



Collabria Care

Formerly Napa Valley Hospice & Adult Day Services

Spring 2018

# Connection



## Inside this Issue

Replacing the pressure to remember  
with the freedom to imagine

Making available what everyone  
deserves: Jorie Jacobs

"Answers when I needed them"  
and more...



# Using Imagination to Bridge Communication and Memory Barriers

*Collabria Day Program now offers a curriculum for those with cognitive disabilities that uses creative storytelling to allow them to express themselves, to connect with others, and to regain self-esteem.*

One of the biggest challenges for people with dementia or other cognitive disabilities and their caregivers is communication: loss of memory and words can make engaging or connecting difficult.

*TimeSlips* is a creative storytelling method that removes the pressure to remember and replaces it with the freedom to imagine. **In a group setting, it draws participants into a supportive social network, and one-on-one, it can reconnect them with loved ones, all by focusing on what participants can do, rather than what abilities they've lost.**

Several Collabria Day Program staff and volunteers have completed certification in the internationally recognized program thanks to a grant from Disability Communications Fund, and *TimeSlips* is now offered at the Day Program in both English and Spanish.

## How It Works

The session starts with participants selecting from 2 – 3 images from which to start a story. The facilitator or caregiver then asks a series of open-ended questions about the image, such as “What do you

see? What do you want to name this person? What sounds do you hear?” They echo and record participant’s answers. Other participants add to it, ultimately creating a story. “These stories can be built not only from words, but gestures and sounds. There are no wrong answers, so it allows all participants to contribute, and each person’s contribution draws from and acknowledges their own life experience, culture, and history,” explains Veronna Ladd, MHA, Program Coordinator for Collabria Day Program.

These stories are then often used as springboards for other art therapy projects, such as creating posters, shadow boxes, or storyboards—participant-driven projects that illustrate their story.

*TimeSlips* can also be used with a caregiver or loved one, and Collabria Day Program has already hosted two workshops, providing tools and storytelling journals for Day Program participants’ family to use at home.

## Why It Works

“It’s beautifully simple, but works effectively on many levels,” explains Day

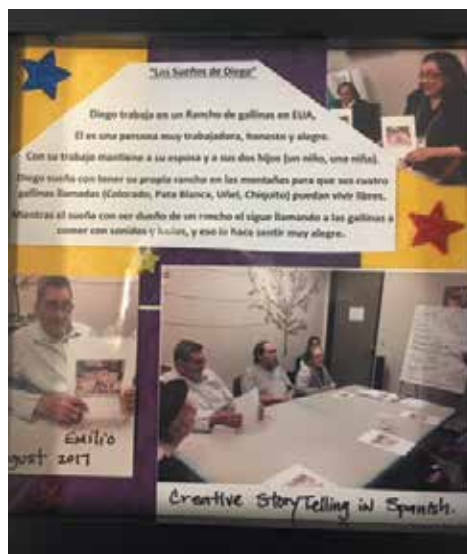
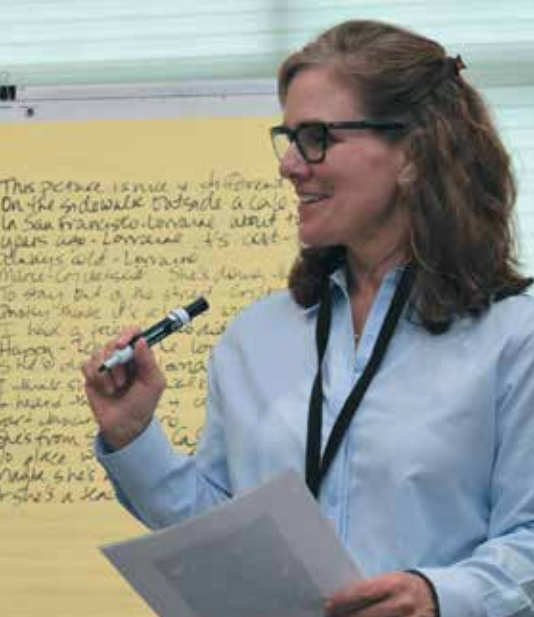
Program Director Niti Malhotra, MS. “It views personhood as concealed rather than lost, personalizes the experience for each participant, puts as much emphasis on the relationships being developed as the resulting story, and allows participation for all levels of ability.”

