



# Lutheran Homes Messenger

Muscatine, Iowa  
USPS 341-160

Address Service  
Requested

*Keeping You Informed is Part of Our Mission*

Spring 2009 – Volume 115, No. 1

## MARCH: National Professional Social Work Month

Nursing home social workers are advocates for residents and families. They connect people with resources inside and outside the nursing home and facilitate transitions such as hospice, hospital stays or a return to independence. They guide families, residents and care providers through the impact of illness, the aging process and conflict.

Lutheran Homes is fortunate to have two social workers on staff. Holly Churchwell is the Director of Social Services. She graduated from the University of Northern Iowa and is an LBSW, (Licensed Bachelor Social Worker). She has been employed at Lutheran Homes for 32 years in several capacities. In her many years she has seen Lutheran Homes serve several generations of families.

Lee Ann Kallenberger-Batha joined the social service team in February of 2009. She is a graduate of Iowa Wesleyan College with Bachelor of Arts and Western Illinois with an MA in Mental Health Counseling. Lee Ann is very excited about being part of the Lutheran Homes team. She feels this is a great opportunity to bring her skills and knowledge to Lutheran Homes by continuing to bring quality of care. Please feel free to stop in and say hello to Holly and Lee Ann.

### New Executive Director

This new year has brought a new face of leadership to the campus of Lutheran Homes Society, Muscatine. David Armstrong has taken the position of Executive Director effective January 2009. David has over 27 years experience in the senior care industry, providing him with a broad background through work in multiple states and a variety of community sizes. His experience includes leadership positions in CCRC (Continuing Care Retirement Communities) involving skill nursing, rehab, assisted living, market rate senior housing and income eligible housing. Many of these experiences involve multi-million renovations and new construction projects.

Dave's family currently resides in Minnesota with plans to move to Muscatine when school is out for the summer.

### New Hospice Room

Lutheran Homes is proud to announce its plan to add a Comfort Care Suite for families and their loved one to use during a resident's last days of living. The purpose of a Comfort Care Suite is to provide greater privacy and space, a more homelike environment, and peaceful surroundings while the staff of Lutheran Homes and Hospice care-givers work together to provide compassionate care-giving to the dying and their loved ones.

The Comfort Care Suite will be located adjacent to the Chapel where a family lounge will open directly into a refurbished resident room. The privacy and enhanced space will allow the dying resident and their loved ones to be together with a minimum of unwanted interruptions or disturbances, as well as the option to stay overnight in comfortable arrangements. Family members will benefit from mutual consultation in the lounge at the same time their loved one is within sight and easy access. Special amenities for the resident and the family will add comfort and ease. The closeness of the chapel will offer a quiet space for prayer and reflection, while the nearby chaplain's office will mean spiritual support is close at hand during this sacred time of a loved one's last days of dying.

Lutheran Homes is working in consultation with area

*continued on page 5*

## Lutheran Homes Contacts

**David Armstrong**  
Executive Director

**Terri Verwers**  
Director of Nursing

**Amber Elder**  
Asst. DON

**Cher Talbott**  
Asst. DON

**Wendy Crowder**  
Asst. DON

**Kathy Rick**  
MDS Coordinator

**Holly Churchwell**  
Social Services

**Lottie TeStrake**  
Dietary Director

**Steve Snider**  
Activities Dir.

**Brad Soule**  
Director Plant Operations

**Joan Niles**  
Laundry/Housekeeping Supervisor

**Vicki Pederson**  
Chaplin

**Kris Stalkfleet**  
HR

**Shelia Chick**  
Business Manager

**Amanda Ames**  
Valley View Manor Director

**Nerea Strickland**  
Admission Coordinator

## A Lenten Reflection

“How do you do it, working in a nursing home all these years? How do you keep it from getting to you?” This inquirer had been taken aback by the “ills” of nursing homes. The frail bodies and deeply wrinkled faces had impressed upon him that nursing homes were not “pretty” places to work. “So how do you do it?” he wondered. The nursing aid, with whom he spoke, replied simply, “Why, you just have to look past their wrinkles and see their souls.”

The aid’s suggestion is helpful advice to any of us who work, visit, or live in nursing homes. Sometimes we let the “wrinkles” get in the way of our relationship with others. The “wrinkles” can be almost any manifestation of an infirmity, a behavior, or appearance that the resident cannot help or about which s/he is unaware. These things can wear on us and make it hard to keep coming back month after month, year after year.

The fact is, we can look past the “wrinkles.” When we accept people as they are and assert our care for them, without holding their “wrinkles” against them, we discover their soul. We will have our eyes opened to see them as God created each of us – good. We will become more alive as we are awakened to see the uniqueness and specialness of each resident.

