

# NEW MEXICO STATE VETERANS HOME

PRESENTATION TO MILITARY AND VETERANS' AFFAIRS COMMITTEE

NEW MEXICO STATE LEGISLATURE

SEPTEMBER 10, 2020

*Presented by: Juliet Sullivan*

*Administrator*

# Mission Statement

- The New Mexico State Veterans Home strives to provide integrated services in an atmosphere that promotes the physical, social, and emotional well-being of every resident. Every effort to continuously improve care shall be made while safely assisting residents to live as independently as possible and as they choose, thereby assuring dignity and respect at all times.
- We will make an individual and team commitment to demonstrate professionalism and pride in all our actions; maintaining an environment of accountability and responsibility to residents and each other.
- As a team, we proudly serve those who already have.



*Investing for tomorrow, delivering today.*



# Service Provisions

- We offer 24 hour skilled nursing care, and domiciliary (assisted living) services to Veterans, spouses of Veterans, and Gold Star Parents.
- Therapy is provided five days a week that includes Physical, Speech, and Occupational Therapy.
- We have one full-time physician and a contract physician available to assist with coverage when our primary is off.
- We have one full-time pharmacist clinician and a contracted pharmacist to support as needed.

# General Information

- We serve Veterans, Spouses/Widows of Veterans, and Gold Star Parents
- The average age of our residents is 81 for males, 85 for women
- The average length of stay for the period June 1 through August 31, 2020 is 52 days.

# Annual Ceremonies (Pre COVID)

- Memorial Day – Wreath Laid on Grounds, Presentation Given by NMVH Administrator
- Fourth of July – Residents taken to Elephant Butte Lake State Park to Watch Fireworks Celebration
- Veterans' Day – Veterans' Day Car Show, Veterans' Day Ceremony

# ACTIVITIES CONDUCTED DURING COVID-19



# Window Visits







## Face Time Visits with Family/Friends

# Ladies' Corner/Nail Salon



# 1:1 Visits

In order to decrease the risk of emotional and psychosocial effects to our Veterans, our Activities Staff and Ancillary staff are providing residents with 1:1 visits.

# Additional Training and Support

We are in the process of obtaining a contract with an Activities Consultant to work with the activities staff during these difficult times

The community has extended their support by providing: Word Searches, Puzzles, CD Players, DVD's, Music, TV's, and other miscellaneous items to provide stimulation.



**Hallway  
BINGO in  
order to  
follow the 6 ft  
social  
distancing  
criteria.**



# Hair Cuts

We have an activities staff member that volunteers to give our residents hair cuts. We receive very positive feedback about his work!



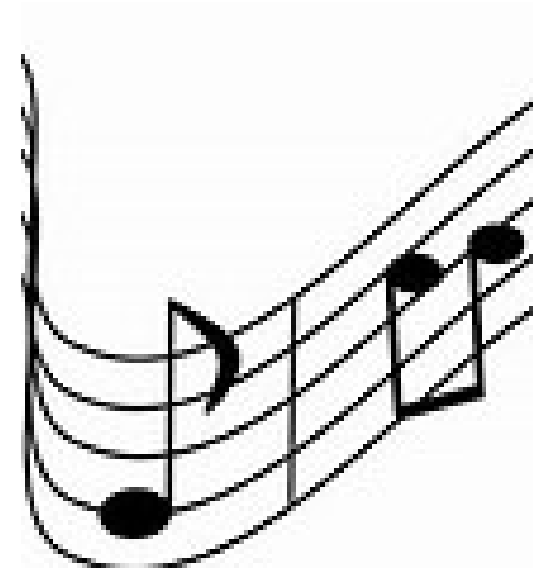
# Hair Styling

**Our Activities Staff  
Also Style Ladies' Hair,  
Curling if Requested, to  
Lighten Spirits**



# Music in the Sports Bar

Age Appropriate Music (CD's donated by multiple organizations) is played in the sports bar, able to be heard by residents throughout the building during the daylight hours.



# Reading Mail with Residents

*Mail Call*



Our Residents are receiving a higher volume of mail due to COVID visiting restrictions. Our staff read mail with residents if requested

# Social Distancing Group Walks

- Outdoor Walks (socially distanced) are conducted by our activities staff weekly to allow our residents to enjoy the sunshine.
- The courtyards remain open for those wishing to go outside on their own and enjoy the sunshine

# Dominoes, Puzzles, Card Games 1:1 with Residents

Our Activities Staff continue dominoes, puzzles, and card games on a 1:1 basis



# **NMVH Administration Change**

**Juliet Sullivan, LNHA**

**Deputy Administrator December 13, 2019**

**Placed as Interim January 1, 2020 and then to  
Permanent**

# Changes to Provide Improved Resident Care

- Implemented a nightly tracking system for dentures to prevent loss.
- Insuring residents' plans of care accurately reflect nutritional needs.
- Resident weights are monitored routinely and consistently and staff have been trained to immediately report weight loss.

- **Resident Centered Care**

- Updating resident care plans to reflect individual choice and preferences
- Utilizing consulting services to ensure the personal care plans are implemented to focus on resident care

- **Staffing Level Enhancements**

- Resident needs exceed the regulatory minimum staffing requirements.
- Echo unit - added nursing staff to day rotation. One nurse and 2 nurse aides now staff the annex memory care unit (ratio 3/13).
- Hiring psychiatrist to meet the psychosocial needs of the veterans.
- Hired staff educator to train and monitor proper care provided to residents

# • Infection Control and COVID-Safe Practices

- Vets Home is currently COVID-free
- Conduct weekly testing surveillance of staff (20%) and residents (25%)
- Vets Home has quarantine and isolation units to control potential spread
- Increased rounding and monitoring of staff and residents to improve COVID safe practices.



# QUESTIONS?