

## Bethesda C.A.R.E.S. Program Gives Residents Input Into Their Care

Consider how frequently football teams practice passing drills when preparing for a game. Yet in a game, many passes fall harmlessly to the turf.

The same concept holds true in healthcare, especially senior care, as too often the patient is “passed” from hospital to the next care option (Rehab, Home Health) without a consistent care strategy, or adequate supply of medication and equipment.

In June 2016, Bethesda unveiled **Bethesda C.A.R.E.S.** (Communicate About Resident Empowerment Strategies), an innovative program in which families, patients/residents and the healthcare community make sure nothing “falls to the turf” as they help the senior return to wherever they call home.

**Bethesda C.A.R.E.S.** was developed by a team comprised from all disciplines across the Bethesda care continuum.

**Wanda Henderson**, Bethesda’s Performance Improvement and Staff Development Manager; and **Michelle Glass**, Vice President of Bethesda’s Home and Community Based Services, are the co-chairs.

Based on a national initiative, the success of the program relies on timely communication between all parties—often before hospital discharge.



**Debbie Lutes**, Program Director, Rehab & Therapy at Bethesda Southgate (L), and **Jessica Leuthauser**, Social Worker, explain the Bethesda C.A.R.E.S. program to rehab resident **Marilyn Novak**.

The patient helps develop the care plan, and therefore is more apt to follow the plan and achieve his or her goals.

“We’re very excited, as we believe this is the only program of its kind being used across a full post-acute continuum of services,” Michelle says.

Among the program’s goals—helping Bethesda’s hospital partners achieve their goal of lower re-hospitalization rates. Consider that one Medicare enrollee out of five is readmitted to the hospital within 30 days of initial discharge, and the belief is that many of those are preventable.

In 2015, Bethesda’s re-hospitaliza-

tion rate was 16.8%. In 2016, that number dropped to 15.2%! (2016 national average for re-hospitalization is 20.3%). Thanks to **Bethesda C.A.R.E.S.**, more patients are returning home without additional hospitalization.

Also, in 2015, the overall satisfaction rating of care by family members was 84%. In 2016, the score rose to 90%! (2016 national average—84.9%).

**Bethesda C.A.R.E.S.** has greatly improved the way Bethesda teams with hospital partners to care for their patients. By involving all parties in the plans, the result has been an absolute winner!

For more information, please contact Michelle at 314-963-2200. ■

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## Remembering Amy Trau (1956-2016)

All of Bethesda continues to mourn the passing of **Amy Trau, RN**, Chief Operating Officer, who was killed in an automobile accident on Sunday, Nov. 27, while returning to St. Louis after her Thanksgiving holiday.

Amy joined Bethesda in May 2011, and during her 5+ years with the organization, she was promoted twice. Her responsibilities included overseeing the operations for home and community based services, skilled nursing, assisted living and independent living; her influence on the organization was extensive.

"Amy was an essential member of the senior leadership team, and her strategic vision; ability to interpret trends and data; and responsibly guide teams through transition are just a few of her impressive and meaningful gifts," says **Joe Brinker**, President & CEO.

Amy played a vital role in developing Bethesda's

relationships and management agreements with healthcare partners, as well as ensuring that the transition of those businesses to Bethesda management were seamless and void of care issues.

In addition, many Bethesda communities and services are securing Joint Commission accreditations and top (5-star) ratings by CMS—a direct reflection on her leadership and commitment to care.

Amy shared her talents within the broader healthcare community as well. She served on the United Way allocations committee and LeadingAge—both nationally and regionally. She also participated in the 2014 Leadership St. Louis initiative.

While we mourn her loss, so too will her former co-workers from OSF Healthcare of Peoria, Ill., where she worked for 23 years prior to joining our team.

For those Bethesda employees who worked directly with Amy,



**Amy Trau**

this is a profound personal loss; one we can only imagine is compounded for her husband, **Mike**, who works as a driver for Bethesda.

Donations in Amy's memory can be made to the Bethesda Health Group Foundation ([www.BethesdaHealth.org/giving-to-bethesda/donate-today](http://www.BethesdaHealth.org/giving-to-bethesda/donate-today)) or by calling 314-800-1916.

R.I.P., Amy. You will be missed. ■

## Jackie Yoon Joins Bethesda Board



Bethesda is pleased to announce that **Jackie Yoon**, President, Bank of America St. Louis and Managing Director of U.S. Trust, has

joined the Bethesda Board of Directors.

