



The Alaska Pioneer Homes Advisory Board Report

Fall 2012

**Division of
Alaska Pioneer
Homes**

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**Alaska
Pioneer
Homes**



**Alaska Department of
Health and Social Services**
Governor, Sean Parnell
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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.



Anchorage Pioneer Home Father's BBQ – APH resident Bob Larsen with Nurse Lori Swecker at the APH Father's Day BBQ

Overview

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 October 2012 the average age of current Pioneer Home residents is 86 years. As of October 2012 there are 140 on the Division's Payment Assistance Program and 117 residents on the Older Alaskan's Medicaid Waiver. There are a total of 257 residents who use financial assistance and 217 residents are full pay or private insurance. As of October 2012 the Pioneer Homes has 326 female residents and 143 male residents. As of October 2012 the Pioneer Homes dementia population is 59% and Level III census is 52.6%.

October 2012 Dementia Figures

| Home | Census | Dementia Diagnosis | % Dementia | Waiver* | PAP** |
|-------|--------|--------------------|------------|---------|-------|
| SPH | 61 | 27 | 44% | 6 | 5 |
| FPH | 85 | 48 | 56% | 7 | 14 |
| AVPH | 75 | 52 | 69% | 17 | 9 |
| APH | 167 | 89 | 53% | 31 | 11 |
| KPH | 41 | 27 | 66% | 9 | 12 |
| JPH | 45 | 36 | 80% | 3 | 8 |
| Total | 474 | 279 | 59% | 73 | 59 |

* 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:

| | |
|---------------------------|---|
| Level I services | 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; |
| Level II services | 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; |
| Level III services | 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

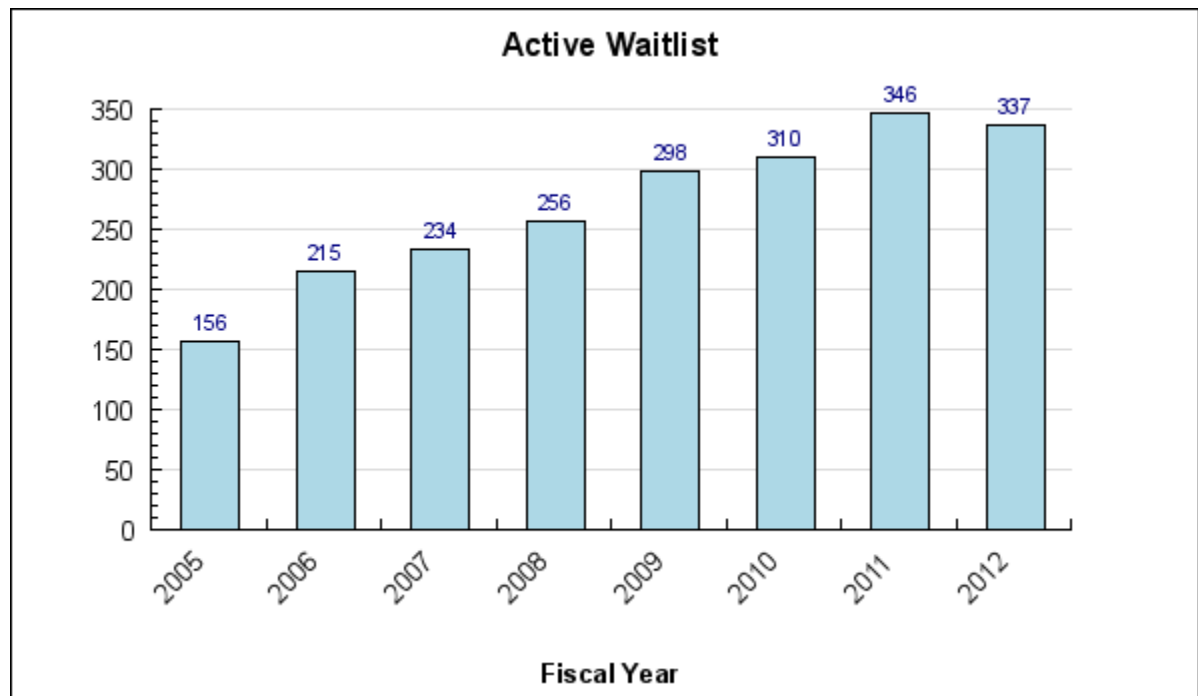
This year the Governor's Office of Management and Budget (OMB) requested Health and Social Services (H&SS) and its divisions to update the departmental goals. Below are the Alaska Pioneer Home's performance measures and data that are submitted quarterly to OMB. The performance measures are based on measures 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: The Pioneer Homes maintains an active and inactive waitlist. For FY 2012 there were 9 less people on the Active Waiting List and 416 more people on the Inactive Waiting List as compared to the same point in time for FY 2011. 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 waitlists. The Pioneer Homes endeavors to decrease the waitlist by offering additional beds to Alaskan elders. (Data Source: DHSS Alaska Pioneer Homes)



Point-in-Time Waitlists

| 7/31/12 | 7/31/11 | 7/31/10 | 7/31/09 |
|----------------|----------------|----------------|----------------|
| Active: 337 | Active: 349 | Active: 326 | Active: 298 |
| Inactive: 3624 | Inactive: 3208 | Inactive: 2952 | Inactive: 2663 |
| Total: 3961 | 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 2012 the Pioneer Homes turnover rate for Certified Nursing Assistances (CNAs) decreased.

| | FY 2009 | FY 2010 | FY 2011 | FY 2012 |
|--------------|---------|---------|---------|---------|
| CNA Turnover | 18.15% | 23.21% | 29.5% | 26.1% |

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 Home 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 2012 the medication error rate decreased.

