



# **The Alaska Pioneer Homes Advisory Board Report**

**Fall 2011**

## **Division of Alaska Pioneer Homes**

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**Alaska  
Pioneer  
Homes**



**Alaska Department of  
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## Mission Statement

The Mission of the Alaska Pioneer Homes is to assist older Alaskans to have the highest quality of life by providing assisted living in a safe home setting which promotes positive relationships, meaningful activities and physical, emotional and spiritual growth.



That's one big Cabbage from the Palmer Veteran's and Pioneer Home's organic garden



## Sitka Totem Square

During the summer of 2011 the landscaping of Totem Square, directly in front of the Sitka Pioneer Home, was completed. The restoration of the historic Totem pole is expected to be completed in 2012 and re-erected in Totem Square.

The original intent for the Totem was to commemorate the peace treaty that Alexander Andreyevich Baranov helped broker in 1805 after a battle between the Russians and the Tlingit Indians. The pole was commissioned by the U.S. Forest Service 135 years after this pivotal battle that ushered in the peace talks. The pole was made at the request of local Tlingit leaders of Sitka's Kiksadi clan as a project of the Civilian Conservation Corps, a work program that was part of President Franklin D. Roosevelt's 'New Deal' launched during the Depression to put people to work.

In 1940 George Benson, Tlingit woodcarver, designed the pole and gave the drawing of the totem pole to Ben Miller of the National Park Service. Lynn Forest, USFS Architect was considering George Benson to carve the pole but Mr. Benson was unavailable. Lynn Forest sent the drawing and a cedar log to Wrangell CCC for it to be carved there. That decision created a wave of controversy that to this day is still attached to the pole's history.



1940 picture of George Benson, carver, who was an employee of the Civil Conservation Corp, (CCC) at the time.

Totem pole designed in 1940 by George Benson stands in front of the historical Sitka Pioneer Home in downtown Sitka's Totem Square



October 12, 2010 the Baranof Totem was removed for repairs

## Governance

The Division of Alaska Pioneer Homes, in the Department of Health and Social Services, manages six Pioneers' Homes. The Pioneer Homes are licensed assisted living homes that are licensed for 508 beds and operate in accordance with the statute and regulations pertaining to assisted living. They are managed on-site by administrators appointed by the Governor.

The Pioneer Homes Advisory Board is also appointed by the Governor. There is a clear distinction between the management functions assigned to the division and the advisory function of the Board. The Board is the established link between citizens and policymakers, and as such provides community feedback to policymakers from the public. The Alaska Pioneer Homes Advisory Board (Board) tours the northern Homes in the fall and southeastern Homes in February. The Board gathers information and discusses issues at public meetings held during the annual Board tour of the Pioneer Homes. From the information gathered at their meetings, the Board develops policy recommendations that are forwarded to the Governor.

## Consumers

As of 9/21/2011 the average age of current Pioneer Home residents is 86.53 years. As of July 1, 2011 we have 125 on the Division's Payment Assistance Program and 107 residents on the Older Alaskan's Medicaid Waiver. There are a total of 232 residents use assistance and 227 residents who are full pay or private insurance approximately 50/50%. As of September 23, 2011 the Pioneer Homes has 312 female residents and 149 male residents. As of July 1, 2011 the Pioneer Homes dementia population is 57%

**July 1, 2011 Dementia Figures**

Home	Census	Dementia Diagnosis	% Dementia	Waiver*	PAP**
SPH	62	27	44%	6	8
FPH	79	41	52%	9	8
PPH	72	51	71%	15	10
APH	165	86	52%	26	15
KPH	40	28	70%	11	11
JPH	41	29	71%	5	5
Total	459	262	57%	72	57

\* Waiver - number of residents on the waiver who have dementia

\*\*PAP= Payment Assistance Program- figures represent the number of people with dementia on PAP

## Services

In the spirit of resident directed care, Pioneer Home care teams involve a resident's family, friends, and advocates in assessing and planning a resident's service needs during the admission process and periodically thereafter. At the conclusion of the assessment, a service level is determined based on the resident's needs and abilities. Services available to residents of the Homes may include:

- ❖ Meal preparation
- ❖ Emergency call systems/assistance
- ❖ Assistance with bathing, dressing, and eating
- ❖ Assistance with medications
- ❖ Health assessment
- ❖ Recreational opportunities
- ❖ Social work services
- ❖ Opportunities for spiritual worship

Of the general types of available services listed above, certain services have been grouped into categories called service levels. There are three different service levels and each resident receives services within one particular level of care. Monthly charges are based on the service level of care. The three service levels available to residents of the Pioneer Homes are as follows:

<b>Level I services</b>	The provision of housing, meals, emergency assistance, and opportunities for recreation; level I services do not include staff assistance with activities of daily living, medication administration, or health-related services, although the pioneer home pharmacy may supply prescribed medications;
<b>Level II services</b>	The provision of housing, meals, and emergency assistance; and as stated in the resident's assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation, and health-related services; assistance provided by a staff member includes supervision, reminders, and hands-on assistance, with the resident performing the majority of the effort. During the night shift, the resident is independent in performing activities of daily living and capable of self-supervision;
<b>Level III services</b>	The provision of housing, meals, and emergency assistance; and as stated in the resident's assisted living plan, staff assistance, including extensive assistance with activities of daily living, medication administration, recreation, and health-related services; assistance provided by a staff member includes hands-on assistance, with the staff member performing the majority of the effort; the resident may receive assistance throughout a 24-hour day, including the provision of care in a transitional setting.

## Initiatives from Central Office

This year the Governor's Office of Management and Budget (OMB) requested Health and Social Services (H&SS) and its divisions to update the departmental goals. Below are the Alaska Pioneer Home's performance measures and data we submit quarterly to OMB. The performance measures are based on measures that monitor quality care in Long Term Care facilities. Below is the link to the OMB site and the Alaska Pioneer Home's performance measures.

<http://omb.alaska.gov/html/performance/program-indicators.html?p=67&r=1>

Health and Social Services Mission: "To promote and protect the health and well being of Alaskans"

### Alaskans receive the long-term care they need

**Target:** Reduce number of elders on Alaska Pioneer Homes waiting list

**Status:** For FY 2011 there were 23 more people on the Active Waiting List and 256 more people on the Inactive Waiting List as compared to the same point in time for FY 2010. The Pioneer Homes maintains an active and inactive waitlist. In order to enter a Pioneer Home an elder Alaskan must first make application to be placed on our waitlist. For the last several years the Pioneer Homes has experienced an increase every year in the number of elder Alaskans being placed on the waitlist and waiting to enter the Pioneer Homes. The Pioneer Homes endeavors to decrease the waitlist by offering additional beds to Alaskan elders. (Data Source: DHSS Alaska Pioneer Homes)

#### Increases in total Waitlist:

**Between the time frame of: 7/30/09 & 7/30/10 = 317 more elders compared to the previous year**

**Between the time frame of: 7/30/10 & 7/30/11 = 279 more elders compared to the previous year**

(Data source: DHSS AK Pioneer Homes)

7/30/11 (Point in Time)	7/30/10 (Point in Time)	7/30/09 (Point in Time)
Active Waiting list: 349	Active Waiting list : 326	Active Waiting list: 298
Inactive Waiting list: 3208	Inactive Waiting list: 2952	Inactive Waiting list: 2663
Total: 3557	Total: 3278	Total: 2961

### Long Term Care Workforce

**Target:** Certified Nursing Assistants (CNAs) workforce retention is increased in the Pioneer Homes each fiscal year.

**Status:** For fiscal year 2011 the Pioneer Homes slightly reduced the turnover rate for Certified Nursing Assistances (CNAs).

