Legacy
Home Health/Hospice
& PHC/CBA Agency
"A Legacy of Caring"

Blessings & Honor

Fall Issue

www.legacyhhc.com

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INSIDE

Blessings and Honor

Despite the power we associate with the idea of a leader, 93% of those who actually lead an organization view themselves at least partially as a servant of the people in their organization.
Boyer 1999

The JESUS Principle----- How do you become first? By being last.
Ken Blanchard

Satisfaction with work improved by 34% when employees felt they were individually responsible for their work output.
McCaw 1999

Successful people spend at least 15 minutes every day thinking about what they are doing and can do to improve their work.
Sigmund 1999

Legacy Names Business Consultant New Chief Operating Officer

With the change of times, Legacy takes a leap into the future by restructuring its corporate group. Nationally renowned consultant, Mike Luna, joins the Legacy family as Chief Operating Officer.

Mike Luna, Legacy COO

His arrival to the agency means that Legacy is integrating a refreshing new way of how multiple operations work under one synchronized model. Legacy is an agency that hosts multiple offices, including several regions, such as: the Rio Grande Valley, Corpus Christi and Beeville. Mike Luna explains, "As the health care industry undergoes major scrutiny and reorganization from the federal level and down, Legacy is dedicated to stay ahead of the game." He also added that he wants to bring some analytical knowhow to all facets of the operation so all staff members may serve better their clientele.

Mike Luna has owned and operated several successful businesses throughout his career. Most notably he owned an award-winning Chevrolet dealership for eight years. Subsequently he was with American Honda Corporation and for nine consecutive years Luna was ranked the #1 management trainer in the organization. Using this acquired expertise, he then launched his own firm, Mike Luna Speaks. He became nationally recognized for his implementation of behavioral techniques and principles as a consultant to a broad range of businesses. Mike's clients realized great success in all areas of operation within their organizations.

Upon his arrival, the entire management and marketing team underwent a revealing self-study that helped them assess their style of approaching or communicating with individuals and formulate more effective ways of doing business. The objective here is to ensure effective relations and carve a new business model that is in tune with the newly adopted Legacy philosophy under his guidance.

Welcome aboard.

Our dedicated staff works continuously to ensure quality care.

our staff on veterans day

Photo by: Javier Colmenero

Kevin Heilbronner, LVN

Recognizing our military and veterans

Kevin Heilbronner joined Legacy after completing 26 years of service with the U.S. Army and at least one tour in Iraq where he served as a master sergeant and a field medical technician. Upon returning, he completed his LVN program in San Antonio, Texas, and later relocated to Corpus Christi.

Kevin now reminisces about his days during active duty in Iraq and explains quite candidly that we are so fortunate here in this country. "Sanitary conditions there are nominal, if any," he says who used to patrol while assisting residents. "Often, I would see minor cuts becoming major infections or worse yet people coming in with severe burns caused by heater explosions, usually when people attempted to refuel them while still hot and the sheer heat would cause a fire. Since Iraqis did not have any access to medications much less antibiotics, often minor issues became critical."

Unlike South Texas suffering mainly from diabetes, Iraqis have skin conditions that aggravate easily. Those conditions are caused by mosquito bites which usually lead to infections, and their treatment is what took most of his time when patrolling.

He described a forecasting scene that makes the mind wonder. "In Iraq's remote areas there's hardly any garbage collection and by people using baths outside their homes, the combination creates a major infectious and health hazardous situation. But in spite of their living conditions," he adds, "Iraqi people are very nice and simple. But we must realize that it will take a while for them to get back to normal."

In all, Kevin is thankful of his personal military experiences, but most importantly that both his sons also in the army came back from serving in Afghanistan and Iraq. So when you see this tough looking guy down the hallway – give him a South Texas style "howdy'. He will appreciate it.

Blessings & Honor

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Spiritual Care for Hospice Patients

Because the soul has such deep roots...and its values run so contrary to modern concerns, caring for the soul may well turn out to be a radical act, a challenge to accepted norms.
(Thomas More, 1477- 1535)

How does one 'do' spiritual care? What are the problems to be addressed? What are the goals? How is progress measured? How do we know when someone needs this kind of care? Can I be sure that this kind of care doesn't conflict with the teachings of my religion? What about people who don't even believe they have a soul? Who pays for spiritual care? Most people will agree that the idea of spiritual care as a professional undertaking generates a great number of questions. But maybe that's not a bad thing at all. In fact, many of the hardest questions a person could ever encounter come up time and again in spiritual care.

