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## FROM THE PRESIDENT

# The Veteran Connection

By Jeff Jerebker | *President, Piñon Management*

**They say that things happen in bunches, or when it rains, it pours. It seems that way when opportunities arise for Piñon.**

It was in 1984 that Piñon created a psycho-social model for the very troubled nursing home in Commerce City, renamed Sunshine. That successful turnaround project tapped our creative juices for a year. Then in 1986 came two other projects. One was the Mothershed project out of Texas, and the other involved the recently-opened state and veterans nursing home in Florence, Colorado.

The Mothershed project was led by Mr. Mothershed, an African-American entrepreneur who also headed up the Texas State University library system. Mr. Mothershed desired to build a new nursing home in Cass County, Texas, that would appeal to rural African-American elders. I was retained to assist Mr. Mothershed in navigating the exhaustive and complex Texas certificate of need process and to be an expert witness on the importance of cultural impulses in a long-term care setting. Mr. Mothershed was successful in receiving his certificate of need despite fierce opposition from area facilities.

A few months later, I received a phone call from the Colorado Department of Social Services requesting that Piñon become temporary manager of the state and veterans nursing home at Florence. The facility had failed their last VA survey and Piñon was retained for four months to achieve compliance.

While problems were pervasive at the facility, the one of most concern was the widespread skin breakdowns among the veteran residents. Piñon assembled its team, led by a Piñon NHA, and quickly permeated all departments. We initiated a multidisciplinary approach to root-cause analysis of the skin issues. After drilling down through all departments and functions, the root cause of skin ulcers was revealed in a most unlikely source. The Laundry Department did not have commercial equipment and laundry could not keep up with the demand. Laundry personnel decided to shorten the rinse cycle and this left detergent residue on undergarments, irritating sensitive skin areas of the residents. Upon completion of our 120 day management agreement, the VA re-visit survey went well and Florence was back in compliance with VA standards.

As required by our contract, Piñon prepared a comprehensive report to the Executive Director of the Colorado Department of Social Services, including recommendations. As far as recommendations go, we proposed two possibilities: (1) to privatize state and veterans homes, or (2) the Colorado Department of Social Services needed to develop an internal management team to effectively supervise and maintain the high standards of care that the veterans community deserves. Obviously, the Department chose the second option.

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## FROM THE PRESIDENT CONTINUED

Seventeen years later, in December of 2003, Piñon received another call to temporarily manage the newly-opened state and veterans nursing home at Fitzsimons in Aurora. This time the deficiencies were much more severe, with two widespread immediate jeopardies and 28 deficiencies. Additionally, Fitzsimons miserably failed its VA survey with 59 “not mets” out of 158 standards, reflecting broad systems failure and poor staff training.

The challenge was daunting, and Piñon staff, led by Nancy Schwalm, C.J. Roche and John Brammeier, labored tirelessly along with dedicated Fitzsimons staff. By November of

2004, the facility was in compliance with all regulatory agencies, resumed admissions, and inaugurated a very successful Medicare sub-acute program. Presently, Fitzsimons enjoys excellent resident outcomes and is the most profitable home of all the Colorado state and veterans facilities.

Piñon continued to manage Fitzsimons through December 31, 2005. Presently, Piñon is the private sector consultant to the Colorado Department of Human Services for the state and veterans nursing homes.

Piñon’s veteran connection has been very rewarding and we presently

enjoy a mutually respectful relationship with the veterans community.

Piñon Management has received the following recognition from the United Veterans Committee of Colorado (the umbrella group for almost all Colorado veteran groups):

- ♦ 2005 – Organization of the Year
- ♦ 2006 – Nancy Schwalm – Distinguished Service Award
- ♦ 2007 – Jeff Jerebker – Distinguished Veteran Advocate Award

We are humbled to have had the good fortune to serve the people who have faithfully served this country. ■

“Piñon’s veteran connection has been very rewarding and we presently enjoy a mutually respectful relationship with the veterans community.”

