


“Home is where
the Heart is”

Visitors



Summer 2010 A Publication of Livingston Memorial Visiting Nurse Association



The Livingston Education Team left to right **Gloria Forgea, RN, MBA**, Director of Education; **Chris Poyer, RN**, Nurse Educator; **Jeanne Mitchell, RN**, Coordinator of Clinical Information; **Valeri Ziegler**, Education Coordinator; **Maddy Hazard**, Volunteer and Bereavement Coordinator; **Carole Cutler, RN**, Nurse Educator.

staff complete a clinical orientation under the supervision of a Director of Patient Care Services, a Clinical Preceptor and a Nurse Educator. Included are competencies that address the knowledge, skills and attitudes required to deliver quality medical services. Competencies encompass areas such as patient assessment, care of patients, computer literacy, leadership, and management of human resources. Periodic demonstration of competencies is required for all clinical staff providing patient care in the home.

Ongoing in-service training is provided throughout the year. Classes focus on quality improvement and compliance with government regulations and professional standards, review of specific policies and procedures, on-the-job supervision of clinical skills, and training on new products, procedures and technology. Continuing education promotes the professional growth of staff and programs are offered throughout the year. We recently completed a course for Certified Nurse Assistants to become Certified Home Health Aides, which results in a step-up in skills, capacity and compensation for the participants, see page 6.

We provide financial assistance to clinical employees to pursue professional goals related to health care and to non-clinicians to pursue work-related classes that enable them to become more knowledgeable and

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Back to School

By Gloria Forgea, RN, MBA

A primary function of the Livingston Education Department is to develop, provide, coordinate, and evaluate various education and training programs for all 200 Livingston employees. The programs are updated based on requirements by regulatory bodies and accrediting organizations, feedback from management, the employees, and our Professional Advisory Board.

Our goal is to provide educational services that result in:

- patient care of the highest quality
- employee satisfaction and retention
- continuous development of employees' professional knowledge and skills

Our orientation program introduces all employees and volunteers to the values, services and work practices of the agency. In addition, newly hired clinical



A Message from the Chairman



For over 25 years, Livingston has assisted people who are grieving. We encourage individuals to draw on our experience and expertise for support and companionship as they experience their personal grief journey.

Sometimes a phone call to speak with a bereavement counselor will be enough to ease fears and concerns. Other times, a face to face meeting with a counselor or a support group session with others who've experience a similar loss assists in the healing process.

The following is my brother's, **William H. Hair, Esq.**, personal experience.

My wife of 54 years passed away in October. My family and I thought we were prepared for this event because we had received the care and support of Livingston Hospice—which itself was a blessing—but as it turned out, grief is something that you are never totally prepared for. After all of the things that you must deal with, the funeral, family, friends, etc. you suddenly find yourself dealing with a very real fact—grief.

I have never been one who believed in “group” therapy, thinking that it was some “touchy-feely, new age” kind of thing. But facing the very real almost all consuming grief that can threaten to crush you, at the suggestion of my daughter, we decided to look into the counseling that Livingston was making available and, at least, give it a try. I was amazed by how participating in the grief groups helped me to deal with my grief and showed me that I was not alone in my feelings. The group facilitator that conducted the meetings was a real professional in dealing with the diverse feelings that were expressed during the sessions.

Now almost 9 months later, I still go to the group on occasion and find that it still helps me to navigate my way through my grief—which I have learned is not set on a precise schedule, but varies and can hit you when you least expect.

Charles M. Hair, MD
Chairman of the Board

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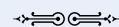
Mission Statement

Livingston Memorial VNA Health Corporation and Livingston Memorial Visiting Nurse Association recognize the growing need to provide services in the home environment for the sick, handicapped, elderly and homebound.

As community-supported, nonprofit organizations, they strive to provide professional, licensed and supportive home health and hospice care services of the highest quality in the most cost effective manner to the people of Ventura County to ensure a positive patient outcome.

LMVNA explores and develops health-related programs based upon community need and acceptance, economic viability, and availability of resources to provide services.

LMVNA is sensitive to the financial circumstances of its patients and provides needed services, including those at reduced or no charge to indigent patients, based upon the available resources for the organization.



The Livingston Memorial VNA Health Corporation is the parent organization of Livingston Memorial Visiting Nurse Association and Gold Coast CareGivers.

Livingston Memorial Visiting Nurse Association is licensed by the State of California, certified by Medicare and Medi-Cal, and is accredited by The Joint Commission.

