The Homes Selects New Clinical and Billing Software

HealthMEDX chosen as vendor

In late 2012, United Methodist Homes officially selected HealthMEDX as its new integrated clinical and billing software. Based in Missouri, HealthMEDX is used by more than 3,000 health care organizations in the United States. The company’s mission is to help member organizations improve quality of care, increase productivity and efficiency, manage risk and support business growth. It is the number-one US-based software provider for long-term care, home care, and rehab organizations.

The Homes selected HealthMEDX after careful consideration of multiple vendors in the field, and conversations and site visits with organizations using the HealthMEDX software. The first step in transitioning to HealthMEDX began with completion of “discovery documents” outlining the Homes’ needs and current processes. Customization and training sessions began in mid-January, and will continue through the spring. A core implementation team has been assembled and campus superusers (staff with deep training in all aspects of program use) have been identified and are being added to training sessions as the process continues.

Wesley Village is the first campus that will go live with HealthMEDX, with its launch scheduled for June. The rest of the Homes’ locations will follow, with all campuses scheduled to be online by October. Along with facility superusers, the implementation teams will assist campus staff during each location’s rollout phase, offering expertise and confidence-boosting support.

Benefits to Residents and Staff

HealthMEDX offers a variety of benefits not available with the Homes’ current software. At the most basic level, HealthMEDX enables clinical staff to capture significantly more data, both on individual residents and residents in the aggregate. This data will convert on the back end to usable information that will help guide best practice processes and decisions and ultimately help staff provide better quality of care. For example, reporting functions offer creation of reports by facility, unit or even resident type – a nurse manager will be able to run a query on all residents taking a specific medication if a manufacturer issues a lot recall. Reporting options will also allow tracking of clinical trends, such as influenza immunization rates.

Another benefit is enhanced clinical and billing module interrelation, meaning that clinical documentation of care provided automatically flows into a resident’s billing record, accurately coding billable services. A physician component of the software is available for tablet use: Called iCare, this simplified version of the full HealthMEDX portal enables physician order entry of care plans, medication changes and more.

Front-End Functionality

Admissions staff at the Homes will benefit from an aspect of the software known as CRM, or customer relationship management. Prospective resident information – basic contact information plus data related to needs, preferences and how the individual learned about the Homes – will be gathered and used to help match prospects with
In the long-term care field, our goal is always to care for your loved ones as if they were our own. While the TLC aspect of our work remains a constant, how best to accomplish and document the clinical portion of the task has changed over time with new advancements. Computing has had a role in health care since the 1970s, and as technology has progressed over the last four decades, the practicality and versatility of electronic records and data management has increased the ways in which computers can be used – and useful – in clinical settings.

I’m pleased to be able to say that United Methodist Homes is taking the next step toward a completely electronic medical record. With our upcoming switch to the HealthMEDX software (see the cover story for complete details), we will be able to document and track more information than ever. Here are some real-life examples of how this new software will benefit our residents:

- the ability to run reports flagging all residents on a unit with concerning weight fluctuations – enables immediate intervention by nursing and clinical nutrition staff
- real-time tracking of data for residents who have returned to the nursing home after a hospital stay – the goal is to closely monitor condition to prevent hospital readmission
- “flag” notification in the software will alert clinical staff to resident condition changes that may signal a need for care plan alterations

New software does not replace the human aspect of our work – it just helps us do our jobs better. And being better, doing better and helping our residents live better is always our goal.

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**Around The Block**

A series featuring our amazing residents

Our “Around the Block” series profiles United Methodist Homes residents who explain what their lives have been like, what their big adventures have been, how they’ve made a difference, and how they want to be remembered.

**DeEtta Couch Lalley**

St. Louise Manor, Elizabeth Church Campus

DeEtta Couch Lalley, named after her grandmother, was born on a hill “as high as you could get” in Killawog, New York, just after New Year’s 1910. Sandwiched between two brothers, Lalley grew up on her parents’ dairy farm: “I loved being outdoors. In the spring we’d pick wildflowers in the woods, in the winter we’d go coasting, in the summer I helped with haying. I followed my father around the farm like a little puppy. I loved the lambs especially.”

