



CALIFORNIA ASSOCIATION OF HEALTH FACILITIES

2009 EXCELLENCE IN PROGRAMMING AWARDS



- **ACTIVITY PROGRAMS**
- **COMMUNITY INVOLVEMENT**
- **FAMILY INVOLVEMENT**
- **QUALITY ASSURANCE PROGRAMS**
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The California Association of Health Facilities (CAHF) is a nonprofit professional organization founded in 1950 to serve as a statewide organization for long-term care providers. The Association and its members are dedicated to improving the quality of long-term health care in California through educational programs and proactive advocacy with the Legislature and administrative agencies.

CAHF's membership is comprised of more than 1,200 licensed long-term care facilities serving a wide spectrum of health needs in settings which include skilled nursing, intermediate care, subacute, mental health, services for persons with developmental disabilities and rehabilitation. Nearly 150,000 trained medical professional and support service staff care for 300,000 Californians in these facilities each year.

CAHF serves as an information source for its members, state regulatory agencies, the California Legislature and the general public.

CAHF is affiliated with Quality Care Health Foundation, the Nurse Council and the American Health Care Association.

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Excellence in Programming

2009

The Excellence in Programming Awards are presented to CAHF member facilities for superior achievement in key areas of long-term care, such as staff development, family involvement and quality assurance. In selecting recipients for this award, the CAHF Board of Directors looked for innovative and creative programs which enhance long-term care.

CAHF received a total of 38 nominations for Excellence in Programming. Nominees are evaluated through a blind selection process in which the facility names are not revealed to the review team.

The winners of the Excellence in Programming awards were recognized at CAHF's 2009 Annual Convention in Palm Springs.



2009 Excellence in Programming Awards

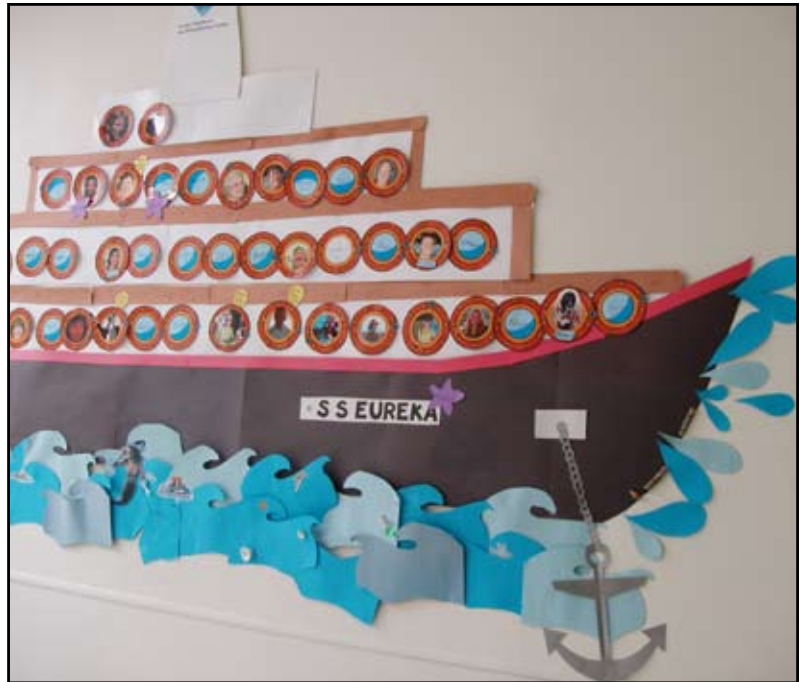
WINNING PROGRAM

All Aboard

A culture-change program at Eureka Healthcare & Rehabilitation in Eureka

All aboard! At Eureka Healthcare & Rehab, staff shared a journey toward survey preparedness and success. It began with a large paper train mounted to the wall and two train stations. The train was leaving the “old” Eureka station en route to the “new and improved” Eureka station. First, the departments had to get on board. Then, the individual staff got on board. There were many ways to get “on board,” from completing surveys to displaying positive interactions with the residents. The staff had to jump on the Eureka Express to survey success. There were games, contests and lots of education to help pass survey. The staff who were on board received a laminated train to wear with their name tags.

Once the train reached the new and improved Eureka station, it went on to a dock where the “SS Eureka” was ready to set sail. Staff then had the opportunity to get a “passport” for survey success. There were four ports of call that included, Attitude Arch, Respect Riviera, Empathy Island and Teamwork Jungle. Once again, the staff had the opportunity to get on board. With the SS Eureka the qualities that are important in caregiving were emphasized. Complete with a “sail-away” party, the facility was transformed into a cruise-ship atmosphere. The goal of this fun and educational program was to provide a unique approach to survey preparedness and promote teamwork. The ultimate beneficiaries of the program are the residents who are served.