	FY 2009	FY 2010	FY 2011
CNA			
Turnover	18.15%	23.21%	22.92%

Turnover of CNA staff is costly (costs associated with hiring, training and for a person to be proficient at the job) for the Pioneer Homes. In addition, there is a disruption to the resident when their primary care provider (CNAs) leaves Pioneer Homes employment.

(Data Source: Dept. Labor, Alaska Pioneer Homes, H&SS personnel)

## Long Term Care Facility and Program Safety

### Medication Error Rates

**Target:** The medication error rate for the Pioneer Homes will not increase.

**Status:** In FY 2011 the medication error rate of 0.10% is a decrease from the FY 2010 0.11% and FY 2009 0.13%. The Pioneer Homes, since FY 2006, has continually decreased its medication error rate. In FY 2010, the medication error rate decreased to 0.11% from a 0.14% in FY09.

### Fiscal Year Medication Error Rate

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD Total
2011	0.10%	0.07%	0.07%	0.14%	0.10%
2010	0.13%	0.10%	0.12%	0.09%	0.11%
2009	0.15%	0.10%	0.13%	0.14%	0.13%

**FY 2011:** 2,152,811.25 total # of medications dispensed

**FY 2010:** 2,267,461.25 total # of medications dispensed.

**FY 2009:** 2,082,792.3 total # of medications dispensed.

"National Coordinating Council for Medication Error Reporting and Prevention.... believes that there are no acceptable incidence rates for medication errors. The goal of every healthcare organization should be to continually improve systems to prevent harm to patients due to medication errors." The Alaska Pioneer Homes goal is to continually decrease our medication error rates."  
(Data source: DHSS AK Pioneer Homes)



## Falls

**Target:** The Fall Rate is a measurement of risk in Long Term Care and the Pioneer Homes target is less than 6% fall rate.

**Status:** For FY 2011 the fall rate was less than the target of 6%. From FY 2009 - FY 2011 the Pioneer Homes has slightly decreased its average resident fall rate.

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Total
2011	4.7%	5.9%	6.0%	4.8%	5.35%
2010	5.9%	5.7%	5.5%	4.4%	5.37%
2009	6.9%	5.5%	4.8%	5.4%	5.65%

Rates: Comparing fall rates among different Long Term Care programs is difficult because of varying fall definitions, methods to report data and differences in settings and resident populations, and the lack of risk adjustment. The most reliable and useful approach for any organization is an examination of its own quality

indicator data over time -- with the ultimate goal of reducing and eliminating all preventable falls.

\*The most commonly used statistic to measure and track falls is the "fall rate," which is calculated by how many falls can be expected for every 1000 bed days of care divided into the number of resident bed days.  
(Data source: DHSS AK Pioneer Homes)

## Sentinel Events

**Target:** Sentinel Event Injuries attributed to falls will not increase.

**Status:** The target to reduce the number falls resulting in a major injury (sentinel event injuries) was met. In FY11, the NEW sentinel injury rate was 0.030%, which is well below the 2.6% target. In FY10, the rate of Pioneer Homes resident sentinel event injury rate was 3.4%, exceeding the 2% target, but in line with past performance on this measure. The sentinel injury rate was 2.7% for FY09. For FY11 the new target of 2.6% coincides with the Joint Commission (JCAHO) standard.

Fiscal Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Total
FY 2011	.066%	0.053%	0.002%	0.00%	0.030%
FY 2010	2.3%	2.9%	1.3%	7.1%	3.4%
FY 2009	1.3%	2.3%	3.4%	3.8%	2.7%

Alaska Pioneer Homes P&P Subsection 3.06(b) "Sentinel Event: an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Examples of sentinel events are any incident resulting in the death or serious injury of a resident, or which potentially could have caused death or serious injury, these include falls resulting in fractures or other serious injuries, assault. There are no benchmarks for sentinel events. It is an on-going process for organizations to find root cause and

resolution in order to prevent patterns of sentinel events."

(Data source: DHSS AK Pioneer Homes)

### Electronic Medical Records Project

This past year we initiated a contract with DHSS Information Technologies Project Management Office (PMO) to assist us in procuring a new Electronic Medical Records (EMR) system. The purchase of a new resident management system/Electronic Medical Records system (EMR) will enable nursing staff to spend more time providing direct care to residents and less time duplicating paperwork. Our current system is not an integrated solution and uses several different programs; Accu-Med, Risk Plus, Prodigy Pro-script, a home grown waitlist, and miscellaneous spreadsheets and word documents to house resident medical information. The Division's current process for maintaining resident information is redundant, manually intensive and primarily paper based. Currently Homes are first recording medical information on paper and then entering this information into ACCU-Med and/or Risk Plus and other software. The goal is to data enter medical information once and into one system.

ACCU-Med is not “user friendly” and it is costly to have repeated trainings due to its complexity and lack of program intuitiveness. Additionally, each home operates their systems separately and tracking performance measures is inefficient which, makes accuracy between disparate information difficult. Creating reports for the Division is an intensive compilation from numerous sources and is not an accurate data reporting method. The current system is not capable of relating to the Health Information Exchange (HIE) and providers in Alaska will find it increasingly more cumbersome to transfer medical information to the Pioneer Homes. Increases, over the years, of federal and state documentation requirements have eroded resident/provider contact time. The new EMR will enhance the quality of resident care within all of the Pioneer Homes.

***Investing in electronic medical records for the Pioneer Home system will increase health care delivery, reduce medical errors, bring down costs, ensure privacy and improve end of life care.***

The new system will be designed to meet regulations from State of Alaska Certification & Licensing, and for the Alaska Veteran's and Pioneer Home Veterans Affairs. The EMR will include pharmacy integration and e-prescribing, and will be a web based system that will bring all disparate resident data together, which will offer improved tracking of performance standards. It will reduce and streamline nursing and pharmacy paperwork time and increase nurse/resident contact time and medication safety. The web based system will increase efficiency with reporting and will be “user friendly” i.e. will not require repeat trainings in order to master with the associated costs. EMR software will improve resident care by creating timely access to resident medical and admissions information, and automated level of care plans. Safety and privacy, as required under Health Insurance Portability and Accountability Act (HIPAA), will be improved as will the critical incident reporting and access for assisted living licensing and certification inspections. Transfer of medical information via the HIE to providers, hospitals and pharmacies will be possible.

The new Pioneer Home EMR system will:

- Bring a resident's total health information together in one place which will result in better care coordination, and in addition, make records available and current for hospitals, health care providers, and pharmacies.

