

# *Villa Maria Lifetimes*

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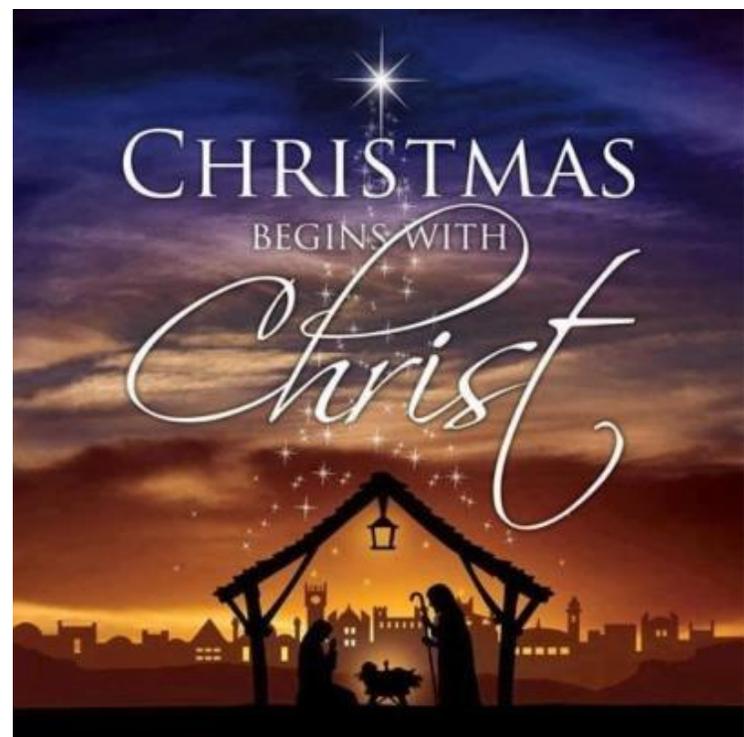
Caregiver Award Program

### **Mission Statement:**

“Villa Maria inspired by the Sisters of Mary of the Presentation, serves those in our care with respect and compassion as we strive to fulfill the healing mission of Jesus.”



## **Mark Your Calendars**



**Christmas Tea  
Thursday,  
December 14<sup>th</sup>  
1:00 pm -2:30 pm**

## Upcoming Events

### **November:**

- 23<sup>rd</sup> Thanksgiving Service – 11:15 am  
29<sup>th</sup> Special Music: Raw Sugar – 5:00 pm

### **December:**

- 3<sup>rd</sup> Special Music: Choir - 2:00 pm  
6<sup>th</sup> Special Music: Depot Singers - 11:00 am  
7<sup>th</sup> Special Music: Slew Foot Band -11:00 am  
11<sup>th</sup> Special Music: Betty & Leonard W-2:00 pm  
12<sup>th</sup> Special Music: The Notables - 11:00 am  
13<sup>th</sup> Special Music: North Jazz Band-11:00 am  
13<sup>th</sup> Special Music: Doug Spartz-5:00 pm  
14<sup>th</sup> Christmas Teas 1:00- 2:30 pm  
    Apollo Strings -1:45 pm  
15<sup>th</sup> Special Music: Sandpebbles & Quintessence  
    6:15pm  
20<sup>th</sup> Special Music: Moorhead Carolers -2:45 pm  
21<sup>st</sup> Tree of Lights --2:45 pm  
25<sup>th</sup> Christmas Day Service -11:30 am  
28<sup>th</sup> Monthly Birthday Party -2:00 pm  
    Steve K.

### **January:**

- 9<sup>th</sup> Special Music: John Janousek-5:00 pm  
16<sup>th</sup> Steve Stark Presentation-2:00 pm  
26<sup>th</sup> Monthly Birthday Party-2:00 pm  
    Clark Gable  
29<sup>th</sup> Special Music: Loretta & Rick-2:00 pm

Watch activity calendar and television monitor outside the dining room for additional activities.



