

the wesleys

for people who love life™



The OmniVR™ Virtual Rehabilitation System tracks a patient's movements

Quality Healthcare to Stand by

At Wesley Homes, quality healthcare is ever-evolving and a core focus of what we do, especially in our licensed settings and through in-home care. We endeavor to meet the needs of our residents and clients so that they receive the best care possible.

WESLEY HOMES LEA HILL

"We have a perfect record," said Doris Crowe, charge nurse for The Arbor, the memory care wing at Wesley Homes Lea Hill in Auburn. "We've consistently received deficiency-free ratings by the Washington State Department of Social and Health Services (DSHS). Our medical assessments go above and beyond what the state requires, and we evaluate ourselves weekly instead of monthly or quarterly.

"In The Arbor, our universal care workers work very hard to blend the social model of boarding home care with the medical model. We focus on meeting the individual needs of our residents," said Doris.

The Arbor accommodates spouses; provides social activities twice a day such as movies, tea parties and mystery rides; and provides 24-hour care by certified nurses.

Wesley Homes

is a faith-based organization providing retirement communities and a network of services for older adults.

With love and joy, we are called to meet the physical, social and spiritual needs of those we serve.

We affirm the worth of all those we serve and those who provide service.

Wesley Homes is a not-for-profit organization that provides a network of services offering a continuum of care for older adults. It is affiliated with the Pacific Northwest Annual Conference of the United Methodist Church.



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Quality Healthcare to Stand by (CONTINUED)

WESLEY HOMES DES MOINES

At Wesley Homes Health Center, quality healthcare and customer service are assessed quarterly. Staff members also review medical trends, including the OmniVR. The Health Center is utilizing this virtual rehabilitation system that employs a 3D camera and specialized computer software to track a patient’s movements in a virtual world.

The Health Center also has a newly revitalized therapy room and salon. Through generous donor support, the Health Center will receive further capital improvements in the near future.



*Nadine Miskin, Des Moines resident
Reonia Armstrong, Health Center staff*

“We have different programs to help us determine the level of care we provide to a resident,” said Sheila McDonough, director of Nursing Services. “In addition to new discharge surveys that provide us with valuable feedback, we just implemented the Zone Program designed to prevent re-admission to the hospital or nursing center.”

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“We feel Wesley Homes
was our answer to prayer.”
V. Black
.....

While the Health Center had good reviews during the DSHS surveys, the staff continues to make service a high priority of the care they provide. Sheila is developing a program titled “Wesley’s Recipe for Success is SERVICE”. The recipe is designed to aid in the emotional healing of clients and includes smiles, inspiration and excellence.

“We feel Wesley Homes was our answer to prayer,” wrote V. Black, family member of a Health Center patient. “From the moment we enter the front door, we feel so welcome. I witness the care the aids give their residents. Their personal needs are handled so well, and it takes a special person to do this work.”

WESLEY HOMES HOME HEALTH

“The real key is that each individual nurse looks at the overall needs of the patient,” said Home Health Executive Director Tom Brown. “Instead of just treating something like a hip replacement, we treat the whole patient. Home Health provides that kind of comprehensive care.”

As with the Health Center, Home Health endeavors to reduce a patient’s number of return visits to a hospital. “During each visit to a client’s home, we ask the client about his or her level of pain,” said Tom. “This helps us determine how their recovery is going.”

Each patient’s recovery is reviewed during the Home Health team’s weekly Team Conference. Their care is evaluated by nurses, physical therapists, occupational therapists, speech pathologists and Home Health aides.

Listening to clients is the first step to providing excellent care at Wesley Homes.



A MESSAGE FROM
Kevin Anderson

There are many discussions in Washington, D.C., centered on how we as a nation pay for the increasing costs of health care, particularly once the baby boomers begin receiving these services. Another aspect of the discussions is how we provide health services for all the uninsured citizens of our country. Whether you agree with what Congress has passed or not, there are many issues to consider with this topic. One matter that has received little media attention is the delivery of quality care and services.

In the Obama Administration's health care reform bill, quality care, services and cost reduction are integral parts of the legislation. Set forth in the legislation is the establishment of Accountable Care Organizations or ACOs. ACOs are integrated provider networks that include physician networks, hospitals, skilled nursing homes, home health, hospice, geriatric care management, prevention and wellness programs and other ancillary programs. ACOs that provide high quality care while containing costs will be rewarded financially. Those that provide poor quality care, whether their costs are higher or lower, will receive less reimbursement in government funding.

