



THE EDGE

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WE ARE WATER'S EDGE

VIEW FROM THE TOP

by Administrator Erin Montegut

Greetings from Water's Edge.

It is an exciting time at Water's Edge as WE continue our journey with The Edge into 2023. WE are thrilled to have this newsletter available to share information and offer an inside look into what is happening in our health center.



The past quarter was busy with holiday activities, wrapping up the prior year and, of course, our annual survey by state inspectors. I am very proud of the team we have in Water's Edge. It is their hard work and dedication that make us successful. Many of you have heard me share our survey results in committee meetings and they are available in our survey book for anyone interested in viewing them. Today, I would like to focus on what actually happens behind the scenes during a survey week and share with you how hard our team works during a review like this.

When the surveyors show up (typically unannounced early on a Monday morning), we continue to provide resident care throughout the day and week that they are here. We continue to have care plan meetings, risk assessments, admissions and discharges. We do not bring in extra staff or special teams to assist.

While fulfilling our normal daily and weekly expectations, I will meet with the surveyors upon entrance and am usually handed a long list of items they will need for their review. They go over expectations for the week and we give them access to our electronic medical records. From that point on, I am collecting papers and problem solving where I can but have little involvement with the actual process. That is in the hands of the team around me.

Surveyors (usually a team of 3-4) will spread throughout our building. They observe staff, ask questions, monitor processes and examine records during the week. Some of their activities include observation of medication passes, resident dining, wound care, basic care and environmental standards. They also conduct kitchen rounds and meet with Resident Council members. This is done primarily with direct care staff. The Activities staff arranges for residents to meet with surveyors. The Nutrition Services Director will participate in the kitchen rounds and the rest of the management team meets with the surveyors to answer questions related to their roles in operations and the care of our residents. The surveyors do not give us feedback on the overall process until the very end (unless they find something of great concern). We must rely on communications from the team to know what surveyors are focusing on and potential areas that need to be addressed.

There are thousands of items and opportunities for

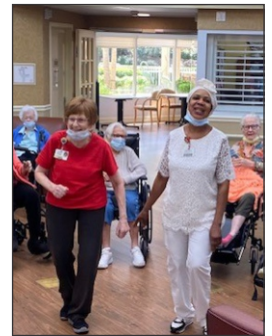
citations during this process. Our goal is to have a minimal number overall and to limit findings to isolated events (which means they do not find a pattern or widespread occurrence).

It truly takes a Village to make this happen. WE may not be perfect, but our village does know how to work and learn together to achieve success. Our survey history has demonstrated this over the past several years and we plan to continue this trend over the years to come.

WE IS ME

This is Matilda Charles. She's a wife, mother, CNA and prime time dancer every Friday at 11:30.

Matilda has been at Waters Edge for almost ten years. Before that she had been working as a nurse in the Palm Bay area. A friend of hers at church got her thinking about WE and shortly thereafter she responded to a job posting and was hired to work with us.



As a CNA, Matilda looks after residents, making sure they are clean on the outside and safe on the inside. She not only helps residents shower when necessary, but also takes their blood pressure and other vital signs regularly.

She spends five or six days a week at WE. The rest of the time Matilda is running her family of five, her husband and four children, as well as serving her church every week as a welcoming usher for parishioners.

But what really makes Matilda tick is a love of happiness. Her goal every day is to spread happiness around to the residents and her co-workers.

So, it's not surprising that Matilda has become the "dancing lady of Water's Edge". She simply decided to find a way to cheer people up. She began holding music and dance sessions on Fridays. For a half hour, Matilda dances for residents and anyone else in sight in the main lobby.

With an audience of at least 15-20 weekly, Matilda cheers people up with her dance routines. She goes from resident to resident, grabbing their hands and encouraging them to follow along with the music. Those who can, frequently get up and dance with Matilda. Others just smile and try to keep time with the music. If by chance Matilda is not in on Friday, she is sorely missed by her loyal resident attendees.

At the close of each session, the song "Matilda" is usually played so everyone can sing along. That's the perfect finale for this spreader of happiness.

We've been lucky to have had Matilda Charles with us for the last ten years. She is a dancing example of what WE is all about, doing her best to make residents happy every time she sees them.