Lalley earned her nursing degree from the diploma program at Cortland County Hospital, then went on to a summer program to obtain a school nursing certificate. In 1930, she was hired for her first job, as a nurse for the Cincinnatus School District. She recalls, “A district representative came to the nursing school to ask for a recommendation. I think the nursing supervisor gave my name because I was a farmer’s daughter, and Cincinnatus was a farming community.” During the Depression, her $1,200 beginning salary and five cents per mile reimbursement was an amazing opportunity. Lalley split her time among the 24 schools in the district, most of them one-room schoolhouses. With no phones in the schools or the district office, there was no way for teachers to request the nurse – it was up to Lalley to make rounds and go where she felt she was needed. During her second year on the job, the Cincinnatus district hired Ernest Lalley as a gym teacher. They married in 1935.

The Lalleys welcomed their first child in 1936 – they would have five children altogether, including a set of boy-girl twins. During the early 1940s, the family moved to New York City for Ernie to finish his undergraduate degree on scholarship at New York University. A year later they returned to Binghamton, where Ernie took a job at Binghamton High School, but it wasn’t long before the family went back to New York City so Ernie could earn his master’s degree in physical education at Columbia University. (He would later pursue a second bachelor’s degree in social studies at Colgate University; and finished his career as a social studies teacher at Binghamton High School, while coaching, refereeing and writing sports news on the side.)

During the summers when their children were small, the Lalleys worked at private camps as a coach and a nurse, taking the two oldest children along as campers. They spent seven summers at Lake Champlain and two at Lake Winnipesaukee, at a camp run by a college friend of Ernie’s. In 1952 the couple had a house built in Hillcrest. In the early 1950s through the mid-1960s, Lalley returned to work full-time as a nurse for the Binghamton School District. As a young family, the Lalleys were busy following their very-athletic children’s

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**Staff Announcements**

**Cory Jacobs**

Cory Jacobs has accepted the position of Vice-President of Development for United Methodist Homes. She comes to the Homes from Binghamton University, where she was the Senior Director of Major Gifts.

Jacobs has 13 years’ experience in institutional fundraising and a proven track record of donor relations. In her new role, she will manage strategy for all prospective donors as well as coordinate the Homes’ general giving programs.

Jacobs earned her bachelor’s degree in interpersonal and organizational communication from the State University of New York at Geneseo. Within the Binghamton community, she is a member of the Women’s Fund Leadership Committee of the Community Foundation for South Central New York.

**John Lopatka**

John Lopatka has been named Chief Operating Officer for United Methodist Homes. He has been with the Homes since 1988, most recently as Administrator of the Wesley Village Campus. In his new role, he is responsible for oversight and leadership to staff members who deliver day-to-day care and services to United Methodist Homes residents. He is also responsible for revenue and sales growth; expense, cost, and margin control; and financial goal management.

Lopatka graduated from Pennsylvania State University in University Park, Pennsylvania, with a bachelor’s degree in health planning and administration. He is licensed as a nursing home administrator in Pennsylvania and has worked in the health care field for more than 30 years. He is a member of LeadingAge PA’s Public Task Force and a board member of the Northeast Pennsylvania Long-Term Care Association.

**Promotions at Wesley Village**

Wesley Village Campus Administrator John Lopatka’s recent promotion to Chief Operating Officer for United Methodist Homes catalyzed a series of leadership changes on the Wesley Village Campus, including:

- **Danielle Janeski, NHA**, has accepted the position of Wesley Village Campus Administrator. Janeski has been with the Homes since 2000, most recently as the campus’ assistant administrator. Janeski earned her bachelor’s degree in human development with a minor in gerontology from Penn State University. She is licensed as a nursing home administrator and a personal care administrator in Pennsylvania. She is a member of the Board of Directors of the Northeast Pennsylvania Long-Term Care Association.