In 2004, the Board of Trustees for Wesley Homes first adopted its Scenario Plan. The Scenario Plan is based on nine foundational premises, the first of which is: *In the future, leadership will be determined by quality care and innovation in ways to provide and measure quality of care.* This is contrary to the widely held view that leadership is determined by revenue, volume of services provided and scope of operations.

To further our leadership premise, the Board established our continuous quality improvement program called Quality First in 2009. This program has become a driving force to improve the quality of the care and services we deliver. Quality care and services are what everyone expects and deserves, and Wesley Homes is committed to providing that quality.

I commend the Board for their forward thinking. The fundamental premise and strategies in the Scenario Plan have better prepared Wesley Homes for the changes that are occurring in health care reform today.

Kevin Anderson
PRESIDENT / CEO
Wesley Homes

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communities update



Scenic views of Alki Tours excursions

Wesley Homes and Alki Tours Make Traveling Easy

When Wesley Homes needed a partner to arrange wonderful travel experiences for residents, we called Alki Tours. Alki Tours has balanced first-class travel experiences, quality service and value for over 15 years.

“There are a lot of details to organizing these tours,” said Wesley Homes Director of Resident Services Lisa Meinecke. “We needed someone who could focus on creating up to eight great trips per year. Alki Tours knows travel experiences inside and out. They can keep costs down and provide variety.”

“We’re really excited to be able to provide a nice mix of experiences to Wesley Homes,” said Tyson Verse, tour manager for Alki Tours. “We’ll be able to offer Wesley Homes residents the tours they told us they want as well as other tours that have proven to be popular.”

Several Wesley Homes residents are already familiar with Alki Tours. When Tyson spoke to residents at The Terrace, “I was amazed at how many people had traveled with Alki Tours before,” he said. “There was even a woman there who had been on my very first tour!”

In addition to offering a variety of excursions, Alki Tours can pick up residents at both the Des Moines and Lea Hill campuses. “We want to make everything as convenient as possible,” said Tyson.

“We chose a world-renowned, top-of-the-line organization when we chose Alki Tours,” said Lisa. “I know residents will have a lot of fun.”



To learn more about moving to a Wesley Homes retirement community, please contact:

Wesley Homes Des Moines
 Claudia Glaze **206.870.1101**
 or toll free **866.937.5390**

Wesley Homes Lea Hill
 Karen Satterberg **253.876.6000**

or visit www.wesleyhomes.org

foundation news

Inspired by Faith

At 106 years old, Faith Callahan was not only the eldest resident of Wesley Homes, she also resided here the longest—for 39 years. Faith was well-known at Wesley Homes. She'd been profiled in *The Wesleys* and in *The Grapevine* for her commitment to wellness and her attitude on life. She was a published author ("Ten Foolish Brides"), was active on campus and enjoyed greeting new neighbors with warm coffee cake.

What people may not know is that Faith was a strong supporter of Wesley Homes Foundation Circle of Concern fund, which provides financial assistance to residents who have run out of funds through no fault of their own. In 18 years, Faith made 202 gifts to Wesley Homes, 182 of which were memorial gifts in honor of her friends and family who passed.

"She really pushed the Circle of Concern," said Blythe Stanton, Faith's daughter and a third generation Wesley Homes resident. "I wrote a check for her for each of her friends who passed because her eye sight wasn't good, but she gave more than money to Wesley Homes. She gave her support to the administration."

Faith also gave to her church and was instrumental in getting her fellow residents at The Terrace involved in supporting UNICEF. She was also politically active. "She was a feminist," said Blythe. "I remember when she and some other residents stood on the corner outside QFC in Des Moines with signs to protest the war. I called her a 'peacenik'."

Faith passed away on July 7, 2011, but she leaves a legacy of 7 grandchildren, 17 great-grandchildren, 5 great-great-grandchildren and numerous friends. She also leaves a legacy of activism and giving. Faith is an inspiration to us all to live life to the fullest and to give to help others.

"I think of God not only as a noun but as a verb—constantly working in our world, encouraging us to learn and to grow," said Faith once in a speech. She illustrated this philosophy through her thoughtfulness, involvement and generosity.



Faith with her great-great grand-daughter Lauren Faith Hohnbaum

If you are inspired by Faith, consider continuing her generosity by making a gift in memory or in honor of someone who has been meaningful in your life. Call **Sten Crissey** at 206.870.1126 or **Kari Rallo** at 206.870.1331 at the Wesley Homes Foundation.

home health corner

Home Health Care and ACOs

In January 2012, the healthcare reform bill's Accountable Care Organization (ACO) initiative is scheduled to launch. As health care groups restructure their models of care, home health organizations have an opportunity to strengthen relationships with hospitals, physician networks and ancillaries to prepare for the upcoming new world of patient care.

