

THE BAPTIST HEALTH INSIDER



A Publication of Baptist Health Nursing and Rehabilitation Center | Fall 2016

The Power of Music

Baptist Health introduces Music & Memory, a program that has many benefits for both residents and staff



Maury comes in to Baptist Health Nursing & Rehabilitation Center every morning to visit his wife, Trudy. Sometimes she's sleepy and doesn't respond to his words and kisses right away. A little while later he places a small speaker next to her ear, where she wears a hearing aid. The speaker is connected to an iPod shuffle that has been loaded with hundreds of songs that Maury and Trudy enjoyed in the early days of their long marriage. Frank Sinatra, Ella Fitzgerald and Glenn Miller are among the artists whose music wafts through the hall as Maury pushes his wife's wheelchair down the hallways at BHNRC. Often when the music starts to play, Trudy opens her eyes wide and begins to speak, responding to the music. Maury dances and sings

while moving the wheelchair, and smiles. "It helps both of us," he says of the program called Music & Memory.

Music & Memory™ is a non-profit organization that brings personalized music into the lives of the elderly or infirm through digital music technology, vastly improving quality of life. Executive Director Dan Cohen founded the program in 2006, with the thought that if he were in a nursing home he would want to be able to listen to his favorite 60's music. Since iPods were becoming popular and accessible, he pursued his idea by volunteering at a nursing home and creating personalized playlists for residents. The initial program was a hit. He was able to get funding to further develop the program, and now there are

hundreds of facilities in the U.S. and Canada implementing the iPod music program.

One of the keys to success for the program is to work with residents to discover specific music that will help connect the person to their memories and ultimately, their own personalities.

Music & Memory's work is rooted in extensive neuroscience research.

The Music & Memory program:

-gives pleasure to persons with

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A Message from the President



Timothy Bartos

Change is in the air! The temperatures are cooler, the days are shorter and the bounty of Mother Nature's crops

are to be enjoyed. It's that time of year we pause to reflect upon what has happened in our lives and what yet may be as 2016 moves toward conclusion. In this new and ever-changing world of healthcare, we at Baptist Health System find ourselves recreating our own new path forward from a rich heritage of nearly 40 years of People Caring for People.

You'll notice some of the faces may have changed on our Leadership Team, as some old friends and coworkers have moved on in their own professional journeys. We are grateful for their collective wisdom and contributions, laying a solid foundation for our new team to continue on with the important daily work that must always be in the forefront of every Baptist Health team member's mind. Our commitment is to provide the best care possible for you and your loved ones. Our mission is simply *To serve all persons with quality care*

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Resident Spotlight - Al DeCesare

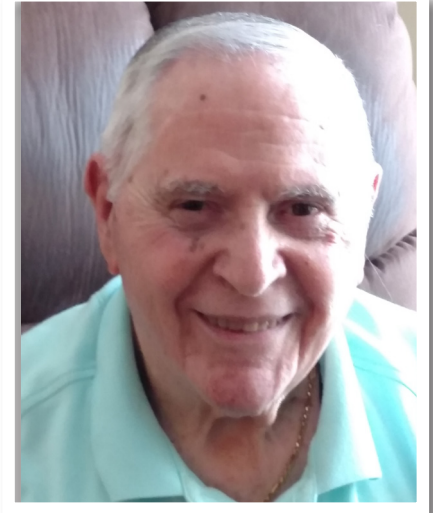
A Retired School Superintendent Chooses Judson Meadows

What do you like best about your life at Judson Meadows?

There is so much that I like. I like that you go down to a beautiful dining area three times a day and dine with friends. You receive restaurant type meals that are well prepared and served to you by waiters and waitresses. It's a classy situation and I really do enjoy that!

What was your life like before you came to reside at Judson Meadows?

I attended high school in Newburg, NY. After a stint in the U.S. Navy, I pursued a business education degree at the University of Albany. I was married to my beautiful wife, Catherine, and we had a son and a daughter, Stephen and Kathleen. I was a school principal of a junior high school in Newburgh for nearly 25 years. I was a strict principal who ran a very good, no-nonsense school. Things in education are so much different now. Educators today have a very hard job! In my second career I moved on to work for the Board of Education and became the Superintendent of Schools in Newburg, then became the Associate Superintendent of Human Resources and retired in 1990. After I retired, Catherine and I spent the winter months in Florida. When we both started having health problems we were commuting from our home in



Al DeCesare, 89, enjoys the restaurant-style meals, friendly and helpful staff, and the comfortable ambiance at Judson Meadows.

