



UNITED METHODIST HOMES

Seasons

A NEWSLETTER FOR STAFF, RESIDENTS & FRIENDS OF UNITED METHODIST HOMES

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New Continuous Quality Improvement Initiative Launched Throughout the Homes

In mid-January, United Methodist Homes launched a new initiative throughout the organization's skilled nursing facilities. The initiative's goal is to use the continuous quality improvement process to ensure that resident care is delivered in the most effective way possible, while at the same time maximizing resident safety, dignity and quality of life.

The initiative, now underway at each campus, is modeled on Wesley Village's successful continuous quality improvement program. The structure includes 10 "core teams," each of which is charged with monitoring a particular aspect of resident care. The core teams include Accidents and Safety, All-Star Dining, Behavior/Emotional Patterns, Elimination/Incontinence and Physical Function, Infection Control, Pain Management, Quality of Care, Quality of Life, Restraint Reduction and Skin Care. The initiative is being rolled out at skilled nursing facilities first, with other levels of care to follow.

A Team Approach

Staff from across the board – direct care, dietary, housekeeping and more – are represented on the multidisciplinary core teams, each of which has a specific set of quality measures and quality indicators to monitor throughout the facility. Teams at each campus have been divided into red, green and yellow light categories, representing areas that need immediate focus, those that can be addressed less urgently, and those which can be monitored on an ongoing basis. What team falls into which category is different at each campus, and even green light teams are tasked with improvement. Currently, green light team members are

partnering with red and yellow light team members to provide assistance in their improvement efforts.

While Wesley Village has had an active continuous quality improvement program in place for some time, other campuses are now significantly increasing the number of staff directly involved in quality improvement. Whether part of a core team or not, all employees at each facility are empowered to bring issues or ideas to light.

One early team project focuses on resident satisfaction surveys conducted by members of the Quality of Life teams on each campus. The verbal surveys will mirror the resident interviews conducted by state Department of Health surveyors as part of the revamped survey process. Said Jill Murray, United Methodist Homes' Director of Quality Management, "The goal is for staff and residents to be at ease with surveyors since they will be familiar with the process."

Interfacility Learning

According to Murray, one of the primary goals of this new initiative is to increase interfacility information-sharing in order to promote the adoption of best practices within the organization.

She said, "We are sharing best practices to ensure consistency in care from campus to campus. We know that we'll discover different practices among our facilities which result in the same outcome. We plan to examine how each group of caregivers gets from point A to point B, and then standardize processes throughout the organization according to the best practice. Each facility has its own special strengths, and we want to

Administrative Editorial

Gary Breuilly, Chief Operating Officer & Assistant President



As United Methodist Homes begins a renewed focus on excellence and accountability, I can think of no better example of

these attributes than Captain Chesley B. Sullenberger III.

On January 15, 2009, Captain Sullenberger was the pilot of a US Airways flight that struck a flock of birds, causing a loss of power to both engines. With a return to an airport impossible, a water landing on the Hudson River became the only feasible option in the densely-populated metro New York area. With the assistance of his first officer and the flight crew, Captain Sullenberger successfully landed and evacuated the 155-passenger plane in the river with no loss of life.

Captain Sullenberger's story offers an inspirational example of how education, excellence in execution, and accountability can pay off. One can draw many parallels from this near-tragedy to a successful outcome in our venue:

It takes preparation and training to be successful.

- Captain Sullenberger has studied and written about the psychology behind keeping an airline crew functioning during a crisis.
- After announcing to the passengers and crew that the plane was going down, he could hear through the cockpit door that the flight attendants were implementing the commands they learned in training. In his 60 Minutes interview with Katie Couric, the captain said, "I felt very comforted by that. I knew immediately that they were on the same page. That if I could land the airplane, that they could get them out safely."
- He also told Couric, "I think, in many ways...my entire life...had been a preparation to handle that particular moment."

Experience helps to get it right.

- Captain Sullenberger first earned a pilot's license at age 14 and has more than 40 years of flight experience.
- The first officer has 23 years of experience with US Airways.

- The flight attendants on board each have between 26 and 38 years of experience.

A focus on quality and safety benefits everyone.

