

Happy 109th Birthday to Ruth Stryzewski!

Ruth is a bit of a celebrity. She's been interviewed for local newspapers and TV Stations, and she's received mail from all over the world! Guess why Ruth is a celebrity? She is 109 years old and she survived COVID-19, having tested positive back in December 2020! Not only that, but how many people can say they also lived through the Spanish Flu pandemic of 1918!

Ever since the story broke in the news, Ruth has received hundreds of birthday cards from as far away as New Zealand, Germany, Canada, all over the United States, and from many locals. Even Early Learning Daycare Center sent her a giant handmade, lighted birthday cake with 109 children's fingers outlined to depict 109 birthday candles! Reporters from WFRV, WBAY, and Spectrum News 1 ran her story, and the Oshkosh Herald reported on her amazing year.

Park View celebrates this lovely lady, and her grace and faith that is an inspiration to all who know her. **Congratulations Ruth!**



Apr/May/June 2021



Park View Health Center Newsletter

Spiritual Leaders Cautiously Returning to Park View

In-person church services are beginning to slowly and cautiously return to Park View, and they bring with them optimism that we are gaining ground in a return to some normalcy. The plan, at the printing of this issue, is to return to weekly, Thursday afternoon Catholic Mass Services. And a couple times each month, in-house Christian Worship Services will return, as well. The difference from a year ago is there will be limited, safely-distanced seating in the Great Room, while continuing to provide closed circuit television broadcasts to residents in their rooms.

Rev. Daniel Krause, Institutional Ministries Coordinator for Winnebago County, shared that Church Services have been consistently provided at Park View for over six decades by the Wisconsin Evangelical Lutheran Synod. Currently this is done through Institutional Ministries.

Rev. Krause notes that COVID-19 caused the most significant interruption to the ministry at Park View in over a half century. Since this ministry was not possible, we have longed for lifted and services is finally happening, and Institutional Ministries has been honored to be the first volunteers to conduct services.



2/10/21—First in-person church service since COVID-19 forced a closure of doors to large group activities at PVHC nearly one year ago.

that, "COVID has significant interruption at Park View in over a half century. Since this ministry was not possible, we have longed for lifted and services is finally happening, and Institutional Ministries has been honored to be the first volunteers to conduct services."

One of the things as services resume is the opportunity for the families of residents and volunteers to worship together. For example, his family would attend services in the Great Room and his daughter sang for services since she was a youth. "God willing, the family aspect of worship will also be resumed soon for volunteers and residents alike. It is such a blessing when there are families and friends joining the residents for worship, just like they did in their home congregations."

An important point to note is despite the COVID-19 pandemic, worship has continued. Park View Activities Staff have been able to provide local church services through online streaming. Though the equipment for streaming is outdated and it's not the same as coming together in person, it truly was a blessing at a difficult time to have this option functioning for residents.

"Thankfully, we are resuming the more personal option of services on campus. Gathering as believers is such an important aspect of spiritual life. The Scriptures encourage: 'Let us not give up meeting together. Instead, let us encourage one another with words of hope' (Hebrews 10:25)."

"May God continue to keep us safe, provide healing and hope for the future." stated Rev. Krause.

We MISS seeing our volunteers. We hope you all are doing well?



Please drop us a line or give us a phone call to let us know how you are doing. We'd love to hear from you all.

Master Gardens Update

In March, the Master Gardeners held their annual pre-spring planning meeting. With direct resident input, suggestions were provided for this year's gardens.

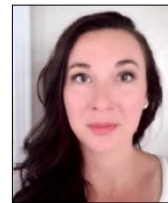
Last year, the garden area went through a transformation with new sidewalks having been laid for better resident accessibility. Once the sidewalks were completed, some landscaping alterations were necessary. Even though COVID made it difficult for residents to gather at the gardens last year, a small contingent of Master Gardeners worked throughout the growing season to protect its beauty.

We owe them so much for their talents, hard work, and faithfulness to the "wonder" we so enjoy outdoors!



Nursing home residents often need specialized care and support. A UnitedHealthcare® Nursing Home Plan is a specialized Medicare Advantage plan that includes Part D and offers more benefits than original Medicare. One of those benefits is a nurse practitioner or physician assistant who monitors and provides care on-site. They serve as a health care advocate and work with the resident, their family, doctor, and facility staff to coordinate care and communication, helping bring peace of mind to the resident and their family.