TEAMWORK MAKES US BETTER

At the core of WE stands the Dietary Department, a group of a dozen full time staff members led by Laine Campbell, Nutrition Manager/Registered Dietitian, all working together both within and outside the walls of Water's Edge on behalf of the residents. How good is this team? They have had zero violations in the last four years in evaluations from the State of Florida and Federal health regulators. That record is virtually unheard of in the healthcare dietary industry given all the areas of compliance to be followed.



The reason for this extraordinary performance is “teamwork”. The Dietary Team works with each department at WE every day to promote resident satisfaction and compliance. From creating and delivering meals on time to maintaining rigid cleanliness standards, Dietary is there for residents. From everyday dining to special events like Holiday parties, the Team works tirelessly with Nursing, the Rehab Department and Activities Coordinators to satisfy residents across many different areas of need.

Even unexpected cross-departmental issues must be addressed. So, Dietary not only helps Infection Control maintain sanitary dining conditions, they also help the MDS Nurse process all Dietary Admit Data to obtain the highest reimbursement for the community. And they partner with Speech Pathology to ensure residents have proper consistency of foods and liquids.

All these connections are within WE. The Dietary Team must also interact with multiple departments throughout the Sandhill Cove campus. They work with the Executive Chef in Food & Beverage to ensure a variety of foods are served to meet State of Florida regulations as well as vitamin, nutrient and protein needs of independent living residents. They help with weekly kitchen inspections for compliance and sanitation. And they assist with Pavilion parties and weekly food events to make certain the proper

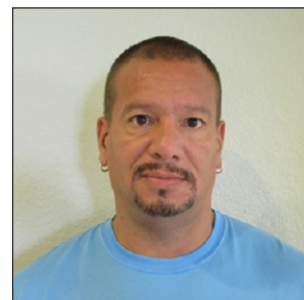
balance is maintained in all offerings.

The Dietary Team has hundreds of opportunities every day to have a violation. But they have created a culture of compliance to ensure that the four year streak of zero violations continues and resident satisfaction with every morsel of food they eat remains high. It is a delicate balancing act every day between taste, nutrition and compliance. That's why at WE, Dietary takes a Team.



ABOVE AND BEYOND

Javier Padilla works in Maintenance at Water's Edge. He's been at WE for almost five and a half years. His daily job is to fix things. But his self-motivated task any day and every day is to help people. As Javier says, he is “here for the residents”.



Recently, he noticed a WE resident sitting alone in her wheelchair in the center hall. She was crying. Javier immediately went over to comfort her. She said she just “wanted to go home”.

Javier gently pushed her wheelchair up and down the hall, all the time urging her to relax. He gave her a hug and reminded her that he and his colleagues were her family and they would always be there for her.

The tears stopped and Javier went back to his regular duties. While he may not have the same experience every day, he's committed to being there when a resident needs him. For him, that's part of the definition of maintenance, keeping residents on an even keel.

WE-isms

The only way to be the best is to get better.
That's the WE way.

The WE Bulletin Board of Wellness Activities

ACTIVITIES FOR PHYSICAL WELLNESS

** = Physical & Social*

Sundays

3:45pm - Noodlesize

Mondays

11:00am - Morning Stretch

1st & 3rd Mondays - 11:00am - Walking Club

Tuesdays

1st & 3rd Tuesdays - 11:00am - Tai Chi

2nd & 4th Tuesdays - 11:00am - Chair Yoga

2:00pm - Noodle Volleyball* (social)

Thursdays

11:00am - Sit and Be Strong

2nd & 4th Thursdays - 11:00am - Drum Circle

Fridays

11:00am - Chair Exercise

2:00pm - Toss Across*

Saturdays

3:15pm - Noodlesize



SOCIAL WELLNESS ACTIVITIES

Sundays

1:30pm - Sunday Matinee

1:30pm - Root Beer Floats

Mondays

10:00am - Front Porch Travels

4:14pm - Sing-A-Long

Fridays

3:30pm - Happy Hour

Saturdays

2:00pm - Reminisce and Ice Cream Cart

****Social Wellness is another one of the 8 Dimensions of Wellness.**

Some Activities are both Social and Physical and some are just for fun.

Physical Wellness is one of the 8 Dimensions of Wellness, and the Cornerstone of Overall Wellness.



