

On **Page 1**, read Michelle Retzer's path from McDonald's franchisee to successful RCFE owner.

Brainpaths offers a device that helps develop neural pathways in dementia residents. Read about it on **Page 2**.

On the hot summer days ahead, you'll need to know where the local Cool Zones are – **Page 4**.

# Choose Well



# Times

## A *SERVANT'S HEART*

By Michelle Retzer

*It's* hard to believe that six years have gone by since our adventure began. Not many people get a second chance at a second career in a new city, with no experience, and very few pre-conceived notions of what we were getting into. But thanks to the kindness, support, and word-of-mouth of medical professionals, referral agencies, our own caregivers, Community Care Licensing Division (CCLD), and Choose Well, we have achieved our goal of providing the best care possible to our residents.

*Our* background is business, not caregiving. But if you believe in 'divine intervention,' then you may relate to our story. Sixteen years ago, we were McDonald's franchisees who had been in the program for years and were concerned for the future of 'fast food.' We had no idea what else we could do; change is scary. Then my husband had a heart attack, and suddenly the urge to do something different became more urgent. Almost life or death.

*We* had adopted many a neighbor over the years, but then Ralph and Ann came into our lives.

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Meet MICHELLE RETZER, licensee of three RCFEs, all Choose Well member facilities:

*St. Andrews Suites, Renown Suites, and Victoria Estates.*

She gives us a candid look at how she came to the business and how Choose Well enhances her business. We appreciate her sharing her story.

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## A SERVANT'S HEART Continued. . .

When Ann passed away, Ralph became a full-time family member. Taking care of him for eight years was so rewarding, much more fulfilling than having "clean restrooms and fast drive-through times." Then the idea came to us. . . why don't we open an assisted living home for the elderly? It took about six years of research and time to get our courage up to make the change, but in 2013 we sold our stores, moved to San Diego full-time, and now we feel so blessed to have found the RCFE communities we own.

We have always looked forward to the future. We feel such gratitude that through the support of CCLD we have received no citations on many of their inspections. And on the visits where we do have a learning opportunity (a violation), we fix what we need to fix, learn from the mistake, thank CCLD for teaching us, and move on to cascade the information to all of our facilities. No one is perfect, and we are learning every day new ways to support our mission statement: Compassion, Integrity, Pride.

In the business world, the owner would pay thousands of dollars for a complete business audit. CCLD does it for free! What a great opportunity to learn ways to improve. And don't we all want our facilities to be better?

We have a servant's heart and want the best for our residents. We tell our families, "The residents are #1, the staff are #2, and the families are #3." We feel these priorities support our goal of great care. We have some staff members who have been with us since the beginning. They have helped us build our business and make our reputation, which has made us successful. Taking good care of your residents and your staff saves you money in the long run.

Our Choose Well scores can be deceiving. Just because we have scores of 100% does not mean we are perfect. We are human, and humans make mistakes. But we are proof that you can post your scores, get lots of visits from CCLD, and keep delivering quality care for a long period of time. Choose Well is an excellent marketing opportunity,

## Are Your Residents Getting a Good Night's Rest? 2

We all take sleep for granted when, in fact, its importance to wellbeing cannot be overstated. Sleep is when cells regenerate, our immune system refreshes, and when we form and store memories. Poor sleep has been linked to cognitive decline over time.

A 2018 study published in the journal "Sleep Medicine Clinics" looked at the quality of sleep in residents living in long-term care (LTC) facilities. One finding of the study was that sleep disturbance is very common among LTC residents.

Contributors to poor sleep among LTC residents include chronic inflammation due to health issues, prescription medications, noise in the facility, or too much sleep during the day. If a resident sleeps too much during the day, it disrupts the normal awake-sleep cycle, causing insomnia at night.

Help your resident get a better night's sleep by toileting her before going to bed, lowering the thermostat for a cooler room, and keeping night lights and facility noise to a minimum. An effective measure for improving sleep is to keep your resident active during the day so her natural circadian rhythm will prevail at night. Improving her sleep naturally, without medications, will benefit both your resident and your community.

### ANXIETY REDUCTION WITHOUT MEDICATIONS

As RCFE owners know, anxiety and agitation are common conditions of residents having dementia. When you are looking to calm an anxious client, offer them a method that works for some: popping bubble wrap. It's inexpensive, easily obtained, requires no cleanup, and a single piece of 7" x 7" of bubble wrap may reduce the client's anxiety, while keeping them engaged for 15 or 20 minutes.

Save the next piece of clean bubble wrap that you find. It could be just the activity your client needs.