## The Positive Impact of Consultants in a State Veterans Home

By Brad Honl, NHA | *Colorado State and Veterans Nursing Home at Fitzsimons*

Managing a skilled nursing facility in today’s environment is generally more than a challenge. A strong partnership with a qualified consultant organization is key to success. Our belief that “the more eyes, the better” holds with our understanding that a partnership with a consulting firm is important to succeed in today’s long term care environment.

Colorado State and Veterans Nursing Home at Fitzsimons has had a strong partnership with Piñon Management since 2003. During this period, systems and processes have been created and refined, creating a facility that is not only financially successful, but one that is clinically advanced as well. Piñon Management is an effective consultant for our facility, bringing in expertise in all areas of operations from all clinical aspects to food service management. Not only do we welcome their monthly consulting visits to assist us in the identification of areas for improvement, but also the yearly pre-survey in preparation for the inevitable health department survey.

With direction from the leadership team, the consultants’ expertise is used to ferret out system weaknesses. Then, with suggested process improvements, we are able to re-tool our facility for continued success.

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An area of strength for Piñon is Culture Change and their commitment to the Eden philosophy. Piñon is partnering with our facility and the other veterans homes in Colorado to advance our transformation from the institutional and medical model of care to an actual home. The Bruce McCandless facility in Florence, Colorado is the first and only SVNH in the nation to receive the distinctive honor of being on the Eden Registry.

In the coming year, we have set our sights on joining our sister facility on the Eden Registry and with the assistance of Piñon we have our road map and have begun the journey. With this strong partnership we believe that we will continue to achieve our goals. ■

## A Successful VA Survey

By Karyn Leible, MD | *Chief Clinical Officer, Piñon Management*

While the VA survey process is likely to change in the future, there are ways to assure compliance with the current process:

- 1) Review the 158 standards, assuring that for each of the standards the necessary policies and procedures are available and in place. Consider starting a filing system either with file folders and paper or electronically – whichever is chosen the items need to be easily accessible. For each standard and its components, file the indicated policy and procedure. In some cases there may be duplications of the same policy in two standards. Be sure these policies are specific for your facility.
- 2) Have a pre-survey done, either by team members or an outside contractor familiar with the 158 VA standards. Keep in mind that

an outside contractor is more likely to be objective. The team should be willing to work with the facility in a professional manner that will survey and educate simultaneously. The pre-survey is to assist the facility to improve.

- 3) The pre-survey process should be a learning experience. It should be detailed, and while the focus is on systems and process, specific areas of potential noncompliance can and will be identified. The consulting team should take the time to educate and assist the facility to become compliant as items are found.
- 4) The pre-survey team should present their findings in the format of the VA survey team. The findings should be presented as found and not as the pre-survey team had assisted the facility to achieve.

There should be an executive summary for quick reference for the facility.

- 5) Once the pre-survey is completed, the facility team will need to develop plans to correct the deficiencies. Each deficient area should have an action plan and timeline to correct the problem. There should be clear lines of accountability and times for completion.

Much of a VA standards survey focuses on facility processes. Having sustainable systems in place for clinical, dietary, financial, social services and quality assessment and assurance are the keys. Systems need ongoing monitoring and review. A pre-survey process can and should be a part of that monitoring and review. ■

## 2010 Eden Award Nomination

Name of Nominee: Shawn Worley

By Marcia Brenowitz, NHA | *North Star Community*



*B*eloved son, devoted father, loving husband...and early traveler to long term care at the age of 39 as a result of progressive multiple sclerosis. Shawn Worley has touched many through his visual care plan frequently used as part of Eden and Culture Change educational events.

He came to North Star Community on a 3 day respite stay in 2004 and asked to stay as a permanent resident community member. He said he did not want his sons to miss after school activities because they had to come home and assist him. He said he did not want his wife to worry while she worked her full time position in order to bring in the income he could no

longer help with. He said he did not want his 10 year old daughter to feel reluctant to bring friends home to a house with a disabled father. He sacrificed his life with his family as a gift to each of them.

He is one of North Star's greatest gifts. For 6 years the people who live and work at North Star have enjoyed Shawn's quirky sense of humor, his warm smile, and his ever constant positive attitude. He lights up the room when he enters just by the loving energy he brings and so freely shares with others. He is the heart and soul of our community.