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- After a clinical visit or hospital stay, instructions and information for the resident can be effortlessly electronically transferred; and reminders for other follow-up care can be automatically set for Pioneer Home nurses and staff.
- Improved pharmacy integration will improve health care safety and delivery. For example: resident's medications or allergies will automatically check for problems whenever a new medication is prescribed and alert the Pioneer Home nursing and pharmacy staff to potential conflicts; decreasing medication errors.
- Improve safety through the capacity to bring all of a resident's information together and automatically identify potential safety issues for health care staff.
- Reduce "paperwork" processing for direct care staffs, allowing for more resident contact time and improved health care deliver and/or end of life care.
- Improved resident privacy and security.

### *Consequences of no funding:*

Center for Medicare and Medicaid Services (CMS) has created financial incentives for all hospitals, clinics, pharmacies and doctor's offices to convert to an electronic medical record program. In Alaska many health organizations are quickly adopting electronic medical records. Currently, the Pioneer Homes has difficulty interfacing with the aforementioned entities because we are unable to participate in the electronic transfer of health records and prescriptions. As more and more health organizations in Alaska adopt EMRs the Pioneer Home will increasingly be handicapped in their ability to interface (via HIE) and coordinate resident care within the Pioneer Home system and with other health organizations. Devoid of adopting an EMR the Pioneer Homes will continue to do business in an antiquated, paper intensive, inefficient manner that encumbers staff time with our residents. Our current system, ACCU-Med & Risk Plus, is wholly inadequate for our needs. As of FY 2012 the funding was pushed back by Commissioner Streur until FY 2014 and at such time that we have identified our needs.



Canada Geese graze on the Fairbanks Pioneer Home's lawn during the summer of 2011

## Anchorage Pioneer Home



### Introduction

The Anchorage Pioneer Home is the largest of the six Alaska Pioneer Homes, and is conveniently located in the heart of the largest city in Alaska right in the historical community core. The home is committed to the Eden concept which advocates a home like environment and provides licensed assisted living care for 168 Alaskan elders. The dedicated employees work hard to make the Anchorage Pioneer Home a hub of activity and an integral part of the Anchorage community. With our prime location right next to the Park Strip, the famous Anchorage reindeer "Star", our beautiful grounds covered in flowers in the

summer and sparkling white lights in the winter, the home is an attraction for visitors and neighbors alike. The home is an important component of the local community and hosts not only activities which are fun for the whole family such as concerts and parties but also business meetings such as local homeowners associations, and serving as a voting station.

### Accomplishments

APH has a number of projects underway to enhance our residents' safety and comfort. Our Code Alert system, which allows us to monitor some of our most vulnerable elders, will be obsolete within the next 3 to 5 years and we are grateful we are ahead of schedule with a new upgrade this fall. We are also in the midst of converting our analog security cameras into a digital system and expect this to be completed this fall as well. The digital system will enable us to view the security images clearly and monitor the safety of our residents more effectively. In addition, this fall we will be installing an air conditioning system in our north building. The installation has been a long awaited goal and we are happy to see it finally coming to fruition. This system will greatly enhance the comfort of our elders that reside in that portion of our home during the warm summer months.

APH has recently purchased a new bus that will allow six elders with wheelchairs to go on outings. The current bus only has the capacity for three elders and their wheelchairs and thus limits how many residents, reliant upon wheel chairs, we can accommodate on our outings. The new bus will be an excellent addition for outings such as to our Beach Lake BBQs or our State Fair trips and will allow a wider variety of elders to enjoy the bounties south central Alaska has to offer.



This spring we began a series of Anchorage Pioneer Home Iron Skillet Challenges. These cooking competitions are open to all elders, family members, staff and volunteers and have been met with great enthusiasm and participation. This year we have had Breakfast Gravy, Mexican, Chili, and Pie and Alaskan Harvest challenges. APH resident, Freddie Erickson won for the best Breakfast Gravy; Josh Shaver, Assistant Administrator, won for the best Mexican; Administrator Rich Saville won for the best Chile; there was a tie between APH employee Trish Hanlon and Barb McIntire APH volunteer for the best pie. And the Alaska Harvest was won by Gordon Jaynes an APH family member.

#### Anchorage Pioneer Home Iron Skillet



APH administrator, Rich Saville and Josh Shaver, assistant administrator present resident Freddie Erickson her award for best Breakfast Gravy



APH administrator, Rich Saville presents Josh Shaver, assistant administrator his award for winning the Mexican food challenge. On his side is Barb McIntire, volunteer.



Pie Judges!



Trish Hanlon, APH employee accepts her Iron Skillet award for her pie at the 4<sup>th</sup> of July BBQ!



## Challenges

One of our biggest challenges at APH is maintaining a balance between our elders' independence and ability to make their own choices about their lives and care and the inherent risk involved in some of those choices. We believe there is dignity in maintaining personal choice and that our job is to support these choices non-judgmentally and to mitigate, as best we can, any risk or dangers that may come with those choices. To that end, APH would like to construct an indoor smoking room. We have been unable to accomplish this in the past because the Anchorage Municipal code does not allow smoking in public buildings or in places of work. We have recently had positive conversations with the current city administration and they have indicated they would be willing to work with us on an amendment to the current code to allow us to modify a room for smoking; however, we are in need of funding for this capital project. There are those in opposition to our building



APH resident Bob Larsen tending the fire at Beach Lake



APH resident Sister Odette Beurrier roasting a hotdog at Beach Lake

an indoor smoking room who say it would promote smoking and therefore should not be done. We do not see it as promoting smoking, but rather as promoting choice and independence. We see it as allowing our Alaskan Pioneers to live life on their own terms – as they have their entire lives – and we help them to be safe while doing it.

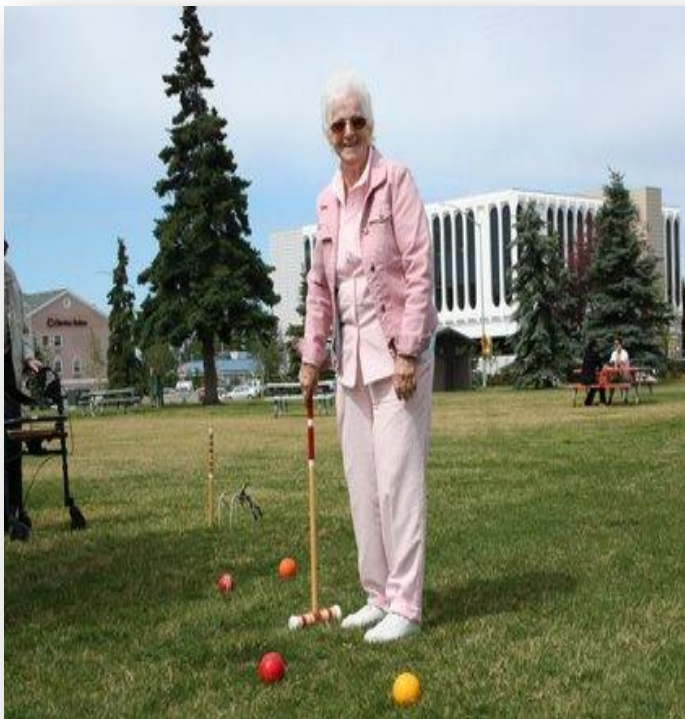
Our elders would also greatly benefit from the addition of an Advanced Nurse Practitioner (ANP) to our staff. Our elders often need to be seen at the Emergency Room for non emergency conditions because they cannot get an appointment to see their doctors in a timely fashion. ER doctors do not know our elders, have no previous history with them and often do not understand their most current conditions.