WINNING PROGRAM

Family Pie Night

A family-involvement/activity program at Lincoln Glen Nursing Facility in San Jose

Family Pie Night at Lincoln Glen is an opportunity for residents and families to celebrate Thanksgiving in a community setting. All residents from the nursing facility, assisted-living and independent-living, along with their family members and friends are invited to come celebrate Thanksgiving together. Invitations are mailed out to residents and families.

On the day of the event, residents are assisted over to the festively decorated gymnasium at the church next door. Small white Christmas lights are used to illuminate and decorate the walkway to the church to give the event a more festive feel. A special entertainer is brought in, and traditional Thanksgiving pie selections are served. The residents and families are encouraged to sit with other families and friends and have time to get to know each other and think about all the many things that they have to be thankful for.

The purpose of this program is to give residents, families and friends an opportunity to celebrate Thanksgiving together outside the facility in a way that they may have done throughout their lives but have not been as able to do recently.

2009 Excellence in Programming Awards

WINNING PROGRAM

GTC — Weekly Women’s Committee (Get Wells, Thinking of Yous and Condolence Cards)

An activity program at Horizon Health & Subacute Center in Fresno

Anyone who wonders whether kindness and caring still exist in this world hasn’t been to Horizon Health & Subacute’s loving home. Their weekly women’s club sends homemade cards of concern, love, sympathy — or just a pick-me-up — to their fellow residents who need a little cheering up or to the families of one of their friends who has recently passed on.

Each week they meet and discuss who has been ill or in the hospital, who has not been attending groups as they normally would or just who they think needs a little ray of sunshine. They also take a moment to remember anyone who has passed away. They then lovingly decorate and sign beautiful greeting cards to send to those folks. A note to the administrator from one family who received a condolence card said, “It meant so much to know my Dad truly had actual friends.”

The program gives the women a sense of purpose, involvement, caring for others, a creative outlet and a social-networking opportunity. For those on the receiving end, just knowing someone cares can sometimes change their whole outlook, for the moment, for the day or even longer.



WINNING PROGRAM

Hot August Days

*An activity/community-involvement program
at Valley Pointe Nursing & Rehab in Castro Valley*

Paying homage to Reno’s “Hot August Nights,” Valley Pointe made its own version of this classic car show and street party for residents and family members to enjoy without leaving the facility. The event featured seven classic cars on display, a barbecue, outdoor game booths, live music and a 1950s costume contest. It occurred on a sunny August afternoon and involved residents, their family and friends, as well as staff.

Staff members and family and friends of residents who owned classic cars were invited to bring their cars to the facility parking lot for the show. The activities department helped residents get into the spirit for the days leading up to the event with showings of nostalgic 1950s movies. Many staff members dressed up on the day of the event in 1950s-themed attire and really set the tone for the event. A musician provided more atmosphere by playing electric guitar, especially songs from the 1950s.

Simple game booths were set up in the patio area and included a hula hoop ball toss game, ring toss over Coca-Cola bottles and a jukebox shooting game. Prizes for the games included old-fashioned penny candy and glass-bottled Coca-Cola, and everyone participating won prizes. The games were designed so that residents and guests could participate equally. A resident summed things up best after the event by saying, “Since you weren’t able to take us to Reno for Hot August Nights, you brought it all here. It was so special and so much fun!”

2009 Excellence in Programming Awards



A Meaningful Life

A culture-change/community-involvement program of Mission View Health Center in San Luis Obispo

At Mission View Health Center, they feel strongly that Martin Luther King's quote, "All you need is a heart to serve," also applies to the people living in skilled-nursing facilities. Even those with physical or cognitive limitations can find a way to truly serve if they want to. Staff also believe that for their residents, leading a meaningful life often requires more than receiving care, nutritious meals and entertainment. Because of this belief, the staff have developed several programs that assist residents in serving others.

In one program, residents partnered with a local hospice program to start their own internal hospice program. The hospice had a seven-week training course at the facility. Nine residents graduated from the program and are now certified hospice volunteers. They have their own weekly meetings and visit residents who are in need. It has given meaning to the first graduating class and much-needed comfort and compassion for recipients who need to talk or just have someone hold their hand.

In another program, residents make and sell "Helping Hands Soap," and with the money they make, residents plan, cook and go once a month in their wheelchairs to the Maxine Lewis homeless shelter to feed between 125 and 150 homeless men, women and children. Everyone's lives are enriched.