Fiscal Year Medication Error Rate

| Year | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD Total |
|------|-------|-------|-------|-------|-----------|
| 2012 | 0.09% | 0.07% | 0.08% | 0.06% | 0.075% |
| 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 2012: 2,122,361.4 total # of medications dispensed

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 6.0 fall rate.

Status: For FY 2012 the fall rate was less than the target of 6%.

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

| Year | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD Total |
|------|-----------|-----------|-----------|-----------|-----------|
| 2012 | 6.3 | 5.6 | 5.2 | 4.5 | 5.40 |
| 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 |

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 slightly higher for FY 2012. For FY2012 the new target of 2.6 is well below the Joint Commission (JCAHO) standard.

Alaska Pioneer Homes P&P Subsection 3.06(b) "Sentinel Event: an unexpected occurrence involving death or

| Fiscal Year | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD Total |
|-------------|-----------|-----------|-----------|-----------|-----------|
| 2012 | 0.000 | 0.122 | 0.004 | 0.007 | 0.032 |
| 2011 | 0.066 | 0.053 | 0.002 | 0.000 | 0.030 |
| 2010 | 2.3 | 2.9 | 1.3 | 7.1 | 3.4 |
| 2009 | 1.3 | 2.3 | 3.4 | 3.8 | 2.7 |

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 *FY 2011 formula for sentinel event rate changed)

Anchorage Pioneer Home

Introduction



The Anchorage Pioneer Home, the largest of the six Alaska Pioneer Homes, is located in the heart of Anchorage, the largest city in Alaska in the historical community core. The home provides licensed assisted living care for 168 Alaskan elders. Our dedicated employees work hard to make the Anchorage Pioneer Home a hub of activity and an integral part of the community. With our prime location right next to the Park Strip, the famous Anchorage reindeer “Star” and 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. 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, American Legion and also serves as a voting station.

Accomplishments

This past year APH renewed its commitment to the Eden Alternative philosophy of care by completing Milestone 1 of their *Path to Mastery™: the Art of Creating a Caring Community*. “The word “path” refers to how the development of the Human Habitat is a never-ending journey. The word “mastery” refers to how organizations grow with the Eden Alternative Philosophy. Progress involves small steps over time, and new skills are mastered and incorporated into the whole of the organization before the next steps are taken.



Beach Lake – multiple residents from APH and AVPH enjoying the fire at our annual Beach Lake BBQ

The Path to Mastery exercise educated us on how APH initially became registered as an Eden home and bolstered our desire to continue moving forward with this person centered approach.

This summer APH introduced a new home wide menu. It is infused with new recipes, has a multitude of additional choices on a daily basis and has been met with great enthusiasm by our elders.

APH has always prided itself on serving excellent food and we are excited to continue that tradition with this enhanced menu. In addition, APH has continued with our Iron Chef Challenges. To welcome spring, our Iron Chef theme was "Strawberries." Contestants made many luscious and tasty deserts along with ice cream recipes with strawberries. The event featured delicious entries from residents, including the ADRD wing, and their families, staff and volunteers. Patty Wilkinson and ADRD representatives, Barbara McIntire and Diane Yaggi tied for first place. Robert Montague, recreation and volunteer services director, took second and third place.



From left to right: Diane Yaggi-APH staff, Patty Wilkinson-APH staff and Barbara McIntire-APH volunteer.

Our 2012 winners are:

| Iron Chef Challenge Winners | | |
|-----------------------------|--|------------|
| ❖ | Robert Montague -Chocolate & Roses | 02/10/2012 |
| ❖ | Patty Wilkinson & Delaney Garden Residents- Strawberries | 05/04/2012 |
| ❖ | Julie Goode- Homemade Chili | 06/15/2012 |
| ❖ | Julie Goode- Homemade Pie | 07/03/2012 |

The Anchorage Home has made a number of upgrades to the physical plant of our home over the past year. The speakers connected to our public address system have been replaced. The new speakers provide crisp, clear sound that our elders can hear and understand. This has been greatly enhanced our ability to communicate with our elders throughout the home. We have upgraded the interior lighting in the south building and have almost completed an upgrade of the exterior lighting around the entire building. The interior lights have made a noticeable difference in the brightness of our home which has made it easier for our elders to get around.

This upgrade has also positively affected our electric bill, which has already begun to drop. We are excited to see what the new exterior lighting will have to offer when it is completed.

APH is also in the beginning stages of an elevator upgrade and remodel. Preliminary work has begun on replacing the two main elevators in our south building and remodeling our service elevator. Our current elevators are original to our building – over 30 years old – and are due for replacement. Our new elevators will be brighter, faster and more comfortable. This project should be completed by the summer of 2013. Work has begun to remodel one of our bathing rooms on the 3rd floor of the South Side to add a safe and accessible shower. When finished, this will be available to residents that prefer an alternative to the bathtubs in their room. The work will be finished sometime in September 2012.



Marge Gull 100th B.D. – APH resident Marge Gull blowing out the candle at her 100th birthday party

Challenges

Our biggest challenge continues to be maintaining a balance between our elders' independence and their safety. One of our main goals as a provider of care is to assist our elders to remain as independent as they can for as long as possible. This is especially true when considering the elder and their ability to perform their own activities of daily living. A person's level of dignity can often be tied directly to their ability to perform these activities independently or with as little assistance as possible.