## PROVIDER INFORMATION NOTICES

The state has recently issued new Provider Information Notices. Here are summaries of a few important ones you may have missed. All PINs are posted on the Choose Well site for easy access.

### [PIN 19-07-ASC Controlling Transmission of Norovirus or ‘Stomach Flu.’](#)

Norovirus is a highly contagious infection that can travel fast in your RCFE. This PIN offers infection-control measures that you can implement in your facility. One measure is good hand and personal hygiene for every person in the facility.

The PIN also reminds licensees of the Title 22 Section 87211(a)(2) which requires that suspected or confirmed outbreak of norovirus be reported promptly to County of San Diego Public Health Services Department, Community Care Licensing Division, and to the resident’s responsible party.

### [PIN 19-09-ASC Update Regarding the Emergency & Disaster Plan Form LIC 610E](#)

The LIC 610E form has been updated to meet the requirements of H&SC 1569.695, a new law created by passage of AB 3098. All RCFEs, unless you are recently licensed, should be accessing the new form, completing it, and posting it in your facility consistent with Title 22, 87212.

### [PIN 19-03-CCLD Update Regarding the Centrally Stored Medication & Destruction Record Form \(LIC 622\)](#)

How do you properly destroy prescription medications when your resident does not need them anymore? This PIN expands on proper disposal of medications and also on the all-important task of *documenting* the medication’s destruction. Make sure your current destruction policy reflects CCLD’s revised resources.



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## WELCOMING NEW MEMBERS

- HHS Region -- Total in Region -	
Central	11
East	29
North Central	38
North Coastal	27
North Inland	36
South	9
	<b>150</b>

This table shows the number of Choose Well members by County of San Diego Health & Human Services Agency Region. If you are opening a new facility, or if you know of a facility that is interested in becoming part of the Choose Well program, let us know. We make house calls to personally explain how the program works and how membership benefits your business. We can get you enrolled quickly and post your Facility Profile usually within 24 hours.

## CHOOSE WELL MEMBER SCORES

The Choose Well Team thought you’d like to see the distribution of Choose Well members by their scores.

Score Range	Percentage
100	32%
90 to 99	39%
80 to 89	18%
70 to 79	3%
Participant (<70)	5%
Newly Licensed	3%

An impressive 71% of Choose Well members score above 90.



The 4<sup>th</sup> of July is always a favorite holiday. Here is a list of possible activities you can use to engage and entertain your residents as the holiday approaches:

- Listen to patriotic music.
- Take your residents to a local community 4<sup>th</sup> of July parade.
- Watch an old movie like “Singin’ in the Rain” or “Yankee Doodle Dandy.”
- Make a red, white, and blue gelatin salad.
- Exchange normal dinnerware for festive red, white, or blue plates and napkins.
- Have a backyard cookout for residents and their families.
- And of course, be sure to find a great place for your residents to watch one of the many fireworks shows offered around the county.

## COOL ZONES

Hot days are ahead. When your facility gets over the comfortable temperature (between 68° & 85°) Title 22 allows, take your residents to a Cool Zone.



Using the County of San Diego’s [2019 list](#), you’ll find a location near you.

## Great Reads on Choose Well’s Website

The Choose Well Team has been busy researching and writing articles to help you enhance the care and services you deliver. If you didn’t catch these articles the first time around, you can find them on Choose Well’s website under the News Tab. Here’s a preview of what you’ll find:

### [“All Aboard: Improving Transportation Services.”](#)

Part of your responsibility as a licensee, as stated in Title 22 Section 87208, is making transportation arrangements for residents who do not have independent means of transport. Equally important to transportation is the care taken to get your resident safely to and from their trip. Those extras include making sure your resident has plenty of time to get to her appointment and is safely buckled-up, and making sure the door’s safety locks are engaged. And if you are taking residents in wheelchairs in a facility van, make sure wheelchairs are fastened to the floor with brakes locked and residents strapped into their chairs.

[“Dental Care and Oral Hygiene in RCFEs”](#) describes why dental care is so important for the older adult and how you can help your residents maintain good oral health. The article offers tips and links to more information to promote good dental care habits in your residents. And of course, the relevant Title 22 sections are cited.

[“Give the Tour Families Want”](#) challenges you to reinvent your facility tour by ‘selling your unique philosophy of care and customer service.’ The tour is an opportunity to distinguish your facility from all others the family may be considering. Since you are a Choose Well member, you’ve already chosen to be transparent in the care and services you offer; the tour is a unique chance for you to reinforce those attributes with the family.