- Captain Sullenberger has a strong background in airline safety and accident investigation, and owns a safety consulting business.

It's accountability that matters in the end.

- The captain's first and last responsibility is the safety of his passengers – Captain Sullenberger executed that responsibility with calm determination from the time he took over the plane's controls until he checked the cabin twice before being the last to evacuate.
- After the incident, Captain Sullenberger realized that a library book went down with his luggage. He called his local library and offered to replace it. The book's subject was professional ethics.

This was truly a case of the right people in the right place at the right time. Let us each strive to be part of the right crew at United Methodist Homes.

Corporate Office Staff Honored for Service



Corporate staff who celebrated service anniversaries in 2008 included (standing, left to right) Network Administrator Ryan Caminiti; Clinical Informaticist Heather Morgan, RN, RAC-Ct.; Assistant President and Chief Financial Officer Nelson B. Snyder II; Purchasing Director Dianne Paige; Clinical Informaticist Amy Miller, RD; (seated, left to right) Management Information Services Director Joyce Clegg; Marketing and Public Relations Director Sarah Soden; and Financial Data Manager Patricia Juriga. Absent from photo: Quality Management Director Jill Murray.

Corporate Office staff who celebrated service milestones in 2008 were honored at a luncheon on January 29. Congratulations to:

30 Years

Joyce Clegg, Management Information Services Director

20 Years

Patricia Juriga, Financial Data Manager

10 Years

Dianne Paige, Director of Purchasing
Nelson B. Snyder II, Assistant President and Chief Financial Officer

5 Years

Amy Miller, RD, Clinical Informaticist
Heather Morgan, RN, RAC-Ct., Clinical Informaticist

1 Year

Ryan Caminiti, Network Administrator
Jill Murray, Director of Quality Management
Sarah Soden, Director of Marketing and Public Relations

Each honoree received a certificate and could select from an anniversary gift catalog. Said President and CEO Keith Chadwick, "I congratulate each of our honorees for reaching this milestone, and thank them for their dedication. United Methodist Homes is truly fortunate to have such longevity of service in its ranks."

Staff Announcements



Kate Conant

Kate Conant has been named Continuous Quality Improvement Coordinator at the Doris L. Patrick Campus. Conant has been with the Homes for two years as the Director of Activities and Volunteers on the Doris L. Patrick Campus.

Conant earned her undergraduate degree in therapeutic recreation from Ithaca College in Ithaca, NY, and is currently pursuing a master's degree in management at the State University of New York at Cortland.

She is a member of the New York State Therapeutic Recreation Society.



Jackie Otremba, BS, RN, WCC, RAC-CT

Jackie Otremba, BS, RN, WCC, RAC-CT, has been named Assistant Administrator of United Methodist Homes' Hilltop Campus. She has been with the Homes for 12 years, most recently as the Assistant Administrator for Clinical Services and Director of Nursing at the James G.

Johnston Memorial Nursing Home.

Otremba earned her undergraduate degree in health care administration from St. Joseph's College in Brooklyn, NY, and is currently completing graduate work to earn her nursing home administrator's license through St. Joseph's College in Standish, ME.

She is a member of the National Association of Directors of Nursing Administration in Long Term Care, the Association for the Advancement of Wound Care, the National Gerontological Nursing Association, and the American Association of Nurse Assessment Coordinators.



Tammy Patak, RN

Tammy Patak, RN, has been named Director of Nursing for the James G. Johnston Nursing Home on United Methodist Homes' Hilltop Campus. She has been with the Homes for three years, most recently as an Assistant Director of Nursing at the James G. Johnston Memorial Nursing Home.

Patak earned her associate's degree from Broome Community College. She has 22 years of nursing experience, including home health nursing, long-term care, staff development, infection control and more.



Gary Wannamaker, MSW

Gary Wannamaker, MSW, has been named Director of Social Work at the Doris L. Patrick Campus. He joined United Methodist Homes in the fall of 2008 as a social worker.

Wannamaker earned his bachelor's degree from the State University of New York at Oneonta, and his master's degree in social work from the State University of New York at Albany.

