



# Values-Based Programs for Aging and Chronically Ill Persons

The Catholic Health Association recently asked healthcare facilities to submit examples of how ministry values shaped innovative services for aging and chronically ill persons throughout the continuum of care. The three programs marked with an asterisk will be showcased as outstanding examples of best practices at the 83rd Catholic Health Assembly in June. More detailed descriptions of these programs appear on CHA's website—[www.chausa.org](http://www.chausa.org). You may also submit a description of your program through the website, or send it to Julie Trocchio at the Catholic Health Association, 1875 Eye St., NW, Suite 1000, Washington, DC, 20006-5409 (fax: 202-296-3997; e-mail: [jtrocch@chausa.org](mailto:jtrocch@chausa.org)).

## **Catholic Care Option and Programs for the Elderly (CCOPE)\***

Catholic Health Care Services  
Philadelphia

CCOPE aids individuals who, because space is unavailable or placement would be inappropriate, cannot be admitted to one of the five nursing facilities owned and operated by the archdiocese. The program either helps the client find an alternative placement option or arranges for alternative community services and supports.

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Catholic Health Care Services  
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Phone: 215-587-2487  
Fax: 215-587-3773

## **Home Outreach Program for the Elderly (HOPE)\***

Northwest Covenant Medical Center  
Boonton Township, NJ

The program provides free light housekeeping services and companionship for 139 low-income older persons. The 10 HOPE workers are developmentally disabled adults employed by the medical center. The program thus fosters a sense of importance in both the workers and the persons they serve.

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Director of Gerontology  
Northwest Covenant Medical Center  
130 Powerville Rd.  
Boonton Township, NJ 07005  
Phone: 973-316-1801  
Fax: 973-316-1949

## **Try Me First\***

St. Joseph's Manor  
Trumbull, CT

The program promotes residents' relaxation and reduces their agitation and restlessness by employing complementary methods—herbal teas, simple hand massage, rhythmic music, and aromatherapy—in place of psychoactive medications.

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Director of Pastoral Care/Mission  
St. Joseph's Manor  
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Trumbull, CT 06611  
Phone: 203-268-6204  
Fax: 203-268-5271

## **Spiritual Wellness Workbook**

Alexian Brothers Health System, Inc.  
Elk Grove Village, IL

This book—subtitled *An Activity Guide for Working with Cognitively Impaired Adults*—describes 33 exercises caregivers can use to engage cognitively impaired patients in activities that will enhance their sense of well-being and quality of life.

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Vice President for Mission Services  
Alexian Brothers Health System, Inc.  
600 Alexian Way  
Elk Grove Village, IL 60007-3395  
Phone: 847-981-3621  
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## **PACE in Residential Apartment Setting**

Mt. St. Joseph, Inc.  
Portland, OR

Mt. St. Joseph, in collaboration with Providence ElderPlace, sponsors a PACE (Program of All-inclusive Care for the Elderly) project in which



older people live on site in residential apartments. The program allows residents, more than 90 percent of whom are Medicaid recipients, to remain independent as long as possible. A Medicare Demonstration Project, the program is designed to reduce institutionalization and healthcare costs.

*Contact:* Mary M. Klein  
Mt. St. Joseph, Inc.  
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Phone: 503-797-6722  
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#### **Partial Hospitalization Program for Older Adults**

St. Joseph's Health Services of Rhode Island  
North Providence, RI

The program helps nursing homes care for residents with mental-health needs. Traditionally, Rhode Island nursing homes often transfer such patients to psychiatric hospitals as inpatients and refuse to take them back. This program, which provides care for such residents during the day but then returns them to the nursing home in the evening and on weekends, stabilizes care and keeps residents in their nursing home beds. It also allows nursing home staff to be involved in treatment.

*Contact:* Michael C. LaFerney  
Program Manager  
St. Joseph Hospital for Specialty Care  
21 Peace St.  
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Fax: 401-456-4078

#### **Memorial Services**

Maryview Nursing Care Center  
Suffolk, VA

Every six months, the center holds memorial services celebrating the lives of those residents who have died since the last services. Participants read aloud Scriptures, poems, meditations, and reflections and say prayers. The services both aid the grieving processes of residents, family members, staff, and friends and demonstrate the facility's compassion.

