



Choose Well

Member Newsletter

Dementia Issue

World Alzheimer's Month

Introducing Sarsis

Facility Feature - Amparo Senior Care

Website Launch Party

Member Interest Survey Results

Behind the Scenes with Casa del Norte

SEPTEMBER 2019



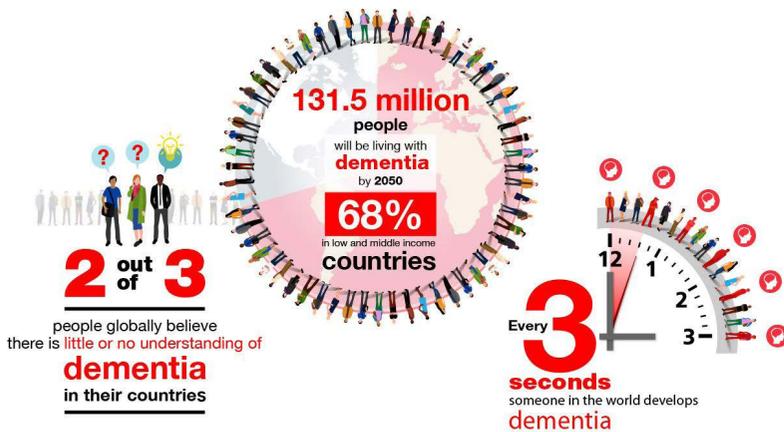
sarsis

Health | Technology Solutions

September is

WORLD ALZHEIMER'S MONTH

Alzheimer's Disease International (ADI) started this campaign in 2012 to raise awareness and challenge the stigma of dementia. This is why we are dedicating our September Member Newsletter to Alzheimer's Disease and Dementia Care.



For free ADI materials on Alzheimer's, click here:
www.worldalzmonth.org/get-involved
www.sdalzheimersproject.org

Sneak Peek of WHAT'S INSIDE!

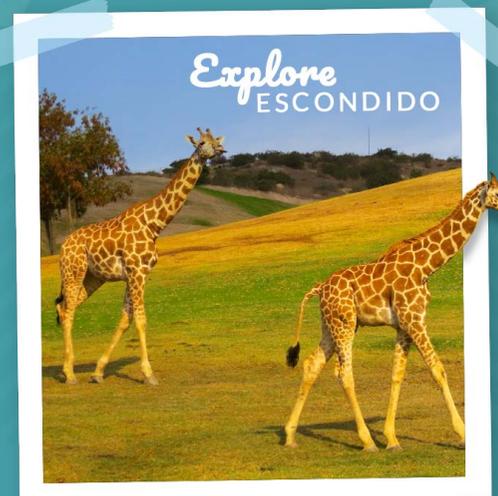
- 03 Introduction to Sarsis
- 04 Facility Feature: Anna from Amparo Senior Care
- 06 Core of Knowledge Review: Managing Alzheimer's Disease and Related Dementias
- 07 Revamping the Choose Well Website
- 08 We Value Your Feedback! Member Interest Survey Results
- 09 Behind the Scenes with Casa del Norte
- 09 Website Launch Party and Upcoming Events

Tips for RCFEs

One of the top things families look for when searching for RCFEs is facility location. Families have called the Choose Well hotline asking for RCFEs in certain cities that are in proximity to the family's residence. As you may expect, this makes it easier for families to visit their loved one.

However, location is not merely just the city of the RCFE, but also the surrounding area and accessibility of the RCFE facility itself. Does your RCFE have ample parking around for families to visit? Are there certain attractions or places to eat near your RCFE where families can take their loved ones during a visit? Be sure to showcase the local amenities of your facility.

Each month, we will feature a different San Diego city where Member RCFEs are located. For September, our featured Choose Well Member city is Escondido. Choose Well has 19 members located in Escondido! Be sure to look out for our monthly Facebook posts that feature Member cities with things to do in each city.





INTRODUCTION TO SARSIS

Hello, Choose Well Members! We are Sarsis - Health and Technology Solutions.

We are a collaborative that brings expertise in web development, branding, sales, public health, community engagement, and cultural competence. We are very excited to be on board with Choose Well, having officially received the award to manage the program in July 2019.

"Our mission is to foster the Choose Well Community through building relationships with our Members. You are the experts! So we are here to showcase your experience, feedback, and ideas through the Choose Well website and brand. We aim to highlight your RCFEs and give you a broader platform to promote your facilities."

Thank you for being united in the mission to provide transparency and quality facilities for San Diegans to find trusted assisted living homes for their loved ones.