In some instances, the biggest impediment in pursuing this goal is the APH building itself. The south building of the APH originally opened its doors in 1977. The elders that lived at APH at that time were in their mid to late 60s. They were mobile, highly independent and able to meet their own needs with minimal assistance. In fact, many of them still worked full time jobs. Today, because of various social and economic factors, such as the Medicaid Waiver, Alaskans are able to live in their private homes much longer. At APH our resident average age on the south building has increased to 84. While many elder residents are still able to walk, most require some sort of assistive device, such as a walker or cane. At older ages elder balance and agility declines which make it dangerous for them to negotiate our old bathtubs safely. Although they may still be relatively independent most elders at APH today require assistance to shower.



Scarecrows – APH resident Trygve Olsen and activities staff person Barb Seward at the Alaska State Fair in Palmer having fun doing their best scarecrow impersonations



APH resident Freddie Erickson shopping at the Alaska State Fair in Palmer

The bathrooms in the south building were built with a highly independent population in mind and rooms include a bath tub that has 15 inch high sides. The side must be stepped over to get into the tub. Many elders have a tub in the privacy of their own bathroom but are afraid to use their tub because they do not want to fall and suffer what could very likely be a life threatening injury. In order to appropriately mitigate this danger, we would like to remodel all the bathrooms in our south building to include walk/roll in showers that will allow for safe, independent personal care.

APH could also greatly benefit from the addition of maintenance and environmental services personnel. Our 35 year old home is in constant need of improvement and repair. The current staff work diligently and tirelessly to keep the APH home in safe and operational condition; however, the demand of constant upkeep that is required, we often fall behind on our preventative maintenance. By adding additional staff in these areas we can ensure our building is not only safe, but the equipment we utilize to care and provide for our elders – from kitchen steamers to electric lifts – are all in safe working order.

Trygve Olsen and
activities staff person
Barb Seward at the Joint
Base Elmendorf-
Richardson air show



APH resident Claire
Wiperman at our annual
Beach Lake BBQ

Fairbanks Pioneer Home

Introduction

The Fairbanks Pioneers Home opened its doors to an eager community in July 1967 becoming the second Pioneer Home at the time to serve the State's increasing population of elders needing assisted care. The Fairbanks Pioneer Home is also the second largest home in the State with the capacity to serve up to 93 residents with varying levels of care in three conjoining neighborhoods. Although the home is located within the city limits of Fairbanks, it is nestled in a quiet wooded area abundant with native flora and fauna giving it a rural feeling. Residents of the home enjoy the grounds year round; whether they are walking on the paths surrounding the home or watching moose browse on willows from their windows. We are always striving to make the home one that is warm, comfortable and inviting for the residents, as well as for their families, friends, and visitors. Our highest priority is to create an atmosphere that nurtures our residents by promoting their health, safety, and autonomy to the greatest degree possible; an environment in accordance with the Eden philosophy that "eliminates loneliness, helplessness, and boredom.



Our annual Art Walk with resident Maggie F. (center) with her daughter and Vickie Wilson, FPH Administrator

Accomplishments:

As always this year was busy with the admissions of new residents and all the challenges that go into helping them adjust to their new home. Leaving one's home in the community to move into an assisted living facility such as the Fairbanks Pioneer Home is a life-changing event for our residents as well as their families.

One of our main goals, that all of our staff contribute to, is to help make new residents' transition as smooth as possible. Helping our residents adjust to their new home environment does not end a few months after moving in; it is an ongoing process with daily challenges and accomplishments for residents and staff alike. We are always proud of the many recreational, social, and cultural activities we are able to offer our residents. We continue to be committed to maintaining our connections with the community through outreach activities. We have built partnerships with many organizations and agencies in the Fairbanks community that create goodwill and help enrich the lives of our residents.



Sing-a-long with Al W. and friends

Recently our managers met with the food service management team from NANA for the second year to brainstorm ideas for improving the quality of food service delivery in our home. They have begun to present cooking demonstrations to our residents, who enjoy both the food presentation and the tasting afterwards. One idea that we hope to see fulfilled soon is the addition of a salad bar to our dining room. We started a recycling program this past year first by collecting our cardboard and then extending our efforts to newspapers, magazines, aluminum cans and plastics. These items are picked up monthly from our home by our local Rescue Mission where residents of that facility are employed to gather the recyclables to send out for further processing.



Good Friends – Maggie F. (90) and Edith H. (100) celebrate their birthdays together

FPH also upgraded the lighting in the dining room this year, replacing fixtures and bulbs with more energy efficient ones. Further, with additional funds we have been able to install three more accessible showers in our home. Since not all of the bathrooms include showers, one of the three showers has been designated as a communal shower. Another project we are pleased to complete is the installation of additional security cameras in our home to continue to help ensure the safety of our residents.

Recently the FPH foundation board purchased a new sign for our Home which is decorated with forget-me-not flowers and the State Pioneers Homes insignia. The sign is double-sided and more visible from the road intersection with Eagan Avenue. This past summer we had a new greenhouse built that includes raised beds for the convenience of our residents. We now have two greenhouses, outdoor raised beds, and numerous flower boxes and pots for those residents to enjoy who have an interest in gardening activities during our long Interior Alaskan summer days. Some of the vegetables we typically grow are tomatoes, cucumbers, culinary herbs, and strawberries. Our kitchen uses fresh herbs from our gardens in food preparation and the residents like to snack on the ripe tomatoes and cucumbers. One of our favorite fall harvest activities is cooking and serving our own fried green tomatoes at the Moosewood café.



