



IVH Insights

1 JANUARY 2015

A Message from the Chief Operating Officer -

We are at the beginning of a New Year and looking forward to a year of continued service excellence for our residents. As you read through the Insights, you will see articles on Quality Improvement, Staff Satisfaction, Event Happenings and much more.

There is always something going on at IVH to further many programs for both residents and staff.

One program that has been recently restarted is the Music Therapy program.

I would like to share one story about this program that occurred at the December 6th Christmas party, when the Ulery choir performed. If you are unfamiliar with the Ulery unit this is where many of our residents with dementia and Alzheimer's reside so they get the special care they require.

Laura Adams, our new Music Therapist, has been actively engaging residents in various types of music programming throughout the campus.

It was about 5-6 weeks ago she began working with a group of residents from Ulery to present a choral program for families and friends who came to visit at the Christmas celebration. All the residents were gathered together and dressed with ties so everyone knew they were part of the choir. Accompanying the choir was Michael Groh SW, on the guitar.

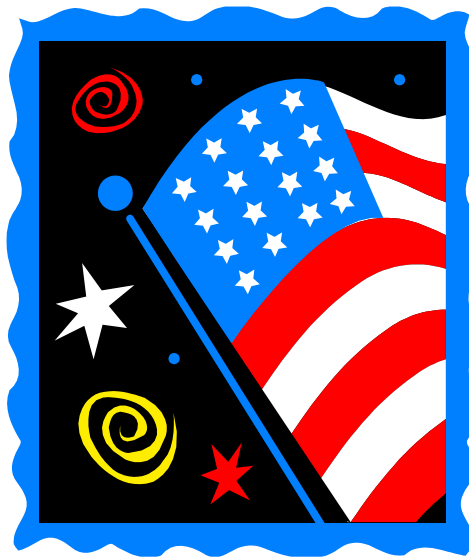
As Laura began directing the first song, all the members began singing and not only singing, but they knew the words to each verse of each song. It was a wonderful program and everyone was very impressed with the choir and their performance. But, there was one specific incident that stood out. You see prior to the choir starting, there were some residents, one in particular, who seldom if ever spoke. During the program however, this resident sang their heart out and brought tears to the eyes of those who realized what had just happened. The music was able to help bring this resident "out of their shell". Somewhere in their distant memory, those words resurfaced. It was as if, for just a moment, the disease was gone.

Its times like these that make us realize that all is not lost. Our childhood memories or memories of times past often reawaken when triggered with things like music, photos, stories, sounds and smells or events.

Our thanks to Laura and Mike for their dedication and the time and effort they put forth working with the residents in the music program. *Mike*



Happy New Year from Marshalltown!!



Commandant's Corner

As we begin 2015, it's important to look back at the success we had in 2014. The IVH team completed 3 excellent comprehensive surveys – two from the Federal VA and one from the Iowa Department of Inspections and Appeals. These surveys identified our areas of strength and helped us to focus on areas where we can improve care, services, and activities for our residents. The results showed, once again, that IVH is a great facility with a great staff dedicated to the accomplishment of our important mission. Thank you for the work you do every single day; the work that allows us to excel on survey days.

In 2015, we will continue to set the standard for high quality care and exceptional quality of life for our residents. We'll work to consistently achieve deficiency-free surveys from the federal, state, and local agencies that provide regulation to protect our residents. We'll continue our progress toward moving all residents into private rooms, as we believe our residents deserve this dignity. We'll continue to work with our committed partners and dedicated volunteers, as they help us succeed. We appreciate all the support we receive from the community, veteran's organizations and auxiliaries, civic organizations, and individual Iowans who devote their time or treasure to the well-being of our residents.

I'm proud of the IVH team and the way we care for our residents. I know we're poised for a great 2015. Happy New Year!



Jodi



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The Iowa Veterans Home
Insights is a quarterly published
document. The data that goes into
the editions are contributions from
staff here at IVH. If there are
articles or topics that you wish to
contribute, or think that our
readers may have interest in, feel
free to e-mail to me. We try to
capture everyone's thoughts and
comments for the Insights. We
thank you for your contribution!
Happy New Year!!