Joint Commission accreditation is regarded as the most comprehensive review of patient safety and quality efforts in the industry. Accredited home health organizations have fewer readmits to the hospital after an episode of care.



Gold Coast CareGivers is a non-medical provider of in-home assistance.

Warren Buffet plans to donate 99% of his wealth to charity



Warren Buffett and his friends Bill and Melinda Gates have joined forces on an initiative to persuade the world's billionaires to donate half their fortunes to charity.

Have you included charity in your estate planning? It's an important question whether you are a billionaire or not.

Legacy members have named Livingston in their estate planning. These visionary leaders recognize the value to the community of perpetuating caring and compassionate home healthcare services for all Ventura County residents. Members receive special recognition

and are invited to an annual appreciation event. The inaugural Legacy Society members will be listed in our 2010 Annual Report.

We recommend you consult with a qualified professional when considering your legacy gifts to family, friends and charities. If you do not have a professional advisor, we can provide you with a referral list.

If you have included Livingston in your estate plans, please let us know. We want to give you proper recognition. Please contact Marc Wilde, CFRE at (805) 642-0239 x603 or mwilde@lmvna.org.

Easy as 1-2-3 Leave a Legacy

1. Bequest—tax benefits: Including a charity in your will or trust provides your estate with a charitable deduction for the value of the gift. The gift may be a percentage or specific amount, the residue, or a specific asset.

2. Charitable Gift Annuity—provides tax benefits and income: With a current gift of \$10,000 or more, you will receive income for life, up to 9.5% per year depending on your age. Must be 65 years or older.

3. Designated Beneficiary—avoids probate and does not require a will or trust, substantial tax benefits for appreciated assets: Stocks and bonds, insurance policies, certificates of deposit, and retirement accounts provide the opportunity for a beneficiary. A designation to charity can help you avoid capital gains and estate taxes.

A Message From The President



When we talk about the benefit that Livingston Memorial Visiting Nurse Association provides to the community, the conversation often centers on our subsidized care program. Which is understandable, our mission is to provide care in the home for the sick, handicapped, elderly and homebound, regardless of the patient's ability to pay. Subsidized care is a core element, if not the core element, of our mission and will always remain central to it. However, there are many additional "community benefits" Livingston offers to the community such as bereavement and diabetes classes. The focus of this newsletter is our extensive educational community benefit.

Obviously, as a physician, education has played a large role in my personal and professional life. My lovely wife Mary and I started out as high school sweethearts. To become doctors, we spent many years in college and medical school. We have both spent much of our lives providing resident education and graduate physician education. We continue to be lifelong learners, as medicine is a field that is constantly evolving. This summer Mary and I are preparing for "empty nest syndrome" as our only beloved daughter, Hannah, is preparing to go away for her first year of college in Arizona. Wish us luck.

Livingston's education programs generally fall into one of two categories, those we offer to the community and those we offer to staff.

COMMUNITY EDUCATION

The community classes (see the Calendar on this page) generally focus

on bereavement and diabetes. There are articles on both of these subjects within this newsletter. In addition to these standing offerings, I am often asked to speak and lead classes in the community on topics such as geriatric medicine, home healthcare, hospice, and other related medical issues. I particularly enjoy these opportunities as they allow me to share information with the potential to make a difference in a person's or family's life. I am currently teaching aging and hospice classes for the Camarillo Health Care District, one of our community partners. I have also guest lectured for the RN to BSN community health course at CSUCI and for the physicians at Ventura County Medical Center and Community Memorial Hospital.

STAFF EDUCATION

Our Education Department has two primary objectives in relation to clinical staff: to train and maintain. This is no easy task. Home healthcare requires licensed, highly skilled professionals and we employ nearly 125 clinical staff. To ensure that everyone's licenses and skill levels are up to Livingston's quality of care standards is the job of our energetic Education Department.

Many of our new staff come to us with excellent resumes but have not practiced medicine outside of a hospital or clinical setting. Delivering medical services in the home environment requires some additional training and getting used to. Our education team prepares new hires to be safe, effective and professional in the patients' homes.

Our Education Department is also charged with keeping staff up-to-date on their licensing requirements and new protocols and procedures as they are introduced. Currently, we are employing a sophisticated new Wound Management Program that incorporates photographic record technology. We anticipate greater continuity of wound assessment and management will significantly reduce re-hospitalizations.

Lanyard K. Dial, MD
President/CEO and Medical Director

CALENDAR

www.livingstonvna.org

SAVE THE DATE

Annual *Light Up A Life* Celebration
Tuesday, December 7
Pacific View Mall

ONGOING

All classes are free to the public.

