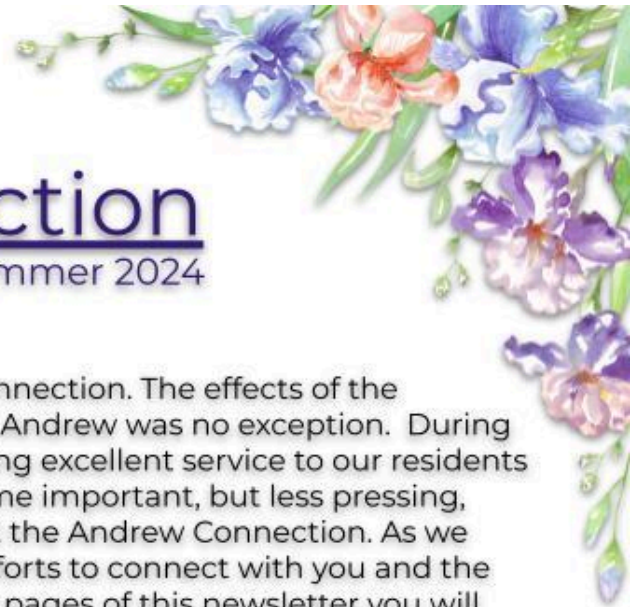




ANDREW RESIDENCE

The Andrew Connection

Summer 2024



Hello Family and Friends!

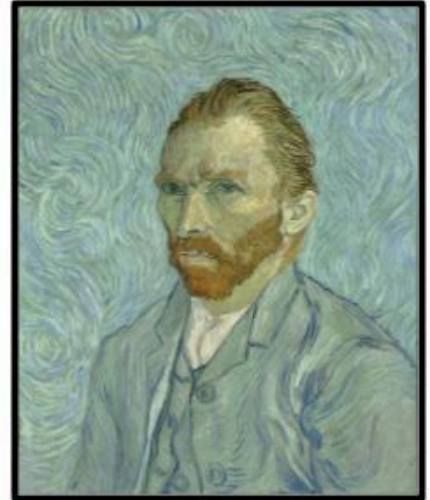
It's been a few years since we have sent you an Andrew Connection. The effects of the pandemic were felt in nearly every aspect of our lives, and Andrew was no exception. During those years we spent most of our time and energy providing excellent service to our residents and working to keep them safe and healthy. As a result some important, but less pressing, tasks were put on hold - including writing and sending out the Andrew Connection. As we return to a new sense of normal we want to reaffirm our efforts to connect with you and the extended members of our Andrew community. Within the pages of this newsletter you will find updates on the goings on of our building along with contact information you may use to reach out to the staff who work with your loved one, which we invite you to do at any time. To get the most from this newsletter it's important to understand some of the language used within. Below is a brief guide to help avoid any confusion about some terms we use regularly around Andrew, some of which may be unfamiliar to you:

- **Program Involvement:** Our Program is anything we offer to help residents ease the symptoms of their illness. The Program encompasses evidence-based practice of Illness Management and Recovery that is collaborative and trauma-informed, aligning with the resident's personal goals and needs.
- **Team Approach:** The team is all the staff who work together to provide education, support, and guidance for our residents. Our floor team includes Nurses, Therapeutic Recreation Specialists, Social Workers, Mental Health Workers, Living Skills Instructors, Activities of Daily Living Specialists, and support staff including those in our Housekeeping and Maintenance departments. The Program Director (a Masters Level Social Worker) is the leader/supervisor of the floor team. Additional support and services are provided by team members in our Fitness Center, Vocational Department, Financial Services Office, Music Therapy partnership, and by our Food and Nutrition Services staff.
- **Program Manager:** This is the main staff person who meets regularly with your loved one and coordinates their care and Treatment Plan.
- **Treatment Team Review Meeting:** These occur quarterly with the resident, team members and others the resident wishes to invite including family members or community professionals working with the resident. We look together at progress in the last quarter and what the resident hopes to accomplish in the next three months.

I'll finish by saying **Thank You** for trusting us with the care of your loved one. I hope the information in this newsletter is informative and helps you feel connected with the work that we do at Andrew. Please stop by my office on the first floor next time you are here. I'd enjoy hearing how you feel we're doing and any suggestions you may have for improvement in our services.