## Ongoing Activities

- Bingo 2:00 pm(Tues, Sat)  
Card Bingo 2:00 pm(Fri, Sun)  
Catholic Mass 2:00 pm(Weds)  
Protestant Services 2:00 pm(Thurs)  
Communion Service 12:00 pm(Mon, Fri)  
Singing or exercise 11:15 am(daily)  
Library Outreach 3:00 pm(2<sup>nd</sup> & 4<sup>th</sup> Weds)  
Veterans Coffee Hour 9:00am  
    (2<sup>nd</sup> & 4<sup>th</sup> Tues.)

## In Memory:



Sister Margaret Rose Pfeifer passed away on August 22, 2017. Sr. Margaret Rose was with the Sisters of Mary of the Presentation. She worked at the corporate office of SMP Health System and had been a strong advocate for long term care and lobbyist at the North Dakota Legislative sessions. Sr. Margaret Rose attended mass on Wednesdays at the Villa and will be greatly missed.

## Music and Memory Program

all it takes is  
*one song*  
to bring  
back  
*a thousand*  
memories  
-Unknown



We are in the process of developing a Music and Memory Program for our residents with Alzheimer's Disease and other dementias. We are asking for donations of I Pods or I Pod Nanos, new or old would be great. If you have any questions please ask Laura in activities or VickieNess.



Villa put together over 120 shoeboxes for Operation Christmas Child this year.



Veterans Day Service .



Leonard Frolek was accompanied by Gary, his brother-in-law on the Honor Flight that went to DC on November 5<sup>th</sup>.



Leonard won the Veterans Quilt.

## Volunteer Opportunities

1. Visiting with a resident
2. Helping with Bingo
3. Helping out with a meal group
4. Polishing nails
5. Accompany resident to medical appointments.

If you are interested in learning more about volunteering opportunities at Villa Maria please contact Julie Frovarp 701-293-7750

### Did you know...

- Resident Rights are reviewed at admission and annually. If you like another copy of the Resident Rights, see your case manager.

- Brandy Schmidt is our new dietary manager. If you have questions, please contact her.
- Heather Reimer is our new Finance Director and Michelle Thorsgaard is Accounts Receivable. Stop in the business office if you have any questions.
- We cannot use extension cords. If you need additional plugs, a staff member can have our maintenance department assist.
- Villa does not allow humidifiers to be brought into the building.
- Resident Council will be having their annual Tree of Lights Fundraiser in December. See form.
- You can nominate a staff member for Caregiver of the year award. See form.
- We are participating in the Giving Tree program. Information will be at the front desk after Thanksgiving



## Nursing Update

### **Influenza:**

Influenza or "flu" is an infection of the nose, throat and lungs that can affect millions of people every year. It is highly contagious and occurs mainly in the late fall, winter or early spring. Influenza can be spread from person to

person. When someone who has influenza sneezes, coughs or even talks, the influenza virus is released into the air and may be inhaled by anyone nearby. For people who are 65 and older and those of any age who have chronic medical conditions such as diabetes, lung disease or heart problems, influenza can be very severe and even fatal. *Bacterial pneumonia* is the most common serious complication of influenza. This complication occurs because the body can be so weakened by influenza that its defenses against bacteria are low.

The CDC and CMS (federal agencies) recommend that anyone living in a nursing home be vaccinated for influenza. The Influenza vaccination is offered every fall and contains several strains of virus. We completed the vaccinations on October 11<sup>th</sup> and expect the vaccine will work through March.

We ask that you also consider getting an influenza shot this season. This will help protect you as well as help protect our residents from the illness being brought into the facility from community sources. Please **do not visit** when you have active symptoms of a respiratory illness. There is alcohol hand hygiene product in dispensers in each resident room and at key common area locations for you to use to disinfect your hands after sneezing or coughing. We also ask that you "cover your cough" by coughing into your sleeve instead of into your hands. Help us to prevent the spread of infection to our very vulnerable residents! If you have questions or concerns please feel free to visit with a nurse.

Sabrina Kemmer, DON

## Spiritual Corner

### *CELEBRATING THE SEASONS*

Let us enter into the Joy of Celebration in these forth-coming holidays and seasons. Let us first be THANKFUL for the many gifts and blessing that we have been given in this present year, a bountiful harvest, good health, loving family and pleasant memories. Let us present ourselves in thanksgiving to our Lord and God with joyful hearts and minds celebrating on Thanksgiving Day wherever we are with our families, friends and if we can with those less fortunate, sharing our love and kindness as our Lord would.