Qigong Exercise Class

An activity program of Parkside Special Care Center in El Cajon

Parkside Special Care Center found a creative way to respond to the stress levels of the both staff and their dementia patients during heightened activity periods in the mid- to late afternoon by offering a qigong exercise class for staff and residents. In preparation for the class, the overhead lights are dimmed, flameless candles are lit, and the room diffuser is activated.

The administrator first introduced the class to five employees and several residents in the living room by striking an "energy chime." It was immediately noted that all residents stopped what they were doing to focus on where the sound came from. From that point on there was silence in the room.

Next the class was instructed on how to deep breathe using one's diaphragm. Finally, a qigong exercise DVD was turned on, and for the next 25 minutes, the residents were very quiet. Some of the residents even followed along to the instructor's direction on the DVD.



At the conclusion of the class, the employees who attended requested that it be held every week. The activity assistant who attended the first class embraced the benefits of the class and has been the facilitator for that day forward. On average, 12-16 staff and residents participate in the weekly class.

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WINNING PROGRAM

Regulatory Jeopardy

A staff development/activity/quality-improvement program of Plott Nursing Home in Ontario

Plott Nursing Home uses a fun competition to try to make learning regulations and preparing for survey less overwhelming. Each week staff receive a study guide — something relevant to their work. They work in teams to study the material, and every Friday, during the quality-assurance conference call, staff are asked a regulatory question and have a limited time to respond. Teams that answer quickly get more points. At the end of the year, they hold a “lightning round” where staff are posed a series of questions. The winning team members get a great prize and recognition in front of their colleagues.

Now, during survey, staff are not so afraid to answer questions. They’ve read the regulations. They know how to answer questions, and they know how to correct surveyors if they are asking something wrong. Little by little, the staff is given the tools they need to understand the process and knowledge to answer any questions that may be brought to them.

The purpose of the program is twofold. First, the program is fun for the staff. They work in teams to learn more about the regulatory aspects of their jobs. In the process, they become familiar with the regulations and learn how to better care for their residents.



WINNING PROGRAM

Take the Amtrak to Dairy Queen

A special services program of Community Subacute in Fresno

Each year, Community Subacute brings its sub acute, trach and ventilator residents to the famous Dairy Queen Ice Cream parlor in Hanford via a train ride. Amtrak recognizes the program by offering discount tickets and often donates free rides for the disabled ventilator-dependent residents. The family council also donates time and fundraising activities for train tickets. A core staff accompanies the residents to continue the resident care outdoors.

The train ride begins early in the morning and ends in Hanford station. The residents are wheeled to the ice creamery for tastes of the Dairy Queens’ flavors. The rest of the time is spent in front the courthouse park enjoying the scenery of a festive merry-go-round carousel. The staff, residents and families also group up to take pictures, share memories and stories. They stay about two hours exploring the town, staff and families wheeling residents with their wheelchairs along the street as they head back to Hanford train station to catch train back to Fresno. The program enhances the residents’ sense of community, socialization, fulfilling simple pleasures and enjoying outdoors using public transportation.

Excellence in Programming

NOMINEES

ACTIV 1s

Golden Hill Subacute & Rehab, San Diego

Arts, crafts and therapeutic interventions help ventilator-dependent individuals get up and out of their rooms on a daily basis if clinically possible.

Anything Goes

Brookside Skilled Nursing, San Mateo

For an hour each week, interested residents are introduced to the concept of culture change, empowering them to identify areas for making the facility feel more homelike.

Birthday Celebration

Golden LivingCenter, Fresno

With ribbons, balloons, cake and more, a monthly extravaganza honors each resident who celebrates a birthday. Volunteers send cards – a memorable and meaningful personal touch.

Brain Fitness Coach

Lincoln Glen Nursing Facility, San Jose

Made available by the Posit Science Corp., this computer-based course focuses on improving brain functions, and some residents have reported that it also helped with their hand-eye coordination.

Cider Tasting

Convalescent Center Mission Street, San Francisco

Everybody looks forward to Cider Tasting on Friday afternoons – designed to encourage socialization while keeping residents hydrated. Reminiscences and youthful memories about life's simple pleasures naturally follow.

CNA Skills Faire

Folsom Convalescent Hospital

CNAs partner up to demonstrate at least four different nursing procedures. The success rate is high, and the frontline caregivers see that they are an essential part of the nursing-service team.

Colonel Sanders' Birthday

Lincoln Glen Nursing Facility, San Jose

Simply celebrating the birthday of Colonel Sanders provided the residents with a unique way to direct their care and meals and to do something a little different from the everyday routine.

Day of Remembrance

Golden LivingCenter, Clovis

Social services and activities coordinate a Day of Remembrance with a photo slide show, fresh flowers, a plaque and more to honor the death of any resident.