Susie S. and Arlene S. at the Farmer's Market

We are fortunate to have obtained funding to purchase a new bus for our residents. We use the bus to transport our residents to and from numerous community activities throughout the year. The one we currently have was donated in 1990. Our new bus will be able to accommodate 12 passengers.



Jessica A. (right) and Willie B. at the Fair

Challenges:

We learned during the past year that integrating new pets into our home can be a challenge. Being a certified Eden Alternative home we like to incorporate plants into our décor and have pets living in the home for our residents to enjoy. We currently have one resident dog and cat, an aviary with a variety of small birds, and several Cockatiels living in our home. Following the wishes of some of our more independent residents for another resident dog we attempted to bring two dogs into the home on separate occasions. Sadly neither dog quite worked out as well as we had hoped. Although they were both nice dogs, they seemed lost in our spacious home and couldn't find a niche for themselves. On the positive side each dog found a good home with staff and reportedly have adapted well to their new homes.



Elvis and Marimaye J. at the Fair

We continue to experience considerable delays in getting the provisional background clearances from the Background Check Unit. In turn, this causes a delay in getting the new employees trained on the floor so they can assist residents with their care needs. Staff turnover has become more of an issue for our Home. We have many employees who choose to go on to further their education, primarily our certified nurse aides, by entering nursing school or other related medical fields. This causes a constant disruption in our ability to provide continuity of care to our residents. Further, it causes a hardship on our small admin staff to process new employee and separation paperwork.



Our 100 year old 'Batman', Carl H., with some Trick-or-Treaters

The Fairbanks Home is the second oldest home in our division. Although it is only 45 years old, we are struggling with its upkeep. Our main sewer lines under the building are starting to disintegrate. We also need a major electrical upgrade to meet the mandate of Emergency Preparedness.

We have been working diligently to develop a Disaster Preparedness plan that is inclusive of the disasters we may encounter in interior Alaska. During the development process, we also concluded that our current generator is inadequate to meet our needs during a disaster. If we lose the main power the generator only has the capacity to provide minimal lightening and heating for the Home. There is no capacity to run the kitchen equipment, leaving us without cooking and refrigeration capabilities.



Our annual train trip to Denali Park - 2012

Sitka Pioneer Home

Introduction

It's hard to believe that the Sitka Pioneers' Home (SPH) is 99 years old this year. The Home opened to residents in September of 1913 after the Navy Department gave permission to use the old barracks to house the increasing number of pioneers, prospectors, and others who were no

longer able to care for themselves. Next year will be the Sitka Pioneer Home's centennial on July 4, 2013.



The "new" building, as seen today, was built in 1934 and has become one of the most visited historical sites in downtown Sitka. The north additions were built in the 1950's to expand the capacity of the Home and provide housing for women and married couples. Finally, one of the more recent major renovations was to add a living space in the North Wing to provide care for residents with Alzheimer's Disease and Related Dementia.



The SPH is a registered Eden Alternative Home providing care in a homelike, family atmosphere. The SPH Auxiliary, a 501c3 nonprofit organization, has committed financially to the continuation of our Eden journey by funding educational opportunities for staff. Staff has engaged on a meaningful level by working on milestones in the Eden Alternatives "Paths to Mastery." A program designed to advance the understanding, commitment and continual evolution of culture change in elder communities.

Resident Sue Hottinger with the Easter Bunny!!

Accomplishments

This past fiscal year we finalized a project to enhance the security of the Home by the addition of over 30 cameras in strategic areas. The increased security protects our residents and the Pioneer Home property. We have found this addition to the Home's capabilities to be a valuable addition and well worth the expenditure of funds to obtain it.

Currently, a project is underway that will place a digital thermostat control in each resident room. In the past, one thermostat controlled the temperature of up to four rooms which made it difficult to have optimal environmental control for the residents. This new technology will allow maintenance staff to adjust the environment within the Home from a computer, in the maintenance shop. This is an exciting project with completion expected sometime in October 2012.



Merry Christmas!!
R-House residents (left to right) - Emma Houston, Doris Fox, Margaret
Lowry and Dorothy Murdock

Also planned for this year is an upgrade to our domestic water system. This project will replace the old steel pipes that are exposed in various areas of the basement. As you can imagine, these old pipes, some dating back to the original construction, are obstructed by sediment and debris and the replacement with new pipes will greatly enhance the flow and, in some cases, the taste of the domestic water.

SPH has begun the employee break room project which will

require renovating portions of the third floor west wing. SPH realizes the importance of our employees and the need for them to have an adequate space to take a break, or have lunch; this new break room is being developed in an effort to enhance the workplace and foster the retention of staff. In addition, an employee/resident "gym" is located on the same wing and is available to all staff, for a nominal fee to help pay for equipment maintenance. SPH remains dedicated to employee wellness and will continue to develop facilities and programs to benefit us all.

Another project that is planned, but yet to be awarded is the lighting upgrade for the entire facility. This will provide for much more efficient lighting that, in turn, will significantly reduce our energy footprint and, therefore, significantly reduce our energy costs. In conjunction with this project, a drop ceiling will be installed in the southwest portion of the building that will

conceal up to 70% of the exposed piping.

This will greatly enhance appearance, lighting and acoustics in these neighborhoods.

SPH has developed a formal quality program and our QA manager is working with department heads to identify areas of needed improvement and address them with plans of correction that track success, or lack thereof, so that continual quality improvement is realized. A Fall Prevention program has been developed that has identified areas “at risk”. Managers

are currently working on processes to address these areas and put into place safeguards for the residents.