St. Louise Hosts Hilltop for Wii Bowling Tourney

St. Louise Manor residents invited Hilltop residents to beat the winter blues with a Wii bowling tournament on January 21. The Hilltop residents – in their matching team shirts reading “Wii Are Ready to Play” – arrived by bus with Activity Director Faye Clark and Activity Leader Adriane “Bean” Hotchkiss. Following several elimination rounds packed with strikes, turkeys and lots of cheering, the tournament came down to the two high scorers, Hilltop residents Emilie Vavra and Mary Jane Spencer. Vavra pulled out the win in the final match, and received an official trophy from St. Louise Manor Activity Director Karen Mayer.

Congratulations to all participants, including Hilltop team members Doris Bennett, Grace Clark, Mary Ann Fertig, Jay Halbert, Madeline Isham, Mary Jane Spencer, Emilie Vavra and cheerleader Dorothy Parsley, and St. Louise team members Betty Eikenberry and Arthur “Spike” Shear.

The residents at both campuses play Wii at a scheduled time once a week, and some players also work in extra practices on their own.



Hilltop resident Mary Ann Fertig (center) reacts as she bowls a strike. St. Louise resident Arthur “Spike” Shear (seated at right) and Hilltop Activities Director Faye Clark (left) cheer with her.

New Continuous Quality Improvement Initiative Launched

Continued from page 1

capitalize on them. We will eventually have a manual of clinical pathways for caregivers to use as a reference when managing resident care," she said.

Monitoring Progress

Meetings – daily, weekly or monthly, depending on the campus and team – give team members the opportunity to discuss goals, issues, progress and new ideas. Team progress is also monitored via weekly communications with Murray and Wesley Village Assistant Administrator and Continuous Quality Improvement Coordinator Danielle Janeski.

Watch for more information about this new initiative in future issues of *Seasons*!

St. Louise Manor Celebrates Coffee Café Grand Opening

On January 23, St. Louise Manor residents and staff celebrated the grand opening of the facility's new self-serve coffee café with a ribbon-cutting ceremony. Home Health Aides Sarah Henry and Michelle Miner held the ribbon while St. Louise Manor Administrator Kim Garey made the cut that officially opened the café. Garey thanked Henry and Miner, saying, "Sarah and Michelle were instrumental in creating this space, which will give residents another option of a place to entertain visitors, spend time with fellow residents or enjoy by themselves."

Located in the former gift shop space off the main lobby, the café was redecorated by staff – on their own time – over the last few months. New furniture, including café tables and chairs, and finishes such as wallpaper border and wall art were purchased with funds from the St. Louise Manor Quality of Life Fund. At the grand opening, a Valentine basket drawing and the sale of breakfast pizza benefitted the fund, which will continue to support the café. Attendees also enjoyed complimentary orange juice, cookies, danishes and, of course, coffee.

Free self-serve coffee is available in the café daily beginning at 8 AM.



Home Health Aides Michelle Miner (left) and Sarah Henry (right) hold the ribbon as St. Louise Manor Administrator Kim Garey prepares to cut.

Property Purchased Near Corporate Office

In late December, United Methodist Homes finalized the purchase of property across the street from its Corporate Office in Kirkwood, NY. The one-acre parcel will be land-banked for now, with possible future uses including parking or space for a storage building. "Any further changes to the property will require rezoning, which we will pursue with the Town of Kirkwood at the appropriate time," said Homes President and CEO Keith Chadwick. In mid-January, four large trees were removed from the property (two by Cook's Tree Service and two by the demolition contractor), and the small house was demolished by the LCP Group of Binghamton. LCP focuses on "green" demolition when possible, which involves repurposing materials such as shingles (ground and mixed with aggregate to make asphalt patch), wood (used to make pellets for pellet stoves), and window glass, which is recycled.



Larry Pierce of LCP is shown operating an excavator with demo claw to take down the house.

Grand Care Children's Center Teachers Receive Awards



Congratulations to Grand Care Children's Center teachers (from left to right) Laura Jensen, Karen Acly and Ruth Halloran, who each recently received a Star Early Educator Award from Building Brighter Futures for Broome, an early childhood education organization. The award honors early childhood educators who have participated in mentoring projects and met standards for classroom environment and curriculum.