To have a meaningful life is important to Shawn. Early in his stay with us, Shawn shared his paintings and charcoal drawings at an art night, to which family members and partners in care were invited. He gave back to his new home through participating in the volunteer work therapy program as well as the annual MS Walk yard sale fundraiser. He participated in the MS Walk for 4 years along with staff and other resident community members.

*I want to make a difference...I am still able to make a difference.*

*Shawn Worley*

When MS stole his physical abilities to the point voluntary movement was no longer possible, Shawn continued to assist others by always volunteering to have nursing students doing their clinical placements be assigned to his care. Without fail they fell in love with his huge spirit, and he helped them see past the contracted limbs, and wheelchair, and see the person. He inspired the blending of clinical assessment skills with compassion in the curriculum of many a now-practicing nurse.

"I want to make a difference" has been Shawn's whispered prayer. Each time

I shared with him the impact his visual care plan had at an event, or a training, or on a person who kindly contacted us – tears rolled down his cheeks as he mouthed "I am still able to make a difference."

Shawn recently spent 6 weeks in acute care following a health crisis. It was the first time he had left our community since his admission in February of 2004. We kept his room waiting and struggled with our own feelings around which outcome would be best for his mind and spirit. Shawn came back home to us in mid April. He had spent the 6 weeks

on a ventilator and now has a trach. While he can no longer talk and joke with us...his eyes still light up with warmth and sparkle with affection at the sight of any of the many people dear to him.

Please affirm that he is still making a difference by honoring Shawn Worley with the Eden Elder Award.

Respectfully submitted with gratitude for the 6 years I have been lucky to know him,

*Marcia Brenowitz NHA*  
*North Star Community* ■

## Veterans Honored Every Day in Piñon Homes

By Heather TerHark | *Director of Sales and Marketing, Piñon Management*

Several of Piñon's managed homes serve some very deserving individuals - veterans who have sacrificed for our country and touched our hearts. We are so proud to have the opportunity to serve veterans. These veterans who live with us provide patriotism and inspiration to us every day. Our veterans have wonderful stories to tell and show us how meaningful life can be.

Many of our Piñon homes honor and recognize their veterans. Marvin Smith was a veteran at Holly Nursing Care Center who wanted to stay busy and have some purpose in his life after having a career in the military, so the staff helped him become the official host of the dining room. He would serve coffee, juice, water and other requested beverages, and he knew exactly how each of the other residents wanted their drinks. When Marvin passed away, the residents wanted to be sure that Marvin would always be remembered, so they decided to name the dining room at Holly after him. The staff and residents at Holly had a beautiful wood plaque made. They invited Marvin's family to share in the dedication of the Marvin Smith Dining Room, and thus Holly continues to honor this veteran every day.

Veterans Day in November, like many days, is a cause for celebration in the Piñon homes. Each home may pay honor in a little different way, but this is always a special time that includes stories and experiences about being a veteran. Some homes like to take their veterans out to community tributes such as at Buckley Air Force Base, where the color guard is always inspirational. Celebration happens every day, not just on Veterans Day. Last year during a talent show at Rowan Community, all the veterans came up on stage; the staff and residents started singing patriotic songs to them as the veterans waved small flags. Soon all the veterans were singing, too.

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Each veteran is an individual and regardless of their challenges or disability, as with all our residents, we want to find the things that are meaningful for them. For one veteran at Rowan Community it was to go skiing each year even though he had multiple sclerosis and was in an electric wheelchair. Bob would say “I love Rowan, but I could stay here forever” each time he was up on that mountain top getting ready to ski down. For another veteran at Holly Nursing Care Center it is getting to go downtown, have freedom and feel welcomed. This veteran, who is in his 50’s, likes to go to the convenience store, buy a lottery ticket and have friendships and socialization outside of the home. Often this veteran will go with the Maintenance Director when he goes into town.

Having veterans in our homes brings active military and veterans organizations into the home. It gives our veterans the chance to offer insight and have camaraderie with current military personnel. Our veterans often really look forward to those visits. When the local VFW donated a flag to Rowan Community, a ceremony and salute to the flag was held. The VFW gave a pin to each veteran as well.