Best of friends! Sue Linvog (left) and Jean Nelson, both residents of SPH

Challenges

We are excited by the many upgrades and enhancements that are occurring at the Home that improve the living environments for the residents. However, we still have significant challenges that seem to never go away.

- We have made significant strides addressing needed upgrades to the building. However, the age of the building will continue to require significant ongoing maintenance and a commitment from the State to fund these requirements.
- The staffing of professional nurses is always a challenge. There is significant competition for nurses in Sitka and the acute care facilities are paying at a higher rate than currently is authorized within the State system. This will continue to be a significant challenge for SPH unless this disparity in pay is addressed.
- Finally, as we “work” the wait list it becomes more and more apparent that those who are waiting for admission are at a significant higher level of care than we have seen in the past. In addition, those who suffer from Alzheimer’s Disease and Related Disorders has increased as well. Undoubtedly, higher staffing levels will be needed in the future to address this trend and help ensure the safety of both residents and staff.

The goals for the coming year are:

- Continue to upgrade the facility to enhance the environment for the residents.
- Finalizing the new employee break room and continuing to advocate for employee wellness.
- Continuing to improve on and enhance the Quality/Risk Management Program.
- Maintain a commitment to culture change through shared values, evolving concepts and renewed partnership with the Eden Alternative.



Smoking salmon!!
Top to bottom: Sky Workman, Recreation
Assistant, Jayden Workman and resident
Martha Howard

Juneau Pioneer Home

Introduction

The Juneau Pioneer Home (JPH) 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 Gastineau channel that divides the mainland from Douglas Island. Living in the heart of a true wilderness the Juneau Home provides residents the opportunity to view wildlife such as brown bears, eagles, ravens, blue herons, kingfishers, porcupines, deer, and squirrels. The home is divided into four neighborhoods that serve as cozy 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.

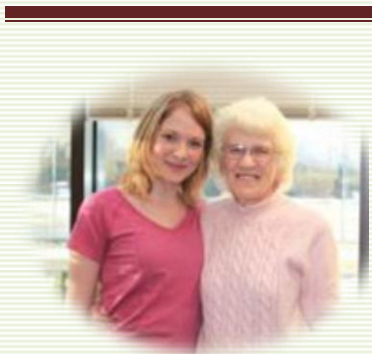
Accomplishments

This reporting period has been very busy one for the Juneau Pioneers' Home as we continued to cultivate a caring, vibrant, and engaging community where our Elders are at the center. With the retirement of Jill Sandleben in April 2012 came a change in leadership. In June, Gina Del Rosario joined the Juneau Pioneer Home's team as the new administrator. Prior to Gina's appointment she had been a frequent visitor to the Home and had established many



friendships with staff and residents. Gina came to JPH from the Department of Commerce (DOC) where she managed major IT projects for the department and prior to DOC she had a long and vibrant career within state government beginning in 1990. Prior to Gina's immigration from the Philippines in 1988, she obtained a BS Nursing degree and worked for 2.5 years as a nursing assistant. Her younger sister also has a BS Nursing degree and works in our very own Ketchikan Pioneer Home.

JPH New Administrator,
Gina Del Rosario



Edna Leamer, left, poses with her granddaughter Jessica at the Pioneer Home, where both work. Jessica was inspired by Leamer's career to go into the field of nursing herself

Natural born caregiver

Posted: November 20, 2011 -

By MELISSA GRIFFITHS

JUNEAU EMPIRE- At 81-years-old, Edna Leamer has been a caregiver since the age of 14, when her mother died. As the oldest of five children, born in Billings Mont., she naturally took on the maternal role.

She began working as a nursing aide at age 16 and moved to Spokane, Wash. at 17, where she continued working in nursing despite getting married and beginning her role as a mother herself. She is still acting as a nurse at the Pioneer Home today and finds that her age can be a real advantage when it comes to relating to the residents and gaining their trust.

When Leamer began her tenure at the Pioneer Home in 1988, the year it opened, many residents joined them in their late 60s and early 70s. These days, Leamer says, many residents are in their 90's when they start at the Pioneer Home. Though she moved to Juneau in 1986 to start working at St. Ann's Hospital, where she was director of nursing, the Pioneer Home was a much better fit.

"I always had an affinity for older people," she recalled, continuing with a laugh, "Now I am one."

Due to her mother's death, she didn't finish high school, instead, at a later date; she earned her GED before enrolling in a certified nursing program at the insistence of a friend. "You are a nurse," insisted the friend, "You need to be a nurse, and you are a nurse."

The Juneau Home believes wholeheartedly that providing continuing education to staff is a priority. This year the Juneau Home organized a three-day seminar with Dr. Al Powers for staff in early February, followed by Certified Eden Associate training for 12 staff. The JPH is very close to having 100% of its staff trained in the Eden Associate training. In addition an OSHA Education Fair was held this year and we've conducted quarterly physical therapy and medication in-services for all staff. The Juneau Pioneer Home achieved its SHARP status once again this year and will shortly have an official award ceremony.

This past year, increased focus was given to the JPH's Disaster Recovery Preparedness. A new JPH Emergency Operations Plan was created, and we've successfully participated in the Bartlett Regional Hospital emergency evacuation drill. We worked with First Trak-Patient tracking system to develop a way to coordinate resident tracking within Southeast Alaska. JPH has started to implement a bar coding system for tracking residents transferred in the event of an emergency. A Hazmat Disaster supply area was created which now includes supplies that will be used if a large scale contagious disease occurs at the JPH. A mobile disaster cart was created to be used if an evacuation of JPH is needed and includes supplies that can last for three days. A new emergency box was also put together which includes first aid supplies and important contact information, to be carried out in the event of evacuation of staff/residents during an emergency.