Campuses Recognize Outstanding Staff



Melinda Ryan, CNA

Melinda Ryan, CNA, was named the Doris L. Patrick Campus' February Employee of the Month. Ryan has been with the Homes for nearly two years. According to Director of Nursing Sonja Puffer, RN, "Mindy's caring and compassionate attitude exemplifies her position as a CNA. Her care of the residents is always with a smile and a gentle word, and her willingness to help others goes above and beyond expectations."



Rosemarie VanKuren

Administrative Assistant Rosemarie VanKuren was named the Elizabeth Church Campus' February Employee of the Month. She has been with the Homes for five years. Recent Shining Star comments about her include: "Roe really cares about everyone on this campus. She is always the first person to volunteer to help, and is truly dedicated to making life more enjoyable for everyone. She puts everything she has into fundraising for the

Memory Walk. This campus is lucky to have her on board," and "When residents leave St. Louise for Elizabeth Church Manor, Rosemarie continues to visit them. She goes the extra mile for staff, residents and friends. She is ready to help and goes above and beyond expectations."

Congrats, Melinda and Rosemarie!

Brooks Estates Resident Appreciation Day

Brooks Estates residents were treated to Resident Appreciation Day in the Irene Raeder Community Center on January 19. Said Brooks Estates Director Jill Sherinsky, "We wanted to let residents know how much United Methodist Homes appreciates them placing their trust in us by deciding to live here." Attendees enjoyed lunch and entertainment by John Stanky of John Stanky and the Coalminers. Shown enjoying the event are (clockwise from left) Joe Ruddy, Walter Umla, Mildred Umla, Romayne Norton and George Norton.



Charitable Giving: Focus on Life Income Gifts

Americans of a certain age may remember the Fram oil filter slogan: "You can pay me now, or you can pay me later." Life income gifts do a little of both – paying the donor now, and the beneficiary organization later.

Life income gifts allow a donor (or someone designated by the donor) to receive income for life in the form of interest paid from the principal of the gift. After the death of the donor or the designee, United Methodist Homes receives the remainder of the gift.

The most popular type of life income gift is the charitable remainder trust, which comes in two types – an annuity trust and a unitrust. A Charitable Remainder Annuity Trust (CRAT) specifies a fixed dollar amount to be paid annually to the income beneficiaries, and also offers income tax benefits, freedom from management concerns, and estate tax benefits. A Charitable Remainder Unitrust (CRUT) specifies a fixed percentage of the net fair market value of the trust assets (as appraised annually) to be paid to the donor or designee. A CRUT offers all the benefits of a CRAT, as well as avoidance of probate problems.

If you are interested in making a life income gift to United Methodist Homes, please consult your tax or financial advisor for more information. For additional details about making a donation of any kind to United Methodist Homes, please call (607) 775-6400, ext. 280.

Hilltop Bids Farewell to Longtime Staff

In December and January, three long-term Hilltop Campus employees retired following lengthy and dedicated careers. Hilltop staff bid farewell to Audrey Boardman, CNA, James G. Johnston Memorial Nursing Home, 26 years; Hank Harris, Driver, Hilltop Campus, 20 years; and Geraldine Yetter, LPN Supervisor, Adult Care Facility, 16 years. Said Hilltop Administrator Jerry Halbert, "We've been incredibly blessed to have these experienced staff members on our team for so long. They each leave behind big shoes to fill."



Harris is embraced at his retirement party by Hilltop resident Dottie Takas.

Shorts

Congratulations to Catherine Butler, RN, BSN, Elizabeth Church Campus Nursing Staff Educator and Infection Control Nurse, who recently completed her MSN/Ed. teaching degree through the University of Phoenix's online program.

Grand Care Children's Center is pleased to welcome Jenny Kushner as a lead teacher in the two-year-old room. Kushner began at Grand Care as a student intern, and over the past two years has worked as a substitute teacher at the Center while attending college. She recently earned her bachelor's degree in early childhood education from the State University of New York at Cortland.

Wesley Village hosted a clergy appreciation luncheon on February 19 to thank local ministers and priests for their involvement with the campus. Wesley Village Chaplain Nancy Pitely also answered questions for attendees about the facility, the admission process and more.

