



# HILL HOUSE

ASSISTED LIVING

Early Summer, 2009

[www.hillhouseassistedliving.com](http://www.hillhouseassistedliving.com)

It is the mission of HillHouse that its residents are served by knowledgeable and caring staff who are attentive to the wellness, safety, and dignity of the residents and who respond to their needs with empathy, warmth, and compassion. HillHouse is committed to protecting the need of its residents to age-in-place in order that detrimental transitions are avoided as best possible.

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Jen Thomas and Miffy Crafts making ice cream on a recent warm day.

## From the Administrator's Desk

**Every** May HillHouse holds its annual All Staff Meeting in order that the senior staff can address issues of note from the previous year or the upcoming year. It is a mandatory meeting and, thus, it is the one time that all employees are together in the same room. I have always encouraged an open forum for these meetings so that the meeting feels more like a conversation among all of us. In this manner, I hope to achieve candor and directness and the freedom to speak one's mind. This year was perhaps the most candid of the past several years and surely it was the most upbeat. It was so engaging, in fact, that we did not have time for the one educational portion of the meeting – the 'resident-centered care' game. This game consists of asking each table of 8 or 9 employees to consider questions arising out of resident care scenarios that have been fictionalized but which are based on real events or interactions here in the facility. In my reflections on these scenarios, I thought it might be helpful for our families and friends out in the community to hear about the types of situations that we deal with on a daily basis and how our staff might respond. I have presented these fact patterns on page 5 along with some likely staff responses. Perhaps they will also bring up questions for any of you and, if so, I would be very happy to hear from you. Have a delightful summer.

Warmly, MLC

## Upcoming Events & Summer Happenings

**St John's Bazaar – Thursday, June 18<sup>th</sup>** 11:00 – 2:00. This is our annual trek to the St. John's Bazaar. The fair personnel open the fair a day early for folks like us who need a bit of extra assistance and in past years we have had a large group of residents attend and indulge in hamburgers and cotton candy! Families are very welcome to attend with us. Contact Jane or any of the activities staff if you have any interest.

**4<sup>th</sup> of July Parade – Saturday, July 4<sup>th</sup>** – We will be parked in our reserved spot at the corner of North and Lincoln Streets to watch the Bath Heritage Days Parade. The parade starts at 11:00, stop by and say hello. Maybe next year we will be in the parade!

**Picnics-by-the-Pond – Every Thursday during summer, weather permitting**  
Please join us any sunny Thursday throughout the summer for picnic food and drinks overlooking the water. Our bucolic setting is perfect for enjoying a leisurely afternoon.

**Weekly Bus Rides – Every Monday** during the warmer weather our activities staff load the bus with residents and snacks and travel the coastal byways. Most recently the bus riders have been out to Cundy's Harbor and Popham Beach.

**Ice Cream Socials – Every Tuesday** in the warm weather months we regularly enjoy ice cream (and sometimes music) out on the terrace. Remember, also, that residents and family members are always welcome to dine outside – our wait staff would be so very happy to serve you out in the sunshine.

**End-of-Summer BBQ – SAVE THE DATE – Saturday, September 12<sup>th</sup> 11:30-1:00**  
We don't want to rush through summer, but we want you to have enough notice of this annual fun event. We have had great weather every year. Join us for picnic food, great desserts, and upbeat music. All resident families, friends, and HillHouse service providers are welcome.



Resident Theo Honsinger enjoying a hamburger at last year's visit to St. John's Bazaar

Continued on back page

## Resident Profile: Irene Rush (and Heidi the dog)

**Irene Rush** has been a resident here at HillHouse since December, 2006. She was born in Augusta, Maine on July 25, 1916 to Edna Irene Newton and Herbert W. Newton. She lived in Bowdoinham, Maine until her parents died when she was very young. She was raised by her stepfather and even spent a period of time in an orphanage in Lewiston, Maine when her stepfather could not find childcare for Irene. Irene married Roland Rush when she was just 16 years old and they had two children, Elizabeth and Roland, now both deceased. Irene was a homemaker for many years taking full care of the entire household. She and her family lived in Brunswick all of those years. As a hobby Irene braided rugs some of which sold for many hundreds of dollars. She states that if she didn't have arthritis she would still like to braid rugs.



