will demonstrate techniques, role-playing with the staff. For example, when assisting someone out of a chair, the residents will often reach out their hands to grasp the caregiver. I demonstrate the torque and tension created on frail skin, hands, arms, shoulder and backs of both the resident and caregiver. I demonstrate proper transfer techniques. I take on any task necessary, physical care, taking out trash, and cleaning. "Teamwork makes dream work." I vary my working hours and days so I can connect with the families at least every 2 weeks. We email, text and I send lots of pictures. It is very important to connect about their cherished loved one!

CW: We know you've been very active with the RCFE Disaster Preparedness Task Force. For Choose Well members not familiar with the Task Force's valuable work, what's the single most important benefit to your residents gained from your participation in that community?

3SH: The staff and residents feel confident that we are prepared for emergencies. I involve my staff and residents in training updates and accomplishments from the Disaster Preparedness Task Force. I have one staff and one resident who serve as my "Safety Officers." The resident was a quality control officer at General Dynamics, so it was a natural progression that she (at age 95) would take this role to heart. It gives her purpose and acknowledges her previous life experiences with quality and safety.