Having an ANP in house would allow our elders to receive expedient care from a provider that knows them well and is familiar with their most recent conditions as well as cut down on the cost and in-convenience of ER visits.

There is often confusion with regards to prescription medication for our elders who are moving into our home and for those who are returning home from a stay in the hospital. This confusion can stem from a switch in pharmacies or from old versus new medication orders. An ANP would be able to address these issues to ensure smoother transitions for everyone involved as well as be an excellent resource for our staff to learn from.



APH Resident Mabel Didrickson with  
volunteer Barb McIntire at the annual  
Beach lake BBQ



APH Resident Verna Espenshade playing  
croquet on the park strip



APH Resident Harold Ward shopping at the State  
Fair



## Fairbanks Pioneer Home

### Pioneers Move 'Closer to Home'

Fairbanks Daily News Miner

July 6, 1967

By Mike Dalton

The new Pioneers Home in Fairbanks officially opened its doors today, and through those doors has passed 18 guests of the Sitka Pioneer Home transferring to the newer facility. Most of those 18 are Interior people and have simply moved closer to home.

What these guests, and others who are being admitted from the Interior, are finding is a structure that is architecturally very different from the one they have been living in Sitka. The Fairbanks home is a one story building with no steps. There are not even ramps for the oldsters to manipulate. This is just one of the features of the new building that architects have brought into the design for the ease of the guest.

The Fairbanks Pioneers Home is a somewhat sprawling design, but guests and staff members are always close to the functional center of the building. The \$2 million building is the result of a long, successful campaign by the Pioneers of Alaska to establish a branch Pioneer Home north of the Alaska Range. A bond issue authorizing the home was approved in 1964. The project was started in April 1966 by Burgess Construction Co. and was completed in April 1967. Outside landscaping and grounds work has been done during the month of June.



### Introduction

The Fairbanks home is the second oldest Home in the Alaska Pioneer Home system and began serving elders from the community and outlying interior in July 1967. Tucked away in a secluded area, 93 residents can call this their home. We continue to strive for quality care and creating a harmonious environment for our residents by our commitment to the Eden principals and promoting an atmosphere of warmth and friendships. Building lasting relationships with our residents and their families is a pivotal part in our idea of holistic care.

### Accomplishments

The Fairbanks Pioneer Home Moosewood neighborhood experienced several remodels this past year, to ensure the safety and convenience for our residents. The remodel and construction project took seven months to complete. All of the bathtubs in the Moosewood neighborhood were removed and replaced with a walk-in shower or storage closet. In addition, the Moosewood neighborhood was updated with new handrails and wainscoting in the hallways, which has the added benefit of bringing us into compliance with current fire code.

### On 40 Acres

The home is located on a 40-plus acre tract of land south of Airport Way and almost across the street from the Centennial grounds. The building contains 32,700 square feet of space and is designed so it can be expanded to an ultimate 45,000 guest wing plus the hospital wing is 63. Eventually, if the home is expanded, 130 guests could be accommodated. Many of Alaska's pioneers are former and retired miners. What greets them is exterior finish on their new Fairbanks Pioneers Home takes them back to their mining days quickly.

### Familiar Stone

The home's roof is crushed quartz laid on waterproofed roofing. This quartz – the same stuff that miners have discarded in tailing piles for decades – is imbedded in pre-cast concrete wall panels. Natural Shaw Creek quartz is used for wall construction around the main entrance, and this same quartz is used in the two large fireplaces in the guest wing's lounges. Once inside the entrance, guests walk across a golden carpet that reminds them they are truly in the Golden Heart of Alaska. A recessed and glassed-in display of wooden panels by an early day artist dominates the lobby. The artist is H. C. Heacock and each of his panels is whittled and carved from one piece of white pine. Guest rooms are finished in soft pastel colors that vary from room to room. Walls are vinyl covered and floors are finished in two shades of brown cork tiling. Several rooms are singles, but most are doubles. One bathroom is shared by two double rooms.

We are pleased that our main dining/recreation room receive much needed attention with, a fresh coat of paint this fiscal year. It has been over 10 years since this large room was painted.



Mr. and Mrs. Dick Korvola at our Family Picnic

In July 2011, we had Standing Stone Consulting Company here for an on-site safety and security evaluation. They reviewed our current safety and security practices and conducted an on-site inspection. This consultation was to ensure we are doing what we can to provide for the safety and well-being of our residents, staff, and visitors.

Late last year the security camera project was completed. This project added 23 additional cameras both inside and outside the facility. With the capacity to record from any one of the cameras, we now have the ability to investigate any reported incident to ensure current policy and procedures or safety practices are being followed. In May 2011, we requested an OSHA consultation visit to review our safety and health programs for our employees. The inspection went well with

only a few minor adjustments needed to our program.



Happy St. Patrick's Day from Jack Curry

### **Beauty Parlor**

Women guests will have their own beauty parlor and the men have a barber shop complete with the barber's chair and huge mirrors. Railings along both sides of hallways are installed for the walking convenience of guests who may need assistance getting from room to lounge or from room to dining room. A small laundry is provided with automatic washers and driers for the guests' private laundry they want to do themselves. The major laundry work will be done in a nearby state jail. Prisoners will do this work.

Diffused lighting and intercoms in all rooms are two more features that add to the comfort and convenience of pioneer guests. The nursing wing is almost a hospital in itself...on a reduced scale, of course. One of the most modern nursing stations in the state has been installed in the center of the 26-bed nursing wing. Near this station is a doctor's office with examination room and waiting room. A private X-ray room, storage facilities and a small dining room complete the nursing station.

### **Private Garden**

Between the men's and women's wings in the nursing portion of the home is a private garden. It is designed with a security fence. Good services at the Fairbanks Pioneers Home will be hard to top. The kitchen equipment is the most modern available and the stainless steel stoves, ovens, sinks and cooking utensils gleam. Three cooks, three kitchen helpers and four waitresses will be on hand every day to serve meals that are dietetically supervised by a nutritionist.

In August 2011, an international firm, Stantec Consulting out of Calgary, Canada that specializes in building management, toured our facility and will provide us with a detailed report regarding the overall condition and needs for our building.

This report will be used to assist in necessary documentation and justification for funding of additional projects.

### **Partnerships**

We have continued to maintain a great relationship with the Fairbanks Senior Center. This year we supported the organization during their first garage sale fundraiser. Several FPH staff members assisted with the organization of the event and many residents participated in the shopping!