DessertFest

Calistoga Gardens Nursing Center

An annual activity during National Nursing Home Week, DessertFest offers between 11 and 14 different desserts and includes all residents, their families and friends, the staff and members of the local community.

Discovering the Artist Within

Reutlinger Community for Jewish Living, Danville

"DRAW" is a full-time fine-arts program for both frail and more independent elders with individual guidance from a professional artist. Exhibitions generate interest and lead to participation in the Art for Elders program.

English as a Second Language

Parkside Special Care Center, El Cajon

English is not the primary language for many caregivers in departments such as dietary, laundry and housekeeping, and attending classes during off-duty time often is unrealistic, so Parkside brought the training onsite.

Fit for Living

Reutlinger Community for Jewish Living, Danville

This introductory 12-week course starts with the nationally recognized Senior Fitness Test and customizes activities for individual fitness levels.

Getting to Know Your Neighbors

Reutlinger Community for Jewish Living, Danville

Residents form a group and take turns talking about their lives, and with help from family members, illustrated biographies are created and posted on a special board.

Harp Music Therapy

Golden LivingCenter, Fresno

Talented harpists from the community perform for residents who not only make requests but even receive simple music appreciation lessons.

Karaoke Fun

Encinitas Nursing and Rehab Center

Every Monday and Friday, residents, families and friends and staff “cut loose” with the microphone. Ice cream cones, non-alcoholic margaritas and root-beer floats add to the fun, and it all brings everyone closer together.

Komedy Kingdom

Reutlinger Community for Jewish Living, Danville

Smiles were contagious at the seventh annual “Komedy Kingdom – an Enchanted Evening,” with residents bringing their own personality and humor to roles in a re-enactment dedicated to the Purim Jewish holiday.

LaVerne Fourth of July Parade

Ability Pathways, Upland

The only thing better than observing Fourth of July events is taking part in them, and the parade itself was a culmination of activities that promoted choice, networking, client rights, arts and crafts and knowledge building.

Lead CNA Program

Compass Health, Grover Beach

CNAs who exemplify excellence in caring are chosen to be the lead CNAs of their unit, responsible for directing the frontline staff. They also attend quarterly full-day educational workshops and have been instrumental in improving quality of care.

National Nursing Home Week BBQ and Penny Carnival

Lincoln Glen Nursing Facility, San Jose

The facility, churches and the community join in a celebratory event that benefits the residents and gives back to the community, with residents helping with planning.

New Chapters Program

Marquis Care at Shasta

From flying in helicopters to racing carts, the sky is the limit in this program which is based on the premise that as long as there are still things a person wishes to do, there is always time to write a new chapter in life.

Personally Yours

Windsor Gardens Convalescent Hospital, Los Angeles

Every resident receives a personal daily visit from a supervisor who takes the opportunity to observe the resident and to address any concerns the residents, their families or the caregivers may have.

Pet Therapy/Loving Pets

Golden LivingCenter, Fresno

Residents meet not just kittens and puppies but tortoises, toads, frogs and even a rat. The resulting non-verbal connections can be soothing and comforting beyond the scope of some human relationships.

Preschool Story Time

Lincoln Glen Nursing Facility, San Jose

In this intergenerational program, residents read stories to the children in a preschool that meets on campus grounds, and the result is smiles all around.

Remembrance Service

Golden LivingCenter, Fresno

These quarterly reverent celebrations of the lives of residents who have passed away include the symbolic release of doves and are recorded on a memorial DVD.

Resident AC

Arroyo Grande Care Center

Weekly meetings with interested residents provide input on QA activities, with the resident committee deciding meeting times and topics and usually making recommendations for improvement.

Scrapbooking Night

Lincoln Glen Nursing Facility, San Jose

Twice a month after dinner special time is set aside for interested residents to place photos of special events, along with clipart and other decorative items. The group is now on its third scrapbook.

SNF Lunch Dining Experience

Alexandria Care Center, Los Angeles

Residents are dining with dignity at their daily lunch program with fresh bread, real chinaware and lemon water, a chef in full garb, live piano music and more.

Watch Our Garden Grow

Lincoln Glen Nursing Facility, San Jose

Good weather and bad, outdoors and indoors, the residents work together on a variety of gardening projects, and the fresh-picked produce is used on site. Photos have been made into a poster for all to see.

Who's Your Valentine

Lincoln Glen Nursing Facility, San Jose

Activities throughout February are planned around Valentine's Day, including the creation of red hearts with places for people to write special notes to their valentines, whether a family member, loved one, spouse or friend — or those who have passed away.

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