How can we learn to look past the “wrinkles” and see their souls? We will be helped as we remember the One who is the focus of our Lenten season. The One of whom it is said, “He had no form or majesty that we should look at him, nothing in his appearance that we should desire him. He was despised and rejected by others; a man of suffering and acquainted with infirmity; and as One from whom others hide their faces he was despised, and we held him of no account.” (Isaiah 53:2b-3)

This Good Friday reading reminds us of Jesus and His cross. Through the cross of Jesus we are helped to see the wholeness and specialness of each one we look at. God’s love for each and all in Jesus leads us to look past the “wrinkles” and see the souls.

May we all be given a “cross-eyed” vision to see Christ in the infirm and rejected ones and the sorrowful and lonely ones in our home. Then we will see how “pretty” a place Lutheran Homes really is to work, live and visit.

*-Chaplain Vicki*

## Lutheran Homes Messenger

*The Lutheran Homes Messenger* (USPS 341-160) is edited and published quarterly for \$1.00 per year by the Lutheran Homes Society, 2421 Lutheran Dr., Muscatine, IA 52761-9392. Dave Armstrong, Administrator. Printed by Stacy Printing Company, Muscatine, Iowa and (as to facility news and photos) Lutheran Homes. Periodicals postage paid at Muscatine, IA 52761. **Address service requested postmaster:** Send changes to Lutheran Homes Messenger, 2421 Lutheran Dr., Muscatine, IA 52761-9392.

### LENTEN SERVICES – All Services are at 10:00 a.m. in our Chapel

Ash Wednesday	February 25	Chaplain Vicki	Lutheran Homes
Wednesday	March 4	Pr John Brown	Fruitland Baptist
Wednesday	March 11	Pr Teresa Clark	Faith United Church of Christ
Wednesday	March 18	Pr Dori Collogan	Fellowship United Methodist
Wednesday	March 25	Rev. Cathi Bencken	Trinity Episcopal
Wednesday	April 1	Pr Shelly Nelson	New Era Lutheran
Maundy Thursday	April 9	Pr Kimberly Bowles	Island United Methodist
Good Friday	April 10	Chaplain Vicki	Lutheran Homes
Easter Sunday	April 12	Chaplain Vicki	Lutheran Homes

# Carbohydrate Diets

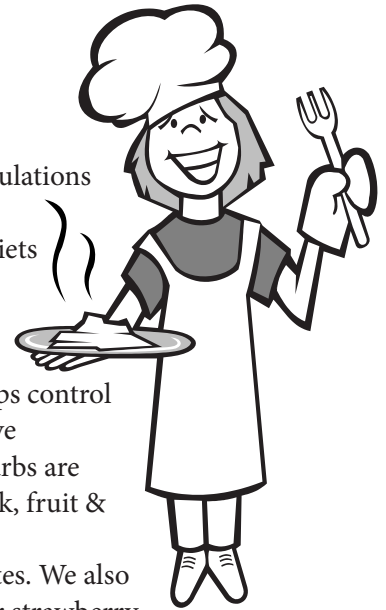
by Lottie Testdrake

For the past year we have been providing carb diets to our residents. We are required by regulations to follow the *Iowa Simplified Diet Manual*. The new manual was published in late 2007.

Consistent Carbohydrate diets replaced calorie diets in the new manual. Consistent Carb diets are especially helpful to people with diabetes.

Residents on carb diets are served either 4 or 5 carbs per meal. Carbohydrates are measured in grams. One carbohydrate serving is 15 grams. An item that has 30 grams of carbohydrate would be 2 carbs. Routinely eating the same amount of carbs at each meal helps control blood glucose levels. Residents eat better when they are given less restrictive diets & can have regular foods or unrestricted menus. Our residents could even choose a regular cookie. Carbs are foods such as bread & crackers, pasta & rice, starchy vegetables (potatoes, corn & peas), milk, fruit & juices, sweets & desserts. Some meats are also considered carbs if they are breaded.

The dietary staff has been trained by our dietitian to know which foods have carbohydrates. We also mark on our extended menu the number of carbs for certain foods. For instance our regular strawberry shortcake is 3 carbs but if you took the cake & added sugar free strawberries it would now be 2 carbs. I encourage you to check food labels & monitor serving sizes. Providing consistent carbohydrate diets has improved our resident's blood glucose levels & their food satisfaction.



## The Language of Medicare

by Kathy Rick RN

In this article, I'd like to talk about something called an Advanced Beneficiary Notice and its use in the skilled facility.