*Contact:* Ron Rice  
Chaplain  
Maryview Nursing Care Center  
4775 Bridge Rd.  
Suffolk, VA 23435  
Phone: 757-686-0488  
Fax: 757-686-8211

#### **Community Support Services for Chronic and Persistent Mentally Ill Clients**

Alegent Health Behavioral Health Services and Mission Services  
Council Bluffs, IA

The program helps those who have experienced chronic difficulty coping with daily living. By providing clients with a wide range of educational,

spiritual, and social activities, the program encourages them to live as independently as possible while remaining integrated in the community.

*Contact:* Laura Koch or Jane W. Smith  
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Services and Mission Services  
800 Mercy Rd.  
Council Bluffs, IA 51503  
Phone: 712-328-2609 or 712-328-5525  
Fax: 712-325-2411

#### **Sensitizing Yourself to Aging**

St. Anthony's Medical Center  
St. Louis

This 45-minute, audience-participation program focuses on the spiritual, social, psychological, financial, and physiological issues facing the elderly. In it, participants use props (cotton balls stuffed in the ears, for example) that help them empathize with the changes elderly people face. Caregivers say the program gives them a heightened awareness of the elderly they serve.

*Contact:* Mary Jo Wich or Lois Kendall  
Media Coordinators  
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#### **Parish Nursing**

Advocate Health Care and St. Michael  
Catholic Parish  
Overland Park, IL

A holistic team composed of a trusted communion visitor, a parish nurse, and an internal medicine resident delivers services to homebound elderly people. Besides providing high-quality healthcare, the visits also help break the cycle of isolation elderly people often get trapped in.

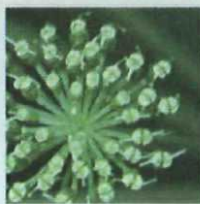
*Contact:* Kathleen Blanchfield, PhD, RN  
Advocate Health Care and St. Michael  
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#### **New Employee Orientation**

St. Joseph Care Center  
Louisville, OH

In this orientation program, the center articulates its values (compassion, commitment, respect, and integrity) in a way that sets the foundation from the very beginning. Employees receive feedback on how they are conforming to these values





through an annual employee appraisal. Positive comments on our annual surveys consistently indicate a high rate of resident/family satisfaction.

*Contact:* John Banks  
Administrator  
St. Joseph Care Center  
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#### **Health Ministries Partnership Program**

Queen of the Valley Hospital  
Napa, CA

The program serves local churches with a disease prevention outreach program that augments the Church's healing ministry. Three hospital employees serve as volunteer parish nurses, providing care to aging and chronically ill people and contributing leadership and educational services to participating churches. The purpose is to help congregation members care for one another and attain, maintain, or regain health of body, mind, and spirit.

*Contact:* Patricia Parker  
Director of Healthy Communities  
Queen of the Valley Hospital  
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Napa, CA 94558  
Phone: 707-252-4411, ext. 2845  
Fax: 707-257-4032

#### **Project Eldercare**

Hospital of Saint Raphael  
New Haven, CT

This program, developed in collaboration with New Haven's health and public housing departments, extends Saint Raphael's primary care to two senior centers and four housing complexes for the elderly. The program has arranged for health-care and social services for hundreds who previously went without help. Better management of chronic illnesses and social needs reduces unnecessary use of emergency and inpatient services.

*Contact:* Sr. Mary Canavan, SC  
Vice President for Mission Services  
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New Haven, CT 06511  
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#### **Northwest Provider Network**

Mt. St. Joseph, Inc.  
Portland, OR

The network is a limited liability company formed by 12 independent, not-for-profit, long-term care and retirement facilities to do managed care contracting, joint benefits, group purchasing, and joint ventures. Positive results include several shared managed care contracts, a joint pharmacy, and a shared employee benefits program.

Network offshoots include rehabilitation services for peer facilities, a shared certified nurse aide training program, and shared recruitment and retention programs.