Michael Hines – Staff Assistant. To submit news or questions, please email:

Michael.hines@ivh.state.ia.us
 Phone (641) 753-4309

www.iowaveteranshome.org



Welcome New Employees by Wayne Pierson, IVH Education Specialist



October NEO

Front (L-R) Jamie Hansen, Tina Buchanan, Ashley Danner, Rachel Smoldt, Mykiela Tordoff, Brenda Avina-Perez, Ryan Magill
Back (L-R) Veronica Stevens, Monica Brown, Logan Thompson, Afeafa Eklou, Brittany Pollsiewicz, Phillip Randall



November NEO

Front (L-R) Cindy Bryant, Lucas Vandenberg, Leilani Young, Emma Zahnd, Taylor Case, Crystal Garcia, Lisa Willis, Jake Poole
Middle (L-R) Brittany Frye, Dawn Townsend, Sheena Parks, Cassandra Meling, Mario Patlan Torres, Billie Jo Rickett, Janine Veren Miller, Lindsey Gooding
Back (L-R) Stuart Gardner, Joshua Bloomquist, Jill Deike, Scot Hall, Linda Trittlen, Tasha Belle, Shane Lawton



December NEO

Front (L-R) Cassie Barbeau, Mara Keuning, Nora Hooks, Veronica Salas
Back (L-R) Tori Sprague, Sara Wacker, Jilisa Weatherly, Kendra Lampe



Chaplains Corner by Angela Doty, Chaplain, Iowa Veterans Home

And...We Begin Again...

Happy New Year!! The New Year is one way we mark our time. Time is a gift, woven into the fabric of our daily lives. "We have time, are out of time, are pressed for time, make time, live on borrowed time, waste time, keep time, wait for the right time, and have the time of our lives." Usually when we ask, "What time is it?" someone looks at a calendar, or a clock and some numbers are rattled off and we think we have an answer. But perhaps the beginning of a New Year is a prime time to ask the question in a new way. Perhaps it is time to ask "what time is it" in light of our values, our priorities, and our faith? What time is it? A time for quiet, a time for peace, a time to set a new pace for our lives, a time to begin living out what we hold most dear, a time to re-evaluate where we spend our energy, a time to take some new risks, a time to reduce and simplify? I would encourage you to "make the most of the time" you have in 2015. What time is it for you?

A Prayer for the New Year:

God of all times and yet beyond time, You call us into this new year still to be named. Help us travel light in faith and expectation. Guide us in this new venture of imagination. Make us bold witnesses to the in-breaking of your future. Let us rest our times in yours, confident that we do not enter this New Year alone. (Chalice Worship)

IVH Chaplain Team

Angela Doty (641) 753-4512 or
 email: Angela.Doty@ivh.state.ia.us

Craig Nelson (641) 753-4279 or
 email: Craig.Nelson@ivh.state.ia.us



During the Fiscal Year 2014 the Department of Veterans Affairs served more than 690,000 Veterans within the VA for telehealth services. This represents a total of 12% of Veterans that are currently enrolled in the VA to receive VA healthcare. The VA has taken a brick-and-mortar facility and increased its capability to adapt to the needs of the veteran. This type of medical care allows for easier care for our rural veterans. So what is telehealth? Telehealth was designed to assist in medical services in your own home, or at a nearby Community Based Outpatient Clinic (CBOC). VA's telehealth provides greater access to health care through the use of telecommunications and videoconferencing. It was also designed for patient flexibility and to ensure that our veterans are getting the care that they deserve. Telehealth is a combined use of health informatics, disease management and telehealth technologies to target care/case managements. Telehealth can consist of synchronous (real time) and requires the presence of both parties or asynchronous which is a stored-and-forward telehealth. This involves acquiring medical data such as medical images, biosignals, voice recordings, etc. Some telehealth clinics/specialties that are available are TeleCardiology, TeleAudiology, TeleNeurology, TeleMental Health, TeleRetinal Imaging and many more specialties that are available.

*Questions??? Please contact your local
Telehealth Clinical Technician (TCT).*

Source: <http://www.va.gov>

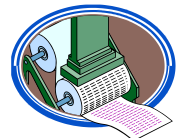


IVH Veterans Day Program 2014



*****NEW PRINT SHOP HOURS*****

The Print Shop hours of operations will be from 8:00AM to 12:00PM and 1:30 PM to 3:45 PM. The door will be closed but unlocked from 7:30 AM to 8:00AM and 12:00 PM to 1:30 PM for staff business but closed to resident business during these hours.

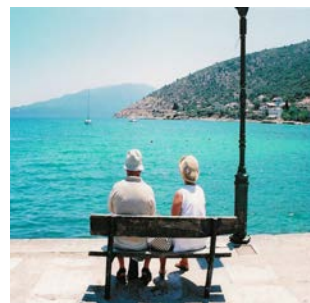


For more information contact Denise Ulery at (641) 753-4555 or e-mail denise.ulery@ivh.state.ia.us

Iowa Veterans Home Retirements – 141 3/4 years of service

Retirements are a time in our lives that we may decide to spend time with our family, volunteer in the community or have the opportunity to do activities that we may not have had the time to do before. Retirements should be celebrated and not mourned as retirements are a happy period to be enjoyed to its utmost. We are grateful for your dedication of hard work here at the Iowa Veterans Home! We wish everyone an enjoyable future ahead after your retirement! May all your coming days be filled with many more rewards of joy and fulfillment. The retirees listed below had a total of 141 ¾ years of service to the State of Iowa and the Iowa Veterans Home!