For many years Irene had a cat at home named Axelrod, but several years ago her grandson gave her Heidi, a Chihuahua, and Heidi has been Irene's constant companion ever since. Heidi was welcomed into our HillHouse community of residents and pets upon Irene's arrival. Heidi is well loved and cared for by all of the HillHouse staff and she is quite content to stay on Irene's lap for most of the day.

Over the years, Irene has remained close with her daughter-in-law, Sonya Rush, who now assists in managing Irene's affairs.



Irene Rush and her constant companion, Heidi, attending one of our music programs in the living room

## Department Profile HillHouse Licensed Nursing Staff

Many of you know that **Kathleen Homan, RN**, our new Director of Nursing served as Nursing Staff Director for 8 months before moving into the DON role this past winter. Kathleen is a nurse of 26 years experience and she has effortlessly stepped into her new administrative and supervisory role. Kathleen meets regularly with each of the charge nurses and they all meet together as a group every other Wednesday in order to coordinate resident care issues, address nursing staff issues and concerns, and discuss consistency in nursing protocols.

HillHouse currently employs six licensed nursing staff members; five are charge nurses and one is our Quality Assurance nurse overseeing the medication administration within the facility.

**Betty Oyster, LPN**, joined the HillHouse staff in September, 2008, and since that time she has earned a well-deserved reputation for hard work, organization, and excellent diplomacy skills with residents, family members, and staff. Betty worked as a legal secretary in Massachusetts for 25 years before getting her nursing license. Betty ably covers the weekday 7-3 shift and thereby coordinates the bulk of the resident care involving outside services such as physicians, physical or other therapies. Betty's family has long summered in Maine and continues to operate Cabbage Island Clambake in East Boothbay, now in its 22<sup>nd</sup> year.

**Ellen Baines, RN**, worked in Canada as a registered nurse before coming to HillHouse in March of 2005. She worked here as a CRMA (Certified Residential Medication Aide) before taking the nursing boards for her registered nurse license last summer. She now works as an RN on the evening shift several evenings each week. Over the years Ellen's daughters have also worked at HillHouse. Her daughter, Anita, is an RN in Augusta and her daughter, Catherine, is in college. Ellen home-schooled her several children at her home in Brunswick.

**Elizabeth Cormier, LPN**, joined our staff in April of this year and works two evenings each week and every other weekend during the day. Liz has been an LPN since 1986 and has worked in several settings, including physician offices and other residential care settings. Most recently she was employed by Miles Memorial Hospital where she was charge nurse overseeing the direct care staff for the hospital's Chase Point facility.



Kathleen Homan, RN, DON



Betty Oyster, LPN



Ellen Baines, RN

## Department Profile: Licensed Nurses *continued*

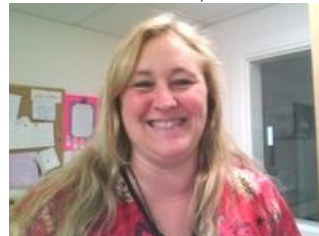
Liz and her husband have two adult children and six years ago adopted three teenage foster children. Liz and her family reside in Waldoboro and are active in their church, First Baptist Church of Waldoboro.

**Doreen Locke, RN**, works full time as the Director of Nursing for the Odd Fellows Home in Auburn, Maine, an elder care facility. She has worked here at HillHouse for the past year as a charge nurse every other weekend during the day. Doreen grew up here in Bath and has two grown children. Her calm and congenial personality has been much appreciated by residents, families, and staff on our often very busy weekends.