Pete salutes the arrival of his 90th birthday

Though Leamer suggested she might have studied something else, perhaps English, if things had been different, nursing seemed to be the path she was meant for.

At 4 years old, Leamer's grandfather died from tuberculosis, the same disease that later claimed her mother's life. She recalls being at the hospital where her grandfather was in the care of Catholic nuns and declaring that she wanted to be a nurse when she grew up, just like the sisters.

She was certified as a nursing assistant in 1947 after completing the training program at the Deaconess Hospital in Spokane. She expressed surprise at the lack of training and certification in Alaska when she first arrived, nearly 20 years after her own certification. During her brief tenure at St. Ann's Hospital, she helped to organize a training program for nursing aides. Several agencies have stepped up to handle training and certification since; the University of Alaska Southeast currently offers CNA training in partnership with Wildflower Court and the Pioneer Home.

Early in her career, her choice of nursing as a path was tested. She recalls the more primitive methods in surgery and care. Specifically, she recalled helping a woman from her bed very shortly after surgery, surprisingly shortly after surgery, and having the woman collapse and die in her arms from a pulmonary embolism. Many would have been horrified and through with nursing, said Leamer, but she felt it was a privilege to provide care and help people in their last stages of life.

Leamer worked for 18 years as a Certified Nurse Aide (CNA), but was later sponsored to attend a nursing program through the University of Washington to become a Licensed Practical Nurse with a focus on geriatric care. With all her experience as a caregiver, it came naturally to her.

She also completed a bachelor's degree through Gonzaga University in Spokane, graduating in 1993. One of the perks of her visits to the university was its proximity to her family still living in the area. She would visit once each term and stay longer to spend time with them.

In 1999, she retired after 10 years serving as the director of assisted living. During her retirement, which lasted only three years, she was still playing the role of caregiver, helping a family member through illness.

In fiscal year 2012 JPH maintenance was involved in multiple projects that improved and updated the Home. The main basement hallway received the installation of new linoleum flooring along with an epoxy moisture barrier beneath it. All three bathing rooms received Cove infrared heaters and this enhanced a comfortable bathing experience for our elders. A new wheelchair washer, which can also be used for carts and walker washing, was purchased. The washer has enabled JPH to reduce staff time for cleaning chairs and it has also increased the cleanliness of chairs. The JPH facility Direct Digital Control (DDC) was also expanded. Now the entire building is controlled and monitored by computer software and hardware. The system allows for monitoring of building temperatures, equipment operations and scheduling operations. It also has alarm features that will notify staff via text messages in the event of equipment failure. All of the ventilation motors were also replaced. The front entrance canopy which was installed originally 1993 was replaced with a new one.



Volunteers gardening at JPH

This year, the JPH grounds received much needed attention. The Knights of Columbus, the Juneau Garden Club, Master Gardeners, SAGA AmeriCorps members, Forest Reclamation, Campus Crusaders for Christ, Ed Buyarski, Merrill Jensen, Roataract, Dave Cote, staff and other volunteers from the community have generously donated their time into making our landscape beautiful. This year, over 500 man-hours of volunteer time have gone into cleaning up our gardens. The Juneau Garden club has donated materials and several of the members have donated perennial plants. In addition, some community members have donated money to purchase bulbs for fall planting.

The draw to help people must have been too great, because after her hiatus from the Pioneer Home, she began employment with the home again on an on-call basis. Five years ago, she resumed a regular schedule at the home, where she continues to work as a nurse, but in a lesser role than before her retirement.

Leamer thinks very highly of the Pioneer Home and its staff, from the women who were there from the start, including Mary Stroeing, who works at Harborview Hospital in Seattle, and Margaret Collice, who was the director of nursing at the start, to the nurse practitioner, nurses and CNAs who tend to residents now. Leamer admits that she isn't very good with computers, so the younger nurses and CNAs "fill in for [her] weaknesses" while she continues to focus on what she feels she does best, caring for the residents. She speaks highly of the quality of care for residents and the support to family

Many may be surprised that Leamer has been working so hard for so long, and might be further surprised to know that she is nearly deaf, with only 8% word recognition in her good ear. She hopes to be a candidate for a cochlear implant, which she should discover later this year. Leamer also plans to retire soon, after so many years of service. She'd like to have the opportunity to spend more time with her family. Leamer, together with her husband, Patrick, have 12 children — six each from previous marriages — more than 20 grandchildren, and a dozen great grandchildren. Leamer's siblings are also still living. She hopes to travel and spend time with them, showering them with the care and attention so many others have been fortunate to receive over the years.

In June 2012, "Dementia Design Expert", Dr. Emi Kyota" came to the JPH and helped explore ways to improve our facility design to make it more successful for people with dementia. Dr. Kyota spent several days studying the facility, meeting with elders and staff and providing recommendations based on her vast knowledge of Dementia care. Based on input from the group and in partnership with Yorba, Jensen, and Lott, a Juneau architecture firm, an improved facility design was produced.

This year, in partnership with the Nana Management Services, a

Some of the Design Recommendations:

- The character of the home would benefit from a "greeter", as you enter the facility. This would provide personal contact as you enter as well as a form of gate keeping for residents.
- Place beauty shop, and post office/mail boxes in the entry lobby area.
- Reintroduce a direct connection from the entry lobby area into Mountain Side Cottages (MSC).
- Private toilet shower rooms for MSC.
- Individual bathrooms for the 4 west end units.
- Divide the Great Hall into smaller spaces using moveable cabinets/furniture.
- More porches and attached green houses for sitting.