- **Patt Vitale, RN**, has been named Assistant Administrator of the Wesley Village Campus. She has been with the Homes since 1998 as Director of Nursing at Wesley Village. She earned her nursing diploma from the Scranton State General Hospital School of Nursing in Scranton, and is also certified as resident assessment coordinator (RAC-CT) by the American Association of Nurse Assessment Coordination (AANAC). She is currently pursuing her nursing home administrator license. She is a member of the Pennsylvania Directors of Nursing Association (PADONA)’s Board of Directors, serves on the Wilkes-Barre Area Vo-Tech Practical Nursing Program Advisory Panel and is a member of AANAC.

- **Wendy Dzanis, RN**, has been named Assistant Administrator of the Wesley Village Campus. Before her departure in 2010 for a director of nursing opportunity outside the Homes, Dzanis served Wesley Village in a number of capacities, including nursing assistant, charge nurse, supervisor, unit manager and assistant director of nursing. She earned her licensed practical nursing certification from the Wilkes-Barre Area Career and Technical Center, her associate's degree in nursing from the State University of New York at Excelsior College, and is certified as a resident assessment coordinator by AANAC. She has nearly three decades of experience in nursing, all in long-term care. She is a member of PADONA and the Pennsylvania Association of Nurse Assessment Coordinators.

**Partridge-Tippett Dining Room Redecorated**

The Partridge-Tippett Nursing Home dining room on the Wesley Village Campus received some cosmetic updates in late 2012. This capital project was coordinated by the Wesley Village Continuous Quality Improvement All-Star Dining Team, along with Vice-President of Dietary and Clinical Nutrition Services Martha Wright and Purchasing Director Dianne Paige. Updates included new tables and chairs, hutches, custom window treatments and table linens.

Said Dining Services Director Kelli Kowalczyk, “The redecoration was a team effort. We’re especially grateful to Deb Myers Manor residents (from left) Trudie Richie, Alice Kishbaugh and Ruth Geiser enjoyed the campus’ New Year’s celebration in the newly-renovated Partridge-Tippett Nursing Home dining room. The new tables, chairs and china cabinets are visible.
available units. Over time, this information will enable the Homes to make better choices about where and how to spend advertising dollars, ensuring that the Homes’ message is placed optimally to reach the most interested and relevant audiences. Additionally, information already in the system about a prospect who becomes a resident can be ported into the resident care and billing side of the software with a single mouse click – avoiding time-consuming reentry of existing data.

Uninterrupted Care Quality
Heather Morgan, Vice-President of Clinical Services and leader of the HealthMEDX implementation, assures residents and families that the changeover to the new software will not impact continuity or quality of care: “Our staff – from the CNA helping a resident with activities of daily living through to our social services professionals – will provide uninterrupted care to our residents with the same level of quality and TLC you’ve come to expect from the Homes. From a clinical perspective, this change should be seamless to our residents and families,” she said.

Watch for updates on the HealthMEDX rollout in future issues of Seasons!

Wellness Winners at Wesley!
Each United Methodist Homes location, including the Corporate Office, celebrated its wellness winners on January 17! Nearly 100 staff members throughout the organization who met the requirements of the wellness program in 2012 received special t-shirts featuring Floyd the Flamingo (wellness program mascot) for successfully completing fitness and nutrition programs during the year.

Hilling of Leisters Furniture, who had a vision for the whole space – she suggested mixing two table sizes, and provided a scale layout showing all the changes. This really helped us visualize where the updates would take us.” DuraCare consultant Helene McAleese coordinated a “test sitting” for the variety of sample chairs, enabling residents to try out the options and note their preferences. The room was redecorated in time for the campus’ New Year’s celebrations!

Special thanks to the vendors whose items made the vision a reality, including DuraCare Seating Company, Chicago, Illinois (chairs); Jack Wise Interiors, Wilkes-Barre (window treatments); Leisters Furniture, Hanover (tables and hutches); and M.D. Brown, Luzerne (linens).

Donating to the Homes
If you would like to make a donation or consider a planned gift to United Methodist Homes, please call Vice-President of Development Cory Jacobs at (607) 775-6400, ext. 281.
Checks may be mailed to 10 Acre Place, Binghamton, NY 13904.