To learn more about a UnitedHealthcare Nursing Home Plan and/or to find out if your loved one is eligible, please call the licensed sales representative, Gwen Culbertson, RN at 920-639-6801, TTY 711, 8a.m. – 5p.m, Monday - Friday.



Melissa Huynh, MSN, FNP-BC, APNP, WCC

Since its founding in 1875, Park View Health Center has provided over a century of quality health care to residents of Winnebago County.

Located just north of Oshkosh, Park View is serenely nestled near stately trees and beautifully landscaped, park-like grounds.

As the needs of the community change, so too do the services offered at Park View as we continue to meet and surpass those needs and expectations.

Our excellence comes from each staff member's personal commitment to serve our residents in a compassionate, supportive and professional manner.



725 Butler Avenue
Oshkosh, WI 54901-8149

Oshkosh Phone: 920-237-6300
Neenah Phone: 920-727-2883
Fax: 920-237-6944
TTY Phone: 920-237-6974

We're on the web:

www.co.winnebago.wi.us/parkview



For Your Information

Emergency Operations (taken from the PVHC Resident Handbook)

Safety of our residents and staff is our main priority. In the event of a disaster in which the facility's emergency operation plan is activated, residents and families should be aware of what to expect. Important information for residents and families to be mindful of during an emergency is described below:

- Sheltering in place will always be attempted before evacuation. This means that residents and staff will stay in the building in their usual locations during an emergency, if it is deemed safe to do so.
- Residents may be transferred to a different location within the building during an emergency. If so, residents and resident representatives will be notified of their new location within the building.
- The facility maintains inventory of emergency supplies in the event sheltering in place is a continuous need for a period of time.
- If evacuation to another facility is necessary, the resident and resident representative will be notified of the destination location, time of transfer, and means of transport. Family may be requested to assist with transport.
- Depending on the need, residents may be transferred to the hospital, another long-term care facility, or temporary shelter with facility staff.
- A resident may be transferred into the care of a family member to a home setting temporarily, if deemed appropriate.
- HIPAA is not waived in emergency events. Resident information needs to be protected at all times, however, certain information can be shared during emergency events if the protected health information is disclosed for public health emergency purposes.
- In the event of a facility-wide emergency, a Hotline may be set up for families to call to obtain information regarding residents.
- Staff will direct residents in the event of an emergency, but residents and families should also be aware of actions to take:
 - ◊ **Fire-** Shelter in place in the resident's room with the door shut. Do not travel through the hazardous area. Staff or emergency personnel will direct if evacuation from the neighborhood is warranted.
 - ◊ **Severe Thunderstorm or Tornado Watch-** Return indoors and to the neighborhood for quick response, if the watch escalates.
 - ◊ **Severe Thunderstorm or Tornado Warning-** Find shelter in an area with no windows. On the neighborhoods, the bathing spas and hallways are designated shelter areas.
 - ◊ **Unauthorized Intruder or Facility Lockdown-** Return to resident's room or other safe area to hide and shut the door. Barricade the door with whatever available, i.e., furniture.

The facility conducts periodic emergency preparedness drills in order to practice the emergency operation plan. We understand this may be disruptive to residents, but we appreciate your cooperation with emergency drills.

Maintaining Resident Privacy with Photos and Social Media

All residents have the right to privacy and confidentiality, as well as to be treated with dignity and respect. At Park View, it is our duty to protect the confidentiality of all residents. Our staff follows strict guidance in regards to resident privacy and confidentiality under HIPAA and Resident Rights. It is also important for residents' family members to be mindful of the privacy of their loved ones, as well as other residents. With social media now playing a big part in our daily lives, it is easy to forget about the privacy of others.

We do not want to hinder taking and sharing photos with your loved ones, but as a facility we ask that you are respectful of the privacy of **all** residents when doing so. As such, we discourage the taking/sharing of photos or videos of PVHC large group activities. Also—ensure when taking and/or sharing photos or videos that dignity is upheld and the photos are taken in a respectful manner.