Staff Spotlight



Jaina Pallasigui, MPH

Health Promotion Officer

Greetings! I join Choose Well with a background in health disparities and concentration in community health education. I received my Bachelors of Science in Anthropology from UCLA and Masters of Public Health from California State University Long Beach. As a Sports Correspondent, I also bring media broadcasting to the program and have already contributed to Choose Well through the development of Casa del Norte's interview video. I'm excited to dedicate these experiences to the program so we can continue to grow our Choose Well Community.

I envision that ChooseWellSanDiego.org will be the Yelp® website for RCFEs. Just as people use Yelp® to look up restaurants with great reviews, families will use Choose Well to find RCFEs with good scores. I know this can only happen with the help from you, our Members, who constantly contribute your expertise to evolving the program.

I will do my best to champion Choose Well so San Diegans have the best access to distinguished long-term care homes for their families. I'm looking forward to continue working with all of you!



Anna From Amparo Senior Care

FACILITY FEATURE

How long have you been providing dementia care at Amparo Senior Care?

Amparo Senior Care began operating since September of 2017; however, the core team members have all had experience working with seniors with dementia for many years.

Amparo Senior Care has a Choose Well score of 100. Some facilities have received citations for not staying up to date with annual assessments for dementia residents. How do you stay on top of this?

Residents with dementia have changing care needs. The team at Amparo Senior Care meets every month to complete a care plan for all the residents at the home. For residents with drastic changes, the Appraisal/Needs and Services Plan (LIC625) is updated at this meeting. Almost every resident will have had at least one change in condition warranting an updated LIC625 every year. Holding a monthly care plan

meeting ensures that each resident's assessments are always current and that our team works together to effectively meet each resident's needs.

What type of training does your staff have for dementia care?

Our core training for dementia involves effective communication, managing difficult behaviors, understanding and managing symptoms of cognitive impairment, medication management, safety and emergency preparedness, and collaboration with healthcare providers, such as hospice and home health.

What types of memory care services and treatments does Amparo Senior Care offer?

The foundation of our dementia care is a strong routine. Our residents have more confidence and less anxiety when they can predict their activities and when they are familiar with their environment and care staff. To further



facilitate a sense of familiarity, we encourage our residents to bring in their favorite blankets, robes, slippers and other things that they enjoy, such as their books or knitting supplies. We notice that our residents have a strong affinity for things that are comfortable and comforting from their own home.

We have also made significant changes in our residents' diets that have helped manage their symptoms. Every meal has one large portion each of vegetables, fruit, and lean meat. We have slowly cut back on the amount of sweets, processed food and soda that is offered, and we have all observed a huge difference in our residents' mood, behavior and sleep patterns with an improved diet.

Other memory care services and treatments offered are tailored to the unique interests of our residents. Our current group of residents, for example, responds best to music. One resident was an accomplished pianist, another was an opera singer, and one used to perform with her husband as a singer while he played the guitar. We have staff who engage them in sing-alongs and have music therapists come to the home.



Do you have any dementia care tips for your fellow Choose Well Members?

Work closely with your residents' families to understand your residents with dementia. There may be behaviors that residents might have had their whole life and behaviors that have come about because of dementia - it can be difficult to discern between the two without input from their loved ones. For example, one of our residents transferred from a larger assisted living facility to ours. We were warned by care staff at that facility that she had periods of screaming. After consulting with the family, we learned that she was actually singing along to the music that was always playing in her room and that she had been a professional opera singer. She had lost her ability to formulate words but was still trying to sing. Also, family members and friends can prompt memories that a resident may not be able to recall in a newer environment. It helps maintain a resident's confidence when he or she can recall memories - their families and friends serve as important links to these memories.



In regards to dementia care, do you have a personal story that you would like to share?

My grandfather was diagnosed with Parkinson's Disease during my second year in college. I remember obsessively reading studies and articles about this disease and looking for things that could possibly cure him or at least stop the disease from advancing. My grandfather's decline was rapid, and he passed away within a few years of his diagnosis in his late 60s. Dementia has a profound effect not only on the person with the diagnosis, but also those close to him or her. This effect is life-altering, and in my case, was one reason I became a medical social worker with a focus on older adults.



STRENGTHEN YOUR CORE OF KNOWLEDGE

Managing Alzheimer's Disease and Related Dementias

In conjunction with the theme of our Newsletter, here is a refresher on requirements for serving residents with dementia.