## Stories as Unique as the Participants

“Another wonderful thing is that it’s an organic process each time,” says Pat Orr, a Day Program volunteer certified in the *TimeSlips* program. “No two stories are alike: each is colored by the participants’ life experiences.”

One participant is a photographer, who has both memory loss and severe hearing loss, which contribute to him feeling isolated. His answers always focus on the photo’s aspects (lighting angle, focal point, balance, etc.). For him, what the image says isn’t as important as how it was composed, adding a whole new dimension to the story. *TimeSlips* gives him the opportunity to not only socialize, but share his photography knowledge, renewing his sense of self worth.





Far left and near left: Day Program volunteer and TimeSlips facilitator Natalie DeLeuze with Day Program participants in one of the group TimeSlips sessions. Above: a shadowbox inspired by the story created in one of the Spanish-language TimeSlips sessions. Right: sample images from the TimeSlips journal.

Another participant had been a family counselor, and tapped into those professional skills for her responses. What was important to her about each image was what might have happened before the image was taken that would cause the emotions of the character in the image. She would also predict what was going to happen after, relating the outcome of what she saw in the image to experiences from her former career.

### Breaking Language Barriers

TimeSlips was developed and implemented in English, but Rosa Paramo-Alvarez, a bilingual Collabria Care staff member, incorporated it into our Bilingual Basics class. “We were excited to see participants learn that there are many ways to express themselves. Working together to create a story brings together people who might have not communicated with each other before—and we’ve found that it not only brings our Spanish-speaking participants closer to each other, it brings them closer to their English-speaking peers, as well.”

A new participant to the Day Program had difficulty acclimating to the program at first because she suffers from high anxiety, and has difficulty with word sequencing. She was invited to join in a TimeSlips activity that was underway. Her new peers welcomed her to the group, then returned

to conversing about the image. She was still anxious, but observant. Niti handed her an image and she stared at it, then exclaimed “Pollos!” (“Chickens!”) When Niti asked how many, she replied “Cuatro,” (“four”), now smiling. Her responses were added to the storyboard, and she began to relax and join more in the story. When words failed her, she used gestures, contributing without fear. The experience was so positive, she joined the group at lunch, her anxiety soothed by her new social network.

**“This freeform approach creates connections by working with what participants have, rather than limiting them,”** says Veronna. “It taps into their imagination, often an area not explored in people with cognitive impairments.

**“It even works with those whose speech skills have deteriorated, because their gestures or facial cues can be used to communicate,** and if the words they share are limited, they can be woven together into a poetic form instead of a straight story.”

“The beauty of TimeSlips,” says Niti, “is that it reconnects our participants by offering them a new role in society, one that acknowledges who they were, and celebrates who they are now.”



## TimeSlips at a Glance

Awarded Rosalinde Gilbert Foundation Award for Innovations in Alzheimer’s Caregiving

Awarded Metlife Leadership Award through the National Center for Creative Aging

Featured on NPR, “Today Show,” *New York Times*, *Boston Globe*, *Chicago Tribune*, *Milwaukee Journal*, among others

Visit [www.timeslips.org](http://www.timeslips.org) to learn more about the program

To learn more about TimeSlips at the Collabria Day Program or to see some of the stories developed, visit <https://collabriacare.org/creative-storytelling>

# Meet Jorie Jacobs, RN, BSN

## Collabria Hospice Director

Collabria Care is pleased to announce the appointment of Jorie Jacobs, RN, BSN, as the new Collabria Hospice Director.

“I’ve found both through personal and professional experience, being able to be involved in care at the end of life—one of the most intimate times of a person’s life—is a gift. Working in hospice care is a vocation, not a job. You either have the passion for it or you don’t,” says Jorie.

“I am thrilled to be here doing exactly that.”

### Measuring Success in What You Give

Jorie brings a wealth of experience in home health and hospice management. But after 20+ years in senior management in the corporate world, she felt she had lost touch with the part of her work she most loved: helping others. “I realized that I wanted to spend the rest of my career giving back.”