On January 8, Elizabeth Church Manor Social Services Director JoAnn Kunkle presented a review of Baby Boomer volunteer engagement to the Volunteer Administrators of the Southern Tier (VAST).

On February 12 and 13, the Wesley Village Campus hosted one of the Pennsylvania Association for Non-Profit Homes for the Aging (PANPHA)'s Advocacy Bootcamps & Roundtable Discussions, which focused on training long-term care staff to successfully advocate for the nursing home sector. By the end of March, seven such sessions will have been offered throughout the commonwealth.

Congratulations to long-time Grand Care Children's Center teacher Karen Acly, who has switched roles and is now the facility's administrative assistant. Acly began at Grand Care in 1995, and has served as the lead teacher in the two-year-old room since 2002. She will continue to work as a substitute teacher at the center as needed.

On February 11, the Doris L. Patrick Campus received a surprise delivery of six dozen red carnations from an anonymous donor. The carnations were from the Chenango County Habitat for Humanity's 15th annual red carnation sale, proceeds from which benefit local Habitat projects. The timely arrival allowed for display of the flowers at the campus' Valentine's Day sweetheart luncheon. Thank you to our special admirer!

United Methodist Homes' website now offers users the ability to access monthly activity calendars for each facility. Visit the "Special Services" page and choose "Activities," or look for the "This Month's Activities" link on each location's main page.

On January 30, employees of the Doris L. Patrick Campus enjoyed an employee appreciation breakfast featuring eggs to order.

Activity Staff Honored

During National Activity Professionals Week, January 18-23, several United Methodist Homes campuses honored activity staff for their hard work, dedication and creativity in providing an excellent activity program throughout the year. Events included:

- On the Doris L. Patrick Campus, family members, residents and staff were encouraged to write thank you notes to activity staff on a large poster. Activity staff were also treated to a lunch.
- Elizabeth Church Manor activity staff celebrated the week by reaching out to other departments – asking other staff for activity ideas, offering activity trivia and word search puzzles (all correct entrants earned two movie tickets), giving out candy bars to staff who brought residents to activities that week, and treating all staff to popcorn on January 22. Campus administration also sent a fruit tart to the Activity Department as a thank you.
- The Hilltop Campus hosted a luncheon for the Activity Department on January 22.
- The Wesley Village Campus also hosted a luncheon for activity staff.



Doris L. Patrick Campus activity staff members were honored on their campus during National Activity Professionals Week. Shown are (left to right) Continuous Quality Improvement Coordinator Kate Conant (Activities Director at the time the photo was taken), Activity Assistants Ethel Forward, Tanya Pashley, Stephanie Ashcraft and Administrator Steve Woodruff.

Wesley Village activity staff members were honored on their campus during National Activity Professionals Week. Shown are (seated left to right) Activity Aides Beverly DelGiorno, Elaine Czarnecki, Suzie Mizzer (standing left to right) Lisa Saunders, Scott Mudzik, Activity Director Tami Chesniak, and Activity Aides Shelli Ratchford and Loretta Chmura.



Letters of Appreciation

To the Wesley Village Campus

Thank you to the staff of Wesley Village, especially the Anderson Personal Care Facility. Please accept our heartfelt appreciation for all you have done for our sister and aunt. She lived there for ten years and we feel that she received such wonderful and loving care from all the staff. We thank you for all that you have done – we know all the staff went above and beyond the call of duty in caring for her.

To the Hilltop Campus

Thanks to Reverend Lea Harding. Your visits to Dad and me were much needed and I thank you from both of us. You have a way about you that leaves us warm and okay with our life paths and where they take us. I thank you also for your visits with my other loved one.

To the Elizabeth Church Campus

My mother was an Elizabeth Church Manor resident who recently passed away. Special thanks to Tracy Colsten from housekeeping – she was very kind and I was touched by her words. Another family member mentioned to me that Denise Nickerson from housekeeping was also very kind to my mother. Thanks to them both.