Official Sponsor
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Together
Through the Seasons
National Skilled Nursing Care Week • May 9-15, 2021

#NSNCW

Established by the American Health Care Association (AHCA) in 1967 and always beginning on Mother's Day, "National Skilled Nursing Care Week" provides an opportunity to recognize the role of skilled nursing care centers in caring for America's seniors and individuals with disabilities.

The theme for National Skilled Nursing Care Week 2021 is "Together Through the Seasons." The theme will honor the collaborative commitment of skilled nursing care facilities and their staff in providing compassionate care to their residents during this unprecedented time.

Park View will continue the tradition of making "National Skilled Nursing Care Week" a special one for our residents and staff throughout the week.

What a blessing!

Memorial & Honorary Donations Received:

Diane Binder
 Chey & Ann Collura
 Steve & Barbara Drager
 Linda, David & Steven Gawaresky
 Jennifer Kujawa
 Terry, Paula, Gail, Steve & Mike—The Don Sieger Family
 Robert and Lisa Weber
 Suzanne Youngwirth

In-Kind Gifts Received:

4-Imprint
 Nancy Bielak
 Darlene Bruce
 Sue Bushman
 Nichole Casper
 Dawn Cotter
 Mary Dejoria
 Early Learning Center
 Fourfold Vinyl & Boutique
 Girl Scout Daisy Troop 2072 from Neenah
 Hoffmaster, Inc.
 Institutional Ministries-Dan Krause
 Tony & Joan Jaworski
 Tristie Ludwig
 Marilyn Nelson
 Ellen Pothas
 Oshkosh Area United Way
 Linda Pavlak
 PDS Fusion
 Ann Torgersen

Monetary Gifts Received:

American Legion Auxiliary-Winneconne
 Anonymous
 Anonymous
 Anonymous
 Kathleen Aschenbach
 Butte des Morts Lions Club
 Katherine Coughlin Trust
 Amy Doty
 The Franz Family-Heidi, Tim, Jennifer, Jake,
 Cassy, Emily, Megan and Damien

Monetary Gifts Received:

Ellen Jane
 The Johnson Family
 Cheryl Koepke
 Beverly Lawson-c/o Dale & Cathy Walters
 Kelley Lee
 Tristie Ludwig
 Dean & Jean Sandeman
 US Connect
 US Venture Inc./Schmidt Family Foundation
 County Board Supervisor Bill Wingren

Grants Received:

State of Wisconsin CMP Funds: \$1,725.00
Green Bay Packers Foundation: \$3,000.00
Ladies Benevolent Society: Advocates for Older Adults (through the Oshkosh Area Community Foundation): **\$3,318.40**
 Blanket Warming Cabinet for COVID Unit, then to Parkside One
Oshkosh Area United Way & Oshkosh Area Community Foundation: \$3,274.00
 Live Stream Programming-projector/laptop
Oshkosh Area Community Foundation Community Impact Fund: \$4, 826.32
 10 iPads and keyboards for residents

Annual Review of Abuse Prevention Procedure

This is the annual review of our "Abuse Prevention" procedure. The purpose of these policies and procedures is to assure that the facility is doing all that is within its control to prevent occurrences of mistreatment, neglect, abuse or exploitation of residents, and misappropriation of resident property, because the facility does not tolerate and prohibits abuse, neglect, exploitation, mistreatment and misappropriation of property. Any questions, please contact us.

Screening

The facility has procedures to screen potential employees for a history of abuse, neglect, exploitation or mistreating residents. The screen includes attempting to obtain information from previous employers and/or current employers, and checking with the appropriate licensing boards and registries.

Training

The facility has procedures to train employees through orientation and ongoing sessions on issues related to abuse prohibition practices such as:

- Appropriate interventions to deal with aggressive and/or catastrophic reactions of residents.
- How staff should report their knowledge related to allegations without fear of reprisals.
- How to recognize signs of burnout, frustration and stress that may lead to abuse.
- What constitutes abuse, neglect, exploitation and misappropriation of resident property.

Prevention

The facility has procedures to provide residents, families and staff information on how and to whom they may report concerns, incidents, and grievances without fear of retribution. The facility will provide feedback regarding concerns that have been expressed.