Jorie is now responsible for all aspects of Collabria Hospice, from the nonprofit’s admissions and patient care to support services for family members, and oversees the 40 professionals that comprise the Hospice staff.

“All of the teams here at Collabria Care—Hospice, Day Program, Palliative Care and community education—are so innovative and motivated to help in their community,” says Jorie. “And having come here from the for-profit world, to be able to offer all these things based on what is best for the patient, not necessarily the organization’s bottom line? Amazing.”

### What Every Person Deserves

“My father died of Alzheimer’s, but for us it was a beautiful experience because of the hospice care he had. Everyone deserves that: a peaceful passing, surrounded by caring people, so I want to



ensure that we make that available to any who may need it.

“Because each interaction we have can make a difference in people’s lives, my top priorities are to ensure we 1) are the employer of choice, drawing the very best people to continue this mission, and 2) increase our volunteer involvement so that our patients have as much support, compassion and care as they need.

“To be able to do this kind of work is a blessing.”

“Jorie has an exceptional focus on not only quality compassionate care and evidence-based practices, but on responsiveness, as well—a critical component that has made us the leading hospice organization in Napa County,” says Collabria Care President & CEO Linda Gibson. “We are thrilled to have her skills, compassion, energy, and enthusiasm here in support of our mission.”

## Collabria Care Pilot Program Informs New Statewide Medi-Cal Palliative Care Benefit

As of January this year, Medi-Cal beneficiaries with serious, life-threatening illnesses now have access to patient- and family-centered palliative care that provides care coordination, case management, and pain management. The development of this new benefit was guided in part by a successful six-month pilot program that included a partnership between Collabria Care and Partnership Health Plan of California (PHC).

The pilot demonstrated that community-based palliative care can improve patient outcomes and satisfaction while lowering healthcare costs. Pilot results included:

- a drop from 55% to 21% in the number of patients who were readmitted to the hospital
- high patient satisfaction
- 33-50% lower overall healthcare costs

“Palliative care improves health and quality of life, and this new benefit will make this available to literally thousands in California,” said Linda Gibson, President & CEO of Collabria Care. “These patients are more likely to be able to remain home, with the medical support they need and the family support they want. We are proud to have helped lead the way in making this kind of care available to more Californians.”

# An Answer Whenever I Needed One

*Thanks to your generosity, we are able to provide palliative care to patients whose condition is suitable for it, regardless of their financial circumstances—so that like Ricardo, they have the help and support they need for their life journey, wherever they choose to take it.*

In 2015, at age 44, longtime Napa resident Ricardo was diagnosed with colon cancer. “I was very scared and thought, ‘This is the end.’”

For two years, he underwent chemotherapy and radiation for the tumor, and did well in the beginning, with his family and his faith keeping him going. But as the disease progressed, he experienced weakness, abdominal pain, decreased appetite, weight loss, and shortness of breath, which at times left him wondering if there were other ways to cope with the cancer—or if he should quit treatment altogether.

But he didn’t know the answer—yet.

In 2016, he was referred by his primary physician to a palliative care pilot program for Medi-Cal recipients conducted by Collabria Care in partnership with Partnership Health Plan (see page 4).

Ricardo now had a team behind him to help not only treat and manage his disease, but live his best life possible while undergoing care. That team included Jamie McNamara, RN, his Palliative Nurse Navigator; Sherry Michael, MSW, his social worker; and Rosario Ochoa, his community health worker and interpreter, among others.

“We worked closely with him to manage his symptoms,” said Jamie, “but there were times when he would stop taking his medications, worried he would become addicted to them, or he wouldn’t admit how severe his pain was. He was left making decisions out of fear when he didn’t have enough information.”

So his team helped him to better understand his disease and his options. During the 14 months Ricardo was on palliative care, his team met with him and his family every 1 – 2 weeks initially, and more frequently later. “He was a kind, intelligent man who truly wanted to understand his disease,” says Sherry. “And he was a fighter, ready to explore all of the treatment options, including alternative therapies,” says Rosario.