Karen Foy
CEO & Executive Director
Andrew Residence

The Iris



Vincent van Gogh is among the most famous and influential figures in the history of Western art. Throughout his adult life he struggled with mental illness, and at the age of 36 he voluntarily admitted to Saint-Rémy-de-Provence psychiatric hospital where he produced around 150 paintings during his year-long stay.

In the work shown here, titled simply 'Iris', Van Gogh set out to create a powerful contrast between the purple Iris petals and the yellow background of his hospital room, and in doing so was able to more fully highlight the decorative natural beauty of the flowers.

Today the Iris and its color have become a symbol of the enduring beauty that can be found in the face of adversity, and serves as a reminder of the vibrant contributions of our residents to our community at Andrew and beyond.

Program Area Spotlight:

Social Work · Living Skills · Therapeutic Recreation · Fitness
Nutritional Services · Medication Management

Social Work:

Our Social Workers are often the first point of contact for new residents at Andrew, but their role doesn't stop there. In addition to pre-admission screenings and diagnostic assessments each team member serves as a program manager for a caseload of residents, and facilitates weekly interpersonal and symptom management groups. Some current group offerings include Saturday Social Hour, Anger Management, Healthy Relationships, Coping with Hallucinations, and Chemical Health. In their program management role Social Workers collaborate with residents to establish treatment plan goals, discuss symptom management, engage in problem solving to promote program participation, and communicate with providers to provide continuity of care in the event of hospitalization or discharge to a new setting.



The mission of Andrew Residence is to promote compassion and respect in a therapeutic residential community where quality mental and physical health services are provided.

NEW COGNITIVE ASSESSMENTS

We are beginning the process of using a new cognitive assessment, the Mini-Cog, to assess and monitor cognitive health for residents aged 50 and over, and for those with specific concerns related to cognitive functioning. This will replace the use of the Mini-Mental State Examination, or MMSE. The Mini-Cog has a website: <https://mini-cog.com/> with more information if you are interested.

MAY WAS MENTAL HEALTH AWARENESS MONTH

This year's Mental Health Month theme, established by Mental Health America, was "Where to Start: Mental Health in a Changing World." This message reminds us that dealing with life's pressures can be overwhelming, and everyone deserves to feel supported and empowered to seek help when needed. Current events, loneliness, technology, and social drivers are the top four things affecting everyone's mental health today.

1973 - 2023: A 50TH ANNIVERSARY CELEBRATION

This April we celebrated Andrew Residence's 50th Anniversary, the original date having been postponed due to a COVID outbreak. Music of the 1970s wafted through the room that was filled with tables decorated with framed pictures of events and goings-on from each year since Andrew opened. Food, stories, and memories were shared and staff and residents took time to reflect on the work we've done together over the last 5 decades. An outside vendor that dropped by shared, "I can tell this is a place of heart and meaning. I hope you are all very proud of what you do – today and in decades past!"

RESIDENT QUALITY OF LIFE SURVEY – MEANINGFUL ACTIVITY

Each year a number of our residents participate in a survey with the MN Department of Health to measure and report on resident quality of life. The scores provide us with feedback on the quality of our services and point to ways in which we can improve offerings for our residents. This year we're focusing on maximizing the number of opportunities residents have to engage in meaningful activities, particularly on weekends. While we regularly receive positive feedback from residents regarding the groups and activities we *do* offer, we're making efforts to ensure that every resident has a regular forum to suggest and collaborate on new and improved ideas.

Emergency Preparedness Management Plan

It is important that we consider and plan for a wide variety of emergency scenarios that may occur in and around our building. To that end: we've recently updated our 'Emergency Preparedness Management Plan' and have made it available to view on our website.

Program Area Spotlight:

Social Work • Living Skills • Therapeutic Recreation • Fitness
Nutritional Services • **Medication Management**

Medication Management:

Medication management plays an important role in the treatment and support of your loved one. This program oversees the ordering, receipt, safe storage, and effective administration of any medications prescribed by residents' physicians. Within this complex program, staff work together with residents and families to put protocols in place promote best practices, and prevent errors from happening.

Errors can include: a medication given at the wrong time, the wrong dose, or even a pharmacy error in packaging the medication. When an error occurs, Andrew staff follow protocols to ensure prompt follow-up, and that corrective actions are taken when needed.

In all cases, the potential for an adverse outcome is evaluated, in some cases this may include side effects that would require a person to have medical evaluation at the hospital.