Pizza Social at Water's Edge



The WE Bulletin Board of Special Activities and Seasonal Events

Enjoying the Super Bowl



Mardi Gras Party



LOOK OUT FOR COMING SPECIAL EVENTS

MARCH

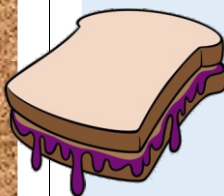
We will be celebrating Oreo Cookie Day, St. Patrick's Day, and Quirky Country Music Song Day.
Look out for the WE Leprechaun.



APRIL

Easter

National Volunteer Week
Peanut Butter and Jelly Day
Grilled Cheese Day



MAY

Cinco de Mayo
Mother's Day Buffet
Devil's Food Day



CLOSING THE GAP

Why do independent living residents volunteer at Water's Edge. Because they care about WE residents who can no longer live the lives they once did. Isn't caring about one another what life at Sandhill Cove is all about?

Take Karin Childers for example. Karin has been a resident of Sandhill Cove for only two years. But every Tuesday she is committed to spending an hour helping WE residents enjoy activities in arts and crafts. For residents, these sessions are part activity, part social gathering and completely different from the daily routine.

Karin works with Donna and Chris, WE activities coordinators, on everything from puzzles and games to coloring using special equipment made for people with limited coordination. Some of the sessions are themed for holidays, but all are keyed to the level of the WE residents participating that day.

Sometimes WE residents worry that they can't engage in these activities, but with help from Karin, Donna and Chris, they surprise themselves. Doing a perfect job or even finishing is not the key; it's the doing that brings joy.

"It's really a morale booster," says Donna, "the residents get to redirect their attention and relieve some of their stress."

This creates a feeling of satisfaction that washes over both the WE residents and their helpers. Tiny steps become giant strides in one hour of companionship.

Karin says, "When I engage with these residents every week, I feel we form a bond that brings joy to everybody. I find that by 3:30 many afternoons I am beginning to slow down and this shared experience picks me up too."

The sense that someone always has your back is a fundamental value shared by residents of Sandhill Cove. The act of volunteering at WE is an outward sign of that value which helps bring the entire campus together.



*Volunteering.
It takes so little and means so much.*

A RESIDENT'S TALE

When you spend several weeks in one place, you can easily begin to complain about where you are and wish you weren't. Now, imagine how this feeling would be magnified if the place you were in was a health care center.



Say hello to Tom Evinrude, Water's Edge resident. Tom has been in residence at WE for an extended period of time. But, so far, he has difficulty finding fault with his current home.

Tom believes both the services and attitudes at WE are very good. When he pushes his call button, help generally comes within 15 minutes if not sooner. The only problems he has had occurred when temporary employees were on duty.

This carries over into the area of attitude as well. Tom describes the attitude of WE staff as "very good". Employees have "a sense of humor" and they willingly handle every request, even when extra effort is required. Tom says this kind of response "makes a big difference".

His physical therapy experience has also been positive. This is particularly important because most of his PT is confined to his upper body. But Tom says the skilled trainers have a "super attitude" and encourage him to constantly improve in each session he attends.

Tom is now participating in more activities overall and finds that the schedule in this area is very good. He points to the activity managers as being particularly strong in seeming to "inspire" residents through the focused social-interaction programs.

One concern Tom had initially was in the food area. He describes some of the food as being a "little sloppy". Bacon was not served crisp. "It was warm, but soft." He also felt the scrambled eggs were dried out. So, he switched to fried eggs and all is well.

Tom has also helped broaden menus along the way. He has a particular fondness for baked beans. He suggested that these be added to the menu. They were and, apparently, they've become a staple. Tom also feels he helped add more cold cereals to the breakfast menu after he tired of having hot oatmeal and cream of wheat almost every day.

Tom Evinrude is an experienced WE resident. He's had ample time to uncover problems in both service and attitude. Thus far, he has found few. For him, the staff commitment to never stop working to get better is paying off.

THE ART OF ACTIVITY

Activities are the centerpiece of life at Sandhill Cove. Whether it's dining or bridge or croquet or even a movie, daily events are important.

At WE, activities are just as important. But designing an activity program at WE is more complex. Each activity must be tailored to resident capabilities, not just their desires. At Water's Edge activities are planned within a range of areas all dealing with "wellness".