Homes Team Named Grand Champions
Just after New Year’s, representatives from the Central New York chapter of the Alzheimer’s Association visited the Hilltop Campus to present the United Methodist Homes Walk to End Alzheimer’s team with the Grand Champion fundraising award. The Homes team raised $17,000 for the 2012 walk, which was held in September at Otsiningo Park in Binghamton. Accepting the award were (front row from left) Hilltop Assistant Administrator Colleen Marascia, President and CEO Brian Picchini, Hilltop Activity Director Faye Clark, Elizabeth Church Manor Activity Leader Ellie Johnson, (second row from left) Broome County Assisted Living Admissions Coordinator Sharon Hauver, Broome County Independent Living Admissions Coordinator Teresa Felter, Elizabeth Church Campus Administrative Assistant Rosemarie VanKuren, Hilltop Chaplain Lea Harding, (third row from left) Hilltop Administrator Jerry Halbert, Hilltop Activity Leader Adriane Hotchkiss and Central New York Alzheimer’s Association CEO Cathy James.
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sporting events. As the kids moved on to college, the couple was free to do more traveling, enjoying trips to New York City for plays and wintering in Florida. “We had a good life,” Lalley says. “We were busy.” Lalley compiled the Couch family history after her retirement, and was an avid quilter.

Ernie retired in 1980. The same year, they bought a camp directly south of Hamilton, where the clan still hosts its annual family reunion. The Lalleys have 18 grandchildren and 37 great-grandchildren (and counting!), with many teachers in the family. In 1993, Ernie passed away, and Lalley moved to St. Louise Manor a year later. She cites her marriage as the most important thing in her life: “He was a very good husband and father. We had a good marriage and a beautiful family.”

To make a suggestion for the Around the Block series, contact Sarah Soden, Director of Marketing and Public Relations, at (607) 775-6400, ext. 288. Residents are welcome to suggest themselves!

One hundred and counting!

St. Louise Manor resident DeEtta Lalley marked her 103rd birthday on January 4! She celebrated with a cake at the weekly St. Louise coffee hour, and she answered questions and told stories about some of her adventures and experiences.

Happy birthday, DeEtta!

“…three, two, one, 2013!”

Wesley Village residents celebrated New Year’s 2013 with a daytime countdown at noon instead of midnight! Shown with crowns and noisemakers on December 31 are (from left) Partridge-Tippett Nursing Facility residents Margaret Yadmak, Mary Carr, Dolores Voytek, and Betty Williams. Happy New Year!

Other Duties as Assigned!

President and CEO Brian Picchini did some shoveling at the Corporate South office in early February. Whether it’s helping clean up at a resident event or keeping walkways safe, it’s nice to know that all the way to the top, United Methodist Homes staff are happy to pitch in!

Wesley Village Assists Displaced Residents

Wesley Village staff members came to the rescue on a Sunday night in January! Nearby Back Mountain Care Center suffered a break in its fire sprinkler system; water damage collapsed ceilings and required evacuation of all 59 residents.

The Department of Public Welfare and the Area Agency on Aging called upon Wesley Village to temporarily house some of the displaced residents at Myers Manor and the Anderson Personal Care Facility. Along with the administrative team, Wayne Richards and Nancy Rothenbecker of Environmental Services, Administrative Intern Mike Perlock and Admissions Director Georgiana Johnson came to campus on Sunday evening to prepare to receive the evacuees – all stayed until the guest residents were each settled into a bed at around 1 AM.

Said Administrator Danielle Janeski, “I would like to recognize Nursing Supervisor Donna Wolicki and all the personal care staff for the compassion and care they showed with each resident we took in that night. It was an honor to watch them embrace these residents in such a kind fashion in their hour of need.”

The Back Mountain residents were subsequently transferred to other homes in the Allentown and local areas. Great assist, Wesley Village team!

Spreading the Love on Valentine’s Day

For the third year, the Hilltop Campus Walk to End Alzheimer’s team raised money for the Alzheimer’s Association with a Valentine’s Day carnation sale. Residents, staff and family members ordered more than 1,800 flowers for delivery to residents and staff on February 14, and experience and planning got all the deliveries done by 10 AM! Environmental Services Director Rebecca Corgan (right) made a special delivery to resident Dorothy Parsley, whose birthday is on Valentine’s Day!
Recently, the Homes introduced automatic deduction of rent for Brooks Estates and Highlands residents from the bank account of their choice. Said President and CEO Brian Picchini, “We are rolling out this option for these two locations, and may expand it to other United Methodist Homes settings in the future.”