RCFEs who provide speciality care must complete annual assessments for all residents with dementia. Specifically, 22 CCR § 87458 (Medical Assessment) states, "Prior to a person's acceptance as a resident, the licensee shall obtain and keep on file, documentation of a medical assessment, signed by a physician, made within the last year." For California RCFEs, in 2018, 4% of facilities received a citation for this regulation. However, only 1.3% of Choose Well Members were cited for the same violation.

Additionally, Administrators must complete 40 hours of continuing education units every two years. Out of the 40 hours, eight hours must included Alzheimer's disease and dementia training.

Sources:

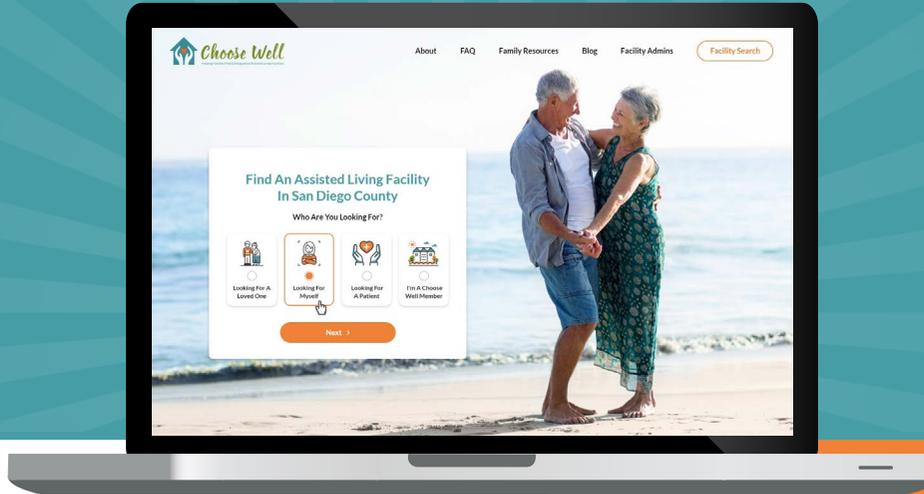
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Revamping the CHOOSE WELL WEBSITE

We are excited to announce that we will be revamping the Choose Well website!

Below is a preview of the new landing page.



The most notable improvement is the navigation box meant for personalizing the user experience on the website. This tool enables users to identify themselves as:

- Someone looking for a loved one
- Someone who is looking for themselves
- Someone who is looking for a patient
- Someone who is a Choose Well Member

Another improved feature will be the “Facility Search” button on the top right of the home page. We plan to integrate your suggestions for searching by additional categories. We highly value your input! So please be sure to complete interest surveys when they are sent out. This is how we are able to incorporate your feedback into the website, as well as the Choose Well Program as a whole.

Once the website is complete, we will create a tutorial video so Members can understand how to use the website. Topics covered in this tutorial include how to indicate vacancies on your facility profile and how to upload documents for bonus points to increase your score.

Overall, we are spending significant time on the website functionality so that it will be much easier for people to use. We are excited for everyone to see the new website!

If you are interested in being a launch partner for the website launch of the revamped site, please contact us at the information below. Launch partners will have their facility featured on the Facebook Page and next Choose Well Member Newsletter.

Call us: 619-795-2165

Email us: info@choosewellsandiego.org

Member Count

By HHS region, this is how Choose Well membership is distributed county-wide:

HHS Region	Total in Region
Central	10
East	29
North Central	37
North Coastal	28
North Inland	36
South	9
County Total	149

We Value Your Feedback!

MEMBER INTEREST SURVEY RESULTS

Thank you to all who participated in our Member Interest Survey! Based on your responses, the results below show which answers had the most interest amongst Members.

Which RCFE Core of Knowledge topics are you most interested in?

Laws, regulations, policies, and procedural standards impacting RCFE

Which of the 11 Quality Measures would you like to learn more about?

Business operations

What Choose Well Member benefit would be most beneficial to you?

Obtaining continuing education units (CEUs) for professional development

What new features would you want on the new website?

Including worker's comp performance
Specialty care options
Marking which facilities accept pets

What do you think should be the Choose Well tagline?

"Helping families find trusted assisted living facilities"



We Take All Your Feedback to Heart!

Because of your membership, we constantly improve the website so that it will work best for you. We will keep you all updated on when these features are added.

BEHIND THE SCENES WITH Casa del Norte

Sarsis had the pleasure of interviewing Sogand and Soheila from Casa del Norte in Escondido. Sogand and Soheila kindly greeted us with freshly brewed cardamom tea, which they also have available for their residents. We learned about what inspired them to start a long-term care facility and why prioritizing resident safety is important to them.