BEREAVEMENT SUPPORT GROUPS

Drop-ins are welcome to bereavement support groups. Contact for information 642-0239, griefinfo@livingstonvna.org, or visit the website www.livingstonvna.org.

Wednesdays — 3 to 4:30pm

First Presbyterian Church,
850 Ivywood Dr., Oxnard

Wednesdays — 6:30 to 8pm

Livingston Memorial VNA,
1996 Eastman Ave., Ventura
Enter Suite 106

GRIEF CLASS

A class for the newly bereaved to assist in understanding the grief process.

2nd Tuesday of the Month — 6 to 7:30pm

Livingston Memorial VNA
1996 Eastman Ave., Ventura
Please call 642-0239 ext. 624

DIABETES CLASSES

No registration necessary

For info, please call 642-0239 ext.723

Basic information on Type 1 and Type 2 diabetes with emphasis on the development of an individualized plan of care.

1st Tuesday of the Month — 1 to 3pm

Livingston Memorial VNA
1996 Eastman Ave., Ventura

1st Wednesday of the Month — 2:30 to 4:30pm

Camarillo Community Center Room 3
1605 Burnley St., Camarillo

4th Wednesday of the Month — 1:30 to 3:00pm

Goebel Senior Center — Foothill Room
1385 E. Janss Rd., Thousand Oaks

Keeping Diabetes in Check

Individuals live with diabetes 24 hours a day, but typically see their physician only every 3-6 months. Good working knowledge of everyday skills like self blood glucose monitoring, meal planning, medication use, and exercise, as well as a clear understanding of the goals of treatment are essential to successful self management. Providing instruction in these self management skills is an ongoing challenge for our healthcare system. At Livingston we have offered free monthly diabetes classes to the community for over 17 years, currently at 4 locations throughout Ventura County.

There is a direct link between successful blood glucose control, keeping blood sugar levels as close to non-diabetic levels as possible and prevention of the common complications of diabetes—blindness, kidney failure, amputations, stroke, and the number one cause of death—heart attack.

DIABETES NURSE SPECIALIST



Linda Hampson RN, MSN

Over 25 million people in the United States have been diagnosed with Type 2 Diabetes, with as many as 10 million more undiagnosed. The enormity of diabetes' impact cannot be overstated either in terms of quality of life or the financial burden on our healthcare system.

Risk factors for diabetes include a family history of diabetes, heart disease, hypertension, or dyslipidemia, sedentary lifestyle and increased weight—especially abdominal weight gain. Increased thirst, hunger, frequent urination, infections, blurry vision,

and fatigue are among the more common symptoms of elevated blood sugar. Unfortunately, these symptoms are rarely present until blood sugar levels are significantly elevated. Even modest blood sugar elevation begins to damage blood vessels. Therefore, many people have already developed diabetic complications by the time they are diagnosed. It is especially important for those at risk to have regular screenings and for those with diabetes to remain vigilant in their pursuit of optimal health.

It is not necessary to register for Livingston's diabetes classes, but you can get additional information by contacting Linda Hampson RN, MSN, Diabetes Nurse Specialist at 642-0239 x723. Class dates, times and locations can be found in the Calendar on page 4.

Back to School

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work-related classes that enable them to become more knowledgeable and proficient.

Livingston also provides clinical experience in the home setting to students enrolled in health-related graduate programs, RN to BSN programs, associate degree of nursing programs, social workers, as well as mentoring of Ventura County Medical Center residency interns.

Finally, the Education Department works collaboratively with staff in order to provide patient education resources that help patients to make informed decisions, and to maximize self-care and recovery. We recently introduced Krames on Demand which is a web-based, print-on-demand, patient education application for providing instant access to thousands of high-quality, illustrated patient education topics in both English and Spanish.



Livingston is committed to educating the community about hospice and palliative care. **Jane Niehaus-Tull, RN, CHPN** lectures students at Ventura Community College on hospice and palliative care. The connection between theory and practice is essential for students learning about end of life care.

Caring and quality home help is on the way

Livingston Memorial Visiting Nurse Association's most recent Home Health Aide program was completed on June 11, 2010, and six certified nursing assistants became Certified Home Health Aides (CHHA). Carole Cutler, RN, Nurse Educator has taught the course since May of 2003. The program is approved by the State of California's Bureau for Private Postsecondary and Vocational Education.