Specifically, eight wellness categories are used to plan activities at WE.

Physical Wellness	Emotional Wellness
Social Wellness	Intellectual Wellness
Vocational Wellness	Environmental Wellness
Spiritual Wellness	Health Services

Each of these is important to overall wellness and, at the same time, many are interconnected, thereby allowing one area to provide reinforcement of some of the positive features in another area.

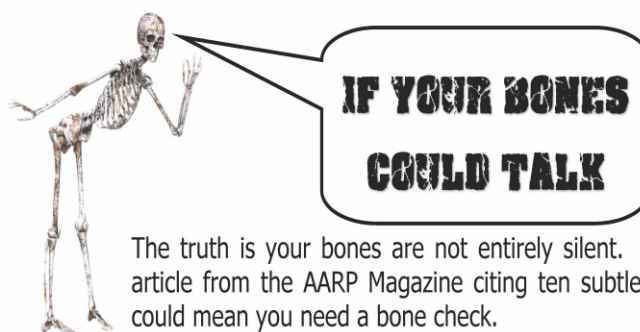


For example, here is how WE look at "Physical Wellness". Physical activity is the cornerstone of overall wellness. Community fitness professionals can plan and direct exercises designed for residents' specific needs such as improving range of motion, core strength and balance.

At WE, these functions are combined with more basic skills like flexibility, hand-eye coordination, breathing and muscle strength exercises. Each of these activities is geared to the individual resident so they can progress at their own pace. Not only the program, but the equipment as well is designed with our residents in mind. At the same time, group classes in Physical Wellness provide an important social outlet for residents as well that reinforces the area of "Social Wellness".

The purpose of "Social Wellness," is to increase engagement, reduce isolation and improve outlook. WE residents can enjoy card games, arts and crafts and trivia nights. They also participate in holiday parties, interest-based clubs and other activities that bring them together with others.

This is just a glimpse of two of the activity areas WE provide for residents every month. Specific examples of each are provided in the centerfold of this issue of The Edge. In the next quarterly edition, we will provide a more detailed look at how other areas of "wellness" help residents strengthen their abilities in specific categories and how the total program interconnects to create a constantly reinforcing "wellness" environment at Water's Edge.



The truth is your bones are not entirely silent. Here is an article from the AARP Magazine citing ten subtle signs that could mean you need a bone check.

- 1. You're getting shorter** - Losing height is one of the most common signs that your spine might be shrinking. Measure yourself annually so you can spot this early.
- 2. Unexplained back and neck pain** - Back pain could have many causes, including a compression fracture or collapsed vertebra in your spine.
- 3. Poor Posture** - If you feel uncomfortable when standing straight or notice a hunch in your upper back, it could be a sign of spinal bone loss or fracture.
- 4. Shortness of breath** - If your spine is starting to compress because of bone loss or fracture, your lung capacity may be reduced. Shortness of breath can be a symptom of several other serious issues too; always get it checked.
- 5. Brittle fingernails** - Nails that break easily might indicate you don't have enough collagen in your diet. If your nails have vertical ridges, this could mean you're not getting enough calcium from what you eat or drink, or your body may not be properly absorbing calcium.
- 6. GI issues** - Bone loss is connected to several gastrointestinal conditions, such as celiac disease and inflammatory bowel disease, both of which can inhibit nutrition absorption. In addition, some GI issues require treatment with steroids, which also lower bone density.
- 7. Dental issues** - Tooth loss can be a sign of bone loss in the jaw area and may additionally indicate bone loss and decreased bone density in other areas of the body. Pay close attention to this sign if you're losing teeth too easily.
- 8. Weaker grip strength** - Having low grip strength is associated with a decrease in muscle strength, an increase in frailty and a heightened risk of falling and fracturing bones. Grip strength can be easily measured in a doctor's office or at home with a simple tool called a "hand dynamometer".
- 9. Weight loss** - Being a serial dieter, losing significant amounts of weight, or having rapid weight loss increases your risk for bone loss.
- 10. Broken bones** - The most obvious signal of all: Fracturing a bone is a pretty clear sign that your bones are getting weaker.

Osteoporosis comes quietly and can hurt loudly. WE recommend listening carefully.

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PICTURES FROM THE EDGE