To the Wesley Village Campus

To all the Partridge-Tippett Nursing Center staff, including nurses, financial staff, dietary, housekeeping, social services and others who were in any way involved in the care and comfort of our mother, thank you from the bottom of our hearts. Your care and compassion were superlative, and every relative who visited commented on it. You were not only a blessing of the Lord to our mother in her last years, but to us as well. We are deeply grateful and ask God to bless you richly.

To the Doris L. Patrick Campus from Grace View Manor Residents

All of us here at Grace View greatly appreciate the festive holiday dinner you presented for us on January 8. We sincerely acknowledge all of the planning and preparations, not only of the delicious menu but the table settings, decorations and the overall attractiveness of this most generous occasion. We recognize all the effort that you all – each and every one of you – expended on our behalf, and we sincerely thank you for your overture of thoughtful kindness and consideration.

To the Hilltop Campus

Thanks to Reverend Lea Harding. I will never be able to express the gratitude and appreciation I feel for you, your friendship, comfort, humor and song over the years my mother lived at Hilltop. You always inspired virtue and faith in me as well. I will never forget you and I have confidence our paths will cross – I look forward to it.

To the Doris L. Patrick Campus from Grace View Manor Residents

We really appreciate all of the planning and labor that went into the holiday dinner for us at Grace View, and also the music provided by Steve Woodruff and the guitarist. The wonderful food and entertainment made the holiday season very enjoyable.

Donating to the Homes

If you would like to make a donation or consider a planned gift to United Methodist Homes, please call the Corporate Office at (607) 775-6400, ext. 280.

Checks may also be mailed to 10 Acre Place, Binghamton, NY 13904.

Wesley Village Invites Prospective Residents and Families for Lunch

Prospective residents and families who are planning a visit to Myers Manor or the Anderson Personal Care Facility on the Wesley Village Campus are invited to stay for lunch following their tour. Said Residential Services Director Jo O'Mara, "This is a great way for prospective residents to sample our amazing menu, and enjoy a chance to chat with current residents over lunch."

To take advantage of this option during your visit, call Wesley Village's Residential Services Office at (570) 655-2891, ext. 297 in advance of your tour date.

Learn About Identity Theft

2 PM, Thursday, March 19
Hilltop Auditorium

Residents and staff are invited to join Visions Federal Credit Union Security Officer Amie Clark for a presentation about identity theft.

Refreshments will be served.

Caregiver Support Group

Led by Elizabeth Church Manor Social Work Consultant Laura Radman for families of St. Louise and Elizabeth Church Manor residents.

March meetings are scheduled for 4-6 PM on Monday, March 2 and 10 AM-noon on Saturday, March 21, both in St. Louise Manor's First Floor Solarium. Additional meetings are planned for the first Monday and third Saturdays in April, May and June.

Call (607) 722-3463 to register.

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Abbreviations

- DLP – Doris L. Patrick Campus, Norwich, NY
- ECC – Elizabeth Church Campus, Binghamton, NY
- JGJ – James G. Johnston Memorial Nursing Home, Johnson City, NY
- SLM – St. Louise Manor, Binghamton, NY
- UMH – United Methodist Homes
- WV – Wesley Village Campus, Pittston, PA

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African Art Comes to St. Louise Manor

During their January 23 coffee hour, St. Louise Manor residents welcomed Linda Zurbruegg, Managing Administrator of the Bundy Museum in Binghamton, who brought a variety of pieces representing different types of African art to share with residents. The Bundy Museum houses one of the

largest African art collections in the country, representing regions and people from the entire continent. Zurbruegg showcased some of the collection's wooden masks, beaded headdresses, cast metal figures, a wooden mancala gameboard, as well as a fetish, a traditional figure that stands at the entrance to a village. Zurbruegg (standing) gave resident DeEtta Lalley a closer look at the fetish figure.



A Wild Time at Tunkhannock Campus



On January 29, Tunkhannock Campus residents were treated to a wildlife program by Laura Anderson, Environmental Education Coordinator with the Wyoming County Conservation District. She brought in several taxidermy mounts as well as hides from many

different animals found in northeastern Pennsylvania. She also showed residents examples of the tracks the animals make, and talked about what they eat and how they live in the wild. Here, Anderson showcases a skunk pelt, while resident Arlene Phillips looks on.