

Employee Highlight: Get to Know Us - Clinical Liaisons



Left to right: Roxanne Hsien, Celina Avina, Janice Martinez, Erica Brader, (not pictured Laura Wilcox)

Silverado Hospice has an amazing group of clinical liaisons who are assigned to the different territories within our Orange County site. Our Clinical Liaisons play a vital role in the referral/admission process. This role requires the licensed nurses to perform evaluations and assessments to ensure the referred patient meets criteria and appropriateness to receive hospice care. At the time of evaluation the Clinical Liaison meets with patient and family to thoroughly explain the benefits of hospice services. At this time they are also available to answer clinical questions related to their condition. Clinical Liaisons assist with coordinating a safe discharge plan with the hospital

case managers, physicians and hospice admission team by ordering durable medical equipment (DME), medications and transport for patients, if needed. They become the communication link to the patients, their families and our admission team until they start hospice care, wherever the patient resides. Our Clinical Liaisons also assist with providing continuing education courses and in-services to residential care facility staff members.

If you would like to speak to someone regarding getting hospice services started, please call our admission office: (800) 507-9726

Pain, Pain Go Away

By Hannah Mira, MSW Intern

The English word pain comes from the Latin word poena, meaning penalty or punishment. Chronic pain impacts multiple areas of a person's life including memory, sleep and quality of life. Pain management techniques usually include prescription medications but there are other alternatives that can also bring some relief.

1) Therapy

Therapy has shown to be helpful when dealing with chronic pain. Unpleasant sensations in the body such as pain can trigger emotions like anxiety or frustration. Talking about these feelings with a hospice social worker can help.

2) Mindfulness Meditation

Mindfulness is a form of meditation in which you are aware of what you are feeling and thinking without judging these thoughts and feelings. There are many phone apps that you can listen to guided meditations on such as Headspace which has meditations anywhere from 2-30 minutes long covering a variety of topics including difficulty sleeping or worrying.

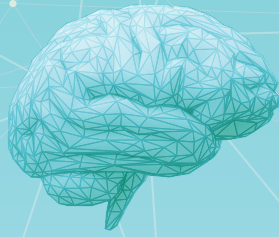
3) Massage

Massage therapy can be very beneficial for chronic pain. Even if you are not experiencing chronic pain, massage is known to help with stress, tension, anxiety, and overall relaxation. There are many massage therapists that will provide services to you in your home or you can treat a loved one to a hand, neck, and foot massage. Using relaxing massage oils like lavender or rosemary can make the experience feel like a mini spa getaway.

4) Hydrotherapy

Water is immensely beneficial and soothing. The beach, a swimming pool or jacuzzi, a warm bath: all of these carry a connotation of calm. Aching muscles love a warm soak in Epsom salts or some light stretching in a pool. If you have access to a jacuzzi or a hot tub, a soak is quite helpful for soreness and muscle tension. Even soaking your feet in a warm foot bath can help reduce inflammation and pain.

Silverado Hospice highly prioritizes patient comfort. If you have any questions about pain or pain management, please reach out to the hospice office at (949) 240-7744.



Aphasia

By Natalie Davin, RN, Patient Care Manager

This month we would like to highlight a condition that many hospice patients are affected by and can be difficult for caregivers to recognize. Aphasia is a communication disorder which is the result of damage to the center of the brain that controls language. It involves getting words mixed up and affects about 2 million people in the USA. To many people it is easy to think that the person has a learning disability but this isn't always the case. It is most often the result of a stroke, but can occur for patients with brain tumors, infections, dementia, head injury as examples.

Aphasia can make reading, writing, speaking, understanding other's speech and listening more difficult and can range from mild to severe. In healthcare we use the terms expressive and receptive aphasia. Expressive aphasia is the difficulty in speaking and receptive aphasia is when an individual has difficulty understanding others speech.

It is also possible to have temporary aphasia which can be due to TIA's (transient ischemic attacks - like mini strokes).

If you have a loved one with aphasia you will need to consider how to communicate with them most effectively. It can be helpful to be in a quiet environment to reduce background noise interruptions. It is also good to use basic language without feeling like you are talking down to the person. Give that person the opportunity to process what has been said and time to respond. We are all often quick to finish others sentences but this can lead to more frustration. You can also consider non verbal methods of communication like drawings or gestures. Be sure to encourage communication and not make the person feel defeated.

Be sure to discuss any concerns with speech with your primary care physician as early identification can make management more successful.

TIPS FOR COMMUNICATION FOR APHASIA

If you are communicating with someone with aphasia:

- Keep sentences short, simple and easy to understand
- Remove distractions from room or meet in a quiet location
- Be patient and try not to interrupt
- Repeat what you said for clarification

If you have aphasia:

- Take your time when speaking. It may take a while to get your words out
- Ask to have questions asked in a different way
- Use assistive devices - pen, paper, digital devices like phone or tablet
- Be kind to yourself, getting frustrated is okay. Stay positive and patient

Volunteer are...

Silverado Hospice offers support in many capacities, one being through the Volunteer program. We realize there is an ongoing need for companionship, caregiver relief and emotional support. Volunteers act as an additional support along side the care team assigned (Physician, Nurse, CHHA, Social Worker and Spiritual Counselor). This support is made available to our patients and their families. Simplistic, yet important ways a volunteer may serve include:

- Friendly well check visit
- Playing a musical instrument
- Reading poetry/scriptures
- Interacting in activities and games
- Petals for Patients (delivering flowers)
- Memory Catchers (Life Review Video)
- Memory Bear

Volunteers typically visit with their patient/family anywhere from 1 to 2 hours on a weekly basis, services are based on availability.

To learn more about volunteer services, or how to become a volunteer, contact: Valerie Lomeli, Volunteer Manager at (888) 328-5660

Awareness Dates to Remember

National Safety Month

Men's Health Month

National Migraine and Headache Month

PTSD Awareness Month

Scoliosis Awareness Month

Cataract Awareness Month

Aphasia Awareness Month

National Nursing Assistant Week |
June 16 - 22

Healthcare Risk Management Week |
June 20 - 24

CONTACT US

24-hour line: (888) 328-5660

Fax: (949) 653-0452

Referral line: (800) 507-9726

Volunteer inquiries: (888) 328-5660

Visit us online with our 24/7 Live Chat Line: [silveradohospice.com](https://www.silveradohospice.com)



If you would like to leave one of your favorite team members a praise, you may do so on our Yelp page. Search **Silverado Hospice Orange County**