Wesley Village activity staff celebrated Activity Professionals Week January 20-25 with a luncheon. Each staff member also received a special tote bag. Congratulations and thank you to Activity Aides Mary Ann Battista, Elaine Czarnecki, Rita Dructor and Lindsey Heinzlmeir, Assistant Activity Director Shelli Ratchford and Activity Director Tami Chesniak.

The Corporate Office welcomes new executive assistants Debbie Fiume and Mary Claire Truman, who both began in February.

Tunkhannock Campus residents celebrated Mardi Gras on February 12 with a special menu. Breakfast featured homemade pancakes with fresh strawberries and blueberries, and lunch included Cajun shrimp creole over rice with red velvet cake for dessert. Mardi Gras (fat Tuesday) is the traditional last day of indulgence: Pancakes are associated with the day as a way to use up rich ingredients such as eggs, milk and sugar before the 40-day Lenten season begins. Thanks to Dietary Director Frances Barbaro and Morning Cook Irene Chambers for whipping up such a great spread!

“Tiny bubbles…”

The Tunkhannock Campus recently hosted an event focused on bubbles – why and where they form, how we use them and more. As part of the activity, residents even made homemade lava lamps using a mixture of colored water, oil, glitter and salt illuminated by a flashlight! Resident Doris Harter is shown blowing soap bubbles with a special wand.

Assistant With Billing Questions Available

United Methodist Homes’ resident financial service staff continue to offer customer service consultations for residents and resident family members.

In New York, appointments for assistance with resident bills, Medicaid applications or other financial paperwork are available on campuses or at the Corporate Office. Typical hours are between 8 AM and 4:30 PM Monday through Friday; other days and times can be scheduled on a case-by-case basis – call (607) 775-6400, ext. 292. On the Tunkhannock Campus, residents or resident family members may see Administrative Assistant Stephanie Rubino-Mills for assistance, and on the Wesley Village Campus, Business Office Representative MaryAnn Wheeler is available on-site during business hours.

Said Resident Financial Services Director Jennifer Balchikonis, “Our goal is to help residents and resident family members better understand bills, and to reduce frustration in interpreting them. Additionally, if your own or your loved one’s financial status changes and you need to file a Medicaid application, we can help walk you through that process.”

Turner Honored at Disney on Ice Show

One hundred years ago, the Ford Motor Company introduced the first moving assembly line, the ratified 16th amendment empowered the federal government to collect income taxes, the Paris premiere of the ballet “The Rite of Spring” caused a riot, and the centenarians honored at a recent local event were born!

The traveling Disney on Ice show “100 Years of Magic,” which features characters from more than a dozen different Disney stories, debuted in 2001 to celebrate the 100th anniversary of founder Walt Disney’s birth. The popular show continues to tour, and when it came to the Mohegan Sun Arena in Wilkes-Barre on January 16, seven local centenarians were honored as part of the century-themed event. Wesley Village resident Dorothy Turner (age 101) was one of them!

Turner was nominated for the honor by Wesley Village Social Worker Ellen Machovec. Unfortunately, due to circumstances beyond her control, Turner unable to attend the event itself – fellow resident Lena Staley was her stand-in, holding a framed 8x10 photo of Turner. The honorees (all women) were introduced to the arena audience and presented with rose bouquets and souvenir programs by Magic 93 deejay Frankie Warren, and skaters came by to meet the women and pose for photos. Said Staley, “It was an honor to stand in for Dorothy.”

Editor’s note: Dorothy Turner passed away on February 5, just a few weeks after this recognition.
Letters of Appreciation

To the Wesley Village Campus from a resident
I am a new resident at the Anderson Personal Care Facility. I received the most beautiful floral arrangement for my birthday. I was overwhelmed by this lovely gesture and understand that this tradition has existed for many years thanks to the generosity of the Wilbur Myers estate. The arrangement has brightened my room and my spirits and I am deeply moved. I have already experienced so much love and kindness here at Wesley Village and this is one more personal touch that makes it feel more like home. Please convey my deepest gratitude to the Wilbur Myers family.