New Windsor, NY to Albany Medical Center. Our children were both in the area, so we decided to relocate here. I became my wife's caregiver as she slipped away in dementia. With my own health issues I just couldn't care for her, so she went into a nursing home before she passed and I moved here to Judson Meadows one year ago.

What is your favorite meal here at Judson Meadows?

I love Italian food. Matthew, the manager of Dining Services does a wonderful job preparing what we all want to eat. He asks you what you want and then he gets it for you! I just love the dining room staff. The shrimp scampi is top of the line. I like the veal piccata too.

...continued on page 8

Music & Memory ...continued from page 1

advanced dementia

- is an enjoyable, fulfilling activity for persons in dialysis, on vent or bed-bound
- increases cooperation and attention, reduces resistance to care—a real boost for staff morale
- reduces agitation and sundowning
- enhances engagement and socialization, fostering a calmer social environment
- provides a valuable tool for the effort to reduce reliance on anti-psychotic medications.

A Baptist resident who has a brain injury was recently given an iPod containing music he used to listen to before the injury. Although unable to speak, the expression on his face changed the instant the headphones were placed on his head. Nursing staff have noted that the music helps to calm him down, especially during treatments that he normally would not have tolerated well. Another resident, given an iPod filled with upbeat music, has been observed to appear calmer, happier and much more cooperative when she has her iPod.

A big difference between this program and simply playing music in resident areas is that each resident's playlist is specific to their music

preference, and the iPod allows residents to listen to their music anywhere, anytime, without interfering with others' activities.

Staff members, volunteers and family members are all recruited to help discover which artists and songs will unlock memories for each resident. Each playlist is created using cds in the Baptist music library, the residents' own music collections, or music purchased from iTunes.

Currently BHNRC has several iPod shuffles in use by residents, and an extensive iTunes music library. Additional iPods will be obtained through donations. Our goal is to have an iPod for every resident that wants or would benefit from one.

If you have an extra iPod or are going to be replacing yours soon, please consider gifting it to BHNRC! It could greatly improve a resident's quality of life. Donations of music cds, new or used, and iTunes gift cards are also greatly appreciated.

All donations are tax-deductible. Please contact Nancy McKiernan at mckiernann@bapthealth.com or call 518-370-4700 x193 for more information about this program and how you can help.

New Medical Team at Baptist Health System!

At Baptist Health System, it is our mission *to Serve all Persons with*



Quality Care in a Loving and Compassionate Environment.

We are excited to be able continue to fulfill that mission by providing that care round the clock with the addition of many new dedicated doctors to care for our patients and residents, along with a full-time nurse practitioner on staff now too.

Our new clinical team overseeing you and your loved ones' care now includes:

- **Dr. Lee** – Attending Physician with Capital Care Medical Group
- **Sharon Lynch** – Full-time Nurse Practitioner
- **Dr. Sturm** – Attending Physician in private practice
- **Dr. Sultan** – Medical Director of Baptist Health System, Psychiatrist with St. Peter's Hospital
- **Dr. Sun** – Attending Physician in private practice
- **Dr. Viola** – Attending Physician with Capital Care Medical Group

We invite you to join us as we warmly welcome them to our team here at Baptist Health System.



Homeward Bound's Scorecard

If you, or someone you love, needs post-acute rehabilitation care, you may have heard about Homeward Bound Transitional Care, our designated rehab care program right here at Baptist Health System. We are very pleased to share our score-card that shows you how we compare to other rehabilitation programs throughout NYS, as well as how we compare to the rest of the providers throughout the country.