At the core of the practice of spiritual care lie several key concepts. Not everyone will agree on the exact nature or name for these concepts, but in general these or something similar provide the framework for the spiritual counseling professional:

- Presence: This is not just 'being there' while someone is trying to cope with trauma, suffering, painful transitions, etc. It is difficult to define the practice of sincere, authentic, empathic, therapeutic presence. For a lawyer it means empathy without being caught up in a client's anxiety. For a nurse or a doctor it may mean just being still and paying attention to someone in distress. What it means to a spiritual care professional is quite different, however. Therapeutic presence is characterized by being wholly, authentically with (or in the presence of) another in a way which is open, without preconceptions, non-judgmental, caring, and accepting. The professional actively and without expectations values the other. The interaction promotes well-being and autonomy and conveys empathy. The client is not being measured or dictated to. There is a mutual engagement and process of self-discovery. And there is a basic and profound respect for what is sacred in human life. Through this process both questions and answers emerge which address the spiritual needs, distress, and conflicts of both parties.

by: Dean Campbell, RN, BSN
Legacy's Executive Director
of Clinical Services and Education

- Autonomy and self-determination: Accompanying another on their journey through some of the most intense experiences in human existence can be more than just difficult. It can be traumatic to the professional. However, the client must be able to work through the process of spiritual growth in his/her own way, in the context of his/her own belief system, and in a way which takes into account the client's unique strengths and struggles, thereby allowing them to transcend painful circumstances in a deeply meaningful way.Autonomy and self-determination: Accompanying another on their journey through some of the most intense experiences in human existence can be more than just difficult. It can be traumatic to the professional. However, the client must be able to work through the process of spiritual growth in his/her own way, in the context of his/her own belief system, and in a way which takes into account the client's unique strengths and struggles, thereby allowing them to transcend painful circumstances in a deeply meaningful way.

Continue, Page 8: Spiritual Care

The Legacy Lion

Makes Debut in the Community

Penny Salazar and Pam Aguilar with the Lion before the Beeville parade.

The Lion is on the prowl. The Legacy Lion is making visits throughtout the community. Reportedly, he was first seen in the Rio Grande Valley area at a large community event. Then he reappeared at the Beeville Western Days Parade.

This fella is know to be friendly and overactive amongst large crowds.

Corpus Christi: 361-855-0848 Rio Grande Valley: 956-580-9100

Best of the Best

Legacy was visible and active at the annual Corpus Christi Caller-Times Best of the Best Exposition held at the American Bank Center.

During the event Legacy marketing staff had the chance to speak with numerous people who had questions on services or seeking information on how to best serve their loved ones, as they rewarded winners with drawing prizes.

Drawing winner TroyLyn Sisneros with Legacy's Jarrett Campbell (L) and Eddie Roberson.

Rhonda Lewandowski (L) and Karen Galvan with winner Jim Maddox

Diana Alvarez of Legacy is seen here with Esmeralda Rios

Defining Words on Hope

We judge of man's wisdom by his hope.
Ralph Waldo Emerson

We live by admiration, hope and love.
William Wordsworth

We must accept finite disappointment, but never lose infinite hope.
Martin Luther King, Jr.

Coming up on Next Issue

Legacy relocates to new office in the Beeville area.

Meet new Rio Grande Valley marketing management staff.

In depth look at the provider program in the Rio Grande Valley and how it meets the needs of the region.

..and an interview with the Legacy Lion.

DISC Training

Old science came in touch with modern technology and services, as COO Mike Luna tested all Legacy management on the DISC behavioral profile.

The outcome is to create a better blend when working, communicating or simply interacting with each other to ensure less internal pitfalls. DISC is the four quadrant behavioral model based on the work of William Moulton Marston Ph.D. (1893–1947) to examine the behavior of individuals in their environment or within a specific situation (otherwise known as environment). It therefore focuses on the styles and preferences of such behavior.

Marston was able to name four vectors of behavior, namely Assertiveness, Sociability, Tranquility, and Dependence, and the means to identify the relative propensity of individuals to behave according to these predictive scales. This system of dimensions of observable behavior has become known as the universal language of behavior. Research has found that characteristics of behavior can be grouped into these four major 'personality styles' and they tend to exhibit specific characteristics common to that particular style. All individuals possess all four, but what differs from one to another is the extent of each.

Mike Luna presents the outcomes of management's self behavioral test.

Legacy senior staff reviews the test and has a chance to ask questions.

The assessments classify four aspects of behavior by testing a person's preferences in word associations. DISC is an acronym for:

Dominance – relating to control, power and assertiveness
Influence – relating to social situations and communication
Steadiness – relating to patience, persistence, and thoughtfulness
Conscientiousness – relating to structure and organization

These four dimensions can be grouped in a grid with D and I sharing the top row and representing extroverted aspects of the personality, and C and S below representing introverted aspects. D and C then share the left column and represent task-focused aspects, and I and S share the right column and represent social aspects.

The outcome of the Legacy testing was beneficial and fundamental in setting a positive pattern or bridge-building. It Clearly defined that all personalities are good, but the balanced combination of all can help in structuring a sound team.

