



## Changing the Conversation about Older Adults: An Interview with Open Circle Manager Patty Crawford

---

*Patty Crawford, MA, is the manager for Augustana Open Circle in Apple Valley. She also provides educational sessions about how we perceive older adults and wrote a column on this topic, published recently by the St. Paul Pioneer Press. Here, Patty discusses her presentations.*

***Where do you speak? What's the focus of your presentations?***

I provide educational sessions for staff at Augustana Care and other home care agencies, county social workers, senior centers and assisted living communities around the Twin Cities. Recently I spoke at health conferences and symposiums in Duluth, Phoenix and Chicago. I discuss how we communicate with older adults and how that impacts them and society.

***Has your work at Augustana Open Circle informed the work you do as a public speaker?***

My work at Augustana Open Circle made me realize we must always support identity and dignity. The basic human need of belonging is central and language is one component of creating that experience.

***What do you feel happens to older adults because of how they are currently perceived?***

There is the overlying belief that aging is negative and not a natural thing. Take a look at birthday cards at your local store to see what our culture thinks about aging.

*Continued inside...*

... continued from front page

***Is it important to change the way we relate to older adults?***

Older people tell me it feels like they disappear in the eyes of people around them. Even at medical appointments the physician may talk to the family in the room and not to the patient. Changes in hearing and cognition should not eliminate the individual's experience of inclusion.

***What is the most important thing we should remember about older adults?***

We should remember they are us, not "the other."

***What do older adults bring to our communities?***

There are many gifts in aging; perspective is one. When I experience loss and sorrow I seek an old soul. In art and literature, we see a flowering of genius from older adults.

***Can you suggest three ways to change perceptions about older adults?***

Acknowledge our own journey. Listen to the words of elders and express gratitude.

*To inquire about a speaking engagement, please contact Patty Crawford at [pcrawford@augustanacare.org](mailto:pcrawford@augustanacare.org) or 612-219-2486.*

*The mission of Augustana Care is to serve God by fostering fullness of life for older adults and other people in need through the provision of health care, housing and other services in a Christian tradition.*

If you have questions or feedback, please contact our communications office at [jjzark@augustanacare.org](mailto:jjzark@augustanacare.org) or 612-238-8552.

***Creative Director*** Jeffrey M. Placzek  
***Director of Communications*** Jenna Zark  
***Designer*** Mark Zukor

## Multisensory Environment Stimulates New Brain Activity for Those with Alzheimer's



*Multisensory environments "prove there are ways to get in touch with the core or soul of loved ones," says Katie Nakagaki.*

Andrea Fitzgerald has lived with Alzheimer's disease for 12 years and moved to Emerald Crest by Augustana Care in 2006. She rarely speaks and uses a wheel chair.

Last year, she was invited into a new multisensory environment at Emerald Crest's Burnsville location to experience a mix of sound, light and other experiences. Andrea's daughter Katie Nakagaki recalls her mother's response.

"Mom's arms relaxed," Katie says. "She tapped along to the music and tracked the lights with her eyes." When asked if she enjoyed the experience, Andrea replied, "Yes!" It was the first time she had spoken so clearly and intentionally in more than a year.

Emerald Crest began using the multisensory environment in 2015 to create personalized experiences for each resident. "A multisensory environment spurs healthy brain cells to connect and form new pathways," says Emerald Crest Cognitive Specialist Theresa Klein.

To learn more about Emerald Crest's approach to memory care, call 952-908-2215.



*Chaplain Nancy Carlson (shown with veteran Frank Linc) leads a weekly support group for veterans at Augustana Chapel View.*

## Veterans, Caregivers and Those in Memory Care to Find Increased Support through Spiritual Care Initiative

Some years ago, we welcomed new chaplains, trained volunteers and created a special memory-care service to enhance spiritual care at Augustana Care. We also created an organization-wide leadership position to deepen the role of spiritual care in our communities. Recently, we welcomed Chaplain Jenni Eagleman to this position.

To strengthen our capacity to meet the needs of veterans, caregivers and those in memory care, our chaplains need additional training. Our ultimate goal is to alleviate anxiety for residents who face the greatest challenges. Donations are making it possible to accomplish our objectives:

- Strengthen chaplains' skills through Clinical Pastoral Education (CPE)

- Sustain ability to deliver meaningful spiritual care through higher staffing levels
- Recruit additional spiritual care volunteers and provide specialized training to bolster services
- Conduct comprehensive spiritual care assessments for patients who need palliative care

We expect evaluation tools that measure the impact of spiritual care to be tested by the year's end.