Home health agencies exist, in part, to help patients decrease time spent in the hospital, reduce the possibility of relapse and recover in the comfort and privacy of their own home. At Wesley Homes Home Health, we have specialized expertise and capabilities to aid ACOs with chronic disease management, treatment coordination, care transition and wellness and prevention. We know that care doesn't stop when a patient leaves the hospital.



*Trixie Petaia, Health Center staff
John Carson, Des Moines resident*

This kind of quality post-acute care by a home health agency brings enormous value to ACOs. Starting in 2013, if too many patients return to the hospital within a specific time frame, Medicare will reduce the hospital's reimbursement rate. It will become imperative that home

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**There will be joint accountability
 for the health of a patient.**

health agencies as well as nursing homes understand the guidelines of demonstration projects that Medicare and other agencies use to develop their benchmarks for reimbursement. Knowing these quality standards will help care

providers such as Wesley Homes Home Health and Wesley Homes Health Center appeal to patients and partner with any ACO.

There will be joint accountability for the health of a patient, which is a strong incentive for agencies to cooperate, focus on quality rather than quantity and save money by avoiding needless tests and costly procedures. The Department of Health and Human Services calculates that ACOs could save Medicare up to \$960 million in the first three years, which is considerably less than one percent of Medicare spending during that time.

With the stakes so high, many organizations object to the proposed regulations. Even if healthcare reform is reversed, the door has been opened to collaborative quality health care at a lower cost.

Wesley Homes Community Health Services offers in-home nursing, therapy, and personal care services to people in King, Snohomish and Pierce counties.

Call today for an in-home evaluation or a free phone consultation.

206.870.1127
866.850.5774 toll free

resident profile

Ron & Wilma Johnson



A Washington Guy and a Girl from Kansas

What happens when a guy from Washington State falls in love with a gal from Kansas? They get married, of course. Well, it wasn't quite as simple as that.

"The Navy wouldn't let us get married," said Reverend Ron Johnson, Wesley Homes resident and husband to Wilma. "They canceled my leave and sent me to Maine. I had to leave 'Weeping Wilma' behind."

The United States Navy wasn't singling out Ron and Wilma. They canceled the leave of several sailors. "They were preparing for D-Day," said Ron. "We didn't know that's what was going on because it was so secret."

Ron and Wilma did get to say their vows a month later, but they weren't able to have any family attend their wedding. "It happened quickly, and our families couldn't attend. Our congregation knew that, so they all came to our wedding instead," said Ron.

"We weren't the only ones that got married that day," said Wilma. "There were seven weddings on our wedding day, and we all had to wait. Once they knew they could get married, all the gals arrived. There were several weddings every day."

Ron was an electrical engineer while in the Navy, but he left to attend seminary in Illinois for three years. "Other people talked me into being a pastor," he said. "I'd always thought I'd be a layman. My father was one, and it was good enough for him."

Ron and Wilma moved to Nashville, TN, so Ron could work for the Annual Conference of the United Methodist Church. Wilma found herself writing school curriculum for 100,000 Methodists.

The Johnsons continued to move around before settling down at Wesley Homes in 1996.

"We knew our four daughters would be scattered, so we decided early on to come to Wesley [Homes]," said Wilma. "It's close to the airport and has a church connection. The kids wouldn't have to worry about us."

After leading such active lives, the Johnsons continue to keep busy. Ron has been on the resident council and still sets up the PA system for meetings. He and Wilma met while singing in church choir, and both continue this passion. Ron sings with the Padres, the male singing group for Des Moines. Wilma has sung for the last 15 years for the residents at the Health Center on Tuesday mornings. She also organizes and tends to the rose garden and participates in Wesley Homes photo shoots as a model.

"She's my cover girl!" said Ron.



WESLEY HOMES™

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Time for our annual Autumn Harvest Open House!

- Taste seasonal specialties that use locally grown ingredients prepared by select NW chefs and Wesley Homes' own culinary team.
- See a variety of resident homes, our beautifully manicured grounds, our Health Center in Des Moines and the wealth of amenities in both communities.

Play our Autumn Treasure Hunt for your chance to win an **overnight stay with the Victoria Clipper**, an exciting **daytrip from Alki Tours** or gift certificates to local restaurants.



Des Moines

New date & time!
10:00 a.m. - 4:00 p.m.
Saturday, Sept. 24, 2011

Lea Hill in Auburn

1:30 p.m. – 4:30 p.m.
Sunday, Oct. 2, 2011

Call toll free **866.WESLEY.0** (866.937.5390) or visit us online at **www.wesleyhomes.org** for driving directions and more info