To the Corporate Office
We wanted to let you know how pleased we are with Resident Accounts Specialist Chris Felter. She has been a patient and diligent advocate for us and our father through the Medicaid transition process. We do not know where we would be without her.

To the Wesley Village Campus
My sons and I will be eternally grateful for the professional yet compassionate care given to my husband during his 35-day stay at the Partridge-Tippett Nursing Facility. He was so ill, and we were exhausted, so Wesley Village became our haven. Please convey our thanks to one and all who had a hand in his care in any way.

To the Elizabeth Church Campus
I can’t begin to thank you enough for the care, kindness and dignity with which you treated my loved one – it was astounding. You made her last years comfortable and far better than they would have been had she not lived at St. Louise Manor. She was truly grateful for each of you – she spoke fondly of everyone. May the care you’ve given return to you!

To the Hilltop Campus
We wish to thank the staff on the first floor of the James G. Johnston Memorial Nursing Home for the loving care they provided to our loved one while he lived there. You could not have been more caring and concerned and you were great at keeping our family informed. He was contented and happy, and his involvement in activities made life more interesting for him. Thank you to each and every one who was involved in his care. You will be in our thoughts and prayers forever.

To the Elizabeth Church Campus
I would like to personally thank St. Louise Manor and Elizabeth Church Manor staff members for taking such loving care of my mother. She felt like the campus was her home, and she loved all of you. Thank you for making the last years of her life enjoyable.

To the Hilltop Campus
We would like to thank the James G. Johnston Memorial Nursing Home Unit One staff for all the help and support you gave our mom while she was in rehab. We really appreciated your kindness and patience.

To the Hilltop Campus
We would like to extend our gratitude to the staff of the Anderson Personal Care Facility and the Partridge-Tippett Nursing Facility, where our aunt lived until her death. Special thanks also to administration, the business office, social services, physical therapy, dietary and ancillary departments. Their kind and compassionate care left an impression on our family.

To the Elizabeth Church Campus
Thank you to everyone at St. Louise Manor for your kind, compassionate and loving care of my mother for the last five years. She had so many good things to say about everyone and she really considered it her home.

We get by with a little help from our friends…

Volunteer Cameron White recently stopped in for a visit with Tunkhannock Campus resident Catherine Mattocks. Said Activity Director Terry White, “Catherine has known Cameron since he was little, and you can see on her face the joy his visits bring.”
In late December, Hilltop Campus residents and staff gathered for the campus’ annual Stone Soup luncheon, a long-time and much-anticipated tradition that brings staff and residents together. Organized by Wellness Director Vinni Wingell, the event includes food donations from staff and residents of soup ingredients, breads, crackers, desserts and more, or a small donation toward their purchase. The line, as usual, formed before the buffet was even open for business! Wellness Director Vinni Wingell (right) replenishes desserts as residents (from left) Helen Telep, Barbara Jenkins and Jody Hiller look over the selections.

In mid-January, kids in the Toddler One class at the Grand Care Children’s Center on the Hilltop Campus got down and dirty with a paint-based art project. Class members, ages 16-22 months, stripped down to diapers and used brushes, stamps, rollers and even themselves to paint with! Cleanup involved new diapers and lots of washcloths. Their resulting masterpieces were hung in the classroom and parents enjoyed photos of the artists in action. Budding Picassos (from left) Brielle, Elise and Trevor are shown getting into the spirit of the event. Assistant Teacher Nichole Nestrick is visible in the background.

Stone Soup Origins:
Stone soup is a folk tale with variations in many European and Scandinavian cultures – the most common version involves soldiers entering a town impoverished by war. While the villagers hide what little food they have left, the soldiers add a single stone to a boiling cauldron of water to make “stone soup.” Intrigued by the idea of something from nothing, each family is gradually coaxed into sharing a single ingredient, and in the end, the soldiers and townsfolk share a delicious meal.