Our clinical team is dedicated to the care of you and your loved ones. If you have experienced a rehabilitation success with us,

and you are back to enjoying life in your own home, we'd love to hear from you! If you know someone who is in need of post-acute hospitalization care, or has a scheduled surgery coming up that will require a rehab stay, please refer them to Homeward Bound Transitional Care. We love to help people **Get Well and Go Home!**



**This information is from Medicare.gov/Nursing Home Compare
The Official U.S. Government Site for Medicare*

	BAPTIST HEALTH N & R	NEW YORK AVERAGE	NATIONAL AVERAGE
NEW Percentage of short-stay residents who made improvements in function. <i>Higher percentages are better.</i>	72.9%	66.0%	63.3%
NEW Percentage of short-stay residents who were re-hospitalized after a nursing home admission. <i>Lower percentages are better.</i>	15.0%	19.8%	21.1%
NEW Percentage of short-stay residents who have had an outpatient emergency department visit. <i>Lower percentages are better.</i>	9.9%	9.8%	11.5%
NEW Percentage of short-stay residents who were successfully discharged to the community. <i>Higher percentages are better.</i>	58.9%	53.5%	55.0%

Current data collection periods

Nursing home quality measures	Current data collection period	
	From	Through
Short-stay residents		
Percentage of short-stay residents who made improvements in function.	1/1/2015	3/31/2016
Percentage of short-stay residents who were re-hospitalized after a nursing home admission.	7/1/2014	6/30/2015
Percentage of short-stay residents who have had an outpatient emergency department visit.	7/1/2014	6/30/2015
Percentage of short-stay residents who were successfully discharged to the community.	7/1/2014	6/30/2015

Acknowledgements

August 1, 2015 through August 31, 2016

Thank you to our donors for your generosity and support!

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Reflections by Chaplain Mark Chaffin

Wagering to Show on One's Place Can Still Be a Win!



With Saratoga track season so fresh in our minds, we can't help but think of those who visit the track and the social occasions

that August brings to the North Country. Truly, the traditions of horse racing are well anticipated and enjoyed by many.

Far less anticipated are the seasons of life-changes that are neither passing nor pleasant for aging elders and their family caregivers.

A recent discussion with a friend brought this home again. She is responsible for the care of her mother, who lives alone and will sooner or later be faced with the need for round the clock care. Unfortunately, mom has not planned for that time, nor does she wish to discuss the options should she no longer be able to live independently.

Jean is a NYC college professor and long-distance caregiver for

her mother. Her concerns about her mom's safety stem from caring for a mother who hoards and lives in an unsafe environment. Jean constantly worries that she'll get a call that mom has had a fall. "How do I handle this?" she asks.

While listening to her plight, I think about the dozens of similar scenarios that I've witnessed in my work. This is a good starting place for the caregiver to realize that their sense of anxiety and powerlessness in some ways approximates the fear that the care receiver has of losing the power of choice, independence and autonomy.

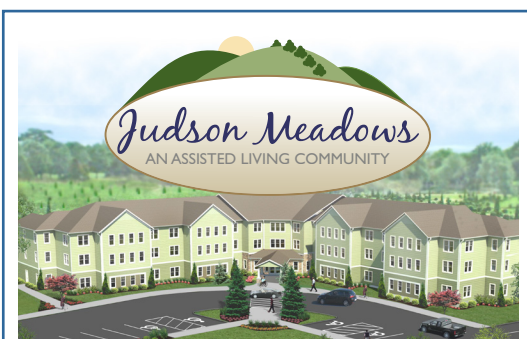
I advise Jean that she needs to appeal to her mom with the fact that, before a crisis happens and she is left without her own choice of where and how she lives, the best opportunity to get what she wants is *before* that crisis comes so she can decide herself what is best for her. Before breaking a hip, before a hospital discharge planner determines mom can't safely return home but must go to

a care facility with 24 hour help, before the inevitable, mom has to choose among what may be second or third preferred options.

So, if staying at home is a "win" that is not in the odds, perhaps an assisted living "place" of her choice or even a third "show" option of living with her daughter should be considered.

The hard truth here is well expressed in the saying often found on college dorm rooms in the 60's: "Not to decide is to decide." Not to decide is to not get what one wants.