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#### **Wholeness in Healing**

St. Francis Medical Center  
Trenton, NJ

The program provides complementary healthcare services—including psychotherapy, wellness sessions, support groups, massage therapy, and tai chi—to chronically ill members of the community. Transportation is available for those who need it.

*Contact:* Roseann Pizzi  
Mind, Body, Spirit Department  
St. Francis Medical Center  
601 Hamilton Ave.  
Trenton, NJ 08629-1986  
Phone: 609-599-6469  
Fax: 609-599-5773

#### **Geriatric Assessment Program**

St. Mary Medical Center  
Langhorne, PA

The program offers a comprehensive, multidisciplinary, outpatient evaluation of older adults who exhibit changes in mental, physical, or social functioning. Staffed by a physician who is board certified in geriatrics, a neuropsychiatrist, a geriatric nurse practitioner, and a social worker, the program promotes quality of life for older adults and their caregivers. It is also a resource for primary care physicians and community agencies serving the elderly.

*Contact:* Carol Benderson  
Director of Social Work and Senior Services  
St. Mary Medical Center  
Langhorne-Newtown Rd.  
Langhorne, PA 19047  
Phone: 215-750-2073  
Fax: 215-750-2141

#### **Community-Wide Long-Term Care Partnership Program and Assisted Living Program**

St. Jude Medical Center  
Fullerton, CA

The program, which aims to reduce hospital admissions from long-term care facilities throughout the community, includes a bioethics



committee, resources for the assessment of pain management, and video training for caregivers in assisted living complexes.

*Contact:* Barry Ross  
St. Jude Medical Center  
101 E. Valencia Mesa Dr.  
Fullerton, CA 92835  
Phone: 714-871-3280, ext. 3862  
Fax: 714-773-9278

#### **Home for the Holidays**

St. Joseph Nursing Care Center  
Dorchester, MA

This is a discussion group in which staff share their cultural and ethnic traditions and ways of celebrating Christmas. The goal is to heighten awareness and sensitivity to the effects of holidays on residents and staff members.

*Contact:* Sr. Geraldine Nevaras, CSJ  
St. Joseph Nursing Care Center  
321 Centre St.  
Dorchester, MA 02122  
Phone: 617-825-6320  
Fax: 617-825-7410

#### **Holy Family Adult Day Centers**

Spokane, WA

The centers, a subsidiary of Holy Family Hospital, Spokane, offer support, health, and rehabilitative services to frail and elderly adults, especially those with Alzheimer's and other dementias; those with Parkinson's disease, strokes, multiple sclerosis, and other physical diseases; and frail or isolated older adults in need of general health monitoring or socialization.

*Contact:* Marie E. Raschko  
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Holy Family Adult Day Centers  
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Spokane, WA 99205  
Phone: 509-482-2475  
Fax: 509-482-2490

#### **Long-Term Ethics Committee**

The Franciscan at St. Leonard  
Centerville, OH

The committee, which meets semimonthly to educate itself about current ethical issues, helps residents and their family members make ethical decisions about care. The committee also updates staff members on end-of-life issues and reminds them of their obligations to honor and respect residents' rights.

*Contact:* Rev. Jim Van Vurst, OFM  
The Franciscan at St. Leonard  
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Centerville, OH 45458  
Phone: 937-436-6300  
Fax: 937-439-7165

#### **Tender Loving Care Givers**

Laurel Lake Retirement Community  
Hudson, OH

In this program, volunteers recruited from the retirement community pay regular visits to other residents, providing them with a caring, comforting presence. The program enhances human dignity for individuals during times of special need, particularly at the end of life.

*Contact:* Sr. Marie Ruegg, HM  
Laurel Lake Retirement Community  
200 Laurel Lake Dr.  
Hudson, OH 44236  
Phone: 330-650-0681  
Fax: 330-650-6725

#### **Volunteer Program**

Mt. Joseph Senior Community  
Concordia, KS

This program provides volunteer opportunities for learning-disabled students to help prepare tables for meals, visit with residents, and perform such housekeeping duties as working in the kitchen, washing windows or wheelchairs, or doing clerical work. Both students and residents feel valued and appreciated.