Our veterans remind us and challenge us to bring a passionate side to long term care for all that they have done to give back. ■

## Colorado Nursing Facility Culture Change Accountability Board Grants Awarded

By Nancy Schwalm | *Chief Business Operations Officer, Piñon Management*

The state of Colorado legislature established the Nursing Facility Culture Change Accountability Board to evaluate proposals from groups across Colorado and distribute a portion of the Civil Monetary Penalties assessed as a result of nursing facility surveys for the purpose of improving the

quality of life for people living in nursing facilities. Among the grants awarded in this initial year were funding for proposals from Highline Rehabilitation and Care Community, North Star Community, Piñon Management, and The Center in collaboration with Piñon Management.

Highline Rehabilitation and Care Community’s proposal for The Natural Journey was funded by the Accountability Board. The goal of this project is to decrease medications for elders with dementia, replacing the medications with therapeutic modalities and behavioral

approaches such as herbal supplements, Therapeutic Touch, aromatherapy, Validation Therapy, massage therapy, hydrotherapy, heat, music, meditation, yoga, detoxification and pressure-type therapies. Twenty elders will be included in the initial project, and will be monitored for improvement reflected in decreased restraints, behaviors, depression, thought process, weight loss, falls, or medications. A research paper will be written and published so that the results of the project can be disseminated beyond Highline to benefit other elders with dementia.

Piñon Management's proposal focused on organizational redesign of its long-term care communities from top-down hierarchical structures to empowered self-directed neighborhood team structures. Working with staff from Piñon-managed homes, the company's culture change team of specialists will use the funds to design a curriculum to develop Neighborhood Guides from each of six different Piñon-managed communities. Four people from each of these six communities will participate in an initial three-day retreat to provide them with the foundational knowledge and tools to begin the development of their neighborhood teams. They will then return quarterly for two-day sessions designed to promote continued growth and mentoring. These Guides will be responsible for developing and mentoring the neighborhood teams in their communities to support a true resident-centered model of care. The tools and resources developed as a result of the project will be made available to other long-term care communities through educational offerings, conferences, articles, etc., thus growing the capacity for true resident-centered care exponentially.

Funding was also provided for North Star Community's proposed wellness project based on the benefits of shared rhythms circles. North Star NHA Marcia Brenowitz will attend the REMO HealthRHYTHMS Facilitation Training program in Austin, Texas for the purpose of becoming a trained HealthRHYTHMS Facilitator. Purchase of two sets of instruments will enable Marcia to facilitate the HealthRHYTHMS Group Empowerment Drumming program. One set of instruments will remain at North Star Community for use in their weekly rhythm circles; the second set will be available for use by other homes interested in experiencing rhythm circles. Marcia will provide training for the recreation and social work staff of Piñon Management's other twelve managed homes to facilitate their use of the loaner equipment. Marcia will also coordinate measurement and reporting of benefits to community members participating in these programs in three areas: stress reduction, pain reduction, and sense of connectedness with self and others.

The Center's proposal addressed the need to improve quality of life for LGBT (lesbian, gay, bisexual and transgender) elders by erasing fears and overcoming barriers to receiving quality long-term care by educating LTC facilities and their staff to be more culturally competent and aware of this often-neglected population. SAGE (Services and Advocacy for LGBT Elders) of the Rockies and Piñon Management will work together with the staff and residents at one care facility over the course of one year to develop a curriculum and training guide for culture change. They will hold focus groups/ community discussions with residents of the chosen facility to measure their attitudes and beliefs

regarding the openness and inclusiveness of their community. They will administer a pre-test survey as well as gathering informal, anecdotal information through group discussions. The findings will be examined to create a prototype process for culture change that will serve as a guide for other nursing facilities wishing to address their own LGBT concerns. A top priority will be to ensure that residents are fully involved in the process of changing the culture. The year-long project will culminate with a final focus group/ community discussion and post-test survey to measure changes in attitudes, openness and acceptance. The process will then be documented and developed into a guide that will serve future staff, new residents and other facilities. The Center and Piñon Management plan to present the outcomes of this pilot project at Creating Change, the annual conference of the National Gay and Lesbian Task Force, in 2011 and at the Sixth Eden Alternative International Conference.