**These regular meetings gave Ricardo time to think and talk through what quality of life meant to him. Being able to define what was important to him, he was then ready to communicate his goals in not only his treatment, but his life.**

Jamie and Rosario accompanied Ricardo to his physician appointments to ensure he had all the details on the benefits and risks of the options his physician outlined, and how they aligned with his goals.

“Having that solid understanding of his options from an impartial third party gave him confidence in making decisions,” said Jamie. “We were able to come up with a plan that improved not only his physical comfort with fewer side effects and less pain, but his mental comfort, as he now had the critical information he needed to know he was making the choice that was right for him.”

When scans showed that the cancer had spread, Ricardo had the option to go on hospice care, or try further treatment, which would affect his quality of life. This time, he decided he was willing to



*Ricardo with his mother.*

endure the side effects to undergo treatment again, on the chance he could be cured. His team worked closely with him throughout, but the treatment proved unsuccessful. In October 2017, he entered hospice for comprehensive end-of-life care, and this past December, Ricardo passed away at home, surrounded by his family.

**While on palliative care, he asked that Collabria Care share his story to help others understand the benefit of palliative care.** “It was completely different from any care I had received,” said Ricardo. “They would come to my home instead of my having to go to an office, they helped with paperwork and they would stay to talk whenever I needed it. They were always able to find an answer when I needed one and took my mind off all my worries. They kept me hopeful.”

“Collabria Care was the heart of my treatment and care.”



# Honoring Choices – Your Choices

April is Advance Healthcare Directive Month

**Despite its long, legal-sounding name, an advance healthcare directive is a simple, straightforward document—and one that everyone should have. It spells out what kinds of care you would wish to receive in case of a medical emergency, and who can speak on your behalf if you're not able to.**

No one likes to think through worst-case scenarios, but making those important

decisions now gives you the peace of mind that, if you're unable to express your wishes in an emergency, 1) you'll receive only the kinds of care you would want, and 2) you won't leave loved ones guessing (or disagreeing) about your care during an already emotionally charged time.

**Ready to learn more or take the next step?**

Visit [www.hcnv.org](http://www.hcnv.org), the site for Honoring

Choices Napa Valley, where you'll find a wealth of tools and resources to guide you through various considerations and creating your own directive.

Honoring Choices Napa Valley is a coalition of Napa County organizations and individuals (of which Collabria Care is a founding member) that is committed to working to ensure that all adults in Napa County receive healthcare based on their values and preferences.

## Annual Sponsor Spotlight

### Alta Mesa Group

For Jim Gladfelter and Bill Chiat, co-founders and principals of Alta Mesa Group, the decision to support Collabria Care as an annual sponsor "seemed a natural progression."

"We were longtime supporters before becoming an annual sponsor, and have seen what a great job these people do, from many perspectives," says Jim. "I've served as a volunteer in the hospice and day programs, and on the Collabria Care board of directors."

"And we have a number of friends with stories of what a difference the organization made in their family's lives," says Bill. "You reach the point where you have aging parents, and you realize just how important Collabria Care's services are."

"It always comes back to the fact that Collabria Care's services are



not limited in whom they will serve or how," says Jim. "They are truly a community service, and we are proud to show our commitment at a higher level."



#### About Alta Mesa

Jim Gladfelter provides controller/CFO services to nonprofit organizations with government contracts to provide human services, as well as small, family-owned wineries. Bill Chiat offers executive development services for city and county governments, and teaches at the Goldman School of Public Policy at UC Berkeley.

We thank Alta Mesa Group and all of our Annual Sponsors for their ongoing support.

## Annual Sponsors





LEGACY SOCIETY

The Legacy Society recognizes those who include Collabria Care in their estate plans or through a life-income gift.

"Legacy gifts, no matter the size, have the power to change lives for generations to come," says Joanne Sutro, Director of Development & Communications. "Whatever your financial circumstances or charitable goals, you can make a gift that benefits you, your loved ones, and our mission."

For further information on Legacy Giving, please contact Joanne at 707.254.4166.