Letting go of the thing we most want for an acceptable alternative means coming to grips with what we learned as kids on the playground monkey bars – we must let go in order to move forward. To face the hard choices of aging and caregiving where "winning all" is not possible, wagering for second or third best choice (betting on "place" or "show") may still be a way to win in the end.



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New Technology Aids Communication!

Picture yourself living in a world where other people couldn't really hear or understand you when you tried to express what you needed, where your pain was, what kind of food you were hungry for, or what you wanted to do. Try to imagine well-meaning friends or caregivers misinterpreting your efforts at communication, speaking for you, or worse, thinking that you have no thoughts or desires at all.

That is what life can be like for someone with dysarthria, a motor speech disorder. Dysarthria results from impaired movement of the muscles used for speech production, including the lips, tongue, vocal folds, and/or diaphragm. The type and severity of dysarthria depend on which area of the nervous system is affected, and it can be caused by stroke, multiple sclerosis (MS) or many other medical conditions.

Christina Loatman, MS, SLP, a speech-language pathologist at Baptist Health System, is passionate in her belief that all persons have the right to express their thoughts, and does her utmost to find modes of communication for her patients.

Christina observes that people who face communication challenges are often spoken for by



Christina Loatman presents a resident with her new iPad, which will help her to communicate with others.

others. When her patients' inability to communicate causes frustration or is deeply affecting their quality of life, Christina steps in to find a solution, starting by finding abilities that she can work with and seeing how far she can succeed with each person. Today's technology makes it possible for speech language pathologists to give their patients more tools to help them be heard and understood.

There are many different ways to bridge the communication gap caused by dysarthria, depending on the ability level of the patient. There are no-tech or low-tech ways to augment speech, such as the use of pictures or symbols with push button devices. More involved patients may require higher tech options.

One of our Baptist residents suffers with dysarthria. Baptist's

[...continued on page 11](#)

A Word from Tony Alotta



Tony Alotta, Administrator

As 2016 moves into the final chapters of the year, I can't help but look

back and reflect on another great year at Baptist! I especially enjoyed seeing our residents and patients smiling and enjoying the company of each other at the monthly culture themed luncheons. The costumes, food and music were second to none. The pig roast made me feel like I was in Hawaii. Kudos to our dedicated staff for making it real and transporting us to the islands! We've added a Bistro Dining area to our Homeward Bound Transitional Care Rehabilitation floor. It's wonderful to see patients in the HB Bistro enjoying a freshly prepared meal between their intense therapeutic sessions coupled with appropriate rest so they can get well and move towards their goals of going home. Thank you all for the positive feedback we received on this new dining service!

Baptist is adding some exciting new programs,

[...continued on page 8](#)



Message from the President ...continued from page 2

in a loving and compassionate environment. We sincerely hope your experience will be that it's not just what we say, it's what our team members commit to and deliver each and every day! Baptist Health is very excited to be rolling out a new Customer Service training program in the coming months for all of our team members. We're also making strides to better serve the needs of memory care residents and patients so that families can rest assured that their loved one is indeed living a life rich with engagement.

From Advanced Memory Care Skills, Communication Training for all staff to our new Music and Memory program, you'll notice

that we are changing to better serve the needs of those who need us most, our aging elders.

You can feel the excitement among our staff as we plan to reenergize Baptist Health to realize the vision we have of becoming nothing short of a Center of Excellence. The next chapter will include a wider offering of diversified services and care options for our community members as they age. Thank you for the privilege to care for you and your family! As I like to say on Six on Seniors, which airs Mondays at noon on CBS-6 Albany, "Aging is Mandatory... Getting Old is NOT!"

Timothy W. Bartos
President/CEO

A word from Tony Alotta ...continued from page 7

including more specialized memory care services, respiratory therapy, and outpatient rehab services. We have added several excellent clinicians and doctors to care for our residents and patients, including a doctor specializing in rehabilitation. A new customer service initiative soon to be implemented here at Baptist Health is called AIDET: *Acknowledge – Introduce – Duration – Explanation – Thanks*. You'll be learning more about how the program will further enhance care and satisfaction for you and your loved ones. Each of our team members, including our agency nurses, will be steeped in this rich and valuable training. It goes hand in hand with our promise to be a Center of Excellence providing the great care you've trusted Baptist Health to deliver for nearly 40 years. It truly is our privilege to care for you and your family.