**Alice Woodman Brawn, RN, QA** works part time as the HillHouse Quality Assurance nurse overseeing medication administration in the building. Even though our philosophy is to reduce medications when possible, we still administer nearly 15,000 doses of medications and treatments every month. Alice patiently makes her way through the documentation for every single dose to insure that there was proper administration and proper recording. Alice was raised in Bath, traveled the world and then returned to Bath in 1988. Alice has been an RN since 1973 working in many settings including consultant, charge nurse, and quality assurance nurse. Alice also has a private hypnotherapy practice focusing on smoke cessation, anxiety disorders, and past life regression.



Liz Cormier, LPN



Doreen Locke, RN



Alice Brawn, RN, QA

## Dietary Recipe: Crabmeat Quiche Casserole ~ A resident favorite!

This recipe serves 4 **Crabmeat Quiche Casserole**

4 eggs	1 ½ cups Swiss cheese
1 ½ cups whole milk	¼ cup thinly sliced scallions
1 tsp. salt	2 cloves fresh garlic
8 slices white sandwich bread	¼ tsp. black pepper
3 tbsp. butter softened	fresh parsley
2 cups fresh crabmeat	paprika

1. Preheat oven to 350°. Lightly butter baking dish.
2. Whisk eggs; add milk, salt and pepper.
3. Spread the bread with the butter and trim off the crusts. Cut each slice of bread into 3 strips.
4. Arrange half the bread in the bottom of the baking dish. Sprinkle with half the crab, half the cheese and half the scallions. Repeat with another layer of the remaining bread, crab, cheese and scallions.
5. Pour the milk mixture evenly over the bread, pushing down any bread that is not saturated.
6. Bake until the casserole is puffed and golden and a knife inserted in center comes out clean, 45 to 55 minutes.



## Resident Families –

- We are always looking for donations of yard sale items. We hold two yard sales each year, the proceeds of which go towards our resident-activities fund. Feel free to drop off anything you are ready to discard. If it is something large, we may be able to pick it up. Get in touch with Jane Taylor if you have any questions or to coordinate drop off times.
- A reminder to let the charge staff know when you are taking a resident out of the building. Although everyone is great about signing out, we often have to arrange medications if you will be out with your family member for a significant period of time and checking in with us gives us an opportunity to check the medication administration schedule.
- Please feel free to use our common spaces for family gatherings. We have several living rooms that are available for private birthday or other celebrations. Our terrace off the dining room is a great place for meals or just sitting to enjoy the view. We hope all families will take advantage of our beautiful grounds during these few short months of summer.
- Our dietary and nursing staff keep track of meal intake for every resident so if family members are wondering about appetite for any given period, please check in with the charge nurse in order to look up that information.
- Remember, also, that our senior staff is required to meet with families every year for a care conference; however, we are available at any time you might have something on your mind concerning any aspect of resident life. Please find any one of us, even on an impromptu basis. We often remind families that we hear every concern as a request and we will continue working to find the best solutions to any issue you bring to our attention.

## HillHouse's End-of-Life Philosophy of Care

It recently occurred to those of us in the senior staff that although we spend a great deal of time discussing and implementing a philosophy of care around end of life issues, we had never taken the next step or articulating that philosophy on paper and making it known to our community of residents, family members, service providers, and friends of HillHouse.

To that end, this spring we circulated draft after draft among the supervisory staff and then posted the final version in the staff break room for further comment and suggested additions or deletions. What follows here is our first attempt to convey the substance of all that we strive to achieve around an event which requires the utmost reverence and sensitivity and for which there should be every opportunity to express personal choices or, when that is not an option, choices that are consistent with the dying resident's wishes. As with most all resident issues, I invite comment from any of you; we will continue to fine tune our ideas in an ongoing effort to capture the nuances of what we are truly working diligently to achieve.

