



ANDREW RESIDENCE

# The Andrew Connection

Spring 2025



## Hello Friends and Family!

In January, we successfully completed our Joint Commission accreditation survey, a process that occurs every three years. While I've had the privilege of being part of Andrew Residence for over 20 years, this survey marked my second as the Director of Clinical Services, having transitioned into this role the same week as our last survey.

The survey process is rigorous and thorough, much like our annual Health Department survey. We are proud of our survey results and will continue to evolve to meet the ever-changing regulations and interpretive guidance.

So far this year, we've focused on enhancing our suicide prevention practices, having identified it as our high-risk process for 2025. As part of this, we've implemented additional competency testing for staff and updated our risk assessments. Our clinical leadership team has also dedicated significant time to reviewing and refining our practices related to the care of residents who engage in substance use. These situations often require balancing resident autonomy, safety, and the well-being of the broader Andrew community. We are fortunate to have a team of highly competent and compassionate staff who are not only strong advocates for our residents but also supportive colleagues to one another. Their dedication to our values—championing hope, acting with compassion, cultivating success, guided by ethics and doing what it takes—ensures that we can navigate these challenges.

Looking ahead, we remain committed to providing quality care that aligns with our values, meeting the dynamic needs of those we serve, and fostering a welcoming and supportive environment for all.

**Nicole Moore LICSW, LNHA**  
**Director of Clinical Services**  
**Andrew Residence**

*The Andrew Connection* is printed regularly by Andrew Residence as a service to the family and friends of our residents.

# Who are The Joint Commision?



For more than 70 years The Joint Commission has worked to raise standards of quality improvement and patient safety in healthcare. We have adopted Joint Commission standards at Andrew to help ensure a high level of care for the residents we serve. We periodically play host to surveyors who audit our resident care practices and offer us feedback to help maintain this high level of care. To learn more about The Joint Commission and their mission visit [JointCommisson.org](https://www.jointcommission.org)

## What is Trauma-Informed Care?

Trauma-informed care is an approach to healthcare and other services that recognizes the widespread impact of trauma, and seeks to create environments that promote safety, trust, and healing for individuals impacted by trauma.

Residents diagnosed with post-traumatic stress disorder (PTSD), and who have identified PTSD triggers have individualized care plans that include specific interventions to mitigate the potential for re-traumatization and improve their responses to triggers. Other standard practices we have in place to protect trauma-affected residents include, but are not limited to:

- Knocking, announcing presence, and waiting for resident response before entering rooms
- Setting and maintaining appropriate boundaries
- Refraining from physical contact without consent
- Explaining treatments to allow residents to ask questions and communicate preferences
- Wearing name tags



## Program Area Spotlight:

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



### *Nutritional Services:*

Our Nutritional Services team seeks to meet the needs of residents by preparing and providing food options that satisfy a diversity of tastes and medical requirements. In concurrence with provider recommendations we offer a variety of meal options during three meal service windows each day, and snacks and to-go meals are made available as needed for residents with unique constraints and/or schedules. Additionally, our in-house dietitians meet with residents regularly to review nutritional concerns and provide education to help integrate food as part of treatment planning to meet resident health and well-being goals.




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### *Therapeutic Recreation:*

Our Therapeutic Recreation (TR) team utilizes activity-based interventions to address the assessed needs of our residents, and assist each individual toward their goals for health, recovery, and well-being. The team facilitates a rotating selection of opportunities for resident participation across a wide spectrum of physical, functional, and social ability. Each floor is staffed with one Therapeutic Recreation Specialist (TRS). Additionally a Therapeutic Recreation Intervention Specialist was recently added to the team to provide more intensive 1:1 opportunities for residents throughout the building.



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.



## Providing outlets for creativity:

Staff facilitate various groups throughout the week, many of which provide opportunities for residents to engage with different mediums for creativity, including:

**Ukulele Group:** guided by our partners from MacPhail Center for Music, residents learn basic ukulele skills while playing along to some of their favorite songs. All skill levels are encouraged to attend.

**Rock painting:** using locally sourced stones as their canvas residents create little works of art that often find their way to the memorial garden on the east end of our building.

**Jewelry Making:** residents use crafting supplies provided by Andrew to make bracelets, necklaces, and other pieces of wearable flair.

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## Policy Updates:

### Medical Cannabis:

Extensive research has demonstrated the useful therapeutic properties of cannabis, as such the State of Minnesota has approved its use in treating a wide range of qualifying medical conditions from inflammatory bowel disease to post traumatic stress disorder. We've updated our policies to ensure residents who are approved for Minnesota's Medical Cannabis Registry are able to use these products as prescribed. Applicable residents will be instructed on appropriate storage and use, and as always staff will be available to help with any questions or concerns.

# 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 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](mailto:NAMIhelps@namimn.org)

### **Mental Health Minnesota**

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