The Nursing Facility Culture Change Accountability Board will be distributing all grant funds during the month of July. Grantees will provide the Board with electronic quarterly reports and can expect in-person visits for the purpose of observation and auditing of their program goals and procedures. The final report for each project will be due to the Board by May 15, 2011. ■

## “Piñon Family” Member Joins the Marines

By Nancy Schwalm | *Chief Business Operations Officer, Piñon Management*



As an organization made up of people who serve people, we strive to remain person-centered in our daily business operations. The homes we operate are filled with diverse people with unique lives and accomplishments. This past year, it has been especially meaningful to our “Piñon family” to watch a son of one of our corporate staff members enlist into the United States Marine Corps. Saphat Inayat, 21, surprised his parents in 2009 by deciding he wanted a career with the Marines.

Throughout his life, Saphat was a “regular active boy”, states his mom, Affia, but “always wanted bigger challenges.” Saphat attended Kennedy High School in Denver, and had a broad range of interests

including basketball and music. Saphat’s mother, Affia Inayat, has been a part of Piñon Management since 1996, beginning as an Activity Assistant at the Julia Temple Center, moving into Health Information Management, and after receiving her RHIT, became Piñon Management’s first on-staff HIM Consultant in 2008.

Having their eldest child and only son decide on a military career has been a positive event for the Inayat family. Affia shared “I feel very proud and very thankful he (Saphat) chose this honored field.” Affia, her husband Kanyon, Saphat, and daughter Kolmal, now age 19, came to the United States in early 1996 from Pakistan. In Pakistan, Affia had a career in education and served ten years as a radio broadcaster. Basically starting over in America, Affia and Kanyon began new careers, with Affia choosing long-term care and Kanyon restaurants and satellite television.

Born in Pakistan, Saphat went through an unusually grueling recruiter screening process, months of FBI scrutiny of family and extended family members, and the obvious extensive interviews, given the current issues in Pakistan. He was told that the military “does not take people born in Pakistan.” However, challenges are familiar to the Inayat family, who were raised as Christians in a predominantly Muslim nation. Saphat’s dedication and family support resulted in his being selected for the United States Marine Corps effective December 14, 2009.

Saphat started his training at the Marine Depot in San Diego, went on to California’s Camp Pendleton for combat training, and is now stationed at Camp Lejeun in North Carolina where he is working in air electronics. Saphat will be eligible for officer training in four years, which is his career plan. He is also looking forward to active duty outside of the United States. Affia says she has a daily phone call with Saphat and he is doing well. Boot camp was initially tough with Saphat being frequently called “a terrorist” by his drill sergeant. Saphat again weathered this test and continues to strive daily to share his commitment to serving his country and family values. Affia last saw Saphat May 8th for a quick one-day furlough for him to be a part of his cousin’s wedding.

The staff and elders at Piñon Management salute this young man and his family for the willingness they have to serve others. As Piñon focuses on our “nation’s heroes” and the work we do with veterans, we are proud of the many staff who work at Piñon or in our homes who have had military careers and involvement.

Piñon’s nursing homes and corporate team members are planning our own “**Operation: Saphat**”, sending our best wishes, letters of support, and of course , goodies! To get involved or hear updates on how Saphat is doing, send us an e-mail at [info@pinonmgt.com](mailto:info@pinonmgt.com) or call Nancy Schwalm at 303-987-3088. ■

## Piñon in Review – July 2010

By Jane Runge and Nancy DelPrete | *Sales and Marketing Specialists, Piñon Management*

### Christopher House Resident Rides the Liberty Belle B17

Bob Holmes, an elder at Christopher House, was offered a wonderful opportunity by Jeremy Bloom and his Wish of a Lifetime Foundation. Mr. Holmes, a WWII veteran, was able to fly in the Liberty Belle B17 plane out of Colorado Springs. He stated “It was a great experience and a lot of fun – something I can talk about for a long time.” He wanted to thank Jeremy Bloom and his foundation for the opportunity and great experience.