Jackie's 3-year term began on Jan. 1, 2017.

"We feel extremely fortunate to have added someone with the

experience and talents of Jackie to our Board," says **George Clements**, Bethesda's Board Chairman. "She has extensive knowledge of non-profits, serving on the Executive Board of the United Way. In addition, she leads Bank of America's Social Responsibility work in the region. At Bethesda, we are proud of our Social Responsibility initiative, and know she'll be a great asset in furthering our effort. I look forward to working with her."

Among Jackie's many achievements—she recently was one of only two St. Louis-

area female business leaders nationally to be named to the *American City Business Journal's* "100 Women to Watch" list.

In addition to Jackie and George, the 2017 Bethesda Board comprises **Fred Perabo**, Vice Chair; **John Rowe**, Treasurer; **Gary Mayes**, Secretary; **Joe Brinker**, Bethesda President & CEO; and board members **Ken Bower**, **Ken Freeman**, **Tom Harris**, **Phil Hutchison**, **Kevin Klingler**, **Ken Kolkmeier**, **Susan Moore**, **Dick Mueller** and **Mark Reifsteck**. ■

## Stenger, Video Highlights Legacy Society Luncheon



St. Louis County Executive **Steve Stenger** addresses the more than 100 people who attended the BHG Foundation's Legacy Society Luncheon.

Remarks from the **Honorable Steve Stenger**, St. Louis County Executive, and a video featuring supporters of the Bethesda Health Group Foundation were among the highlights of the annual Bethesda Legacy Society Luncheon.

The Legacy Society is comprised of donors who support the BHG Foundation with annual gifts of \$500 or more. More than 100 people attended the event.

"The Foundation benefits tremendously from these donors and all who are members of the Legacy Society," says **Pam Dempski**, Corporate V.P. and Director of the BHG Foundation. "We can't thank them enough for their generous and continuous support."

To view the Foundation video, go to [www.BethesdaHealth.org/giving-to-bethesda/our-friends-supporters/](http://www.BethesdaHealth.org/giving-to-bethesda/our-friends-supporters/).

If you are interested in joining the Legacy Society, please call 314-800-1981. ■

Residents and volunteers (not all of whom are Legacy Society members) featured in the video included:

- Dick Corbet**
- Helen Herndon**
- Ruth Kohl**
- Rosemary and Jim Kurt**
- Doris Schoenbeck**
- The Schramm/Zinkl family**
- Howard Watson**
- Jane Wilhelms**

## Bethesda Meadow Auxiliary Offers Gift of Music

"It is so gratifying to see the faces of the residents light up when they hear the music and watch someone play," says **Ruth Kohl**, President



of the Bethesda Meadow Auxiliary, when discussing the gift of a new baby grand piano, which can be found in the main dining room at Bethesda Meadow. ■

**Ruth Kohl**, (far left) is seen here with some fellow Auxiliary members enjoying the new piano.

## Good People Doing Good Things

### Karen Zurick—Nurse Leader

When Bethesda contracted with BJC Healthcare to begin managing Barnes-Jewish Extended Care (BJEC) in 2016, the search for a Director of Nursing began.

Fortunately, Bethesda had a great candidate in **Karen Zurick**. Prior to joining BJEC as Senior Director of Nursing, Karen spent 11 years at Bethesda Southgate as its Director of Nursing.

"Though I knew I'd miss Southgate, I was ready to try something new," says Karen.

"Karen is an exceptional team leader and dedicated to our residents and employees," says **Mike Callicott**, BJEC Administrator. "She is always working with the staff, ensuring that our residents receive the best care possible. In addition, Karen's creative and warm side makes our residents and guests feel at home."

The BHG Foundation recognizes Karen Zurick as among those "Good People Doing Good Things." If you have a candidate, contact the BHG Foundation at [pedempski@bethesdahealth.org](mailto:pedempski@bethesdahealth.org) or call 314-800-1981. ■

**Karen Zurick** (l), Senior Director of Nursing at Barnes-Jewish Extended Care, meets with resident **Grace Gamble**.



## Halley Foundation Funds New Hospice Room

A new hospice room has been created at Bethesda Dilworth through the generosity of the **Sam and Justina Halley Charitable Foundation**.