The facility will identify, correct and intervene in situations in which abuse, neglect, exploitation and/or misappropriation of resident property is more likely to occur. This includes an analysis of:

- Features of the physical environment that may make abuse and/or neglect more likely to occur, such as secluded areas of the facility.
- The deployment of staff on each shift in sufficient numbers to meet the needs of the residents and assure that the staff assigned have knowledge of the individual resident care needs.
- The assessment, care planning and monitoring of residents with needs and behaviors which might lead to conflict or neglect, such as residents with a history of aggressive behaviors, residents who have behaviors such as entering other resident rooms, residents with self-injurious behaviors, residents with communication disorders, those who require heavy nursing care and/or are totally dependent on staff.

Identification

The facility has procedures to identify events such as suspicious bruising of residents, occurrences, patterns, and trends that may constitute abuse and to determine the direction of the investigation.

Investigation

- The facility has procedures to investigate different types of incidents.
- The facility has procedures to identify the staff member responsible for the initial reporting, investigation of alleged violations and reporting of results to the proper authorities.

Protection

The facility has procedures to protect residents from harm during an investigation.

Protecting the resident might include:

- Removing alleged name caregiver.
- Monitoring the resident more closely.
- Moving the resident to an alternate environment.
- Making physical plant modifications.

Reporting/Response

- The facility has procedures to report all alleged violations and all substantiated incidents to the State agency and to all other agencies as required. The facility takes all necessary corrective actions depending on the results of the investigation.
- The facility has procedures to report to the State Nurse Aide Registry or licensing authorities any knowledge it has of any actions by a court of law which would indicate an employee is unfit for service.
- The facility has procedures to analyze the occurrences to determine what changes are needed, if any, to policies and procedures to prevent further occurrences.

In order to serve you better, we request that you bring any concerns/complaints (grievances) promptly to the neighborhood nurse supervisor or social worker for resolution. A resident grievance form is available for residents/resident representatives to complete, or grievances can be voiced orally to a staff member. Residents/resident representatives may choose to remain anonymous and will be notified of the outcome of the grievance in a timely manner. A written decision may be given upon request.

If you are not satisfied, feel free to discuss the matter with Social Wellness Manager and Grievance Officer Carrie Baxter-Crist, 920-237-6930, or Administrator Kara Gruber, 920-237-6900.

If you are still dissatisfied, you may contact:

Division of Quality Assurance
Northeastern Regional Office
200 N. Jefferson St., Suite 501
Green Bay, WI 54301
Phone: 1-920-448-5255; Email: dhswebmaildqa@wisconsin.gov

Stacey Forest, Ombudsman
Board on Aging & Long Term Care
5424 Hwy 10, Suite F
Stevens Point, WI 54481-8560
Phone: 1-715-345-5229 or 1-800-815-0015. Email: BOALTC@wisconsin.gov

And there's more...

Dear Park View Community,

Park View is contacting you to inform you that we are now an alarm-free facility.

It is Park View's philosophy to ensure the highest quality of care to the residents and provide this care based off of best practice standards. To ensure resident safety, there are multiple other interventions that can be implemented without the use of an alarm, which can be disruptive, loud and confusing within the resident's home.

Studies have shown that alarm use in residents with dementia restrict mobility and have negative impacts on strength and gait, sleep, skin, appetite, and digestion, social engagement and mood. Alarms have shown to startle, distract, cause confusion, fear, and embarrassment, which contributes to the actual fall occurring. Alarms do not prevent a resident from transferring and it is proven that alarm use does not prevent falls from occurring.

In 2018 we developed a Fall Committee to look at alarm use and falls throughout the facility. At that time, we had 78 alarms in use. Our goal was to decrease our alarm use 10% by January 2019. We met monthly as a committee to plan, discuss, evaluate, and implement new interventions to get to the root cause of the fall versus utilizing alarms. Throughout that time, we also slowly began alarm reduction trials, stopped placing alarms on new admissions that were "fall risks" and discussed with residents and families to provide better education in relation to alarm use and falls.

We decreased our alarm use rapidly from 2018 to 2019 well surpassing our goal of 10% reduction. We were at 25 alarms in January of 2019, a reduction of 53 alarms and 32%. We have continued to move in the right direction with alarm reduction by tracking and completing monthly graphs and looking at fall trends. Our fall numbers have not increased because an alarm was not in place. In 2019 our annual fall rate was 5.93 and in 2020 was 5.9. We have had <5 alarms in the entire facility over the past year and feel that now is the right time to declare us an alarm free facility.