### Highline Elders Cheer on the SkySox

The Highline Elders take trips to Colorado Springs to see the SkySox baseball team. When they go to see their baseball team they like to stop on the way for food. They especially enjoy themselves when the SkySox win! They always have a great time making new friends and enjoying springtime in Colorado.

### Sierra Elders Enjoy Their Fishing Trips

Every Friday evening during the summer, residents and staff trek up to Georgetown, Colorado, settle in lakeside, and cast their lines. If a fish is so unlucky as to have been caught, it's brought back to Sierra and cooked up for dinner! The fishing excursions are a great way to kick back and relax in the scenic wilderness.

### Jeremy Bloom Visits Christopher House to Kick Off National Nursing Home Week

Two-time Olympic skier, former NFL football player and Colorado native Jeremy Bloom visited Christopher House rehabilitation and skilled nursing care community to kick off National Nursing Home Week on Monday, May 10th at 10:00 am to grant a Wish of a Lifetime to one of the elders. Mary Silva had dreamed of attending a Rockies game and meeting a star athlete. It was an exciting event as Jeremy Bloom handed the club level tickets, autographed baseball, Rockies jersey and Rockies hat to Mary to make her wish come true. Mary also enjoyed seeing Channels 4, 31, 2 and The Denver Post at this event.

### Sierra Healthcare Community Wins Seedling Award

Sierra Healthcare Community was afforded the opportunity to display their talent at the Eden International Conference in Denver! Pitted against seven other acts, the Sierra Seedlings took the grand prize seedling award at Eden Idol with a dazzling rendition of “American Pie.” The seedling award recognizes an organization new to the Eden Alternative registry who is committed and so progressive that they are challenging all others to grow even further.

### Jeff Jerebker Wins the Eden Champion Award

The 4th International Eden Conference was held in Denver from June 13-15. Jeff Jerebker, President of Piñon Management, took home the Eden Champion Award which he truly deserved. The Eden Champion Award recognizes the championship efforts of an individual who has totally committed to the Eden Alternative philosophy and to bringing it to life. Jeff continues to remind his Piñon homes and other forums where he speaks of the importance of the Eden Alternative, the need to have staff and elders trained in the Ten Eden Principles, and why it is important to be an Eden Registered home. Jeff is skilled at networking at the state level to bring together resources to further the culture change journey for Piñon homes and others. He has given countless hours serving on the Eden Alternative Board to support the growth of the organization nationally and internationally. Under his leadership, Piñon has grown 6 Eden Mentors, 10 Eden Educators and hundreds of Eden Associates. Eight Piñon homes have become Eden Registered homes. Jeff now serves on the Pioneer Network Board, continuing to represent the best of the Eden Alternative.

### **North Star Community Resident Shawn Worley Receives the International Eden Elder Award**

Shawn has touched many lives through his video care plan shown during Certified Eden Associate and Culture Change educational events over the past four years. He is one of North Star's greatest gifts with his beautiful smile, his wonderful sense of humor and positive attitude. Shawn continues to give to people around him, whether it is by helping nursing students by participating in their clinical rotation or by his warm spirit to others in the home. Shawn deserves this award and we are so proud that he is a part of our family. The International Eden Elder Award recognizes the contributions of an elder of any age living in an Eden Registered Home or supporting an Eden Registered home's journey.

### **New Director Of Nursing at Amberwood Court Care Center**

Mary Dieffenbach is the new Director of Nursing at Amberwood. Mary came to Amberwood from Highline Rehabilitation and Care Community, a sister Piñon facility. In addition to being a registered nurse and holistic practitioner, she recently became a Doctor of Naturopathy. Traditional naturopathy is a philosophy of life and an approach to living that incorporates a lifestyle as close to nature as possible. Mary's goal is to provide information on how to heal the body naturally, without chemicals, so residents can make an informed decision.

### **Brookshire House Co-Sponsors Café Connect at the Johnson Adult Day Program**

Brookshire House, along with sister facility Highline Rehabilitation and Care Community, co-sponsored the June Café Connect at the Johnson Adult Day Program. The event was called "Buzz with a Beat" and introduced family and staff working with the memory impaired to Zumba. Zumba is a new fitness craze which incorporates Latin music with easy and fun dances like the cha-cha, salsa, etc. that anyone can do. The next Café Connect will be August 15th.