"Restaurant- Style" menu was implemented at the JPH main dining room. This offered our residents several choices of main entrees in addition to the alternative menu. We have also renewed our interest in receiving fresh salmon donations from DIPAC and for game meat from the Department of Fish and Game and the local State Troopers. We received a large donation of fresh salmon the end of September 2012.

As part of our continued commitment to ensuring intergenerational

activities take place in our Home, the Juneau Pioneer Home supports many events. The continuation of the onsite Head Start preschool delights our residents and brings the sounds of small children into our Home.

Stina and Joan enjoyed a nice afternoon during ice cream social



And the Home is a focal point for many committed volunteers in our community who have established relationships with our residents. A dozen residents attended a special showing of the newly released Mendenhall Glacier Visitor Center 50th anniversary film and finished off the visit with homemade fruit pie in honor of the pies originally available at the Visitor center several decades earlier.

Allen Marine donated a 3-hour whale watching tour to the JPH on May 19, 2012. Over 55 residents/family and staff enjoyed an exciting afternoon of humpback, orca, and sea lion watching. Transportation to the Auke Bay dock was provided at a discounted price through Princess Tours.

JPH residents Bud and Ruth during the whale watching tour in May, 2012



Challenges

For years, bridging the budget deficit was and still is the biggest challenge of the Juneau Pioneer Home. With the appointment of the new administrator this year, a renewed focus on the cost reduction on-call was started. A new staff annual leave policy was put in place and changes made to the on-call process. Part of the solution is to pull the 3rd aide from one of the neighborhoods and re-assign to the short-staffed neighborhood. We've started to make a dent into reducing on-call costs, but it will require more effort before a dramatic drop is seen. For the JPH staff and residents, adjusting to this staffing change continues to be stressful at times.



This year, we've also started using the state email system as another method of communication for the certified nursing assistant staff. Working with IT and encouraging all staff to consistently use email and computers has also been a challenge.

Ed and friends enjoying a sunny afternoon at the JPH



JPH resident John and staff Hillia Valdeconza
during the whale watching tour

Alaska Veteran and Pioneer Home

Introduction

The Alaska Veteran and Pioneer Home, located in the Matanuska Valley, was built in 1971 and became the third Pioneer Home to be built. It is a single level, ranch-style building and encompasses 11 acres of lawn and gardens. In June 2007, AVPH received final certification from the U.S.



Department of Veterans Affairs to become Alaska's first state Veterans home. During 2005 – 2006 the former entitled Palmer Pioneer Home was repurposed as the first and only domiciliary facility in Alaska. AVPH is also just one of 5 unique state run facilities across the nation that provides the domiciliary level of care, which is comparable to the assisted living standard. During this past year the Alaska Veteran and Pioneer Home (AVPH) continued to balance outstanding resident care and fiscal responsibility. The administrative baton was passed this last year from Lynda Garcia to Josh Shaver. Lynda is remembered fondly by staff and residents and the contributions she made will continue to have a long term impact on the home. Josh Shaver comes to AVPH from our Anchorage Home where he was assistant administrator since 2006. Josh has a MBA in Healthcare Administration and Human Resource Management and is licensed both as an Assisted Living and Nursing Home Administrator.



The town of Palmer considers AVPH and its resident's important members of the community. There are two local parades that are routed through the AVPH parking lot for the residents to enjoy. In addition, during the annual Holiday season and celebrations the Home is a display site for some of the award winning gingerbread houses. Vista Realty provides a wonderful Christmas Party and individual gifts for the residents.

AVPH new Administrator, Josh Shaver

Accomplishments

In FY 2012 the AVPH was able to make great strides in energy efficiency, building maintenance, food services, VA goals, and continuing to provide care to the highest standards. AVPH continued to rise to the dual challenge of maintaining its budget and complying with all federal VA regulations. AVPH faces a great deal of scrutiny due to its status as a Veteran's Home and was recognized by the Federal surveyor's as being one of the "finest VA homes" they have surveyed. This past year, as good stewards of state resources, particularly in the area of personnel, the Home's budget remained within fiscal goals. In line with keeping costs in check AVPH continued to pursue projects that will reduce our energy footprint. To increase energy efficiency, AVPH had had all the handrail lighting upgraded to LED's. In addition, AVPH installed an Ozone Laundry system. Both items have paid dividends in energy and fiscal efficiency by enabling AVPH to realize an 18% decrease in utilities over the first two months of this fiscal year. During FY 2012 AVPH accomplished several maintenance projects including; a facility A/C chiller air conditioning upgrade, a newly built arctic entry way, exterior siding, window replacements and kitchen equipment. We are still in construction mode with our 3 bay parking and maintenance storage shed.

How Does an Ozone Laundry System Work?

Ozone carries an electrical and chemical charge in the washing solution, which actually starts to dissolve soil on contact. This process activates the chemicals in cold water instead of using hot water at 140-160 degrees. Sanitizing of your linen is equal to standard laundry procedures.



One of the major activities of the day elders look forward to, is what will be on the menu! Satisfaction with the food service is usually rated as one of the most important issues to the population AVPH serves. In this past year the focus has been on improving the quality of the staff in our food service as they have the largest input into the final product that is delivered to the tables. A cook position was upgraded to a foreman position and we were fortunate to hire an individual with a great deal of culinary training and experience. With his leadership and skill our goal is to mentor and train the other kitchen staff.

