



New mentoring program will make clinical care even stronger

The Elizabeth Church Campus of United Methodist Homes is the site of the “Growing Strong Roots” trial project. It is a new peer mentoring program that links experienced certified nursing assistants with brand-new CNAs who have just completed their one-month certification program. The program aims to increase staff retention rates and provide support for newly-hired CNAs.

“This training initiative fits closely with the Five Pillars in our new strategic plan. It focuses on continuous improvement in our quality of care and enhancing the retention of our critically important CNA staff,” says Denise Johnson, director of staff development for UMH’s two New York campuses.

Industry experts know that staff retention rates are in the spotlight at healthcare organizations of all types and sizes. Although turnover occurs for a variety of reasons, studies have shown that new CNAs who have mentors are more likely to feel they’re part of the team

and are less likely to feel as if they don’t belong. It’s also good for the mentors themselves, who are recognized and rewarded for their expertise, which increases their commitment to the organization.

Mentors provide guidance in four important areas: as role model, tutor and peer resource, and also for social support in helping to orient the new CNA within the new working environment. “Our expectations are that mentors will demonstrate good care, reinforce proper training, provide constructive feedback, and help the new CNA assimilate within our organization,” Denise says. Funding for the program came from the New York State Department of Health through a \$97,000 Advanced Training Initiative grant, submitted by Vicky Morabito, ECC’s executive director.

The new mentors at Elizabeth Church are Faith Brown, Tammy Donholt, Nicole Graby, Amy Horton, Serena LaBare and Michelle Roseburgh.

The Five Pillars: Our foundation for the future



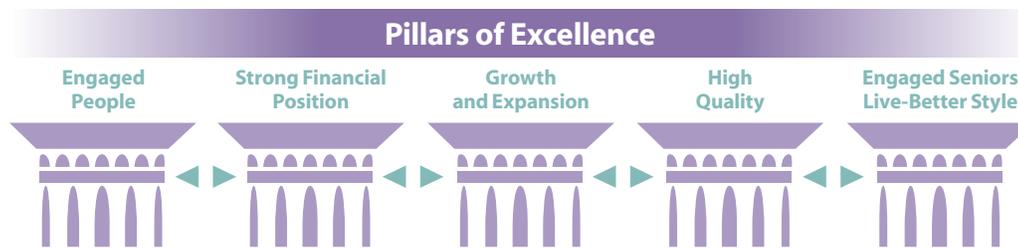
In my last message to you I addressed the challenges of the **Triple Aim**. That's the government's new framework for optimizing the performance of our nation's health systems. Its goals are improved quality, better outcomes, and lower cost.

Our road to success will be guided by the **Five Pillars of Excellence** of our new strategic plan (see graphic).

Those pillars are our foundation for the future. We all need to recognize what they represent, how they are interconnected, and the co-dependent relationship of all five pillars.

The first pillar—**Engaged People**—focuses on the need for every employee to understand and be aligned with our overall goals. This means improving communication, strengthening leadership across our campuses, and continually developing our staff.

The second pillar—**Strong Financial Position**—will ensure that we have the resources needed to achieve our goals. We'll do it by analyzing current costs, evaluating new opportunities, and continually refining our prudent investment practices.



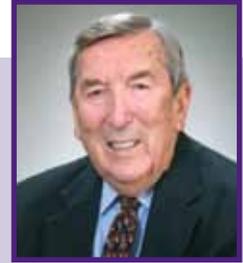
The third pillar—**Growth and Expansion**—is the critical central pillar in our foundation for the future. It focuses on fully understanding the new operating environment of the Triple Aim, planning and building services for the future, and seeking partnerships that make us stronger.

The fourth pillar—**High Quality**—will ensure that our quality of care is second to none and that our culture of quality permeates the organization, now and always. Education, standardization, compliance and continuous improvement are essential elements.

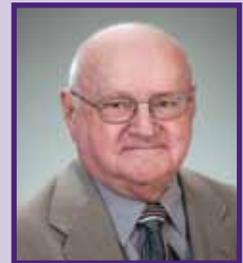
The fifth pillar—**Engaged Seniors / Live-Better Lifestyle**—links us with our mission, vision and values; promotes an active, healthy lifestyle for residents; and identifies services for tomorrow's needs.

Taken in total, these Pillars of Excellence are our roadmap. Long-term success requires the full commitment of everyone in this organization, in everything that we do. I know that I have the full support of our dedicated staff and board, and the residents that we are privileged to serve, as we travel this road together.