Additionally, we continue to support and participate in the monthly Fairbanks area Senior Provider meetings. Several agencies meet once a month to discuss issues and concerns facing elders in our community. These meetings allow for a global perspective on issues so we can

work together to find solutions to ensure that our community continues to adequately serve elder needs. For many years now, we have shared outings, activities, and memories with the Denali Center. We often seek their input regarding their operations in order to better evaluate our own programs.

### **Challenges**

We continue to have difficulty with the State of Alaska Background Check Unit (BCU) in obtaining timely provisional background check clearances. Previously, the BCU issued a provisional clearance while the final and more time consuming FBI check processed. This enabled us to hire within a few days and to get FBI fingerprints from the new employee while they worked at FPH.



Susie Swaim at the Tanana Valley Fair





Peter Fricilone and Lenora Conkle enjoying our Family Picnic

Recently, however the BCU began enforcing their regulations and requiring us to submit fingerprints before they will process the provisional clearance. This change is creating additional wait time for provisional clearance, therefore, delaying an applicant's ability to start work. This delay will pose problems when we are experiencing staffing shortages. We are struggling with recruiting qualified direct care staff members. At this time, we have a competent staff of licensed nurses; however, we now struggle with finding adequate applicant pools for

certified nurse aides. This seems to be a cyclical issue that we have had to address in previous years.

We continue to have many concerns regarding our residents who have acute emotional and behavioral needs. The lack of professional support within the Fairbanks community impedes a resident from receiving adequate behavioral interventions and supports. Thus, our Home's employees are required to manage residents with acute behavioral and emotional needs which, are beyond the scope of our employee's training and job description.



Deanna Bennett and Pete Bostick on Crazy Hat Day



Jessica Armstrong and Carl Hefflinger plant a garden



## Sitka Pioneer Home

### Introduction

The Sitka Pioneers' Home campus of today is a diverse community consisting of an assisted living home able to accommodate up to 75 elders, including a preschool. The centrally located Home, in downtown Sitka, allows for ample opportunities for residents to interact with their community.

### Accomplishments

2010 and 2011 have been busy years around the Sitka Pioneers' Home. During this reporting period the Sitka Pioneer Home identified and accomplished several goals; ongoing remodeling, consolidating administrative staff and upgrading our boiler system.

This year we continued the remodeling of existing resident common areas to enhance the physical environment in which our residents live. This included new paint, cabinets, flooring and in some instances, new appliances. By the end of September 2011, we will have remodeled all of the resident dining areas in the facility. Another goal of the Sitka Pioneer Home was to consolidate administrative staff and maximize efficiency. This was accomplished by remodeling the west wing of the 1<sup>st</sup> floor and relocating three administrative personnel from other areas in the facility to the new area. The consolidation allows for "one stop shopping" when residents or their families are looking for administrative assistance in the facility and greatly enhances our efficiency.

During this reporting period, we accomplished several important structural and mechanical improvements such as; upgrading our boiler system to state-of-the-art specifications; cleaning the entire ventilation system ducting; upgrading the air handlers on the north wing; and installing a state-of-the-art security system.

The Totem Square project and Totem restoration took months of planning, collaborating, networking and budgeting. The landscaping of Totem Square is now complete. The totem pole was removed (depicted at right) for repairs and is currently being restored by a local native master carver, Tommy Joseph. The pole will be erected some time in the fall of 2011. We will continue to work with the City of Sitka and the Sitka Tribe of Alaska to provide oversight and support for this important event.



The Sitka Pioneer Home recently, succeeded in staffing the SPH nurse management team with the addition of a highly qualified Nurse III who is partially responsible for Risk Management and Quality Improvement initiatives. Quality improvement has been an administrative priority for quite some time and we are excited about rolling out a formal program for the SPH

management team and eventually to each department in the facility.

### Challenges

Despite this success, it is important to point out that one of our greatest challenges are in the difficulty of recruiting professional staff specifically nurses. This is mostly due, in many instances, to significantly higher wages being offered at the two local acute care facilities and one long term care facility.



“Minute to Win It” competition: Apple stacking contest. From left to right residents Martha Howard and Eleanor Maxon and SHP Maintenance Journey II, soon to retire, John Roberts.



This will continue to be an issue as long as such a disparity in wages between facilities exists in Sitka.

Another challenge remains the increased acuity of many of the residents entering the home. Increased acuity, in many cases, requires increased staffing. Current SPH staffing patterns for a population increasing in acuity is not sustainable. Reallocation or adding resources will need to be addressed if this trend continues to present itself.

In addition, one of the essential parts of assisted living is to provide an environment in which a resident can maintain and/or restore their highest level of function. There has been a focus in the past 3 years at SPH to provide the necessary space and equipment to accommodate an enhanced rehabilitative/restorative environment. Space and equipment have been appropriated and allocated but we do not have a staff person for our restorative program. We



Birthday celebration! Left to right: resident Doris Fox, CNA's MayJoy Dasalla and Michael Sabayan and resident Dorothy Murdock.



Residents (left to right) Ilona Brady, Dorothy Murdock, Doris Fox and Emma Houston, with SPH Activity Assistant Skye Workman

would like to add to our staff a restorative aide to enable the program to be totally functional. The goals for the coming year will continue to focus on facility upgrades as well as environmental modifications to enhance the living areas for the residents. There are several proposed upgrades to our facility we hope to complete this next fiscal year. Two projects are a drop ceiling and lighting replacement in the southwest wings of the building.

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Another project is the replacement of handicapped access doorways going into the north wings of the building and front entrance. We are also planning on replacing the carpet on the ramp and in the north wing neighborhoods. By the end of next fiscal year the Sitka Pioneer Home, after all of these multiple upgrades and renovations, will a historical gem in Sitka.

Allen Marine Tours! Resident Dorothy Klingler her granddaughter Iris, an on-call CNA at SPH





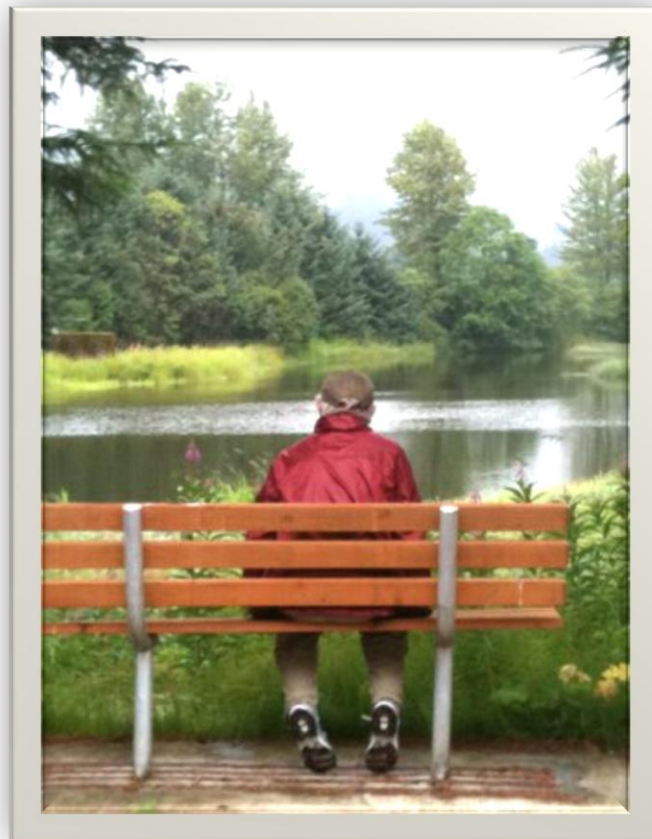
## Juneau Pioneer Home

### Introduction

The Juneau Pioneer Home was built in 1988 and is currently home to 45 incredible elder Alaskans. The Home is nestled in the wetlands along Juneau's Egan Drive and has breathtaking views of nearby mountains and the channel that divides the mainland from Douglas Island. The home is divided into four neighborhoods that serve as mini-communities. The Juneau Pioneer Home promotes the Eden Alternative and our mission is to cultivate a caring, vibrant, and engaging community where elders are the heart of the home.