Let us prepare our hearts and minds during the Advent season, in preparation for the coming of our Lord and Savior. It is during this time of preparation in Advent that we set our mind on life's purpose, asking forgiveness and offering our lives to our creator as a gift. Let us humble ourselves as we approach Our Lord in His miraculous appearance on Christmas morning, then focusing our CELEBRATING during the days following Christmas, (12 days of Christmas), celebrating the birth of our SALVATION from this world to our eternal home. Let us celebrate with joyful hearts and resolution to live in full communion with the Lord in the new year.

From the Staff at Villa Maria

Happy Thanksgiving – A Humble Advent  
Merry Christmas & Christmas Season  
And A Very Happy New Year.

## GODS LOVE AND PEACE TO ALL



## Quality Assurance Performance Improvement Program at Villa Maria

Quality Assurance at Villa Maria is a process of meeting quality standards and assuring that care reaches an acceptable level. QAS is a reactive, retrospective effort to examine why a facility failed to meet certain standards.

PI (also called Quality Improvement – QI) is a proactive and continuous study of processes with the intent to prevent or decrease the likelihood of problems by identifying areas of opportunity and testing new approaches to fix underlying causes of persistent/systemic problems. PI at Villa Maria aims to improve processes involved in health care delivery and resident quality of life.

### **There are 5 elements of the QAPI process:**

**1. Design and Scope** – A QAPI program must be ongoing and comprehensive, dealing with the full range of services offered by the facility, including the full range of departments. When fully implemented, the QAPI program should address all systems of care and management practices, and should always include clinical care, quality of life, and resident choice. It aims for safety and high quality with all clinical interventions while emphasizing autonomy and choice in daily life for residents (or residents' agents). It utilizes the best available evidence to define and measure goals.

**2. Governance and Leadership** – The administrator of Villa Maria develops a culture that involves leadership seeking input from facility staff, residents, and their families and/or representatives. The governing body ensures staff accountability, while creating an atmosphere where staff is comfortable identifying and reporting quality problems as well as opportunities for improvement.

### 3. Feedback, Data Systems and Monitoring

– Villa Maria puts systems in place to monitor care and services, drawing data from multiple sources. Feedback systems actively incorporate input from staff, residents, families, and others as appropriate. This element includes using Performance Indicators to monitor a wide range of care processes and outcomes, and reviewing findings against benchmarks and/or targets Villa Maria has established for performance. It also includes tracking, investigating, and monitoring Adverse Events that must be investigated every time they occur, and action plans implemented to prevent recurrences.

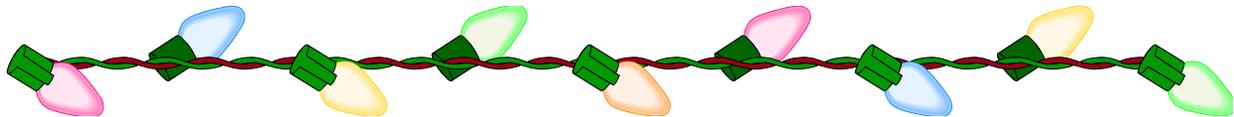
### 4. Performance Improvement Projects

**(PIPs)** – A Performance Improvement Project (PIP) is a concentrated effort on particular problems in one area of the facility or facility wide; it involves gathering information systematically to clarify issues or problems, and intervening for improvements. The facility conducts PIPs to examine and

improve care or services in areas that the facility identifies as needing attention.

### 5. Systematic Analysis and Systemic Action

– Villa Maria uses a systematic approach to determine when in-depth analysis is needed to fully understand the problem, its causes, and implications of a change. Villa Maria uses a thorough and highly organized structured approach to determine whether and how identified problems may be caused or exacerbated by the way care and services are organized or delivered. Systemic Actions looks comprehensively across all involved systems to prevent future events and promote sustained improvement. This element includes a focus on continual learning and continuous improvement.