If at any time you have questions or concerns regarding this process, please feel free to contact the RN Neighborhood Supervisor or myself. If you would like further information on alarm use and reduction in nursing homes, we would be happy to provide you with this education as well.

Park View wants to thank you for your understanding and effort to providing a home like environment, free of alarms for the residents that live here.

Respectfully,

Ashley Paul RN, BSN, QCP

Director of Nursing

(920) 237-6950

Email: apaul@co.winnebago.wi.us

Fax: (920) 237-6944

April 12-16, 2021 is Wisconsin Tornado & Severe Weather Awareness Week!

The Tornado and Severe Weather Awareness Week's annual campaign encourages everyone in the State of Wisconsin to prepare for the tornadoes and severe storms the state frequently experiences during the spring and summer months.

Wisconsin averages 23 tornadoes annually. During 2020, the National Weather Service (NWS) confirmed 20 tornadoes touched down in the State of Wisconsin. On Thursday, April 15, two statewide tornado drills are planned. A mock tornado watch will be issued statewide by the NWS at 1:00 p.m. The NWS will follow it with a statewide mock tornado warning at 1:45 p.m. The afternoon drill ends at 2:00 p.m. An evening drill is scheduled on the same day with a mock tornado warning to take place at 6:45 p.m. If there is a threat of severe weather in Wisconsin on Thursday, the statewide drills will be postponed until Friday, April 16. The drill will go on in all other conditions, including non-severe weather (clouds, rain, dark sky, scattered thunderstorms, etc.). If severe weather is also expected on Friday, the drill will be cancelled. (Photo: 2018 Grant County Tornado)

In order to be prepared and assure everyone's safety in the event of severe weather, PVHC will once again participate in the statewide tornado drills #1 and #2, as well as perform one drill on the Night Shift on a SEPARATE DAY during the week.

COVID-19...a year later

Last year at this time we were in the throes of “fear of the unknown” surrounding a serious virus spreading around the world. We all wondered what kind of impact, turmoil and distress would this ‘COVID-19’ pandemic bring upon all our lives. The worry and anxiety only grew as we all were glued to news reports regarding the skyrocketing COVID infection and death rates in our country.

In the midst of trepidation, COVID became a reality at Park View. There was concern for the safety of our residents, the most vulnerable to this potentially deadly virus. Staff were called upon to work long hours for many stretches of days in caring for our residents as well as being their social lifelines at the height of the outbreaks. Trying to keep abreast of the guidelines and regulations that barraged nursing facilities was an extensive (and exhaustive) responsibility for our own Administration and Staff, as well. Policies, procedures, forms and signage were in constant flux; many times needing revisions daily. All these changes would need to be conveyed to well over a couple hundred staff as quickly as possible in order to make sure best practices were being followed in this unfamiliar territory.

A major shift in department locations within the building took place last spring to combat COVID when the therapy gym was converted to a COVID Unit, and one neighborhood (with another half of one added this year) having become strictly a quarantined area for new admissions to reside two weeks until residents were cleared from virus possibilities. The Board Room became the supply room for all things COVID, as it became a storage area and location for putting together testing supplies. Lastly, the garage became the staff destination for testing each week. The planning, work and movement for the formation of these areas had to be strategic, thorough and sound.

Keeping up with the demand of critical personal protective equipment (i.e., surgical and N95 masks, gowns, gloves, eye-wear) as well as sanitizing supplies for residents and staff was nearly impossible, if it were not for the MANY in the community *and throughout the country* who reached out and offered to provide for our facility. That inimitable blend of care and generosity will never be forgotten here at Park View.

The behind-the-scenes work for many hours each week to organize individual COVID testing packets once or twice each week for 140+ residents and approximately 280 staff has been time-consuming and tedious, although that hard work proved vital in keeping ahead of outbreaks in the facility.

But the most heart-wrenching of all was seeing the hurt and frustration of residents and families not being able to visit indoors with each other or to simply hug each other this entire past year. It cut through the hearts of everyone involved—residents, families, and staff alike. What soon became apparent was that technology was invaluable in allowing for visual iPad visits, along with opportunities to have window visits, and safe porch visits.

