

Social Work Month

by **Christine Hernandez, LCSW,**
Director of Family and Support Services



EMPOWERING
SOCIAL WORKERS!

Social workers are uniquely qualified to support patient's social challenges. "Social workers enter the profession because they truly want to help others. They go through years of education, training, and supervision so they can do the delicate but important work of meeting people where they are and help them achieve their goals." Social workers support hospitals, nursing homes, senior care agencies, veterans, and very importantly, hospice, to name a few.

Here at Silverado, we value our social work team. We understand the importance of the collaborative work they provide to our patients in supporting quality of life.

**Happy Social Work Month to
Christine, Seema, Leticia, Emily,
Frank, Laura, Kim and Jessica.**

WE THANK YOU!

Reference: <https://www.socialworkers.org>

HAPPY SOCIAL WORK MONTH



Christine



Seema



Leticia



Emily



Frank



Laura



Kim



Jessica

Patient Safety Awareness Week | March 10 - March 16

by Kristina Nguyen, RN, BSN, Admissions RN

Patient safety is of utmost importance at Silverado. It is one of the top priorities considered when arriving at one of our memory care communities, as well as prior to coming onto hospice. We, as healthcare providers want to ensure family and staff are educated on the potentials of danger and injury risks once on service.

One of the ways we do that is providing education on the safety of bedrails. Many times, families are unaware of the possible injuries that can occur to patients even though they can provide a false sense of safety. There are many things to consider whether bedrails are right for your loved one, if they have confusion or possibility to hurt themselves. This is why most or all assisted living facilities that care for dementia patients do not allow side rails to be attached to beds. Mechanical beds that can get as low to the floor possible to prevent falls are mostly utilized for patient safety.

Please refer to the right for a part of the bedrail safety information provided to families once they sign onto hospice.

BED RAILS CAN BE DANGEROUS

- Healthcare facilities sometimes use bedrails to restrain people, often to keep them from falling out of bed
- Bed rails are dangerous. People can become trapped and injured, even strangled on a bed rail



WORKING TOGETHER FOR BED SAFETY

- Often, your loved ones can sleep safely without bedrails
- Patients and families should work with their healthcare planning team to make the best choices for keeping safe
- Healthcare providers and families should watch carefully and talk together to make sure a change to something new is comfortable and safe for your loved one

BENEFITS AND RISKS OF BED

Benefits:

- Aiding in turning and repositioning within the bed
- Providing a hand-hold for getting into or out of bed
- Providing a feeling of comfort and security
- Reducing the risk of patients falling out of bed when being moved
- Providing easy access to bed controls and personal care items

Risks:

- Strangling, suffocating, bodily injury or death where patients or part of their body get caught between rails or between the bed rails and mattress
- More serious injuries from falls when patients climb over rails
- Skin bruising, cuts and scrapes
- Prompting agitated behavior when bed rails are used as a restraint
- Feeling isolated or restricted
- Preventing patients who can safely get out of bed from performing routine tasks such as going to the bathroom, or getting something from a closet

Awareness Dates to Remember

American Red Cross Month

Bleeding Disorder Awareness Month

Brain Injury Awareness

Colorectal Cancer Awareness

National Nutrition Month

National Social Work Month

Employee of the Month

by Christine Hernandez, LCSW, Director of Family and Support Services



Our Senior Orange County Spiritual Counselor, Gayle Heuser is an exemplary employee who is committed to excellence. She is a servant leader in service to our Silverado Hospice

patients and their families, our communities, and her colleagues. She joined the Silverado Hospice Team in 2010. She exudes professionalism and upholds strong ethics of transparency, accountability and objectivity. She has excellent interpersonal skills and models how to professionally listen, care for, and support a patient. Moreover, she is mindful to always look at the whole person spiritually, intellectually, and culturally within their environment.

Ms. Heuser always brings a calm presence upon entering a room. Gayle is known for setting the standard of how to speak sensitively to one another and always encourages verbal exchanges of kindness and compassion. She often shares her beautiful and melodious singing voice with patients at the bedside. She has also facilitated grief support groups, meditation groups, and initiated our tradition of the "Blessing of the Hands". Moreover, she is always prepared and compassionately shares her inspirational readings.

In 2012, the California Hospice and Palliative Care Association invited her to speak at their Annual Conference. As a Silverado Chaplain, she presented her work titled, *Music: A Nimble Servant*. The presentation shared how music accommodates many different circumstances in the context of hospice care and how music can serve as a support to encourage,

affirm, and refresh. She continues to share her gifts of music with each of her hospice patients.

In 2013, the Silverado team asked her to go to Washington DC and provide education on hospice philosophy. Ms. Heuser spoke to then, CA House of Representative, Dana Rohrabacher and the now late, CA Senator, Diane Feinstein advocating for the need for Hospice Care. Upon Ms. Heuser's return, she met with a local senate representative at a Hospice Veteran patient's home and continued her hospice education and advocacy for the need for more local resources for those with memory impairment.

This past year, Ms. Heuser was awarded Board Certification from the Board of Chaplaincy Certification, Incorporated Commission on Certification. This earned recognition indicates she has met the highest standards of chaplaincy requirements and has demonstrated professional competency before a committee of her peers. Board Certification is the highest standard in chaplaincy.

Ms. Heuser is well-respected and appreciated by all her peers. You can often find her visiting colleagues, asking, and listening about how they and their family members are doing. Ms. Heuser's teammates have characterized her as having an "angelic presence" and a being an "empathic gift". Other peers have embraced how she shares her "unconditional love" and that all of her "hospice patients love her".

Chaplain Heuser is an extraordinary woman, health care professional, and asset to the profession of hospice care.

We thank her for all her contributions to the Silverado Team and congratulate her on Employee of the Month!

Essential Oil of the Month

Bergamot

The essential oil program can be a safe effective way to manage minor symptoms for those who want to explore a more natural approach. Essential oils are applied topically, or used aromatically. Whichever way you prefer, the benefits include decreased agitation, depression, frustration, insomnia and tension.

Bergamot is a citrusy-floral fragrant oil, commonly used in hand soaps and perfumes. The oils are extracted from the rinds of the bergamot citrus fruit. Bergamot has a soothing, spicy scent. It is also found as an ingredient in many earl grey teas for that reason. Its pleasant aroma marks Bergamot as helpful in fighting as an antidepressant and offers a fresh scent promoting balance. Bergamot essential oil reduces the feeling of pain in the body as it stimulates certain hormones which lessen sensitivity of nerves to pain. Therefore, it is very helpful in cases of headaches, sprains, muscle aches or any other symptoms. It also is a reliable relaxant as it soothes nerves and reduce nervous tension, anxiety, and stress.

For more information about essential oils contact your RN Case Manager or call the Silverado Hospice office and ask to speak to ask to speak to Valerie Lomeli, Volunteer Manager.



Uses of Bergamot:

- Reduces stress, anxiety, fatigue and depression. Bergamot oil nourishes skin, and is often added to hand soaps, perfumes and shampoos
- Promotes relaxation and calming, as well as improving skin dryness or inflammation
- Ways to use Bergamot oil offered at Silverado Hospice:
 - Topically with Bergamot lotion or aromatically with room spray

CONTACT US

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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)



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