*As the end of life approaches, it is the philosophy of HillHouse and all of its staff to make the resident's physical, emotional, and spiritual comfort our highest priority. The end of life decisions regarding medications, personal care, nutrition, and wakefulness shall be driven primarily by resident choice and in consultation with involved family members or significant others as well as with health care providers. We will provide any comforts, diversions, foods, beverages, of any sort, that the resident wishes and at any time the resident requests. We will encourage as much interaction with others as pain and comfort will allow or as the dying resident desires and we strongly encourage the presence of family and significant others as much as possible.*

*For as long as the resident is able to express his or her wishes, we will unfailingly consult the resident for guidance. We will promote the dying resident being as wakeful and engaged as pain and comfort will allow. We will provide access to regular programs in the facility and we will encourage as many out-of-bed hours as desired or as comfort and dignity permit.*

*The room of the dying resident will be kept meticulously clean and tidy in order to promote a soothing, peaceful atmosphere. Appropriate music will be provided during active dying unless family or significant others direct otherwise. Any other specific requests of the dying resident or his or her family shall be honored if at all possible. The choice of access to a local Hospice care provider and to Hospice Volunteers and any spiritual advisors shall be provided to the resident and family members.*

*It is our mission to also support the family members of the resident during the dying process. We will strive to accommodate family members who wish to be present with their loved one at any hour of the day or night. As much as possible, we will provide meals and snacks for family members free of charge, as well as private places to meet, reflect and/or dine at any time.*

## Facility News

- We are pleased to announce that HillHouse has been awarded the 2009 Landscape award from the City of Bath Forestry Committee. Our landscaping is a continuous work-in-progress and so it has been wonderful to be recognized by the City as being good neighbors in our decidedly residential part of town. Many of our plantings have been donated by the relatives of our deceased residents and this makes the landscaping choices all the more meaningful to us.
- We have just finished a significant maintenance project on our sprinkler system in the oldest part of our building to insure that it would function properly in the event of a fire.
- Over the winter we again added to our HillHouse pet population by adopting two kitten sisters from Bath's *Paw in the Door* homeless cat shelter. These two kitties now reside with Charlie, the big cat, on the ground floor of HillHouse. They are most often seen hitching rides on the housekeeping carts and also on the rolling walkers of some of our residents (left)!



HillHouse senior staff receiving the Bath Community Forestry Award for 2009. From left to right Forestry Committee Co-chair, James Larson; HH Administrator, Mary Lou Ciolfi; HH owner, John T. Voorhees, HH landscaper, Matt Williams; HH Maintenance Supervisor, Jeremy Pierce; HH Dietary Supervisor, Kellie Stinson; and Forestry Committee Co-chair, Tom Barrington.

## Resident-Centered Care: What does it really look like?

The following fictional scenarios are based on real events here at HillHouse. We have used these questions internally as a springboard to conversations about how best to approach situations where there may either be various alternative approaches to resident care or resident rights or where we feel that staff need further education and heightened sensitivity to resident needs and preferences.

### Resident-centered care scenario 1

Fifteen residents are gathered in a circle in the main living room for the morning music program during which the residents shake rattles and drum softly in a rhythm. While the program is ongoing three staff convene in the hallway to discuss how they will share their lists of residents who need two staff members to assist them. Their voices can be heard in the living room. Next a medication administration aide comes into the circle of music and asks the activities staff member running the program if she can “borrow” Mrs. Jane Doe for a minute to administer her morning medications.

At this same moment the charge nurse walks by and overhears what is going on. Should she intervene in any way and if so, how? Should she say anything to anyone and if so, what and to whom and when? Why or why not?