<u>Name</u>	<u>Position</u>	<u>Years</u>
Debbie L. Detrick	Food Service Workers	10 yrs
Jack E. Klar	Food Service Workers	15 ½ yrs
Pat Christensen	Secretary 2	20 ¾ yrs
Nickala Nelson	Nurse Clinician	19 ½ yrs
Gladys McIntire	Nurse Practioner	35 ½ yrs
Michael Mathern	Maintenance Repair	27 yrs
Betty Bryant	Resident Aide	13 ½ yrs



Resident average age bracket as of 12/5/14....
 22-54....Avg Age 51.95
 55-64....Avg Age 60.79
 65-74....Avg Age 69.47
 75-84....Avg Age 80.49
 85-94....Avg Age 89.34
 95+.....Avg Age 97.31

Resident Census as of 12/10/14
 Veterans – 457
 Widows/Spouses – 91

War Report
 WWII – 79
 Korea – 101
 Vietnam – 200
 Peace – 90
 Gulf – 4

Iowa Veterans Home Upcoming Events & Information-2015



Date	Month	Time	Event	Location
19	January	10:00 AM	Sugar and Spice	Malloy LRC
24	January	3:00 PM	Waterloo Blackhawks	Waterloo, Iowa
30	January	10:00 AM	Monuments Men Program	Ulery
30	January	1:30 PM	Monuments Men Program	Malloy LRC
TBD	February	1:30 – 3:00 PM	Salute to Hospitalized Veterans	Atha Dining Facility
21	February	2:00 – 3:00 PM	George Washington Birthday Party	Malloy LRC
7	March	1:30 – 3:00 PM	Tama County Party	TBD
17	March	TBD	St. Patrick's Social Day	TBD
21	March	11:00 – 1:00 PM	Foreign Food Fair	Malloy LRC

Employee Health Update



Employee Health still has flu shots available for any one that would like to receive one. Additionally all employees are required to sign the Influenza Vaccine Consent/Waiver regardless of whether they decline the vaccine. There are still about 180 employees that have not signed the waiver and this needs to be completed by the end of this month. Employee Health is now located in the Sheeler basement. Please call the Employee Health office to schedule an appointment!

Did you know.....

Did you know.... that if a veteran has a “**singular or combined rating of 70% or more based on one or more service connected disabilities or a rating of total disability based on individual unemployability and are in need of nursing home care**” the VA will pay for his/her care. This is a veteran benefit that many veterans today are not aware of.

Source: United States Code Title 38: Pensions, Bonuses, and Veterans' Relief, Chapter (Part 51 – Per Diem for Nursing Home Care of Veterans in State Homes - 51.41)

Remember the Iowa Veterans Home Gift Shop this New Year!!



IVH Gift Shop is full of merchandise! Gift Shop hours are 10:00 a.m. to 2:00 p.m. Monday through Friday!! **Be sure to check out the glass display outside of the Gift Shop as well!!**



Library Hours at IVH Monday – Friday 9:00 a.m. to 4:00 p.m. Weekend hours are Saturday 10:00 a.m. to 2:00 p.m. and Sunday hours 12:00 – 2:00 p.m. “My library is the place where I find inspiration, information, and connection with the world and peace” –Ruth W. Crocker

The Iowa Veterans library was very happy to receive a grant from the American Veterans Foundation recently. The funds were used to purchase 31 DVDs for our patrons to enjoy. Stop in the library and see what we have to offer!

Questions about the IVH library can be addressed with Sonia Hayek. She can be reached at (641) 753-4412 or e-mail Sonia.Hayek@ivh.state.ia.us