An Advanced Beneficiary Notice (ABN) is a form of communication. It is either given to notify a newly admitted resident that he or she is not eligible to receive Medicare skilled services; or, it may be given when Medicare will no longer be available for payment of skilled services that a resident has been receiving.

The ABN must be issued to the resident at least 48 hours before non-coverage begins since the resident will then become responsible for the costs of his or her stay. If the resident can not sign the notice, all attempts will be made to contact the resident's representative for the signature.

The decision to release a resident from Medicare Services is reached after careful evaluation by a team of social workers, therapists, and nurses who follow Medicare guidelines, closely.

It is a resident's right to question, or to request an appeal concerning the facility's decision to discontinue coverage. For this reason, the ABN lists a phone number to allow the client access to a Medicare representative.

Our staff will be happy to answer any and all questions you may have concerning Medicare or any of the services we provide.

## Aviary Assistance

Research has shown that contact with all types of animals helps the healing/living process. For people physically unable to do anything else, watching the birds is an activity they can enjoy. Residents with the Alzheimer's disease are drawn to the aviary and are less likely to wander.

The Activity Department would like to ask for your assistance with our Pet Therapy Program. We currently have 2 Bird Aviaries in the Facility. One is located in the Alzheimer's Unit and the other is at the Front Lounge area. Everyone from residents, visitors, and staff enjoy watching the birds and their young.

We are in need of monetary assistance for the upkeep of the Aviaries. Quarterly maintenance can be costly for both, running \$150.00 - \$250.00 for each aviary. If you are able to assist in any

way, please contact the Activity Department at (563) 263-1241, ext# 251. Steve Snider, Act. Dir or Raquel Aguilar, Asst. Dir.



# What is a Continuum Campus of Care?

## *Getting to Know the Lutheran Homes You THOUGHT You Knew:*

As we age, our needs change. From the time we enter this world until the time we leave it we have needs that must be met. Some of these needs we learn to meet on our own, for some we must always rely on others and, in time, we may find ourselves needing help in areas where we had previously been autonomous.

Where do we turn for this assistance as our needs change? Some are fortunate enough to have family or a network of friends and neighbors who can step in and provide the little extras. As these needs become increasingly greater, however, we may require more assistance than this close network can provide. What options are there for seniors and their families as they face these changes?

A continuum campus of care is the sensible solution. Now, and as needs continue to change, solutions will be provided on one convenient campus of care. Lutheran Homes is proud to offer such a campus for seniors in the Muscatine community and surrounding areas.

Beginning with senior independent living, the Lutheran Homes campus offers town home and apartment living. The Woodland Hills Town Homes are a beautiful, spacious, contemporary example of independent living. The town homes are maintained by the staff of Lutheran Homes, yet allow residents the freedoms of owning their own home. The Cottage Apartments are another option for independent living offered on the Lutheran Homes Campus. A “cottage-like” community, these apartments are a warm, cozy offering of days gone by. Also maintained by Lutheran Homes staff, these apartments are available for independent senior living.

As the time comes that additional assistance is needed in the area of activities of daily living, the Lutheran Homes campus is proud to offer Valley View Manor Assisted Living. This lovely option is located a floor beneath the Lutheran Homes long-term care nursing facility. It houses fourteen apartments in a variety of sizes and configurations including studio, one bedroom and two bedroom units. Many amenities are available when choosing to live here. Some of the services available are weekly housekeeping, laundry, bed making, activities, chaplain and social services and three nutritionally balanced meals per day. These services, along with many others, can be customized to an individual’s service plan. Assisted living is a terrific option for those seniors looking to lighten the load of everyday tasks, but who do not require more than occasional,

intermittent healthcare services.

Seniors and their families considering assisted living as an option may find these state-based guidelines helpful when considering the appropriateness of this type of assistance: Criteria for exclusion of tenants in an assisted living program in Iowa are as follows:

- Bed-bound
- Requires routine two-person assistance with standing, transfer or evacuation
- Is dangerous to self or other tenants or staff
- Is in acute stage of alcoholism, drug addiction or uncontrolled mental illness
- Is under the age of 18
- Requires more than part-time or intermittent health care
- Has unmanageable incontinence on a routine basis

If the needs of a senior meet or exceed the aforementioned criteria, a more medically-based environment may be more appropriate.

Lutheran Homes continuum of care campus also provides long-term nursing care for seniors whose needs are more challenging, medically-based or long term. Lutheran Homes long-term care nursing facility is a premium care facility offering 24-hour nursing care, activities, nutritionally balanced meals, personalized service and individualized care planning. The general nursing floor can accommodate 155 residents in either private or semi-private rooms.