For example: if the result of the medication error was a significant change in a person's blood pressure, pulse, blood sugar, etc. In some cases additional reporting to the Ombudsman's office or the Department of Human Services may be required.

A monthly workgroup headed by our Director of Nursing reviews reported medication errors to identify trends and areas for ongoing improvement and training. As a result of this and other efforts we are pleased to share that reported medication errors are very rare. Recently, our Director of Nursing, Jen Fitch attended an All-Resident meeting to discuss these topics including how residents can participate in the effort to prevent medication errors from occurring, and made handouts on the topic available to all residents.

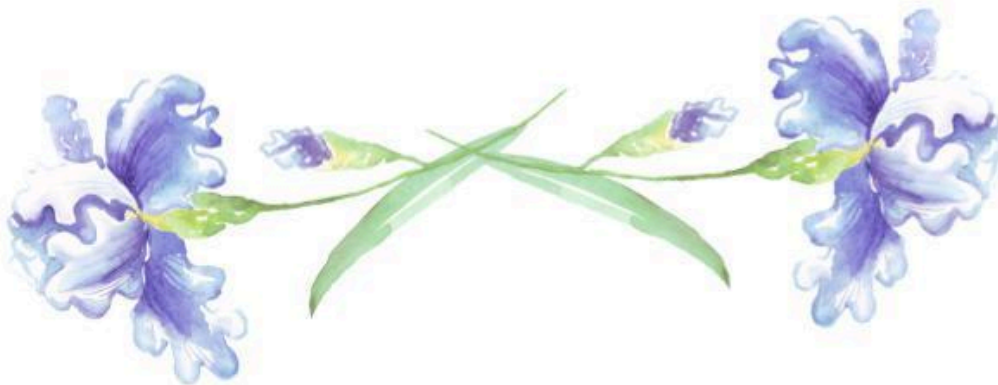
If you have any questions or concerns related to medication management, please contact:

Jen Fitch, RN

Director of Nursing

jpl@andrewres.com

(612) 333-0111 ext. 157

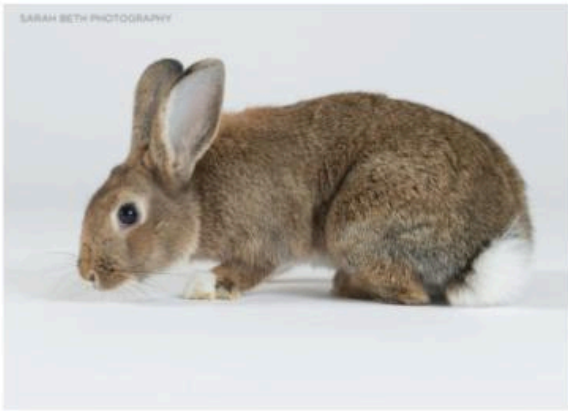


Core Value Spotlight:

Champion Hope . Act With Compassion . Cultivate Success
Embrace Creativity . Guided By Ethics . Do What It Takes

Embrace Creativity:

Andrew residents and staff recently had the opportunity to enjoy a visit from a novel branch of the service animal family: Ambassadors Rabbits from the *Minnesota Companion Rabbit Society*.



Throughout the visit residents were able to hold and pet rabbits, and learn more about the work MCRS does in rescuing, rehabilitating, and helping find rabbits their new forever home.

Rabbits can work well as therapy animals or serve as emotional support animals for people with diseases such as depression, PTSD, or schizophrenia. Because they are often gentle, quiet, and people friendly they are well suited to providing companionship and a calming presence.

Family Services:

Treatment Planning Review Meetings:

Every three months each resident participates in a meeting to review the progress and challenges of the last quarter and plan for the next.

We consider you an important part of the treatment team. With your family member's permission we welcome your participation in these meetings. Please talk to your family member or staff on their floor for more information.

Family Contacts:

Two family members currently serve on our Advisory Board. Please contact Nikki (below) if you would like a family perspective on life at Andrew

Nikki E. (952) 933-5320

Family Council:

Although we have an active Community Council in which residents are involved, we do not have a Family Council at this time.

Please contact Mary Pat Roschen at (612) 333-0111 if you are interested in starting one.

Education and Support:

The following organizations provide support groups, educational resources, and advocacy for people who are experiencing or affected by mental illness.