<https://www.facebook.com/iowaveteranshomepage>

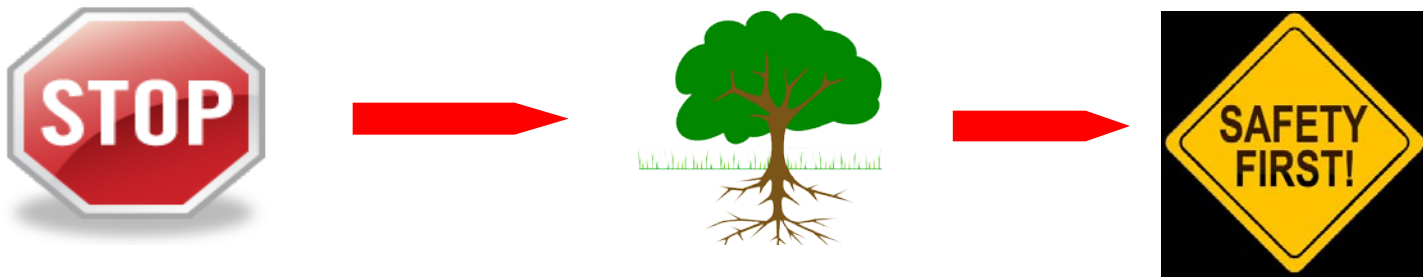


Iowa Veterans Home Insights

The primary goal for lowering the fall rate at IVH is to promote a safe environment for our residents where fall occurrence and risk of injury will be greatly decreased.

The Fall Process Improvement Project (PIP) Team has made positive strides toward the development and implementation of an effective fall prevention process. The process is currently being trialed in the Ulery and Fox Buildings. Initially, members of the PIP team developed an educational brochure entitled, **Root Cause Analysis- Fall Prevention**. The brochure identifies what all IVH staff are to do when they encounter a resident that has fallen. In addition, the team devised a tool to document pertinent information from the resident, first responder to the fall, and unit staff entitled the **ABC's of Safety First**. Thorough information gathering at the time of a fall is vital to the identification of effective interventions for **future fall prevention**.

Following is information addressed in the **Root Cause Analysis** brochure and **ABC's of Safety First** form developed by the team members. The team members are represented by a variety of staff from many different departments at IVH.



If IVH staff witness a resident fall or find a resident that has fallen, remember the following: **CHECK! CALL! CARE!**

- Immediately go to the resident.
- Stay with the resident.
- Check the surrounding area carefully.
- If you are not a nurse, call for a nurse or have someone else call a nurse.

Residents:

- You will be asked, **"Are you okay."**
- You will be asked **not** to move until it is certain you have not been injured.
- You will be asked, **"What were you trying to do just before you fell?"**
- You will be asked **"Do you know why you fell."**



NEXT BEGIN THE ABC'S OF SAFETY FIRST!



When a licensed nursing staff member arrives at the fall scene, the first responder will be asked to "huddle" with staff from the resident's unit to provide and discuss information necessary to complete the **ABC's of Safety First** form. If residents witnessed or were in the area of the resident fall, they may be asked to provide information for the "huddle" team as well. All input and information shared is valued! The information gathered on the form promotes problem solving to determine the root cause of why the fall occurred. Knowing the **cause** of the fall will help identify effective interventions that may prevent future falls. Progress of the project will be shared in future Insights.



VOLUNTEERING

Happy New Year!!

From the desk of...

Aimee Deimerly-Snyder- Volunteer Coordinator

Happy 2015 from Volunteer Services. I can't believe I am heading into my third year as Volunteer Coordinator. I feel so fortunate to be a part of this great community and have such a wonderful group of people to work with. I truly believe 2015 is going to be a great year for Volunteer Services!

Christmas went very well with an abundance of material and financial donations coming in. We were able to provide a gift for each resident. Shopping for 565+ residents was a challenge and extremely fun. Extra gifts were provided to residents in need from corporate sponsors as well as individuals. Thank you to all those groups and individuals who helped with the gift giving. The recreation staff did a great job of wrapping each of the 565+ gifts that went out. Thank you to recreation therapists, Matt McAllister and Kathy Knickerbocker, for their support on the Christmas committee this season.



In 2014 we had a two new staff additions to the volunteer's world. Emily Hoeksema accepted the position of Recreation Supervisor. Although Emily is not a part of the Resident Services Department she is a daily presence for our volunteers and the recreation staff. We appreciate her support and are happy to welcome her! We were also happy to welcome Angie Snyder as secretary for Volunteer Services this fall. She arrived just in time to help with the Christmas gifts. We are lucky to have her!

We had a great year last year. With the support of the staff, volunteers, residents, veteran organizations, and the community 2015 will be even better! Please help spread the word about our great facility. Blessings to you in 2015.

Resident Services Department

What is resident services you may ask? Our department has been called many names in the past few years—Rehab Office, Activities Office, and Volunteer Services. Late in 2014 we were renamed Resident Services, which includes the following: Volunteer Services, Chaplains, Library, Activities Centers (Arts & Crafts/ Ceramics), Music Therapy, Incentive Therapy, and Poppy Program.

The Resident Services office is located on the main floor of the Malloy building between the library and the Atha Dining Room. In this area are offices for the Chaplains, Volunteer Services, and the Resident Services Supervisor. Mail boxes for Recreation Therapists are also located in this area.