### Accomplishments

This past year the Juneau Pioneer Home deepened its commitment to the Eden Alternative and the quality of person-centered care by expanding the Neighborhood Models of care. Defining small neighborhoods fosters an environment where person-centered care means that elders, and the people closest to them, are making the choices about their care. In addition, to changing our neighborhood structure, the Juneau Pioneer Home actively engaged in the Eden Alternative and staff growth and development through the generous support of the Juneau Pioneer Home Foundation.



In October 2010, 12 staff and 4 residents participated in the Eden Associate Training with Beverly Tallman. The Juneau Pioneer Home is now close to having a 100% of its staff trained in the Eden Alternative and JPH has completed the first in a series of new Path to Mastery levels which recognizes the Juneau Home's advancement in the Eden Alternative.

Resident Margo Lewis and staff members Melinda Benin and Leah Yadao (left) receive their Eden completion certificates after giving a presentation to the Juneau Pioneer Home community

### **"A Night in Paris"**

The Juneau Pioneers' Home recently held their Senior Prom; a "Night in Paris". The Thunder Mountain Big Band led by Ron Maas provided dancing tunes to our finely dressed residents, families and friends. Music, appetizers and atmosphere left the crowd in smiles throughout the evening.

We are grateful to so many; Rya for making pre-event lattes and mochas, Lisa Ibias and Laisne' Waldron for Prom attire, Perseverance Theatre and Juneau Douglas High School for decorations, Janet Lumininsky and Sarah Boesser our photographers, Marcella for the invitation drawing, Beth, Roberta, Stina to help with planning, members of Epsilon AlphaSigma & their delicious desserts, the Laugergirls, Mark Jimmerson, Amy George and many staff with NANA; Sofia, C.J., Jan, Arjee, Charise, Lea, Mercy, Tami, Susan, Somer, Fred, Nil, Josephine, Cathy, Vangie, Hillia, Jenifer, Maria, Melinda, Zenaida, Noah, Steve, Susan, Nora, Tessie, Marlyn, Lindsey, Lauren, Jill and Heidi. And those who might have not received mention, but should have...my apologies.

With gratitude,  
Judy O. Neary  
JPH Activities Department



Robert Parker and daughter, Cindy  
Larson

The Juneau Pioneer leadership team members, nurses and 4 CNA staff attended an intensive Eden Alternative training with Executive Director of Eden International, Nancy Fox. The training, with Nancy Fox, led to a newly formed Eden work group with highly dedicated staff taking the new ideas into each neighborhood team. The team leaders have reorganized their roles and will support the Home's and staff's efforts in meeting the Eden Alternative goals. The Eden trainings have been followed by the development of active staff work groups and some reorganization of leadership within the 4 neighborhoods to continue to improve resident care.



Betty and John Dougherty enjoy a dance  
at the Juneau Pioneer Home's June  
"Senior Prom in Paris"

In August 2011, employee, Suzanne Malter was granted funds by the Juneau Home Foundation to attend the National Eden Training for trainers so that she could become a JPH staff Eden Trainer. Previously, Eden trainings have required us to bring a trainer to Juneau or take the class through distance delivery. Now that Suzanne Malter is trained as an Eden Associate the Juneau Pioneer Home will be able to offer in-house trainings for all staff including new employees. In addition, Suzanne will provide our Home staff with ongoing educational offerings that integrate the trainings into JPH resident/staff care planning & daily life. All of the aforementioned efforts take the Juneau Pioneer Home far beyond the initial basic levels of the Eden training.

The Juneau Pioneer Home's annual Senior Prom in June was a big hit. This year the theme was "A Night in Paris" with the Thunder Mountain band. The prom happened to coincide with Betty and John Dougherty's 62nd wedding anniversary.



Of the 45 residents at the Juneau Pioneer Home, we enjoy the company of 3 married couples living in our Home.

There were 5 couples at the Dance who had celebrated more than 60 years of being married!

The JPH Foundation worked with the Juneau delegation and successfully obtained a \$10,000 Grant to hire "Dementia Design Expert, Dr. Emi Kyota" to help us explore ways to improve our facility design to make it more successful for people with dementia. Dr. Kyota will come to JPH and spend several days studying the facility, meeting with elders and staff and providing recommendations based on her vast knowledge of Dementia care.

### Challenges

During the past year, the Juneau Pioneer Home has seen an increased number of admissions due to a higher number of deaths compared to previous years. This has created an added stress and multiple losses of community members for our staff, residents and families.

Reorganization and CORE group leadership changes also brought about some stress (even when the changes are positive) which has led to some productive conversations. The Juneau Pioneer Home has a group of devoted staff who work hard to maintain a high quality of care within our Home. And with humor and dedication we keep our elders in good spirits and keep their lives

filled with activities and compassionate care.



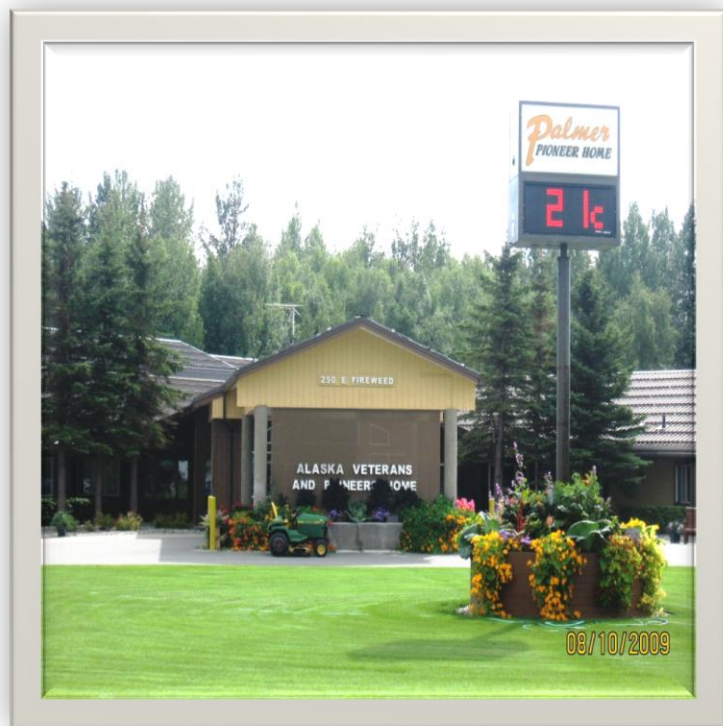
Governor Parnell and the First Lady, visit with resident Nina Brown at the Governor's Tea in July. JPH volunteer, Bev Haywood plays piano for this special

Resident "Pete" Ellis Bibb, an incredible pioneer, teacher, carver, and skier, walks with JPH Nurse Claudia Bain and enjoys a visit to the Mendenhall Glacier in August.