*Contact:* Sr. Joann Schneider, CSJ  
Mt. Joseph Senior Community  
1110 W. 11th  
Concordia, KS 66901  
Phone: 785-243-1347  
Fax: 785-243-1907

#### **Nursing Home Conversion**

St. Catherine's Residence  
North Bend, OR

St. Catherine's Residence is converting large, institutional nursing home units into smaller interior neighborhoods that house private, catered living suites for traditional heavy care nursing home residents. Family-style dining and activities for small groupings are designed to promote one's sense of home. Data reveal fewer falls, pressure ulcers, medication errors, and occasions of weight loss among residents living in the converted neighborhoods.

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St. Catherine's Residence  
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North Bend, OR 97459-2899  
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Fax: 541-756-5669

#### **BEST Community (Businesses Encouraging Students and Teachers)**

Holy Cross Care Services, Inc.  
South Bend, IN

The program has connected 850 students and teachers from three middle schools with the residents and staff of three residential or long-term care facilities. The goal is to encourage charac-

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ter/citizenship development, intergenerational service learning activities, and promotion of interest in healthcare careers.

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Phone: 219-232-3512 or 219-233-3117  
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#### **Mercy Medical's Continuum of Care**

Mercy Medical  
Daphne, AL

The program offers a unique continuum of care for the elderly, ranging from inpatient rehabilitation to residential options. Founded on a medical model, the program focuses on helping individuals reach their highest level of functioning. It is designed to help elderly individuals navigate the healthcare system and move to the most appropriate level of care.

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Mercy Medical  
PO Box 1090  
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Daphne, AL 36526  
Phone: 334-621-4221  
Fax: 334-626-0315

#### **Fall Free Program**

Resurrection Nursing Home  
Castleton, NY

This program was designed to keep at-risk residents in a safe place for a specified period of time and to relieve the nursing department of the extra supervision duty during a busy time. The program, for which appropriate residents are selected by the nursing department and the activities director, is offered Monday through Friday.

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Director of Activities/Volunteers  
Resurrection Nursing Home  
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Castleton, NY 12033  
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Fax: 518-732-4211

#### **JOY (Joining Old and Young)**

Franciscan Homes and Community Services, Inc.  
Crown Point, IN

Through this program, children visit the elderly residents in St. Anthony Home, assisted living apartments, and Caritas Adult Day Health Services. With the residents, the children make art projects, read books, and play balloon volleyball. Residents' faces light up when they see the children, and the children learn that the aging

residents and those with physical disabilities have many of the same feelings they do.

**Contact:** Kevin Rose  
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Services, Inc.  
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#### **Adult Day Center**

St. Joseph's Retirement Community  
West Point, NE

The retirement community is remodeling its lower level into a state-of-the-art adult day center for small groups of older adults with memory or cognitive impairment. In the center, participants will have the use of a large communal activity/dining room, a television lounge, and a resting area.

**Contact:** Sr. Angeline Hensen, OSF, or  
Teresa Hasenkamp  
St. Joseph's Retirement Community  
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Fax: 402-372-6600

#### **Diabetes Dialogue Education and Support Group**

Good Samaritan Regional Health Center  
Mt. Vernon, IL

The group's primary objectives are to provide education, foster communication, teach self-management skills, and provide positive feedback. Participants are primarily elderly people who are chronically ill with diabetes. The group provides professional programs at no cost and especially encourages attendance from underserved, at-risk clients.

**Contact:** Diane Terry, RN  
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Mt. Vernon, IL 62864  
Phone: 618-241-2055  
Fax: 618-241-3803

#### **Free Health Insurance to Employees**

Lafon Nursing Facility of the Holy Family  
New Orleans

Under this program, free health insurance is provided for some employees. As a result, staff can seek medical appointments as needed without fear of high costs.

**Contact:** Sr. Ann Elise Sonnier, SSF  
Lafon Nursing Facility of the Holy  
Family  
6900 Chef Menteur Highway  
New Orleans, LA 70126  
Phone: 504-246-1100  
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