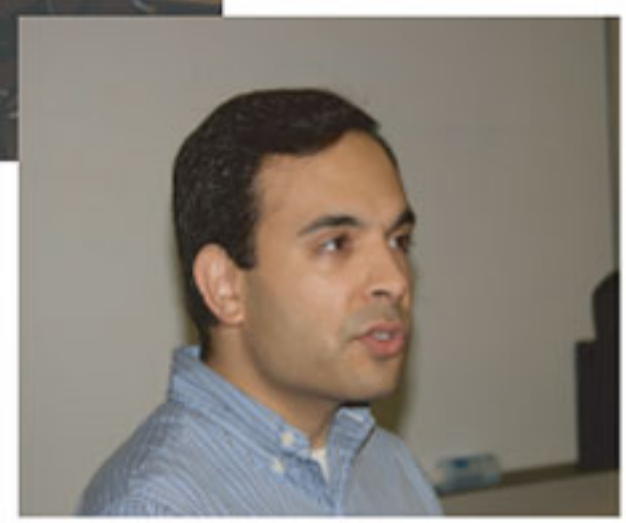
Mike Luna described it this way, "when you know the individual characterstics of your staff, it helps to know what approach may be best suited for a given scenario."

In turn, the same approach is being applied to all facets of operation. The goal is to enable a better prepared team who knows how to deal with each situation.

MEDICAL IN-SERVICES

Dr. Behram Khan discusses wound incission and care at an in-service on dialysis. Seen here with nursing staff, below and to the bottom right.

Dr. Jose Lozano of Falfurrias addresses nurses from Premont branch during his diabetes in-service session. (Left)



Breast Cancer Awareness Month-Facts

Dr. Aftab Mahmood

- Breast Cancer is the most common cancer among women
- It is the second leading cause of death, after lung cancer
- In 2009, 212,920 women in the U.S. will be diagnosed with invasive breast cancer
- 40,970 women will die from the disease this year
- Over 2 million women in the U.S. have been treated for breast cancer
- The chance of a woman having invasive breast cancer some time during her life is about 1 in 8
- Breast cancer death rates are going down

CDC Facts

Dr. Aftab Mahmood, an oncologist, discussed breast cancer trends and facts with Legacy nursing staff, pointing to early detection as the best weapon to reduce its risks.

Although many women get breast cancer, it is not the most common cause of death. Heart disease is the number one cause of death of women of 40 or above, followed by stroke, lung cancer and lung diseases. Breast cancer is actually the fifth leading cause of death.

As doctor Mahmood explained, "the early signs of breast cancer are hardly noticeable, however, all women should be on the lookout for them ."

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The Web Dot Com - Up and Running

www.legacyhhc.com

The Legacy reconstructed web site is now donning a new look and has been upgraded to meet today's demanding requirements.

The work in progress project required several revisions in order to make it consumer friendlier. Now visitors are able to click on all program links and obtain information on each service offered as well as recources offered by Legacy.

The project led by the Legacy marketing department under the direct supervision of Dr. Joel Wilman took into account the typical needs inquired by individual browsers. Then through sherr quantification of most frequent questions or issues, the site was remodeled.

To date, visitors are able to visit it and obtain sufficient informationon all programs and assist most people with key answers to their questions. As most projects go nowadays, the web site will continue to experience changes and modifications to enhance its content and look. Go ahead, browse through it and let us know what you think.

From Page 3: Spiritual Care

- Interdisciplinary care and planning: The spiritual care professional takes part in a process of negotiation with the patient and family, other members of the team, and other health care providers to identify, prioritize and plan for problems related to the patient's current status. In this setting it is expected that the spiritual care professional will act as a radical advocate for the patient's rights, will mobilize the patient's existing religious and spiritual supports and facilitate coordination of these resources, and will aid in short and long-term planning activities. Interdisciplinary care and planning: The spiritual care professional takes part in a process of negotiation with the patient and family, other members of the team, and other health care providers to identify, prioritize and plan for problems related to the patient's current status. In this setting it is expected that the spiritual care professional will act as a radical advocate for the patient's rights, will mobilize the patient's existing religious and spiritual supports and facilitate coordination of these resources, and will aid in short and long-term planning activities.

The specific techniques used by spiritual care professionals can vary widely and may include life review and other 'story-telling' techniques, prayer and meditation, religious rituals, linking and referring, the use of individual and family therapy components, and many other measures. The provision of spiritual care is difficult in a system that is focused on addressing physical and mental concerns and has only recently and in limited settings (e.g. hospice programs, emergency departments) begun to acknowledge the importance of spiritual care. And, yes, even a person who does not believe in a soul has spiritual needs, even if he/she believe these needs only exist in relation to others. Spirituality involves meaning and purpose, self-determination, and legacy, as well as suffering, forgiveness, redemption, and salvation. It takes a very special individual to navigate these often murky and sometimes very dark waters.