



**M**uch has happened in the past six months. From the tornado in April that left its mark on our campus to a survey without deficiencies and topping off our new healthcare center with the last major piece of steel in June, we've experienced challenges and rewards.

### Annual survey

Federal guidelines require that Westminster Canterbury be surveyed annually to ensure we are doing our job for our residents. We can't thank our employees enough for their continued dedication to serve our residents. Vice President of Healthcare Services Liz Kail shared the following words with staff members for the high score received during this survey.

*The Healthcare Center had its annual survey the week of June 4th and received substantial compliance, which means **no deficiencies!** Each of you works so hard; it takes all of us to get such a high rating.*

*Thank you for all you do for our residents. You are making a difference in their lives each and every day. We are not perfect, but we strive for excellence. You care deeply for our residents and it shows...so proud of the entire team!*

### Topping off

The photo above captures the moment on June 15 when the last major piece of steel was placed on the top floor of our new healthcare center. Residents and employees gathered along Westminster Way to witness this milestone of our construction project.

We all watched with heads tilted back as the crane cable took the beam to the ironworkers waiting on the 6th floor to secure the steel in place. Cheers and applause followed. And to think it's less than a year ago that we broke ground for this new building. Now we look forward to watching the interior take shape as we move toward completion in 2019.



WC Board member Nancy Brockman (left) joined residents Genny Harris, Marguerite Watkins, Pollyanna Middleton (seated) and M.J. Garrett to witness the final steel beam going into place.

When this facility is complete, residents of our Drinkard and Hearthside healthcare areas will be welcomed to a new home. Yes, it will be the most fragile of all the people we serve who will experience new, private rooms and the full benefits of our Person Directed Living service delivery system.

### Dining venues reopen

All the dining venues on the third floor have been under construction since January. Our \$4 million investment to redesign and construct three, distinct dining spaces will give residents and families inviting areas and flexible options to enjoy food and fellowship. The Canterbury Café, James River Grille and the Dogwood Dining Room will welcome guests over the next four weeks. Specific dates will be available very soon.

### Improvements: Medication reduction and communication

We've made additional progress toward implementing

*continued on the back*

continued from the front

Person Directed Living for all residents. Olena Zablotska, RN, BSN, our Director of Nursing, has developed a new medication program. Read on to learn more about this important effort.

Our Activities Department is now able to share the monthly calendar of events with you via email. While we most often convey information to families via telephone or in person, we are attempting to gather emails as a way of improving the timeliness of sharing ongoing information.

Please see the instructions below for how you can sign up for regular email notices. We promise not to overload your inbox and you may opt out at any time.

### April tornado damage

We were very lucky. No one was hurt. The WC campus was without full electrical power four days. The backup generators we maintain for basic electrical service worked, and a large, temporary generator was installed to provide additional power for the apartments, assisted living and healthcare areas. Unfortunately, this did not support the needs of our cottage residents.

Our current construction project includes installation of two generators that will expand capacity to all our main buildings. Supplying the cottages with emergency power

support is more challenging, and we continue to explore options for this purpose.

Overall, residents were very patient and coped well with the inconveniences caused by the storm. Meals were prepared and served; special needs were met; and charging stations were set up for anyone who needed to plug in a cell phone or laptop computer.

The current estimate for our insurance claim for damage from the tornado is over \$200,365 and may go higher. Here are a few examples of these expenses:

- Roof repairs.....\$123,717
- Generator rental and fuel.....\$18,580
- Entrance awning – Woods Edge.....\$22,660
- Apartments, windows, equipment, etc. ....\$11,017

And we learned ways to improve our emergency procedures and communications during these types of events. A big thank you goes to all our employees for their team work and responsiveness to resident needs during this time.

Sean Huyett, CEO

## Reducing medications promotes better well-being for WC residents

The medication schedule in our healthcare center has a major impact on residents' daily activities and on quality of life. It sets the tone for the day.



Olena Zablotska, RN, BSN  
Director of Nursing

According to evidence-based studies, when facilities distribute medications without considering residents' personal preferences, it contributes to dissatisfaction, unhappiness and noticeable increase in agitation. It was also discovered that over time, the prescribed medication accumulated in the body and created medication interactions, causing more damage than benefits for residents.

The main purpose of a medication reduction program within our Person Directed Living model is to adjust the time schedule to provide residents control over this daily activity. Another potential benefit is a decrease in the number of medications a person may be prescribed.

Implementing a new process requires education for residents, their families and staff members, plus

ongoing evaluation. We started with interviews. We presented the concept, and we listened in order to gain a better understanding of resident and family expectations. Through these conversations, we learned valuable information about their preferences.

Some suggestions from family members and residents were to avoid medication administration around meal times, and not to wake them at night or in the early morning to take medicine. The nursing staff was very interested in this process because one goal was to provide more time on resident care, concentrating on quality of life and person-direct care for residents.

Based on these suggestions, and with the support of our Medical Director, Archibald Lord, MD, we created a new medication administration program that allows our nurses a longer span of time to accomplish this important responsibility and accommodates requests from residents. This new approach is successful and complies with federal requirements.

As of today, half of our residents have been through this new process, and we have cut the number of required medications by 50 percent. Residents are not awakened at night or in the morning for medication administration unless medically necessary. Sleep patterns have improved, and this contributes to mental, physical and psychosocial well-being, all core components of our Person Directed Living approach.

### Join our activities email group

To be sure you receive the monthly activities calendars for Assisted Living, Healthcare and the Memory Support Center, email Connie Sowa at csowa@wclynchburg.org with the Subject: Activities Email Group. Questions? Contact Joshlyn Harris, Recreation Director, at jharris@wclynchburg.org or call (434) 386-3520.

Olena Zablotska, RN, BSN, has been Director of Nursing for Westminster Canterbury-Lynchburg since 2013 and an employee for 16 years. She is currently enrolled in a master's program to earn a degree in Adult Gerontology Primary Care.