In addition to the general nursing floor, Lutheran Homes continuum campus of care offers Alzheimer’s care in their secured Alzheimer’s wing. This area provides a well-designed floor plan and specifically trained staff to best serve the Alzheimer’s resident and his or her specific needs. Due to the progression and staging of Alzheimer’s, Lutheran Homes’ staff pays close attention to make certain that the resident’s current condition matches the purpose of the specialized care available in this wing. Residents in this area are carefully screened and regularly monitored in order to ensure the resident’s appropriateness for this area of care. As the resident’s needs change, more appropriate care is made available in the general nursing facility.

For members of the community and surrounding area who need short-term rehabilitation services, the Lutheran

*continued on next page*

---

*What is a Continuum Campus of Care?, continued from page 5*

Homes continuum campus of care proudly boasts the newest addition of the continuum... Focused Rehab. This newly remodeled wing is contemporary in appearance and heavily endowed with amenities which people of all ages can enjoy. Each private room is equipped with a flat-panel TV, personal telephone, private restroom, updated décor and accommodating furnishings. A private dining room is available for patients in this area, or for those who enjoy more privacy, room service is always an option. Specifically trained staff is available 24-hours and a well-appointed therapy room is located right on the main hall of the unit. The goal of this short-term rehab wing is to make patients feel welcome and at home, but to make strong and efficient rehabilitative progress in a timely fashion in order to allow the patient to return to their home quickly.

The Lutheran Homes Society has been a model of caring in the Muscatine community since 1895. This hasn't changed... Now... there are more ways for us to care for you and your loved ones. Please stop by and get to know the entire campus of caring. Contact Admissions/Marketing Director, Nerea Strickland, 563-263-1241 for a personalized campus tour! Come get to know the Lutheran Homes you THOUGHT you knew!

---

*New Hospice Room, continued from page 1*

Hospice agencies to realize our plans for a Comfort Care Suite to enhance the quality of our residents' last remaining days. It is hoped that grants, local donations, and memorials will help us fund this project.

A person's dying is a transition as profound and sacred as birth. A Comfort Care Suite will help us honor this time with a special place. Lutheran Homes is pleased to offer this service to our community in the near future.

---

## Greetings from the Activity Department

*by Raquel Aguilar, Asst. Act. Dir.*

As the old chick in the Activity Department, I would like to welcome 2 great new people.

**1. Steve Snider – The New Activity Director**

He has worked in the health field for approximately 20 years. States that he thoroughly enjoys the senior population. He started out at West Liberty – Simpson Memorial Care Center several years ago. He has since worked in a wide range of the field with the elderly, special needs, troubled teens and now back with the elderly population.

He started in June of 2008. Is married (wife's name is Diane). They have one son (Matt- a junior at MHS). Matt is very athletic and Steve being a devoted father loves to go support his son in everything that he does. He looks forward to meeting and working with all of you. Please stop by our office if there is ever a need.

**2. Tammy Paetz – Another wonderful addition to the Activity**

Department as an Activity Aide. She is a Muscatine native. Married (husband's name is Bob). She has 3 children; Joshua -18 and a student at Mercy Medical, Aleesha -19 works with New Choices, and Jenna -16 who has special needs. Due to Jenna's recent move to a Residential Facility (which Tammy helped start in our area) found that she had too much time on her hands and wanted to share her talents.

She started in October 2008. Tammy states that she has learned many things from tending to a special need child. And it has helped her and her family learn to be more compassionate, understanding, loving and patient. And our residents and staff can see it through her personality and her eagerness to help in any way that she can.

So, again welcome aboard. Our team keeps getting better!

## Lutheran Homes Board of Directors

### Executive Committee

Al Airola, President  
Loryann Eis, Vice President  
Maricia Leech, Secretary  
Bill Snyder, Treasurer  
Dyann Roby, At Large

### Other Members

Hal Larson  
Wayne Gardner  
Rev. Terry Mahnke  
David Meloy

## Lutheran Homes Services

Focus Rehab

Alzheimer Care

Skilled Nursing

Valley View Manor - Asst. Living

“Cottage” Senior Apartments

Woodland Hills - Town Homes



## Lutheran Homes Messenger

2421 Lutheran Drive  
Muscatine, IA 52761  
(563)263-1241  
FAX (563)263-4180

Periodical Postage Paid at Muscatine, Iowa  
USPS 341-160  
Address Service Requested  
Spring 2009  
Volume 115, No. 1



(563) 263-3268  
Muscatine, Iowa 52761