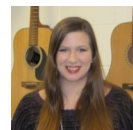
One of the many duties of the Volunteer Services office is to assist residents in need. Personal care items, canteen books (per the social worker), greeting cards, postage stamps, calendars, and other items are available upon request. Please call our office at 753-4405 if you need help with these items.



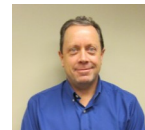
Chaplains:
Craig Nelson & Angela Doty



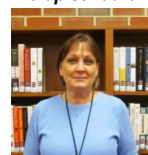
Activities Center Staff L-R: Pam Nablo, Sherry Sanderson, Dorothy Mull, Connie Etter, Felicia Curley, Vicky Grossman, Karin Brunk, Deana Primus. Not Pictured Bev Wilder & Ronnica McFarland



Music Therapist Laura Adams



Supervisor Brad Shipley



Librarian Sonia Hayek



Volunteer Services
Aimee Deimerly and Angie Snyder

New Volunteer Lounge

In the beginning of December we unveiled the new volunteer lounge located next to the Atha Dining Room. The volunteer lounge features a sitting area for volunteers to rest between activities, have a coffee, lock up belongings, and visit with each other.



Call Aimee to Volunteer Today—753-4406. We need YOU!

On Friday, December 5, 2014, the Iowa Veterans Home received a gracious donation from the Director of Veterans Affairs from Story County, Brett McLain. The combined effort from Story County Treasurer's Office and the Story County Veterans Affairs office is very much appreciated.

Along with some basic donations they include a special donation of quilts and pillowcases that were dedicated for our Story County residents. The project called The Joy Project is something extra special. The project all started when Joy (a quilter) was diagnosed with cancer. She got cold as she was going through chemotherapy. Since its beginning the Joy Project has produced over 1,600 fleece blankets in which have been donated to the local Cancer Center in Ames, Iowa.

In 2013 over 240 throws were donated in all. The project remains strong as the demand for the fleece blankets are strong as ever. The dedicated fabricators hold one or two workshops annually. All together there were 8 quilts and 8 pillowcases that were donated from the Joy Project for our residents use. The Iowa Veterans Home wants to say thanks to the Story County Veterans Affairs, Story County Treasurer Office and the Joy Project for making this donation possible. We appreciate all of the support that you give to our veterans here at the Iowa Veterans Home!



Mike Hines of the Iowa Veterans Home received several donated items from Story County Director of Veterans Affairs Brett McLain and the Story County Treasurer's Office on Friday, December 5, 2014.

Facilities Management by Karen Connell, Facilities Management, Bureau Chief

As autumn comes to a close and the days get shorter, we watch as the last of the leaves fall from the trees here on the IVH grounds and the snow begins to fall. Even those of you who are ardent fans of summer must admit that this year's display of autumn's signature foliage was enjoyable. To ensure a safe, healthy, and sustainable campus forest, we have been developing a tree care plan and compiling a tree inventory. The overall goal of this plan is to ensure the beautification and diversification of foliage found on our 150 acres. The plan adopts a methodology to assess and mitigate the risk of harm from trees primarily through a process of regular inspections by IVH Grounds staff and the State of Iowa Forester. Trees planted on the grounds should be complimentary to existing buildings and proportional in size to surrounding buildings and landscape. Existing trees will be pruned judiciously to maximize aesthetics while maintaining the health of the trees. The plan also calls for planting at least 15 new trees every year, ones that are hardy and pest resistant.

An emerging threat to Iowa's tree population is the Emerald Ash Borer, first discovered in America in 2002 in Michigan. It was accidentally brought to America in the ash wood which was used to stabilize crates when shipping. It is an exotic insect that is destructive to ash trees. This small green invasive wood-boring beetle lives on the outside of ash trees in the adult stage, feeding on the leaves during the summer months. The larvae look similar to white grubs and feed on the living plant tissue. There are no sightings at this point anywhere in Marshall County. Here at IVH we have 75 Ash trees that make up 5 percent of our overall tree population. According to the State Forester, IVH is in compliance with the recommendation to have no more than 10 percent of the total tree population in one species and no more than 20 percent in one genus. This is a situation that we will continue to monitor closely.

Food for thought: *The true meaning of life is to plant trees, under whose shade you do not expect to sit.* (Nelson Henderson)

Emerald Ash Borer



Honor Flight Information

There are 7 regional hubs throughout Iowa that support Honor Flights. If you go to www.honorflight.org you can find the e-mail, telephone numbers and points of contact for each hub.