Sincerely,

Antonio Alotta, Administrator
Baptist Health Nursing &
Rehabilitation Center

your search, you aren't going to find anything better than Judson Meadows. I have lived in a few different places in this area and this is hands down the best I have ever experienced. I am content, and it provides me the assistance I need. Let's face it, there is no place like home, but this is about as close as you are going to get.

Spotlight on Al DeCesare ...continued from page 2

Was it easy to make some new friends at Judson Meadows?

It was quite easy to make friends here. I already knew the Director of Nursing before I moved in, Mary Harms. If you have a problem, just go to her and she takes care of it. She is a very competent woman. Everyone is so friendly and helpful here, and it is an enjoyable place to be. I don't know how else to describe it; you just feel comfortable, safe and important! I like going to the Resident Council meeting that we have every month. We all have a

voice. We discuss our ideas and then the staff helps us make it happen.

What is the thing you enjoy doing most at Judson Meadows?

I like to discuss politics, and boy there is a lot to discuss these days! I guess I should add I like to discuss politics with people who agree with me. There are plenty of offerings here to keep you busy. You can participate if you want, but nothing is ever forced on you.

What might you share with others about deciding to live at Judson Meadows?

If you have gotten this far in

A Meal in the Life - **Bringing Cultural Diversity to Lunch!**

Our residents and patients at Baptist Health have been enjoying plenty of delicious cultural experiences as our Dining Services team has partnered with our Recreational Activities Team to present themed dining experience luncheons that explore the cultures, tastes and traditions of many countries. "A Meal in The Life" kicked off last October with a *Russian* theme; November explored *Native American* fare; December celebrated the *Abundance of Italia*; January with *The Camaraderie of The Germans*, February brought us *African-American Pride*, in March we celebrated *The Luck of The Irish*, in April we were *Enjoying the Spice of Indian Life*, in May we celebrated *Cuisine of The Asian Pacific*; in June we started summer off with *The Vibrancy of the Caribbean*; *The Passion of The French* arrived in July for Bastille Day; in August we celebrated *The Harmony of the Japanese*, and this month we will have a fiesta and enjoy *The Sizzle of Hispanic Heritage*.

Our residents have not only enjoyed the changing menus and learning a bit more about each culture's traditions and authentic cuisines, they've also enjoyed movie clips from YouTube that further explored the various countries whose food was being featured. The Main Gathering Room, where most of the luncheons were held, was transformed into the country via decorations that fit the theme, adding a visual

dimension to the festivities.

And what cultural celebration would be complete without traditional music? Each country's sounds and musical genres were featured at each luncheon event, completing the full sensory engagement experience for all in attendance.

Our residents, patients and team members enjoyed, and will continue to enjoy these creative dining experiences. It is our goal to not only provide delicious and nutritious meals here at Baptist Health; we want to provide engaging dining experiences as well. Plans are in place to roll out an exciting new dining experience program called *Heirloom* in 2017 which will feature recipes submitted to us by our own residents.

Bon voyage for now until we meet at our next delicious destination!

It has been an amazing trip around the world. Residents were able to enjoy food from cultures they may have known very little about, and they were able to share their stories and customs when their heritage was featured. As a chef it has been very powerful for me. Having to create all of these cultural meals in an authentic way that pays tribute to our residents' traditions while still appealing to a broad range of diets and taste preferences has been a rewarding challenge.

To engage residents to try food outside of their comfort level and have them enjoy the experience helps keep the passion in what we do here. FLIK Lifestyle's purpose is to enrich the lives of seniors every day by creating taste memories that are authentic and honor the traditions of the residents we serve. This program has allowed us to highlight our purpose to our residents.

~ Chef Patrick Kenneally
FLIK Lifestyles





Volunteers Make Good Things Happen!

Brigid Casey-Meyer comes in on Monday afternoons to play trivia with residents on H1, who look forward to exchanging knowledge and some jokes with Brigid. “Sometimes they get me laughing so hard, I almost fall out of my chair!” she declares.