## *Villa Maria Tree of Lights*

### VILLA MARIA TREE OF LIGHTS

Please reserve a light(s) in Honor of \_\_\_\_\_.

Please reserve a light(s) in Memory of \_\_\_\_\_.

\$20-Orange\_\_\_\_\_ \$15-Blue\_\_\_\_\_ \$10-Green\_\_\_\_\_ \$5-Red\_\_\_\_\_

Donor's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Additional names and amounts can be added to back of this form.

Please make checks payable to Villa Maria Resident Council.

Villa Maria, 3102 So. University Dr., Fargo, ND 58103



## *Holiday gift ideas for nursing home residents:*

- Stationery, note cards, greeting cards, pens and stamps.
- 2017 calendar.
- Address book with addresses written in for family and friends.
- Cardigan sweaters, sweat suits, pajamas and ladies' housecoats and dusters.
- Clocks with large numbers
- Radios, CD players, tape players.
- CDs of a loved one's favorite music, such as songs from the '20s, '30s and '40s.
- DVDs of favorite TV shows from years past .
- Magazine subscriptions, such as Woman's Day, Family Circle, Time, Sports Illustrated, Newsweek, etc. Also, large-print magazines such as Reader's Digest.
- Books in large-print editions.
- Checkers game, chess game and decks of cards.
- Large-print crossword puzzle , sudko or word find books.
- Brushes and combs.
- Handheld mirror or magnifying mirror on a pedestal.
- Hand lotion and facial tissues.
- Framed family photographs.
- Cologne, perfume or after shave.
- Gift certificates to the beauty shop.
- Homemade gifts/cards from grandchildren.
- Gift of visits and time.





## ***NDLTCA "CAREGIVER AWARD" NOMINATION FORM***

Residents/tenants and/or family members are invited to nominate individuals working in long term care facilities for the prestigious "Caregiver Award," a program sponsored by the North Dakota Long Term Care Association.

The Award recognizes employees who go above and beyond to substantially enhance the quality of life for residents/tenants. All employees working in North Dakota long term care facilities are eligible for the Award.

### Criteria:

1. The caregiver must be nominated by a resident/tenant or family member.
2. The caregiver must be employed in a North Dakota long term care facility.
3. All entries must be postmarked by the first Friday in February, and be mailed to:

North Dakota Long Term Care Association  
1900 North 11th Street  
Bismarck, ND 58501

4. All entries must be either typed or printed in legible handwriting.
5. The judging of this award is based on how the caregiver substantially enhances the quality of life of residents and what unique things are done above and beyond the applicant's job description.

A cash award will be presented to the recipient(s) during the annual NDLTCA Spring Convention in Bismarck. All nominees will receive a Certificate of Outstanding Achievement from NDLTCA and be listed in the Caregiver Booklet. For more information, contact your facility administration office or Carol Ternes, NDLTCA 701-222-0660.



**NDLTCA "CAREGIVER AWARD" NOMINATION FORM**  
*If you have more than one caregiver that you would like to nominate,  
please make additional copies of this form.*

Name of caregiver nominated for recognition: \_\_\_\_\_

Name of facility where the caregiver is employed: \_\_\_\_\_

Caregiver's position/profession:

activities    CNA/CMA    chaplain    dietary    environmental    housekeeping    nurse  
 office/financial    social services    therapy    unsure   other \_\_\_\_\_

Your name (name of the individual submitting the nomination): \_\_\_\_\_

Address: \_\_\_\_\_  
City State Zip

Are you (check one):    a resident/tenant    a family member of a resident/tenant

RELEASE: I hereby grant permission to the North Dakota Long Term Care Association to publish and distribute the following nomination form. I understand this nomination will be returned with a Certificate of Outstanding Achievement to the individual I nominate.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

What makes this person special to you and list specific examples of what they do to enhance the quality of life for you or loved one?

\_\_\_\_\_  
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\_\_\_\_\_

Feel free to attach additional pages of supporting documentation.  
Send completed forms to: NDLTCA, 1900 N 11th St,  
Bismarck, ND 58501  
**Nominations must be postmarked by the first Friday in February.**



**Villa Maria**

**3102 South University Drive**

**Fargo ND 58103**