In loving Memory Veterans

The Iowa Veterans Home extends its deepest condolences to the loved ones of the following residents who recently passed away. We are grateful for the time that they spent with the IVH family. Their presence will be greatly missed.

Taps (Oct - Dec)



Spouses

Doris Milligan – U.S. Army
Mildred Johnson – U.S. Air Force
Twyla Kann – U.S. Army
Pearl Felton – U.S. Navy
Lois Shearer- U.S. Army



Ora Smith – U.S. Army
Gerhardt Leffler – U.S. Air Force
Howard Morgan – U.S. Army
Terry Taylor – U.S. Army
Deane James – U.S. Army
Ronald Williams – U.S. Navy
John Calloway – U.S. Army
Ronald Shaffer - U.S. Marines
Freddie Lindsey – U.S. Army
Gary Railsback – U.S. Army
Evan Davenport – U.S. Army
William Izzo – U.S. Air Force
Lawrence See – U.S. Navy
Jerry Potter – U.S. Army
Donald Hurlbut – U.S. Army
Darrell Satre – U.S. Army
Robert Mittan – U.S. Army
Claude Holden – U.S. Air Force
William Glen – U.S. Army
James McKinstry – U.S. Army
Robert Montgomery – U.S. Army
William Waite – U.S. Army
Ellen Martin – U.S. Navy/Air Force
Jerald Wyatt – U.S. Navy
Don Large – U.S. Army
Joseph Davis - U.S. Marines
Donald Thompson – U.S. Army
William Bock – U.S. Army
Delbert Cooper – U.S. Army

If you have questions about the Iowa Veterans Home Cemetery and the procedure for interment please contact Donnelle Berndt at (641) 753-4218 or email at Donnelle.Berndt@ivh.state.ia.us. You may also view our web page at <http://ivh.iowa.gov> to find information about the Iowa Veterans Home cemetery.

Donations

The Iowa Veterans Home is grateful for all donations that are donated and purchased for the residents. Many of these items are a luxury. All items on the list enhance the quality of life that our veterans and spouses enjoy. Your help in obtaining these items will be greatly appreciated. Thank you!

Note: The following clothing items are needed for the residents at this time:

- Sweatpants Sizes: XL and up
- Henley Shirts w/pockets Sizes: M/L/XL/2XL/3XL/4XL/5XL
- Underwear Sizes: M/L/XL/2XL/3XL/4XL/5XL

Monetary Donations

- Special Activities Account
- Memorial Account

Iowa Veterans Home Memorial Fund

The Iowa Veterans Home gladly accepts memorial funds from individuals, organizations and businesses that can be used for our residents and facility. If you are interested in making a donation in memory of a loved one please contact Mike Hines at (641) 753-4309 or e-mail @ michael.hines@ivh.state.ia.us.

Iowa Veterans Home Longevity Awards (October - December)

<u>5 Years</u>	<u>10 Years</u>	<u>15 Years</u>	<u>20 Years</u>	<u>25 Years</u>	<u>30 Years</u>
Kimberly Carter	Carole Ballo	Karen Kvidera	Noreen Moore	Marilyn Diggins	Deb Donohoe-Thompson
Holli Haughey	Don Harvey	Kellie Pansegrau	Sharon Warner	Laberta Parker	Kathy Fuller
Randi Jones	Kelley Quinn	Pat Boswell	Penny Cutler-Bermudez	Judy Price	Joleen Lynch
Bobbi Ledvina	Gary Shortley		Deb Aneweer	Kim Ross	Roxy West
Kelly Mowery	Brenda Vrem		Mary Carkhuff	Deb Lang	Cindy Nyce
Elizabeth Johnson	April Ayers		LeAnn Wax		



CONGRATULATIONS TO ALL OF THESE EMPLOYEES FOR THEIR YEARS OF SERVICE!

The industries in the United States of America are constantly changing. Some of these industries that I'm referring to are Technology, Healthcare, Oil & Gas and Industrials just to name a few. All come with a heavy volume of regulations. As healthcare continues to grow it has become one of the most rapidly growing industries not only in the USA but around the globe. A study in which was reported by the Huffington Post, reported that by the 2020, the Health Care Industry will have created more than 5.6 million jobs. After nursing, the field experiencing the most growth is health care support occupations. As Healthcare is expanding in and outside of the inpatient hospital center, pharmacy technicians, medical assistants, and other medical staff roles continue to flourish in our economy.