The curriculum meets mandated state and national standards on a variety of topics and issues concerning health care for the elderly and developmentally disabled. The course consists of 28 hours on the following topics:

- Responsibilities of the Home Health Aide
- Stages of human development
- Preventing the spread of infectious diseases
- Understanding health, body systems and common disorders
- Clients requiring special care such as those who are terminally ill, have Alzheimer's, cancer and AIDS; maternal/infant care
- Emergency procedures



Livingston is proud to present its June 2010 graduating class of Certified Home Health Aides (CHHA). From left to right: **Ewa Owusu, Maria Santana, Sherrie Aguilar, Jamie Harmon, Carolina Montes, Antonia Tate**, and instructor, **Carole Cutler, RN**. The CHHA program is a 48 hour certification program designed for Certified Nurse Assistants and provides theory and practical application of knowledge and skills needed to function in a home environment.

An additional 20 hours are spent in a clinical setting at Alma Via of Camarillo taking care of clients. There is an educational component on nutrition, meal planning and preparation. On the last day of class the students prepare different therapeutic diets such as low sodium, American Heart Association low cholesterol, low fat, and the American Diabetes Association Diet. Livingston staff joins the students for the luncheon and grades the students on food choices, taste, balanced food groups, and appearance.

After completing the 48 hour

curriculum, participants function as entry-level workers on a health care team. CHHAs perform duties that fall into two main categories: "the care of the client," which consists of activities of daily living, bathing, dressing, toileting, and simple nursing tasks and "care of the home," which includes light housekeeping, cooking and nutrition, shopping, and other homemaking duties.

The new CHHAs are caring, dedicated and skilled paraprofessionals. We congratulate them on a job well done!

When Do You Need a Caregiver?

Many people struggle with knowing when to get assistance. Unfortunately, there is no singular condition that confirms NOW is the time to get help. However, any one or combination of conditions on the list below may be a strong indicator that help is needed.

- ✓ Constant supervision has become necessary
- ✓ Bathing and dressing is difficult
- ✓ Routine housekeeping and errands are accomplished with great difficulty or go undone

- ✓ Confusion, depression, apathy, and forgetfulness are frequently occurring
- ✓ Safety issues, such as falling, become a daily factor
- ✓ Dehydration and poor nutrition are a concern
- ✓ Lack of personal hygiene and incontinence are evident
- ✓ Medications are not taken as prescribed

If you, a loved one, or someone you know is suffering from any of these conditions, we can help. Please call Gold Coast CareGivers and set up a free consultation in your home, (805) 642-9570 or (800) 830-8881.

The Community is our Classroom

The Livingston Education Department develops collaborative relationships with many community partners. Health education programs are offered at various venues such as skilled nursing facilities, residential care facilities for the elderly and assisted living facilities. Topics include Communicating with People with Dementia, Diabetes Management, Cardiopulmonary Distress, and other health topics.

Maria Roth, Administrator, from At Home in Ojai commented on the education classes Livingston offers, "We love them. We value them. The more the staff knows about the disease the residents have, the easier it makes the job for them. For instance, they've learned about symptoms of low blood sugars for people with diabetes and know what to do when it happens."

Cheryl Sanfilipo, Activity Director, with At Home in Ojai shared, "What was most helpful to me was the class on dementia. It gave me tips for better communicating with people with dementia, like using gestures and body language. I use them with the residents here and it works well. The nutrition class helped me personally as well as with my work."

The Livingston Education Department also offers health education classes to service organizations such as Rotary, Kiwanis, etc. If you would like a speaker at your organization, contact **Gloria Forgea** at 642-0239.

TOP EDUCATION CLASSES

HOME HEALTH

- Fall Prevention & Home Safety
- Body Mechanics/Caregiver Safety
- Communicating With the Person With Dementia
- Infection Control

HOSPICE

- Comfort Care of a Resident on Hospice
- How to Care for a Dying Resident
- Caregiver Self Care & Compassion Fatigue
- Nutrition Issues at the End of Life

The Gold Standard of Home Care GOLD COAST CAREGIVERS

A family member of Livingston Memorial VNA Health Corp.

Do you need Assistance?

Our care is customized and flexible to fit your needs. We can schedule care from one hour bath packages up to twenty-four hours a day — once a week or everyday.

Short Term – Long Term – Bath Packages
Respite – Transitional – On-call

Arranging for a CareGiver

- Call our office and tell us your requirements.
- An appointment will be made to plan for care.
- A compatible caregiver will be scheduled for you.

Our family is so fortunate to receive your help. When my sister chose you to help mom, I don't think any of us really knew what to expect. We were blown away. There are not enough words to express our appreciation for all you've done for our family.