“We are so honored to be able to give back for the care provided to Sam Halley in accordance with his wishes,” says **Charles Amen**, Estate Planning and Elder Law Attorney with Amen, Gantner & Capriano, Your Estate Matters, L.L.C., who serves as trustee for the Halley Foundation. Sam received hospice care while living at Bethesda Dilworth, and was visited regularly by his sister, Justina.

Hospice rooms provide privacy and comfort to our residents and

their families during the final stages of an individual’s life. They are well-equipped to meet the special medical care needs, which often include keeping a patient comfortable and addressing pain management, all while accommodating family members who wish to be able to stay close to their loved one.

For the convenience of the family, the room provides a large-screen television, microwave, refrigerator, table and chairs, recliner and fold-out love seat to create a home-like setting.

The Halley Foundation has pledged additional funding in the next two years to renovate a second hospice room for Bethesda Meadow.



The new hospice room at Bethesda Dilworth.

Bethesda is grateful to the Halley Foundation for being one of the BHG Foundation’s community partners, and making such a generous gift to touch the lives of seniors. ■

## Who Likes Leftovers? Consider Leaving Your Residual to the BHG Foundation

After years of saving, investing and estate planning, seniors are often interested in leaving a legacy for family members, loved ones and a special charity.

Residual gifts from a will or trust are an excellent alternative for seniors interested in the flexibility to meet family and loved one’s needs while also making a profound impact on favorite charities.

“When asked about how to help Bethesda, I suggest residents first determine the financial needs of self and the legacy desired for loved ones,” says **Pam Dempski**, Corporate V.P. and Director of the Bethesda Health Group Foundation. “Once those needs are defined, residents may consider leaving Bethesda or the ‘left-over’ amount in the estate.”



The BHG Foundation can help provide charitable bequest language for you and your attorney to review together. An example:

*“I give and bequeath to Bethesda Health Group Foundation (employer ID 43-1278967) for the benefit of (name of retirement community*

*or senior living location) (written amount, percentage, or residual of estate) to be used for unrestricted purposes.”*

For more information on how to include Bethesda in your will or trust, or explore other planned gifts, contact Pam at 314-800-1981, or [pedempski@bethesdahealth.org](mailto:pedempski@bethesdahealth.org). ■

## Congratulations to Bethesda's VOYCE Caregiver Award Nominees!

A record nine Bethesda employees and volunteers were nominated to receive one of the 2016 Caregiver Awards, which were announced in December by VOYCE (formerly the Long-Term Care Ombudsman program):

**Tara Burrow**—Activities, Bethesda Southgate/Charless Village

**Virginia Conley**—Social Services, Bethesda Meadow

**Angela Host-Hinton**—Activities, Village North Health Center

**Maud Jeanty**—Volunteer, Bethesda Dilworth

**Jim Joyce**—Physical Therapy, Bethesda Dilworth

**Patricia Rogers**—Housekeeping, Bethesda Meadow



**Patricia Rogers** (center) receives her Caregiver Award from **Mary Lynn Faunda Donovan**, Executive Director of VOYCE, and co-M.C. **Mike Roberts**.



**Maud Jeanty** (center) receives her Caregiver Award from **Mary Lynn Faunda Donovan**, Executive Director of VOYCE, and co-M.C. **Mike Roberts**.



Bethesda award nominees included (front row, l-r) **Deborah Stanley**, **Jim Joyce**, **Jayne Tyler**; and (back row, l-r) **Virginia Conley**, **Tara Burrow**, **Maggie Sheridan** and **Angela Host-Hinton**.

**Maggie Sheridan**—Technology, Bethesda Southgate/Charless Village

**Deborah Stanley**—Medical Records, Bethesda Dilworth

**Jayne Tyler**—Volunteer (and resident!), Bethesda Meadow

According to VOYCE, the Caregiver Awards nominees demonstrate excellence in

person-centered care and do an outstanding job caring for and respecting the rights of those in long-term care.

Congratulations to all of the Bethesda nominees. And a special congratulations to Jim, Patricia and Maud, who were among the award recipients! ■

## First-Ever “Bethesda Games” Offers Competitive Fun

The 2016 Summer Olympics provided just the inspiration **Tara Burrow** needed to put an idea she had had for a while in action.

“I thought it would be great for residents throughout Bethesda to participate in an event together,” says Tara, the Activities Director at Bethesda Southgate/Charless Village. “I figured that we could come up with enough activities to make it like the Olympics, and it worked!”

