

2nd Quarter 2009  
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## Hale Ku`ike

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# HALE KŪ'IKE

*A New Standard For Memory Care*

## *Message from the President*

Thank you very much for taking time to complete our survey. Please see the last page for the results. Your feedback will help us to continue to raise our level of service and quality of care for our residents. Your compliments were very generous and we are reviewing all suggestions in areas where we can make improvements.

We are humbled that 91% of those responding felt that we are doing an excellent and very good job. You complimented the delicious and nutritious meals that our dietary staff prepares. We appreciate knowing that our efforts to be the standard for memory care are visible and on target.

Many of you shared your thoughts for areas of improvement. Misplaced clothing and laundry / dry cleaning services were mentioned. Sometimes another resident may be wearing your mother's sweater. (I am sure that it looks great on her too.) Please know that our laundry service and our staff work hard to find the right owners. More activities that exercise the fine motor skills of our residents are being introduced into the weekly activities calendar. You are also welcome to come and do an activity with our residents too. Jill Martinez has started one-hour "holo holo van rides" every Tuesday and Thursday. One of the areas of concern was on urinary tract infections (UTIs). Aurea Tinaza, RN, provides some insight into the problem and what we do to minimize the occurrence.

Please continue to share your feedback as we join the journey of our residents.

- David Fitzgerald

## *Inside Track on Urinary Tract Infections*

When we observe a sudden decline or change in behavior of a resident we often check for a UTI.

Infections of the urinary tract are the second most common type of infection in the body. Women are especially prone to UTIs. Fortunately, these infections are easily diagnosed with a *urinalysis* (UA) and effectively treated with *antibiotics*. Some women are more prone to repeated infections.

The most common cause of UTI is bacteria from the bowel that can spread and enter the urinary tract. The second cause is waiting too long to urinate which causes the bladder to stretch and over time, results in weakened muscles that are unable to completely empty the bladder. Symptoms of UTI include a strong urge to

urinate followed by a sharp pain or burning sensation when the urine is released. Usually, very little urine is released and the urine may be cloudy or tinged with blood. Our caregiver may also report a strong or foul odor from the urine. The urge to urinate recurs quickly and soreness may occur in the lower abdomen, back and sides. Older people may present a fever or confusion. Those with dementia may not be able to clearly communicate these symptoms so the caregivers must be alert to these changes.

When a UTI is suspected we contact the physician for a urinalysis and the results are available within a day or two. In addition, we encourage increased fluid intake and also add cranberry juice to the resident's diet.

## Bon Appétit - Food Does Much More Than Just Curb Our Hunger

What is the purpose of the Hale Ku`ike dietary department? On the most basic and important level it is to serve nutritious and wholesome food to sustain bodily functions. We believe, however, that food does more than just sustain our bodies. **Food feeds the soul.** It can provide calm and comfort in times of anxiety, joy in times of celebration, and promotes good cheer and camaraderie around the table. This is important for everyone, but it is especially so for people with dementia. Our residents truly live in the moment. Our great food and dining service provide them with daily opportunities to have rich sensory and social experiences. They may not remember the meal later, but the joy and positive feeling they take away from it last beyond the actual memory.



Food also stimulates memories. The smell of baking bread, the sound of a whisk, the taste of their favorite flavor of ice cream, the snap of string beans, they all ground the resident in the moment and simultaneously take them back to their past. Familiar food and cooking create a link to their personal history and cultural memories. Conversations start about their favorite foods, how to cook certain dishes, and memories of family meals.

Dorothy dabbles in six word poems. Here's a sample.

“Smell memory, eat memory,  
taste memory.”

I would like to ask your help in stimulating more food memories. I would like to give you a call asking about your family member's favorite dishes, desserts and recipes they may have cooked for you. With your help, I want to recreate some of those cherished flavors for them. You are welcome to join us for meals. It is always our chefs' privilege and pleasure to cook for you! Please call in advance for reservations.



### Upcoming Activities for Apr/May/ Jun 2009

- Apr 5 Piano Ensemble by Punahou Students; 10:30am
- 6 Na Kupuna O Makua Ali'i Senior Center; 10am
- 10 Iolani School Gift of Music Club; 4pm
- Jun 1 Na Kupuna O Makua Ali'i Senior Center; 10am
- Every Tuesday Tai Chi; 2:30pm
- Every Wednesday Pastor Dan; 3:30pm

- Birthdays:
- May 14 Valerie S.
  - 24 Judy T.
  - Jun 17 Ginnie B.
  - 19 Mary T.



## *Employees in the Spotlight—The First Three*

Hale Ku`ike opened in January 2005. Cora Cabatangan, Jessica Marchese, and Lawrence Sabangan have been with us since the beginning. Cora, Jessica and Lawrence are also trained as Medication Aides whose primary duty is to administer medication to our residents. The best caregivers in our field have a calling to help others and are drawn to work with our elders. Over the years, we have witnessed their compassion, dedication and quality care on a daily basis.