*This scenario brings up issues of respect, dignity and privacy. Initially, it is noted that all employees must be respectful of resident activities; speaking so loudly that a resident program is interrupted is thoughtless and rude. Further, disrupting the program to administer medications in an obvious way could be a violation of dignity and privacy rights. If the medication must be administered at a particular time (which often occurs) the better practice is to subtly signal the activities staff and confer in whispered tones directly with the involved resident to ask his or her permission. If the resident, for whatever reason, is unable to give permission, the staff member should quietly agree on how best to temporarily remove the resident from the living room so that the medication can be administered in privacy. The resident can then be quietly returned to the program if s/he desires.*

### Resident-centered care scenario 2

Resident Mrs. Jane Doe is seated at one of the dining room tables reserved for those residents who, as a result of moderate dementia, at times need cueing or assistance with eating. Today at breakfast Mrs. Doe was given a donut, some scrambled eggs and a couple of slices of bacon. She quickly grabbed the donut and when finished began to nibble on her bacon. After that she did not make a move to eat the eggs. A dietary aide stopped by and commented “I think she is full or maybe she doesn’t like eggs anymore, she hasn’t taken a bite. I am going to pick up her plate.” Then along came the activities assistant, who said “No, I think if you hand her the fork she will begin to eat again on her own. She probably just doesn’t see it or is a little confused about what to do next.” “Well,” said the nurse’s aide helping out in the dining room, “I think she is going to need to be fed by one of us because she obviously can’t do it herself and she ought to be moved to the tables with the residents who need full assistance all the time.”

Who is correct? What should be done next, if anything?

*This scenario highlights how well-meaning staff members often disagree on the best practice when there are several available options. It should be noted that the most obvious problem with this scenario is that none of the staff are consulting Mrs. Doe about her own preferences in that moment. More often than not, those residents with even significant dementia can still express many personal preferences and staff members should always be encouraging them to do so. Further, each of these 3 staff members should avoid jumping to conclusions about Mrs. Doe’s needs at that moment; in the elder care world it is infrequent that anything is “obvious”. What is perhaps obvious at one moment may be quite unclear at another; staff must be flexible, accommodating, and completely resident-focused.*

*The best practice here would be for any one of these available staff members to first encourage Mrs. Doe to take a bite or two of the eggs which are one of her protein sources for this meal. If she seemed interested but hesitant, they might take the further step of putting some of the egg on her fork or spoon and gently offering further encouragement. At that point the staff member would take further cues from Mrs. Doe’s actions: she might attempt to pick up the fork and feed herself or she might exhibit refusal (moving or turning her head away) during which time there should be continued conversation between the staff and Mrs. Doe in an effort to discern whether she wants more food or whether she is indeed finished. If staff decides that Mrs. Doe might like something more to eat, other choices will be offered.*

### Upcoming Events & Summer Happenings *continued*

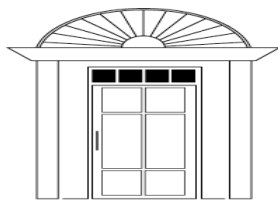
**Alpaca Farm Visit** – **Friday, June 26<sup>th</sup>** 11:00 a.m. Staff and residents will be visiting Winter's Gone Farm in Wiscasset for lunch and a tour.

**Botanical Gardens** – **Thursday, July 16<sup>th</sup>** – 11:00 a.m. Visiting the Botanical Gardens in Boothbay is a beautiful way to spend an afternoon and we are hoping to lure a large group of residents to take this extended trip. The Botanical Gardens opens their Five Senses Garden on July 9<sup>th</sup> and we are looking forward to being some of its first visitors.

**Topsham Fair** – **August 9<sup>th</sup> through 15<sup>th</sup>**. We will attend one day during this week and we will create a booth for the exhibition hall.

### Senior Staff Contact Information

Mary Lou (Mamse) Ciolfi, Administrator	443-6301 ext 13	mlciolfi@gwi.net
Kathleen Homan, RN, Director of Nursing	443-6301 ext 46	kmhoman@suscom-maine.net
Jane Taylor, Admissions & Social Director	443-6301 ext 42	janetaylor@gwi.net
Sandra Freeman, Housekeeping Supervisor	443-6301 ext 21	
Kellie Stinson, Dietary Supervisor	443-6301 ext 16	kstinson@gwi.net
Jeremy Pierce, Maintenance Supervisor	443-3355 ext 40	
Suanne Nielsen, Business Office	443-3355 ext 10	srnielsen@gwi.net



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