All of the residents who attended were treated with bear viewings.



## Alaska Veterans and Pioneers Home



### Introduction

In the past year we continued our focus of meeting the division goals of providing the highest quality of life in a safe Home environment for older Alaskans and veterans, operating within budget, and reducing employee injuries.

### Accomplishments

We renewed our commitment to the Eden Alternative by completing Milestone 1 of the new Eden Path to Mastery and continue to use those principles to guide our decision making. Our Quality Assurance Committee remains very active in tracking our successes and identifying issues that need addressing. Problem resolution

occurs at the level closest to the resident through the work of process improvement teams, the safety committee, and neighborhood team meetings.

Direct input is sought from residents for decision making about most aspects of AVPH's operation. Several departments meet regularly with the resident council to provide information, seek their advice, and answer their questions. The council is very proactive in bringing issues directly to leadership. This year the council brought forth concerns regarding the heating and ventilation, wheelchair accessible pathways, and poor quality paper products. Heating and ventilation (HVAC) inconsistencies led to wide temperature variations in certain resident rooms. Facilities Management contracted with an engineer to evaluate the HVAC system. Based on his recommendations modifications were made to the system and to the software required to run it. Maintenance staff was trained in new techniques to monitor and repair the system. A windscreen will be erected outside of the north entrance to the Home in order to decrease the impact of cold winds on the temperature of that neighborhood. Plans are to design and build an arctic entryway next summer.



Residents requested that a wheelchair accessible pathway be built to connect sidewalks from one neighborhood to another. A Garden Pathway was built that connects the different areas of the Home to form a loop around most of the building. The pathway material extends into the community garden making the raised beds completely wheelchair accessible.

Residents complained that our paper products were of poor quality. Samples of other products were trialed by residents. A better quality product was selected with only a \$13.00/month

increase in cost. We are quite certain this cost will be made up by using less of the new product due to its improved absorption and strength.

Other improvements to the building this year have been electrical upgrades such as reconfiguration of emergency electrical distribution; replacement of the water softener; exterior metal trim replacement and handrails replacement that will be ADA compliant is in progress.



Frances Jones and Ed Willis harvest the fruits of their Labor in the AVPH organic garden



Resident Anna Davis and Alyssa Johnson share a hug

We are most excited about the funding AVPH awarded this year for a storage building/garage. We are very grateful to the Board for their support over the last few years in attaining the funding for our needed storage unit. We expect groundbreaking to occur in the summer of 2012. Additional funding was received this year for sidewalk, curb, and parking lot repairs. This will most likely include repair/replacement of the concrete in the courtyard.

This fiscal year AVPH met our goal of operating within budget, which enabled us to make some special purchases at the end of the year.



The Home was focused on reducing personnel costs by monitoring non permanent employee expenditures. As a result AVPH had another year of reduced non perm costs. In 2010 costs were reduced by \$71, 269.00 from the previous year and in 2011 costs were further reduced by an additional \$91,965.00. This was accomplished with no reduction in workforce or impact on quality. All changes were closely monitored and reevaluated periodically. Staff, family, and resident satisfaction surveys were conducted as part of the Eden Path to Mastery process and reflected very positive outcomes.

The special purchases, we are making, are consistent with our goals of maintaining a warm, homelike environment and improving quality of life as well as safety goals of reducing employee injuries. We will be purchasing a display cooking cart which will allow the kitchen staff to prepare special tableside meals and give cooking demonstrations. Everyone is looking forward to the wonderful smells associated with home cooking in the neighborhoods. And we will also purchase new privacy curtains, handmade quilts, table linens and floor mats to brighten up resident's living spaces. This is especially important to those residents who are not able to partake in outside activities.



Resident Elisa Ferguson offers a treat to a visiting friend

Additional equipment such as a wheelchair scale, commercial mixer, and specialty resident chairs ease the staff's workload and contribute to ongoing improvements in staff injury rates.

Our focus on improving systems and processes to maximize efficiency and prevent injuries resulted in a reduction of costs associated with employee injuries from \$199,784.00 in 2009 to only \$4,810.00 in 2010.

Resident injuries were impacted

favorably as well, with a 48% reduction in falls. Multi-disciplinary teams of front line staff from all departments developed simple methods for injury prevention. An example is a falls hazard checklist utilized by housekeepers to identify and immediately correct fall hazards as they clean resident rooms. There has not been a resident death related to falls since 2007 and our sentinel event injury rate for the year is zero.

Part of our ongoing efforts to provide the best quality of care included a concerted effort to decrease antipsychotic medication use. A partnership with our nurse practitioner, medical providers, pharmacy, and direct care staff resulted in a decrease of antipsychotic medication use well below the national average as published by CMS. During both our VA and state licensing inspections, it was noted that our staff is providing resident care consistent with the latest research on dementia care. And, the VA also noted that the genuine care and respect we provide protects our resident's dignity.

We continue to have a healthy and thriving relationship with the community. The biggest joint project this year was an art show and auction benefitting the Home. The event was an elegant and festive affair that was enjoyed by the community, residents, and staff. Thanks to gracious donations from the community the evening was a huge success.



Residents, Myrtle Lamond (L) and Albert Romans (R) enjoy the elegant spread at the Art Show

Rae Cunningham and Jessie DeVries enjoying themselves at the Art Show and



## Challenges

Without a doubt, the VA Inspection conducted by the Centers for Medicare and Medicaid Services (CMS) was our biggest challenge this year. As reported last year, the US Department of Veterans contracted with CMS to conduct annual inspections at all veterans' homes across the country. The inspectors assigned to us this year had only performed inspections of skilled care facilities.

Fortunately, they were accompanied by our local VA contact, who has been associated with our Home since prior to certification. We felt, and she agreed, that they based much of their inspection on skilled care rather than assisted living regulations. We were cited in the areas of pharmacy (medication administration) and several deficiencies in the kitchen. Our initial corrective action plan was not accepted by CMS. The local VA office advocated on our behalf, but we were still required to rewrite our plan.



Veteran Kay Losiewski at the  
American Legion Memorial Day  
Luncheon

Corrective actions necessitated extensive restructuring of the food services and nursing departments to ensure compliance. To meet CMS's interpretation of the requirements for medication administration, we developed an alternate work schedule for nurses that allowed for greater consistency and expanded medication administration hours. Increasing the number of hours per day that these nurses work reduces the number of days they can work, creating a very tight schedule. This increases the difficulty for covering approved leave, vacant positions, or long term Family Medical Leave Act absences.