Brigid started volunteering in 7th grade at a nursing home, where was asked simply to pray for residents who were ill. She continued volunteering throughout school. A good motivator, she got her M.A. in Therapeutic Recreation from New York University. She worked in nursing homes in Connecticut and Schenectady, and at the Schenectady ARC and the Center for Disability Services. Eventually she began volunteering at Baptist Health.

Brigid says one of the reasons she volunteers is that it makes her so happy to see other people smiling and laughing when she’s here. “When I get older and live in a nursing home, I hope there’s somebody like me around to visit. Coming here is the highlight of my week.”

Ann-Marie Rutkowski was a frequent visitor to Baptist Health when her mother was a resident here. Her mother loved music, and it was an activity that Ann-Marie could share with her. After her mother

passed away, Ann-Marie heard about the Music & Memory program for persons with dementia.

She inquired about making the program available at Baptist Health. Her suggestion prompted Baptist staff to begin implementing the program, which is now being enjoyed by several residents. Ann-Marie was instrumental in helping to launch the program and build the music library.

Ann-Marie also volunteers her time at Proctors, SPAC, miSci, and previously at the Animal Protective Foundation and many other places. She even did a stint helping out on an archeological dig. She has many interests.

We are always seeking volunteers! New volunteers need to meet some minimal health requirements, attend a brief orientation, and should be able to commit to a minimum of 20 hours of service.

For more information about volunteering, please contact Lou Carol Comley at 518-370-4700 ext. 146, or email comleyl@bapthealth.com.



Ann-Marie Rutkowski enjoys helping out!

Did you know that the Baptist Care Fund now accepts online donations?

Your gift to the Baptist Care Fund can help fund a Dreams Can Come True outing. Programs like this, along with our art and music therapy programs, rely on donations to help continue improving the quality of life for our residents and their families.



Please visit us online at www.bapthealth.com to make a tax deductible donation TODAY!



If you prefer, you can send your donation in the form of a check using the envelope included in this newsletter.

Have an iPod you’re no longer using? We’ll put it to good use in our Music & Memory program.

Contact Nancy McKiernan, 370-4700 x193 or mckiernann@bapthealth.com for more information.

New technology for communication ...continued from page 7

Dreams Can Come True fund, a “make-a-wish” type program for residents here that is supported by donations, provided Kathleen with an iPad loaded with a special application. Christina is teaching the resident to use the iPad to speak by pushing buttons for words and phrases. In addition to helping this resident be heard, it enables her to interact and communicate with the outside world via the internet, enriching her life and decreasing her frustration.

Another one of our residents has very soft and low speech, and is almost impossible for all but the most dedicated to understand. This resident has limited use of her arms and hands, so she has been provided with an iPad that mounts on her wheelchair so she can see it. She also has a button that she can press with the side of her head to select items that are highlighted on the iPad. Her selections, chosen from the iPad’s menu, are magically transformed into speech by technology. The device comes with a learning curve, but it will enable the resident to make her needs known and have conversations with others – something that has been so challenging and frustrating to this thoughtful and intelligent woman. This resident’s technical communication aids are being funded by a combination of our Dreams Can Come True program, her family, contributions from local retailers and the Baptist Auxiliary.

Dysarthria patients that use these devices are able to advocate for themselves and make their own choices, rather than having decisions made for them.

“If I know something can be done for a patient in need, I will always do my best to help the patient” says Christina. “Helping them to communicate validates them as individuals and shows them that we care about them.” Communication is vital in order for residents to be able to advocate for

themselves, make medical decisions and to socialize with others.

In addition to helping residents with dysarthria and other speech disorders, Christina works with patients who have swallowing problems, or dysphagia. Christina is VitalStim certified and works with dietary to recommend the appropriate consistency of foods to facilitate swallowing. Christina also treats patients to improve cognition, comprehension, memory and problem solving.

Christina loves working with the elder population, and says many of the residents remind her of her grandparents. She is passionate about her work.

“There’s more to people than their disabilities” Christina said. “It’s important to put the person first.”

Glenville Funeral Home (518) 399-1630



After 30 years, we've helped thousands of families in our community during their most trying time. Time is irreplaceable & Life is Complicated. However, we are here to make planning ahead worth while and simple.



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