*Cora says an important lesson in life is that "nothing great was ever achieved without enthusiasm." She has trust in her dreams.*

**Cora Cabatangan** (Night Shift) finds memory care very challenging because resident needs differ both physically and mentally. It's a continuous learning process that requires observation, patience, and sensitivity. Cora considers Louise her best friend and enjoys hearing Louise call her by name. Louise and Cora often have conversations about colors which lead to discussions on fashion. Cora enjoys Hale Ku`ike's flexible schedule which is important to her as a mother of young children. She finds Hale Ku`ike to be a clean, professional and friendly place to work. She's proud of Hale Ku`ike's reputation in Hawaii. Cora enjoys Japanese food especially unagi (eel) sushi and sashimi with lots of wasabi! Cora's favorite quote is by Henry Ford—*"Coming together is the beginning, keeping together is progress, working together is success."* Cora has a foster care home and has cared for two former Hale Ku`ike residents.



*Jessica lives by the quote "Do not dwell in the past, do not dream of the future, concentrate the mind on the present moment."*

**Jessica Marchese** (Day Shift) relocated from Rhode Island in 2002 and now calls Hawaii her home. When she applied at Hale Ku`ike, she found what she was looking for — a different working environment. She likes Hale Ku`ike's calm and clean environment. Jessica has been given additional responsibilities such as scheduling of the nursing staff, purchasing nursing supplies, and administrative support of databases and physical files. Jessica is a part-time student at Kapiolani Community College where she is pursuing a Nursing Degree. Her goal is to be an Emergency Room Nurse. Jessica believes in living each day to the fullest because you never know what life will throw at you. She extends this philosophy to the care of the residents at Hale Ku`ike. She and her partner, Benny, have a 2-year old daughter Maleah. Jessica loves lasagna and Dorothy's beef jerky.



*Lawrence advises others to never give up and always be positive.*

**Lawrence Sabangan** (Night Shift) worked with David at Pohai Nani and applied when he heard that David was opening Hale Ku`ike. Lawrence enjoys the flexibility that Hale Ku`ike offers. He likes the education and skills he has acquired in caring for people with dementia. Lawrence finds Hale Ku`ike's management to be fair and supportive of all staff. He finds the residents to be very friendly. Lawrence enjoys caring for Nelson who he considers is a very nice, easy-going man. Lawrence enjoys eating adobo, beef steak and fried pork chops. A book that he finds inspirational is "The Purpose Driven Life" by Rick Warren. Lawrence's favorite quotes are "God helps those who help themselves" and "In unity, there is strength." Lawrence has a foster care home and is currently caring for a former Hale Ku`ike resident.

## 2009 Hale Ku'ike Family / Responsible Party Quality Survey

	Excellent	Very Good	Good	Fair	Poor	Not Sure
1. Hale Kū'ike provides quality care:	82%	9%	9%			
2. Hale Kū'ike provides high quality staff:	55%	36%	9%			
3. Staff understand resident care/emotional needs and are effective in meeting these needs:	64%	27%	9%			
4. Staff are effective in resolving resident concerns that may arise from dementia:	64%	18%	9%			9%
5. Staff interact with resident in a manner that is comforting and preserves dignity:	82%	9%	9%			
6. Hale Kū'ike helps resident be as independent as health allows:	82%	9%	9%			
7. Hale Kū'ike makes a variety of interesting and meaningful activities available:	64%	27%	9%			
8. Hale Kū'ike provides encouragement for resident to participate in activities:	55%	36%	9%			
9. Hale Kū'ike provides nutritious and attractive meals:	73%	18%	9%			
10. Hale Kū'ike provides an attractive environment that helps resident to feel comfortable:	82%	18%				
11. Hale Kū'ike respects privacy of resident:	73%	18%	9%			
12. Hale Kū'ike protects personal belongings of resident:	45%	45%		9%		
13. Hale Kū'ike helps resident feel safe and secure:	91%		9%			
14. Hale Kū'ike provides a calming environment / atmosphere:	82%	9%	9%			
15. Hale Kū'ike provides an environment that is clean and odor free:	82%	18%				
16. Hale Kū'ike provides quality laundry services to resident:	55%	27%	9%			9%
17. Hale Kū'ike provides timely follow up to questions:	64%	27%	9%			
18. Hale Kū'ike notifies responsible party timely regarding changes in resident status:	55%	36%	9%			
19. Hale Kū'ike makes family and friends feel welcome:	82%	18%				
20. Hale Kū'ike provides an effective approach in caring for people with dementia:	73%	18%	9%			
21. The cost of Hale Kū'ike's services are a good value:	55%	27%		9%		9%
22. Overall evaluation of Hale Kū'ike:	82%	9%	9%			

	Excellent	Very Good	Good	Fair	Poor	Not Sure
<b>Totals</b>	<b>70%</b>	<b>21%</b>	<b>7%</b>	<b>0.8%</b>	<b>0%</b>	<b>1.2%</b>

Comparison results from the 2006 Quality Survey

59%	31%	7%	1%	0%	2%
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Type of room:

55%	Private
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45%	Double Occupancy
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A total of 30 surveys were mailed and 11 were returned to Hale Ku'ike as of 4/1/09.

Survey Date: January 2009