To help support this special initiative, contact Kay Gudmestad at 612-238-5209 or [kagudmes@augustanacare.org](mailto:kagudmes@augustanacare.org). Donations are matched dollar-for-dollar by generous individuals who see the importance of reaching more of those in need.

## Employees Rally to Solve Resident's Crisis Through Bridge Program

Carol Nelson lives with disabilities due to an early bout with encephalitis and moved to Augustana Lakeside in 2006. When her front tooth broke recently, her insurance would not cover the repairs needed, putting Carol's physical and emotional well being at risk.



*Augustana Care's Housing and Services Bridge Program helped resident Carol Nelson with an unexpected expense that saved her tooth and smile this winter.*

Residents who need temporary financial assistance with basic expenses have found support through the Housing and Services Bridge Program since 2014. Unfortunately, funds had been exhausted by December, when Carol's issues occurred.

A call was put out to employees and generous individuals quickly responded. By early January, Carol knew that the Bridge Program would help her get the tooth repaired. "It's a great program," says Carol's sister Janice Bapp.

The Bridge Program at Augustana Care helps many hard-working individuals who must cut down on essential expenses such as food, clothing and medications to be able to stay in their homes. "The program changes lives every day," says Augustana Lakeside Administrator Brianne Wolters. To learn more, contact [fundraising@augustanacare.org](mailto:fundraising@augustanacare.org) or call 612-238-5251.

## National Pressure Ulcer Advisory Panel Appoints Augustana Care Employee

Most of us have seen or experienced hardships caused by pressure ulcers (commonly known as bed sores). Augustana Care partnered with Tamarack Habilitation Technologies to improve patients' options for preventing and treating these ulcers. Tamarack's work identifying causes and treatments for pressure ulcers landed the company a spot on the National Pressure Ulcer Advisory Panel (NPUAP) board, which strives for improved outcomes in pressure ulcer prevention and treatment.

Recently, Augustana Care Corporate Director of Skilled Nursing Facility Clinical Practice Julie Thurn-Favilla was appointed to the panel because of her experience as a director and in skilled long-term care nursing. Her goal is to help set the gold standard of care for pressure ulcers.



*Julie Thurn-Favilla*

## Connection with Faith Community Nurse Network Focused on Mind, Body and Spirit



*Faith Community Nurse Lois Askvig, pictured here with Augustana Care resident Marjorie Dahl, is grateful to Augustana Care for making some of her education with the Faith Community Nurse Network possible this year.*

Who are faith community nurses and how do they work with Augustana Care to help those we serve? The Faith Community Nurse Network (FCNN) is an interfaith service organization focused on intentional care of the spirit, promoting holistic health and prevention/minimization of illness within the context of a faith community.

Registered Nurse Lois Askvig is a member of Grace Lutheran Church in Apple Valley and has been actively involved with FCNN for nearly ten years. She visits parishioners at Augustana Care's Apple Valley campus and elsewhere.

Nurses from FCNN conduct health assessments and visit the sick. They also lead support groups

and help congregations obtain needed health services.

Research reported in the *Journal of Gerontological Nursing* finds faith community nurses help prevent strokes, heart attack/failure and other illnesses, according to FCNN Operating Director Wanda Alexander, RN, MPH, FCN. The study shows a projected cost savings of about \$3 million dollars for more than 1,000 older adults visited by faith community nurses.

In 2016, Augustana Care is helping FCNN educate nurses through symposiums and classes. "These classes help me to be a better nurse and Augustana Care helps make that happen," Lois says.

### Change Service Requested

If you no longer wish to receive this publication or would prefer to receive it electronically instead, please contact us at [fundraising@augustanacare.org](mailto:fundraising@augustanacare.org) or call 612-238-5251. Your help saving paper and postage will be appreciated.



## Save the Date for Annual Golf Tournament Monday, July 18

Celebrate summer with a day of golf at Crystal Lake Golf Club and enjoy a festive evening while supporting spiritual care in our communities. To register for the evening event, learn more about golf and sponsorship opportunities or donate to the silent auction, please contact [cpaulson@augustanacare.org](mailto:cpaulson@augustanacare.org) or 612-238-5213.

## Office of Philanthropy Focuses on Individual Goals and Legacies

Augustana Care's fund development office will now be known as the office of philanthropy. The new name speaks to our primary focus of engaging individuals in fulfilling their goals and the legacy they wish to leave behind. The name change is directly connected to the impact Augustana Care has on the lives of those we serve.