"Through my mother's experience with Collabria Hospice, I saw what a gift the people and services of this organization are to our community. Including them in my estate plan was an obvious way to show my appreciation, and to help keep this gift available to any who may need it."

— Legacy Society member, Nancy Baracosa

SAVE THE DATE

# Starlight Supper Club

JOIN US AMONG THE STARS

## For A Shimmering Evening

AT THE NAPA VALLEY RESERVE  
SAINT HELENA

September 7, 2018

TWELFTH ANNUAL GALA  
CELEBRATING

**COLLABRIA CARE  
COLLABRIA HOSPICE**

FOR FURTHER INFORMATION  
OR SPONSORSHIP OPPORTUNITIES,  
PLEASE CALL 707.258.9080



To change your mailing address or opt out of future mailings, please contact the Development Department at 707.258.9080 ext. 212 or at [development@collabriacare.org](mailto:development@collabriacare.org).



## Events and Workshops Open to the Public

All programs listed below are held at Collabria Care, 414 South Jefferson Street, Napa, unless otherwise stated.

### Grief Support Group (ongoing)

A weekly drop-in support group for adults who have lost a loved one. Free of charge.  
Thursdays, 4:00 – 5:30 pm

### Learning to Live with Loss

An eight-week grief support group for those who have experienced the loss of a loved one. A safe environment where you can share your feelings and experiences in a supportive group setting. Free of charge, but RSVPs are requested.  
Call Janeen Fabulae at 707.258.9080 or [jfabulae@collabriacare.org](mailto:jfabulae@collabriacare.org) for upcoming dates.

### Caregiver Support Groups (ongoing)

Offered in partnership with Redwood Caregiver Resource Center and the Alzheimer's Association

Napa Location: Collabria Care

414 South Jefferson Street, Napa

1st Thursday of each month (respite available)

1:00 – 3:00 pm

3rd Wednesday of every month, 5:30 – 7:00 pm

St. Helena Location: Rianda House

1475 Main Street, St. Helena

1st Thursday of every month, 3:00 – 4:30 pm

3rd Thursday of every month, 3:00 – 4:30 pm

### Mind Boosters (Ongoing)

A social program for people who are concerned about their memory or are in the early stages of memory loss and want to be proactive in maintaining their brain

health. Sponsored by Senior Helpers. Preregistration required.

To RSVP or for information contact: Jillian McNab at 258-9087 ext. 272 or [healthedcoordinator@collabriacare.org](mailto:healthedcoordinator@collabriacare.org)  
Tuesdays, 10:00 am – 1:00 pm  
Fridays, 11:30 am – 3:30 pm

### Living Well with Parkinson's

Practical workshops for those with Parkinson's disease, their caretakers, families, and friends. Sponsored by Your Home Nursing Services–Home Care at It's Best! These are free and open to all, but registration is required. RSVP to 707.258.9087 x272 or [healthedcoordinator@collabriacare.org](mailto:healthedcoordinator@collabriacare.org)  
Time: 10:00 am – 12:30 pm

May 31: *Strategies to reduce common movement disorders*

June 7: *Techniques to help you stay positive*

June 14: *Identifying and relieving sleep disturbances*

June 21: *Addressing nutritional concerns*

June 28: *Optimizing your brain health*

### Community Conversation Series 2018

Presented by Retirement Renewal Forums, for those planning retirement or who are retired. Kal Edwards MA, Coordinator. Sponsored by Aegis Living of Napa.  
Time: 5:30 – 7:00 pm

May 1: *Challenges and Solutions of Aging in Place.*

*Preparing to live the life you can enjoy.*

September 18: *Keeping the Laughter in Our Lives.*

*Strategies for good health and feeling alive.*



## Hit the Greens for a Great Day and Great Cause!

### 13th Annual Collabria Care Classic

Monday, May 14, 2018

Eagle Vines Vineyards & Golf Club

Four-Player Scramble Format

Individual and team prizes will be awarded

- Bring your own team or we'll match you up!
- \$175 per player includes lunch and dinner
- \$50 per person for dinner only
- Registration, Lunch, Driving Range—11:00 a.m.
- Shotgun Start—1:00 p.m.
- Auction and awards dinner immediately following play