Continuing education is offered in different formats, with many being flexible to accommodate his or her work schedules. There are several ways to find programs as most of them are very user friendly. These programs can take place at colleges and universities, training centers, or at the workplace. Continuing education is often delivered as degree-completion programs, certificate programs, and diploma programs at colleges. Certain professions also require continuing education to comply with laws, remain licensed or certified. Overall, this education is considered a way for professionals to keep abreast of their fields so they don't lag behind. Many careers require continuing education. For example, teachers, real estate agents, and engineers and healthcare field are required to have a base of education and then receive updated education as they continue to work in their fields. The Nursing and Pharmacy fields are two professional fields at IVH that must continue to develop their skills in order to be in this ever changing environment.

You may ask yourself how do employees find the determination to further their education? The desire and dedication to excel to the next level of education are two very strong words that explain why one might consider that next level of education. This also includes some of our employees here at the Iowa Veterans Home. For the last few months I have been gathering some data on who has surpassed that next level of education while working at IVH. Take for instance some of the current employees that we have working here at the Iowa Veterans Home. About 8 months after graduating high school, Krystle Faris enlisted as a medic in the Army National Guard in January 2000 and was assigned to the 109th Medical Battalion in Iowa City, Iowa. Krystle started her employment here at the Iowa Veterans Home on 12, July, 2001 as a Resident Treatment Worker (RTW). After being here at IVH for approximately 1 year she took the Certified Medication Aid (CMA) course at MCC which was paid for by IVH. In January of 2003 Krystle's Iowa National Guard unit was activated as she did a tour in Iraq, returning home in April of 2004. It was during this time that she decided to pursue her nursing career at MCC while still working at IVH. She did this by going part time and at one point temp, to balance the school/work load. Krystle graduated from the Registered Nurse (RN) program in 2008 and immediately started taking online courses at the University of Iowa to achieve her BSN, which she did in 2009. Shortly after graduation, she took a Nurse Supervisor role here at the Veterans Home on the evening shift. Krystle has worked as Supervisor on D4 and also in Fox. She is currently the Nursing Supervisor in the Staffing Office and does the hiring for the Nursing Department. Another key note here was that Krystle was able to get assistance from the military while serving with the GI Bill as she feels fortunate to not have that burden of student loans.

As there are many success stories within the IVH family, another success story that I would like to share is that of Carrie Hagen. Carrie started working here at the Iowa Veterans Home as a RTW in 1996. Carrie then pursued her education right here Marshalltown at the local community college. Upon graduation from the License Practical Nurse (LPN) course at MCC, Carrie was promoted to LPN in 2000 at IVH. Carrie continued her education as she received her Registered Nurse (RN) degree from MCC in 2001. Carrie became a Nurse Clinician in 2004 here at the Iowa Veterans Home and currently holds that position in Ulery South today.

"The growth for education and training will be in continuing adult education. Online delivery is the trigger for this growth, but the demand for lifetime education stems from profound changes in society. We live in an economy where knowledge, not buildings and machinery, is the chief resource and where knowledge workers make up the biggest part of the work force"- Peter Drucker (author)

Continued Education



Advancing Excellence in America's Nursing Homes is a national campaign that began in September, 2006. The goal of the campaign is to improve the quality of life for the 1.5 million people served in nursing homes today. One of the goals selected as a member of Advancing Excellence is Consistent Assignment.

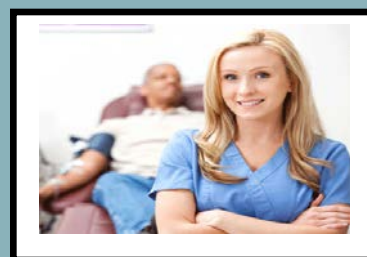
The goal for the Consistent Assignment project is for you the resident to have the same Nurses and RTW's assigned to you almost every day they are on duty.

Consistent Assignment offers many benefits:

- It enables you to become familiar with the staff working with you daily.
- It raises the sense of feeling safe with your care.
- If you have dementia, you may feel more comfortable when your caregivers are familiar faces.
- It helps to build trust and relationships between you and your family and the staff.

Please look for more information in future Insights regarding IVH's progress with the Consistent Assignment project.

NEW Laboratory hours are 6:30 am to 3:00 pm Monday through Friday.
The Lab will continue to be closed weekends & holidays.



Building Timeline of Our Campus

A timeline is a way of displaying a list of events in chronological order, sometimes described as a project artifact. It is typically a photo or some kind of graphic design showing with dates and events labeled on points where they would have happened. At the Iowa Veterans Home we do have a rather large historical timeline that we can very proud of as leaders of the past 127 years. If you are not aware; our facility became 127 years old as of 1 December 2014 as we continue to provide a high level of Nursing Care for our Veterans and Spouses/Widows in the State of Iowa. With the assistance from the Facilities Management I was able to put together some historical data and dates of our 150 acres campus. For more detailed information you can go to our website located at www.iowaveteranshome.org to read about IVH history.