Although we have succeeded in implementing the requirements, we have lost two nurses as a result. Recruitment for nurses has become more difficult as wages have increase in the private sector. Our benefits package no longer holds the same appeal it did before Tier IV was added and we cannot compete with sign on bonuses that for profit facilities offer.

AVPH social worker Mary McConnell and  
resident Elisa Ferguson



As new employees join our Home and long term employees leave their jobs, we are faced with the challenge of maintaining the skills set and the culture of care that has been developed over time at this Home. While we are committed to providing the best care for our residents, it is often difficult to provide on-going training to our staff. High priorities for training are ongoing dementia care and Eden training. The Eden Alternative provides training programs, but the cost is high. The training session required to become a certified Eden associate is approximately \$500.00 per person. Our funding for education is limited. In addition, we must provide coverage for direct care staff while they are in attendance at class. This results in an increase in personnel costs, which is already the highest expenditure in our budget.



Preschooler pays close attention to resident Tony Jurasek's words of wisdom

This year we have increased veteran census to 39% of total census. It has been painstakingly slow due to several barriers. The barriers include a fluctuating wait list, veterans not ready to admit when an accommodating room (gender and level of care compatibility) is available, and progression of chronic illnesses resulting in decline of existing veteran population in the Home. Our transition plan calls for four veteran admissions to one nonveteran admission in FY 12. To work towards our goal of 75% veteran census by 2012, we also admit a veteran every time there is a veteran death. There is concern that we will not be able to meet our goal. We hope to work with our Director, the VA, veterans' organizations, and the department's Public Information Office to increase public awareness of the valuable services we provide. A well organized public relations campaign will be a high priority.

We have continued to build on our relationships with both active military and veterans' organizations. Some of the local veterans' groups are so active that they have become integrated into our Home community. The relationship is reciprocal as we honor both the past and present efforts of our soldiers with commemorative events at the Home. Our annual Veterans Day Program has grown each year and is attended by active military personnel and veterans from all over the country. AVPH veterans' presence is always visible at community events such as the Memorial Day Ceremony at the Veterans Wall, the grand opening of the Alaska Veterans Museum, and monthly dances and holiday meals at the American Legion Hall.



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This year we were also fortunate to have help with grounds cleanup from the 88th Army Maintenance Crew. The soldiers were rewarded for their efforts with a potluck meal that was shared with residents and staff members. The residents enjoyed the interaction tremendously. Overall this has been a year of hard work and great joy as we do the work required to fulfill our mission. The staff carried out this work with respect, love, commitment, and a feeling of great responsibility for the residents of our Home. We thank the Board for their advocacy and support.



Resident Roy Hooper checks on his tomatoes in the AVPH organic garden

## Ketchikan Pioneer Home

### Introduction:

The Ketchikan Pioneer Home (KPH) is licensed to care for 47 assisted living residents. The Home is situated on a garden hillside that neighbors the Alder Park, Sea View Terrace, the Alaska Marine Highway Ferry Terminal and the Inter-Island Ferry. Resident rooms are located on the two upper floors of the three-story building and are divided into neighborhoods based on resident level of care.



The average daily census is 42 and the average resident age is 88.

KPH is proud to offer a Respite Program, which allows applicants on the waitlist to stay for 14 days while their primary caregiver receives medical treatment and/or much needed rest. This essential program is the only one in our community and is critical to many of our frail, elderly friends. Another point of pride for our staff and residents is the Ketchikan Gateway Borough Fawn Mountain Elementary Indian Education Preschool program. This preschool is housed on the 2nd floor and fills our halls with the laughter of children.



Resident Lillian Ference with preschool child in front of KPH new window where people in wheelchairs can now look out



### Accomplishments

This past year we renewed our emphasis on wellness with an increase in activities geared toward the resident's spiritual and physical well-being. We offer church services, gospel singing, outdoor walking clubs, a specialized exercise class and a restorative aide program that has become vital to the residents well-being. This increase in physical activities along with monthly massage therapy and spa days leads to a stronger and more balanced elder.



KPH resident Bessie Comiskey is surprised to meet Minnie Mouse at the KPH Mother's Day Tea. Mickey and Minnie were surprise guests traveling through Ketchikan on the Disney Wonders first voyage in Alaska.

We continue to remain committed to improving our process of Assisted Living Plan meetings so that all disciplines are able to contribute to the care plan process as well as the resident and residents loved ones. We have also maintained improvement in our resident charts and recent OSHA and Assisted Living Licensing audits were very complimentary of the care provided. Additionally the KPH has the added responsibility of charting through Peace Health's electronic medical record system which provides better continuity of care for the resident and improved communication with local medical professionals. When KPH residents arrive at the emergency room there is an updated medication list available to the physician through this database.

KPH is committed to ensuring intergenerational activities through the continuation of the preschool on site as well as regular visits from many other committed volunteers in our community who have established relationships with our residents. Since we began our emphasis on intergenerational activities many years ago, our first young volunteers are now returning to us as teenagers and spending time with the residents in activities such as the pre-prom party where we host 75+ teenagers for appetizers and a photo opportunity with the residents before prom.

We have made several significant improvements to the KPH building this past year including flooring replacement and individual room rehabs. We have also focused time and donated funds on the landscaping of the grounds in front of the building. We are looking forward to the paving project this fall which should repair and replace asphalt in the back parking area.



We are also very grateful to have received over 1 million in State funds to complete capital projects including the Fireweed Dining area remodel and the Tongass Bathing area remodel. Fiscally KPH has been increasing its receipt of private funding in order to improve our elder care. Grant funding has been sought and obtained from Holland America Foundation and BP Oil. Private funding has been obtained through the KPH Foundation, private donors, and local businesses.

KPH is committed to our collaborations within our community through our membership and partnership with many local agencies some of which include: Ketchikan General Hospital, Ketchikan Indian Corporation, Rendezvous, Senior Services, Community Connections, Kayhi Community Service Club and Rotary. Food is very important to our elders and this year we continued our offering of fresh fish to our residents through donations of locally processed fish. The residents have had hundreds of pounds of fresh salmon and halibut donated. In addition to this service, our residents also enjoy fresh bread and pastries baked weekly from scratch.



Resident Kathlyn Linne is greeted by  
Micky

We continue to find solutions to recruitment and retention of our CNAs. One solution has been the KPH Foundation offering CNA scholarships in exchange for work agreements to the KPH. This has enhanced our ability to capture the best of the CNAs in the class and hire these students before they go out into the community and seek work elsewhere. Thus, we are no longer scrambling to recruit CNA staff. Additionally, we also participated in the creation of a recruitment video hoped to highlight some of the many unique qualities our community and Home have to offer potential candidates.

### Challenges

There continues to be challenges in placing residents who have behaviors that are inappropriate for the Alaska Pioneers Home in other facilities. Recruitment for Nursing Staff has become problematic once again. Additional training has been requested from the staff for Palliative Care training and training on working with aggressive residents.



KPH resident Rose Boguslawski and  
KPH Activity Aide, Jenny Thompson  
enjoy Story Time with one of our  
Preschool children