Wayne serving a delicious spread

The state food contractor, NANA management, has met with us this summer to brainstorm some new goals this year. Sunday brunches, a new menu, daily omelet bars, a soup station, and training in customer service of the wait staff are some of the high priority items that are in the works.



Art Allaire and Marie Hopkins visit with parade dogs

Challenges

Moving forward the home faces challenges from not only normal building wear and equipment attrition, but in the challenge of meeting higher occupancy and residents with higher acuity and needs. AVPH was opened 1971, underwent a major renovation in 2005 and due to its age, will annually be in need of major maintenance. In the next year it is hoped that a courtyard renovation will occur, replacement of outdated air handling units, interior wall renovation, and the addition of 10 Maxisky patient lifts.

Continuing to address our challenge of meeting a 70% rate of veterans we are currently at an all-time high of 60%. The types of issues that residents, and particularly veterans, that are being admitted are creating new challenges. These challenges include higher needs, obesity, and challenging behavioral issues related to Alzheimer's and dementia.

Higher care needs and obesity can be supported through equipment, such as the Maxisky lifts, but the weightier consideration will always be judicious use of our staff resources. This involves ensuring that there is an appropriate mix in nursing of RN's and LPN's and ensuring that the CNA positions are utilized to maximize support and teamwork.

Staff training is another area of opportunity in the coming year as we are in the process of complying with regulatory mandate that all CNA staff will be certified in CPR and First Aid. We are also adopting a Web-based education system for all of our staff, particularly those who need continuing education credits for their medical certifications and licenses.

In summary, the building age, staff education, and changes to the populations served by AVPH will be the challenges that we will continue to rise to meet.



Phil Plack and an Air Force Pilot planning their next flight at the Elmendorf Air Show

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 40 and the average resident age is 88. We currently have 61% of our residents receiving Level 3 services, 28 % Level 2 services, and 7% of our population receives Level 1 services.

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 a much needed rest. This essential program is the only one in our community and is critical to many of our frail, elderly friends. A recent example of this service was when a lovely community member with MS was abandoned by her primary caregiver and the family was scrambling to find services in the community. The 14 day KPH stay allowed the family to assemble services and for this



KPH residents Louise Laine and Ilona Brady, enjoy story time with two of our favorite preschool friends

community member while they remained safe and well cared for during this difficult transition.

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. This valuable intergenerational contact through the preschool has been in place since 2004.

Accomplishments

We continue to remain committed to improving our process of Assisted Living Plan meetings so that all disciplines, including the resident and resident loved ones, are able to contribute to the individual care plans. Assisted Living Licensing audits were very complimentary of the care we provide to our residents and we received zero orders of correction in our resident and staff records. Additionally, 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 and we are able to access real time records for the residents such as labs and X-rays as well as History and Physical information and discharge summary notes.

The KPH is fortunate to have cultivated a core group of committed volunteers from 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 a different way. This year same young people helped KPH participate in a Senior Prom. They left their decorations up at the Sunny Point Conference Center after their own prom night and the next day helped us get dressed up for a community wide Senior Prom. These students, along with their parents, helped serve and dance with our elders and provided a wonderful evening for everyone.



Resident Annie Ruaro and Staff from our Activity Department in the Fourth of July Parade

We have been in the process of our Third Floor renovation for what seems like years. It truly has taken many years of advocating for and thinking about the ideal design for the renovation of the Fireweed Living/Dining Room and for the Tongass Tub Room. So it is with trepidation and pride that I can report that we are officially under construction. The schedule so far is for the renovation to be completed by mid-January 2013. This will be a difficult time for both staff and residents as it will be our most compromised residents who will have to endure the mess and chaos that occurs with construction.

However, these improvements will add a much needed sitting area and bathing room for our Fireweed residents and a renovated tub room along with improved layout of our Tongass neighborhood.

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. This year the KPH Foundation also applied for and received approval to participate in the Pick, Click and Give Program for the 2013 PFD.



Resident Mary Fitzgibbons harvests pea pods from the roof deck garden.

KPH is committed to our continual collaboration within our community. Through our membership and partnership with many local agencies we are able to enhance our resident care. We want to acknowledge: Ketchikan General Hospital, Ketchikan Indian Corporation, Rendezvous, Senior Services, Community Connections, Kayhi Community Service Club and Rotary for all their contributions.

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.

Challenges

- There continues to be challenges in transferring residents who have behaviors that are inappropriate for the Alaska Pioneer Home, into other facilities. (There is currently a behavioral health pilot program that we will hope to use as a resource).
- Recruitment for Nursing Staff continues to be a challenge.

- Training and documentation of training for staff has become increasingly challenging as different auditing agencies require different trainings and methods to document the training. Additionally the Board of Nursing changed requirements this year so that staff cannot attend the same course multiple times and receive credit for the course. This means that our current methods of training are no longer viable and we will need to seek outside assistance with the delivery, monitoring, and documenting of this information.
- Our census has been low on the 2nd floor due to numerous resident deaths. Though the 2nd floor is now completely full, we are maintaining vacancy on the third floor due to the renovation of the third floor which should be completed in January.
- We continue to have challenges with Information Technology (IT) needs and support, especially as our world becomes more reliant on Technology. The director of the IT department made assurances that visits by IT personnel to the Ketchikan Pioneer Home will increase. IT did visit in October 2012. We appreciate the increase in services from IT but a preferred solution is for a state IT person to be based in Ketchikan.



KPH resident Lois Lane celebrating the Fourth of July