Old Main Building est. 1887
First Bldg established on grounds.
Bldg torn down summer of 1963.
Malloy was built on these grounds.

Cottages est. 1890; originally 10 bldgs constructed

The first hospital
on grounds est.
1890

North & South
Physician's
Residence Est.
1892 – no longer
standing

Commandants
Residence est.
1854 – no longer
standing

Whitehill
Auditorium
Est. 1902

Vehicle Dispatch
Est. 1910 Old
Quartermaster Bldg

Heinz Hall
Est. 1932
West – 1898
East – 1900

Power Plant Est. 1951

Sheeler Bldg
Est. 1960

Loftus Building
Est. 1966

Malloy Care
Building
Est. 1978

Dack Nursing
Building
Est. 1981

Fox Building
Est. 2012

Ulery
Building
Est. 2012

Above and Beyond by IVH Employees



Dietary Techs, Thank you for doing a professional job each and every day! **The Dietitians**

I would like to commend the team of IVH staff responsible for preparing the Staff Satisfaction Survey.

You produced a great product that will help us improve as an organization. Thanks and Great Job! **Jodi Tymeson, Commandant**

I would like to thank Mike Luttrell, Psychologist 3. He has been working hard to meet the needs of our residents, even though our psychology staff has been temporarily reduced from 3 to 1! **Dr. Doug Steenblock**

THANK YOU to all the great co-workers in Heinz Hall that have made me feel so welcome here and that have gone above and beyond to teach me the many things I need to know here. You are the best, thank you for your patience! **Cate Harding Domiciliary Care Nurse Clinician**

I would like to send a huge Thank you on behalf of all of us on Dack 3, specifically to Amber Clark and Ashley Dare staff on Dack 3. When recently a 95 year resident lost her son unexpectedly, these two went above and beyond the call of duty. They really tried to do what they could to help this resident cope with her loss. So proud to work with these ladies! **Renee Aker Social Worker D3**



This new section will continue for the next Insights as well. **A Commandant's Suggestion box is now available!** The drop box is located on the wall as you enter the south side hall corridor leading into the Malloy LRC. All employees and staff are welcome to participate. Suggestions will be picked-up on Fridays and will be reviewed by the Commandant. You may remain anonymous but if you want a response to your suggestions please put a name with your comment.



IVH Canteen Hours

The canteen has been renovated and the ribbon cutting ceremony has taken place and is open for business. The hours are from 8:30 a.m. to 3:00 p.m. Monday through Friday and from 9:00 a.m. to 3:00 p.m. Saturday and Sunday.



Employee Spotlight by Brad Shipley

Laura Adams served as a Music Therapy intern at the Iowa Veterans Home from July 2013 to January 2014. In August of 2014, Laura was offered full-time employment as an Activities Specialist 1 (Music Therapy) at the Iowa Veterans Home. As the only Music Therapist at the Iowa Veterans Home, Laura stays very busy. She is very energetic and enthusiastic in all that she does, and she has been a valuable addition to the Resident Services Department here at IVH. Laura is responsible for planning and implementing music therapy sessions for the residents of IVH. These sessions include one to one, small group and large group settings. Laura is also responsible for assisting with the musical needs of facility wide programs. Recently, Laura sang the National Anthem at the IVH Veterans Day program in November. Laura also organized the Ulery choir, which performed on Family Christmas Visit Day and was a big hit among those in attendance.



Laura graduated from Columbus High School in Waterloo. She received her Bachelor's degree in Music Therapy from Wartburg College in 2013. She and her husband Darin have been married 5 years and live here in Marshalltown.

When not at work Laura enjoys playing video games, reading, learning new instruments, and being with her husband and their four-legged family.





Iowa Veterans Home Events & Recognitions



Story County donates a check to IVH



Deb Maddox drops off a donation in the Commandants Office in memory of Sandy Logsdon a former co-worker who was a veteran



AMVETS from Aplington presents Aimee Deimerly with a check donation



Iowa State Women's Bowling Association donates a check to the Iowa Veterans Home



Iowa LST Association presents a check to Commandant Tymeson

IVH Canteen re-opening!!



IVH Commandant Jodi S. Tymeson cuts a ribbon held by Chamber Ambassadors Pat Gulbranson and Reed Riskedahl during the re-opening of the Canteen located in Malloy.



The responsible maintenance and ABM crews who had a direct role in the renovation are all smiles as the ribbon cutting ceremony is about to begin. Way to go staff!!!



Iowa Veterans Home, 1301 Summit Street, Marshalltown, IA 50158

<https://www.facebook.com/iowaveteranshomepage>