### **Brookshire House Gets New Activity Director**

Debby Ahrens is the new Activity Director at Brookshire House. She will be graduating in December 2010 from Metro State College with a degree in Healthcare Management and a minor in gerontology.

Debby's career and her love for elders began during one college summer when she was a nurse's aide. She has also worked in home health, was a Life Style editor for seven years, worked in dietary and most recently in activities with dementia patients, which is her passion. She is activity director certified and has been trained on Montessori activities for people with dementia and Memories in the Making.

### **Representative Joe Miklosi Visits Rowan Community**

Rowan Community was honored to host Representative Joe Miklosi to help celebrate National Nursing Home Week on Thursday, May 13th. The residents got to meet and shake hands with Representative Miklosi, who is serving his first term as the Colorado State Representative for

District 9 in southeast Denver. Representative Miklosi is focused on improving health care access; this was a great opportunity to show him all the ways that Rowan Community takes care of their residents with very specific needs.

### **Amberwood Hosts a Fundraiser for Soles4Souls**

On June 16th, Amberwood Court Care Center had a wine and cheese fundraiser benefiting Soles4Souls. In less than six years, Soles4Souls has donated over 10 million shoes, donating a pair every 9 seconds. The event was held outdoors, with live music, wine, cheese and fruit. It was the perfect weather for the event!

### **Rowan Community and Bessie's Hope Show Residents "Dreams Really Do Come True"**

Rowan Community, in partnership with Bessie's Hope, wanted to help their residents realize that "Dreams Still Do Come True."

On July 6, 2010, Billy Thompson, a former defensive back with the Denver Broncos, and inductee into Ring of Fame, visited Rowan Community to speak, visit, take pictures and have lunch with residents of Rowan. The residents really enjoyed asking him questions and hearing him relate some amusing stories. ■

# Piñon Management to Offer Assisted Living Training

Thursday, July 29, 2010 | 8:00 am to 5:00 pm | Piñon Management Office | Lakewood, Colorado

Piñon Management will host a one-day Psychosocial Training for Assisted Living focusing on managing behaviors, assessment of depression, an introduction to crisis prevention, a positive approach to managing unmet needs, and other related topics. Spearheaded by Chief Business Operations Officer Nancy Schwalm, this training is being offered in response to many requests by the Assisted Living community for Piñon to share its extensive psychosocial expertise. The training will take place in the Community Room at Piñon's corporate office in Lakewood.

## Agenda

8:00 am to 8:30 am..... Registration and Light Breakfast

8:30 am to 8:45 am..... Welcome and Introductions from Piñon Management, Nancy Schwalm, Chief Business Operations Officer

8:45 am to 10:00 am..... Introduction to Crisis Prevention, Jeanne Wolf, CTRS, QI Specialist, Paula Henry, LCSW, QI Specialist

10:00 am to 10:15 am..... Break

10:15 am to 11:45 am..... Positive Approach to Managing Unmet Needs, Pam Rios-Menter, LCSW, Vice President of Psychosocial Services Paula Henry, LCSW, QI Specialist

11:45 am to 1:00 pm..... Lunch provided by Piñon Management

1:00 pm to 2:00 pm ..... Management of Residents with Personality Disorders, Pam Rios-Menter, LCSW, Vice President of Psychosocial Services, Paula Henry, LCSW, QI Specialist

2:00 pm to 2:30 pm ..... Assessing Residents for Depression: Signs to Watch For, Pam Rios-Menter, LCSW, Vice President of Psychosocial Services, Paula Henry, LCSW, QI Specialist

2:30 pm to 2:45 pm ..... Break

2:45 pm to 3:45 pm ..... Meaningful Engagement for your Community Members, Jeanne Wolf, CTRS, QI Specialist, Meredith Eder, CTRS, QI Specialist

3:45 pm to 4:45 pm..... Team Building with Colors, Jeanne Wolf, CTRS, QI Specialist, Meredith Eder, CTRS, QI Specialist

4:45 pm to 5:00 pm ..... Closing/Evaluation

## Registration (Training Fee: \$40.00)

Name: \_\_\_\_\_

Assisted Living Residence: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

### Method of Payment:

Check  Money Order

Please make payable to Piñon Management.