NAMI-MN

Local Office: (651) 645-2948
Toll Free: 1-888-NAMI-HELPS
Helpline: (651) 645-2948, Ext. 117
NAMIhelps@namimn.org

Mental Health Minnesota

Local Office: (651) 493-6634
Toll Free: 1-800-862-1799
mentalhealthmn.org

Program Directors

Every floor has an interdisciplinary team led by a Program Director. Program Directors work both day and evening hours throughout the week. Please contact the floor Program Director with any resident care related questions via email, or by calling (612) 333-0111 and entering the appropriate extension.

2nd Floor: Melissa Booth, LICSW
mab@andrewres.com Ext. 168

3rd Floor: Elle Balius, LICSW
elk@andrewres.com Ext. 169

4th Floor: Jenna DeSmidt, LGSW
jd2@andrewres.com Ext. 169

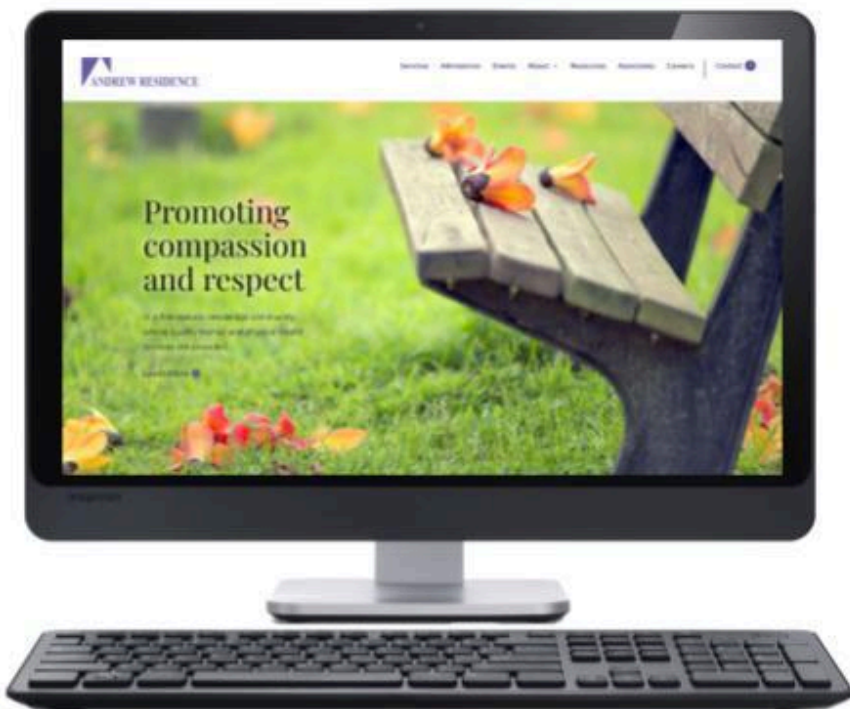
5th Floor: Claire Warren, LGSW
csw@andrewres.com Ext. 168

Policy Updates

Health Related Social Needs:

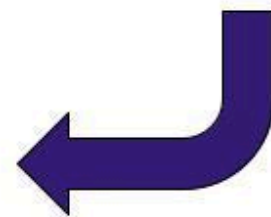
In July 2023, the Joint Commission introduced a new standard for organizations to address resident health care disparities and improve health care equity. Andrew has committed to an ongoing review of data streams such as medication adherence, participation in substance use programming, suicide attempts, and physical activity to determine whether gaps in care exist, and to work to address them.

Through this process we recently discovered an increase in residents who have been turned away from clinic appointments for not having a photo ID and insurance card, and have worked to explore an option to bridge that gap. Some residents may have a photo ID/insurance card, and some may work with their program managers to obtain them. However, many residents experience symptoms that are barriers to managing these important documents independently. Going forward, residents will now have a new enclosure with their referrals, which includes a photo, that will allow them to be seen for their appointment and not denied due to a lack of identification.



Emergency Preparedness:

For information regarding our Emergency Preparedness and Coordination Management Plan please visit our website.





ANDREW RESIDENCE

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Fax: (612) 338-1734

Email: info@andrewres.com

Resident Floor Phone Numbers

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3rd Floor: (612) 333-1232

4th Floor: (612) 333-1364

5th Floor: (612) 333-1442

www.andrewresidence.com

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