Yes, 2020 was brutal. But all throughout there were simple blessings that came to light to get all of us through to the next day, *and the next day, and the next day.* Technology became a vital means of connection—both for families and friends to their residents, and residents to residents as a facility, and for live feeds of community and facility events to residents. The requirement of us all to understand it and embrace its use on behalf of our residents became a positive outcome. Technology use also brought to light it’s become a socialization necessity. Therefore, up-to-date equipment will need to be considered and expanded upon in the near future.

Creativity blossomed in providing new ideas for safe activities to cover for those activities the residents always enjoyed pre-COVID. And the fundamental use of time for one-to-one visiting between residents and staff unified us during an unnerving time.

There was an incredible outpouring from the community in providing 1000s of handmade masks, hand sanitizer, meals and treats for staff and residents, pen pal programs reigniting between community groups and residents, artwork sent by children in the community, Christmas gifts delivered for residents from many individuals who were making sure residents’ holidays were merry despite the pandemic, and the list of giving still continues, even as of today!

We are now at the one year mark of the COVID-19 pandemic, and there is much to hope for in 2021. Vaccines that nearly fully immunize individuals, advances in procedures to equip healthcare personnel to reduce COVID illness repercussions, many in the community keeping their distance and wearing face masks, plus washing and sanitizing often, have all aided to reduce the instances of COVID. COVID cases are trending downward in our area, and with that comes the anticipation of being able to open our doors fully one day soon to our families, friends, and the community. *It’s soooo close!*

And we, at Park View, are incredibly grateful for the patience, kindness, understanding and caring hearts of all of YOU—families, friends, volunteers, and the community as a whole. *We truly were ALL in this together.*

Families and Representatives

Gentle reminders regarding residents’ clothing—

Families should keep in mind Park View’s procedures in reference to clothing provided to residents. Items should not be given to residents that are “not machine washable,” or that are “dry clean only,” etc. PVHC is not responsible for damage to such items, as staff do not sort them when doing laundry. There is always the option for families to take care of a loved one’s laundry when there are clothing items requiring special care. Labeling is also important when bringing in clothing for your loved one.

The information below is taken from the PVHC Resident Handbook:

Laundry Services

As part of your basic daily rate, your clothing will be washed, dried, and labeled. Our washers and dryers may cause damage to fine materials such as 100% silk, wool, acrylic, and cotton, so please choose washable clothing. **WE CAN NOT BE RESPONSIBLE FOR DRY CLEANABLE ITEMS, BRUSHED NYLON, ACRYLIC, AND DELICATE FABRICS INCLUDING AFGHANS AND BEDSPREADS THAT DO NOT WASH WELL.** You may choose to have your family do your laundry for you.

We are not responsible for the loss or damage to any items.

Clothing

To assist in preventing loss, all clothing/personal items must be given to our staff to be inventoried. All items will be marked. Notify staff if the preference is to not mark the items. A Personal Clothing Name Label Disclaimer will be completed for those residents who choose to not mark their items.

New Clothing

With each new item of clothing brought in, the staff will need to be notified in order to inventory the item. You are responsible for keeping your clothing in good repair and to purchase new clothing when items wear out or needs change.

FOOD KEPT IN NEIGHBORHOOD REFRIGERATORS

All food brought in by family members for their residents needs to be properly covered and clearly labeled with the resident’s name and the date.

BREAKABLE ITEMS IN ROOMS

Personalizing rooms is an important part of feeling at home and it is encouraged here at PVHC. **However, safety is also important.**

When displaying items that could be breakable, please consider the location of the display and always check with the neighborhood nurse for permission to keep breakable items and sharp or pointed objects in residents’ rooms.



IMPORTANT NOTICE TO VISITORS

We are a healthcare facility and smoking is a health and safety hazard to all. Smoking, **including e-cigarettes and chewing tobacco**, are **not allowed** in the facility or on the campus grounds.

This regulation includes outside at our front entrance and in our parking lot.

Staff will approach and remind any visitor not adhering to our smoke-free campus policy.



ANNUAL SATISFACTION SURVEY

We will be sending out our annual satisfaction survey this spring. With our goal to provide quality resident-centered care, your responses, comments, and suggestions will be very important to us.

If there are any immediate concerns, please address them with neighborhood staff, rather than awaiting the survey in order to comment.