### Send payment to:

Piñon Management  
12136 West Bayaud Avenue, Suite 200  
Lakewood, CO 80228

Piñon plans to offer this training again in the future for those who are unable to attend in July.  
Stay tuned for future dates.



# PIÑON

We Bring Life to Long-term Care

Piñon Management, Inc.  
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Lakewood, Colorado 80228  
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Please include your name and email and specify whether  
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### PIÑON MANAGEMENT TEAM

Jeff Jerebker, *President & CEO*  
John Brammeier, C.P.A., *Chief Financial Officer*  
Nancy Schwalm, *Chief Business Operations Officer*  
Karyn Leible, M.D., *Chief Clinical Officer*  
Nancy Fox, *Chief Life Enhancement Officer*  
Bruce Odenthal, *Vice-President of Operations*  
Pam Rios-Menter, LCSW, *Vice-President of Psychosocial Services*  
Marjorie McConnell, R.N., N.H.A., *Vice-President of Clinical Services*  
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Mary Fuentes, *Vice-President of Financial Services*  
Heather TerHark, *Director of Sales and Marketing*  
Dr. Fred Feinsod, *Corporate Medical Director*  
Affia Inayat, *Quality Improvement Specialist*  
Mary Lynn Willis, R.D., M.S., *Quality Improvement Specialist*  
Paula Henry, LCSW, *Quality Improvement Specialist*  
Meredith Eder, CTRS, *Quality Improvement Specialist*  
Jeanne Wolf, CTRS, *Quality Improvement Specialist*  
D.J. Cook, R.N., *Quality Improvement Specialist*  
Kathy Skaggs, R.N., *Quality Improvement Specialist*  
Amalie Marsolek, R.N., *Quality Improvement Specialist*  
Susan Jacobi, R.N., *Quality Improvement Specialist*  
Sandy Ransom, R.N., *Culture Change Specialist*  
Evy Cugelman, R.N., *Culture Change Specialist*  
Sarah Bogucki, *Human Resources Coordinator*  
Carol Schilf, *Clinical Liaison*  
Michelle Schneider, *Clinical Liaison*  
Susan Delgado, *Clinical Liaison*  
Nancy DelPrete, *Sales & Marketing Specialist*  
Jane Runge, *Sales & Marketing Specialist*

Janice O'Kane, *Corporate Controller*  
Mary Koretke, *Director of Reimbursement*  
Jeff Perotti, *Accounting Manager*  
Sandy Starman, *Accounting Manager*  
Teresa Gallo, *Accounting Manager*  
Yen Van, *Accounting Manager*  
Becky Reid, *Financial Field Analyst*  
Lori Leahy, *Financial Field Analyst*  
Tracy Nickelson, *Financial Field Analyst*  
Amy Arment, *Financial Field Analyst*  
Jennifer Manchego-Pena, *A/R Specialist*  
Robyn Herman, *Director of Information Systems*  
Cassie Edwards, *Systems Administrator*  
Pam Moore, *Administrative Assistant*  
Diane Henthorn, *Corporate Office Manager*  
Sherry Nuanes, *Administrative Assistant*  
Scott Bell, RN, NHA, *Amberwood Court Care Center*  
Elizabeth Schulte, NHA, *Brookshire House*  
Stacey Love, MS, LPC, NHA, *Christopher House*  
Mary Pfalzgraff, NHA, *Colorow Care Center*  
Kathy Meikelburg, NHA, *Fairacres Manor*  
Sara Taylor, NHA, *Highline Rehabilitation and Care Center*  
LaVonda Cathcart, NHA, *Holly Nursing Care Center*  
Claudia Ress, NHA, *Laguna Rainbow Elder Care*  
Marcia Brenowitz, NHA, *North Star Community*  
Holly Raymer, NHA, *Parkview Care Center*  
Marie Stern, MSW, Assistant NHA, *Parkview Care Center*  
Maxine Roby, NHA, *Rowan Community*  
Connie Kohl, NHA, *Valley View Health Care Center*