— Patty, Camarillo



Gold Coast CareGivers
(805) 642-9570
(800) 830-8881

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The gift that gives and gives and gives. Find out about the gift that gives back. Call Marc Wilde, at (805) 642-0239 x603 today and receive a free illustration of how a Charitable Gift Annuity benefits you and the community.

- ✓ Secure payments for life
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- ✓ Improving the lives of the sick, frail, elderly and homebound.

Age	Rate
65	5.5%
70	5.7%
75	6.4%
80	7.1%
85	8.1%
90+	9.5%

Rates as of July 1, 2010. Must be 65 years of age or older. \$10,000 minimum investment. Two-life Charitable Gift Annuities also available.

Mother's Day Luncheon 2010

Thank you to everyone who generously supported our annual Mother's Day Luncheon. This year's event brought in a record income of \$93,725. Milton "Bud" Daily shared heart felt memories of his mother, Margaret Martin Daily, who was surely there in spirit. Jeffrey Smith honored his mother, Janice Petit Willis, with entertaining stories that were also a tribute to her character and grace. Jean Phillips spoke about the care her mother received from Livingston Hospice and the difference it made for the family. Funds raised from the event will be used to provide vital home healthcare and hospice to Ventura County's sick, handicapped, elderly and homebound.



Karen and Thomas Pecht



Milton "Bud" Daily, Jr.



John Kearney and Carol Hambleton



Laura McAvoy and Sol Chooljian



Lanyard Dial, M.D.



Linda Arth, Gerry Hair, Suzanne Strople
and Dr. Charles Hair



Photos by Dina Pielacet

Thank you Sponsors



Jean and Rebecca Phillips



Janice Petit Willis' family shows support



Nancy Worthington, Raquel Latham, Marcia Donlon and Sister Rita

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Thank you donors!

MARCH 2010 TO JUNE 2010

Livingston Memorial Visiting Nurse Association gratefully acknowledges the following individuals, foundations, businesses, institutions and community organizations for their generosity. It is the loyalty of our many supporters that allow us to continue our mission of providing high quality home healthcare and compassionate hospice.

Honoring and recognizing our donors is very important to us. We apologize for any omissions and/or errors. Please call Michelle Pyfrom at (805) 642-0239 x607 to update us with any changes, corrections or preferences. Your support is greatly appreciated!

BEQUESTS

Marion R. Jayne Trust

For information on how to include Livingston in your will or estate plans, please contact Marc Wilde, CFRE, Development Director, (805)642-0239 x603 or visit our website, www.livingstonvna.org, and click on "Supporting Livingston."

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How to avoid the double-whammy tax on retirement accounts

Have you diligently put aside savings in a tax-deferred retirement account? Are you aware that the majority of that money may be siphoned off by taxes? Would you rather make a gift of those assets to your favorite charity?

Tax deferred retirement accounts, like IRAs and 401(k)s, are subject to both income and estate taxes if left to family members, often leaving the heirs with only a fraction of the fund's original value. Currently the top income tax rate is 35%, and although the estate tax rate is in a state of congressional limbo, there is a possibility that due to inaction it will return to

its 2002 rates of up to 50%.

It may make sense to leave your family assets that are not subject to double taxation and bequest any unused or remainder amount from your retirement account to Livingston Memorial Visiting Nurse Association. In which case, 100% of your invested assets can be put to use making our community a kinder and more caring place for the sick, handicapped, elderly and homebound.

Bequeathing retirement accounts to charity not only avoids taxes, it's easy to do. It usually only involves contacting your plan's administrator and requesting a beneficiary designation form.

Marc Wilde, CFRE
Development Director
(805) 642-0239 x603
mwilde@lmvna.org



TEAM LIVINGSTON: through June, Livingston staff have contributed \$8,626 to the agency's annual fund goal of \$692,000. Over 30 percent of Livingston employees have made donations, with a goal of 50% participation by year's end.



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1996 Eastman Ave., Suite 101
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LIVINGSTON MEMORIAL VISITING NURSE ASSOCIATION

SAVE THE DATE

7pm Tuesday, December 7, 2010

PACIFIC VIEW MALL, VENTURA

This year's celebration promises to be a heartfelt and memorable occasion. We invite you to honor friends and family with a memorial star. Please look for your invitation to join us later in the fall. Online stars will be available October 1, www.livingstonvna.org

All funds raised through Light-Up-A-Life benefit Livingston Hospice.

Light Up A Life

2010 CELEBRATION