Since Casa del Norte was Sarsis' first recruited RCFE, we wanted to create a free interview video for them to use for promoting their facility. You can watch their video here by clicking [here](#).

It was an honor to work on this video to showcase Sogand and Soheila as the Admin and Caretaker of their humble facility. Sarsis plans to continue building relationships with Members in order to foster the Choose Well Community and bring light to all the wonderful work Members do. Casa del Norte is now a proud new Member of Choose Well San Diego.



MEMBER ANNOUNCEMENTS

Do you have an upcoming open house? Or are there events that you would like to invite your fellow Choose Well Members to? Let us know so we can promote all announcements here.

Upcoming Events

Website Launch Party and Advisory Meeting

Be sure to check your inbox to keep an eye out for our invitation regarding the new Choose Well Website Launch Party, which will also be an Advisory Meeting. We plan to have this event during the last week of October at the new Sarsis Office! More details to follow.

Dementia Word Search

Feel free to share this puzzle sheet with your residents!



ALZHEIMERS

ASSESSMENT

ASSISTEDLIVING

BEHAVIOR

CHOOSEWELL

DEMENTIA

DOCUMENTATION

RCFE

RESIDENTS

RIGHTS

SAFETY

SANDIEGO

SPECIALTY

CARE

REGULATIONS

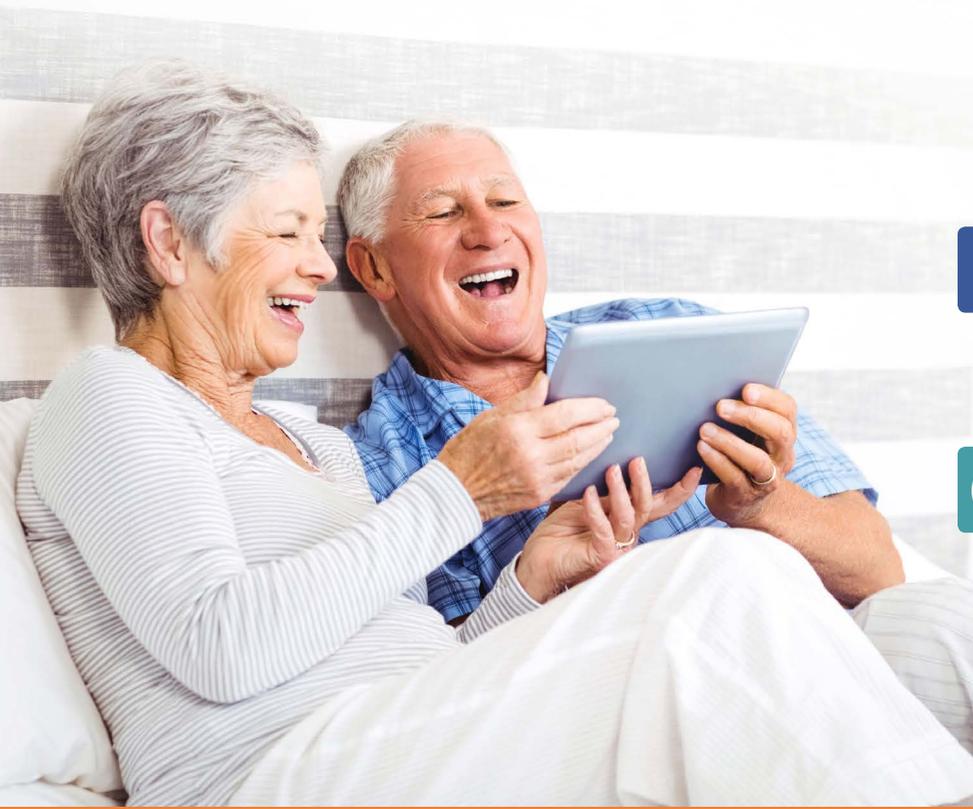
SCHEDULE





Choose Well

Helping Families Find Distinguished Assisted Living Facilities



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choosewellsandiego.org

Do you know a facility who would benefit from being a Choose Well Member?

Send them our updated provider brochure by clicking [here](#).



**LIVE WELL
SAN DIEGO**

LIVEWELLSD.ORG

Choose Well is a free, innovative, web-based program sponsored by the County of San Diego that helps older adults and their families make informed decisions when selecting assisted living homes.

For information on other programs and resources for older adults and people with disabilities, visit www.aging.sandiegocounty.gov or call 800-339-4661



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