On Sept. 21, Bethesda Southgate hosted residents from Bethesda Dilworth, Bethesda Meadow and Village North in the

inaugural Bethesda Games. They participated in events such as basketball shoot, duck hunt, disc toss and washers.

The top three finishers in each event received medals (just like

the Olympics). Next year, the event will be hosted by Village North—who technically was the “winner” of the event—but at this version of the Olympics, everyone was a winner! ■



**Magdalene Beckerman**, a resident at the Health Center at Village North, lines up her next shot as one of the nearly 40 participants in the first-ever Bethesda Games.

## Thank You for Your Service!

In conjunction with Veterans Day, close to 100 residents and employees throughout Bethesda were honored and thanked for their service during a variety of activities ranging from pinning ceremonies (many of which were coordinated by Bethesda Hospice Care) to the singing of patriotic songs. ■



## Barclay House Supports "Snowman Skate"

Hundreds of skaters enjoyed the annual "Snowman Skate" at Clayton's Shaw Park on Dec. 9, but if any were cold or hungry, Bethesda Barclay House was there to help, providing free hot chocolate and cookies to skaters young and old. "As a proud member of the Clayton community, we're happy to do our part to help keep them warm and happy," says **Nathan Torno**, Senior General Manager at Bethesda Barclay House. ■



**Nathan Torno**, Senior General Manager at Bethesda Barclay House, offers hot chocolate to one of the skaters at the annual "Snowman Skate" at Shaw Park as **Lee Williams**, Senior Outreach Coordinator, looks on.



## Winter Wonderland at Charless Village

Holiday lights, firepits, s'mores and other refreshments, and of course Santa Claus awaited the community members who came to enjoy the Bethesda Southgate/Charless Village Winter Wonderland on Dec. 2.

"We've been wanting to provide the community with a festive holiday celebration on our campus," says **Chris Crouch**, V.P. and Senior Administrator of Bethesda Southgate/Charless Village. "**Tara Burrow** and her team did an excellent job of putting together what we expect to be the first of a holiday tradition in South County." ■

## Did You Know...

... that five Bethesda communities/services voluntarily underwent extensive surveys and have received accreditation by the nationally prominent Joint Commission, including some who have achieved multiple certifications?

... that on Jan. 27, residents at Bethesda Orchard displayed their acting and musical talents in the first-ever "Orchard Follies?"

... that "Computer Comfort" classes for BHG residents start on Fridays beginning Feb. 10? Call 314-800-1916 for more information.

More on these stories will be shared in the next edition of the *Pulse*. ■

## BETHESDA

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## Bethesda Hawthorne Place Opening Soon Construction Continues Swiftly on 18 Oaks Villa Homes

Anyone who has driven past the intersection of Big Bend and Berry roads won't be surprised to learn that the first resident of Bethesda Hawthorne Place, Bethesda's new 60-bed Assisted Living and Memory Support community, moved in before the beginning of February.

Or that the first residents to move into one of the 18 new villa homes that are part of The Oaks at Bethesda retirement community will take place in the spring.

"We're very pleased with the progress of the construction of both projects, but it was imperative that addressing the needs of our residents and their families served as the top priority of our entire design and construction team," says **Scott Middelkamp**, Vice President of Business Process Improvement.

"The team has done a wonderful job, and the fact that we are ready for our first move-ins is very exciting."

The Leadership Team at Bethesda Hawthorne Place is now in place—**Lisa Reynolds** is the Executive Director, and **Lea Ann Coates** is the Residency Counselor.

At the Oaks, the management team for the new villas is the same as the rest of the Oaks community—**Mitch Beuke** is the General Manager, and **Sherry Ehrler** is the Sales Counselor.

The sales teams for both communities have been taking deposits for a couple of months, and many of the assisted living apartments and villa homes already are taken. A sales office has been established on the Bethesda Dilworth campus, in the building across the parking lot from the main entrance to the Rehab & Therapy Center.

To inquire about availability or for more information about the communities, Lea Ann can be reached at 314-853-2551, and Sherry can be reached at 314-372-5839. ■

The progress of the construction of both the new Oaks at Bethesda villas (left) and Bethesda Hawthorne Place (right) has been swift, thanks to the efforts of Paric Corporation and the entire construction team. (Photo taken early December.)