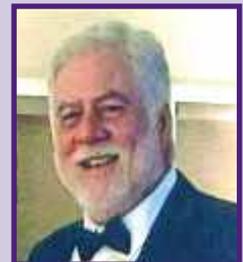
Brian Picchini, President and CEO



Allan Rose, a board member since 1997 who also chaired many committees, has resigned due to a serious illness. In appreciation for his years of service, the board named him as a Director Emeritus, and a video tribute from his fellow board members was produced for him. The entire UMH family is grateful for his longstanding dedication and support, and we wish him all the best.



Lee Robeson, a board member for the past 15 years, passed away in late October. He was 86. He served as assistant secretary of the board and on many committees. He also served on the UMH Foundation board, and he was a past chair of the Wesley Village LDC.



Bill Berical, who joined our board in May, passed away unexpectedly last month at age 61. He had retired as vice president of engineering at BAE Systems. Our heartfelt condolences go out to the families and friends of Lee and Bill.

Wesley Village now
offers comprehensive



rehab services

Residents in the Scranton/Wilkes-Barre region who are dealing with the effects of an injury, illness or surgery now have a new option when it comes to feeling better. It's the Wesley Village Rehabilitation Center in



Pittston, where your recovery and comfort are the most important things to us.

"It wasn't long ago that patients typically recuperated in a hospital bed after surgery or sickness. An extended stay in the hospital was not considered out of the ordinary," says Danielle Janeski, executive director of UMH's Wesley Village and Tunkhannock campuses. "That's not the way things are done today."

Now people are choosing skilled nursing centers for their post-acute care rehabilitation needs, and today your best choice is the brand-new, 24-bed Rehabilitation Center at Wesley Village. It was designed and built with all of your needs in mind.

With a private entrance and five-star amenities, our new rehab center is now the region's top choice for comprehensive rehabilitation services. Whether you need physical therapy, occupational therapy or speech therapy,

our expert staff will create a personalized care plan that takes you from therapy through recovery and beyond, with a special focus on individual care and wellness. Our spacious rehab gym has all of the latest equipment, and there's even a therapeutic courtyard to improve your outdoor mobility.



While you're with us, our new rehab center will feel like home. Each of our 24 private rooms



has its own bathroom, shower and flat-screen TV. There's high-speed internet access, a comfortable living room with fireplace, a country kitchen, private dining room and three outstanding meals per day.

When you need to get back to being your best, there is no better place in Scranton/Wilkes-Barre than the Wesley Village Rehabilitation Center. Make it your first choice. Call 570.655.2891 ext.297 to find out how we can help you rehabilitate, recover and recharge.



From the UMH Foundation

By Ann Highfield-Lomonaco

We commissioned Liturgical Artist Karen Godecke to create an altar cloth for the Hilltop Chapel. It reflects the liturgical seasons of the church year.

Green: for growth and maturity; displayed following Sundays after Pentecost.

Black: 'no color' or the absence of light; for Ash Wednesday and Good Friday.

Purple: Lent, a time of somberness, penitence and prayer for worshippers.

Scarlet: deep red, the color of blood, a reminder of Jesus' Passion; Palm Sunday through Holy Thursday.

Gold: splendor; for Easter.

Red: connotes fire; the strength and power of the Holy Spirit at Pentecost.

Today's color is **blue**, used during Advent for preparation, waiting and watching; and hope for the coming of Jesus. On Christmas Eve/Christmas Day it will change to **white**, for purity, holiness and completeness.

With appreciation for your gifts, I wish you hope during Advent; a Christmas filled with blessings and a healthy 2017.



Caring Eagle Scout connects with UMH community

While most high school seniors are trying to figure out the next step in their lives, Devin Baldwin Reitz, Class of 2017 at Chenango Valley High School in Binghamton, knows exactly where he wants to go and what he wants to do. "I'm going to enlist in the Air Force, and I want to study mechanical engineering," he says.

He's already taking a college math course through SUNY Broome, and he's involved in a robotics program at CVHS where he took first place in a competition.

However, back in fifth grade he made a serious commitment to the Boy Scouts of America, and it was scouting that brought him to the Elizabeth Church Campus of United Methodist Homes last summer. Working toward the rank of Eagle Scout—the highest achievement in scouting—Devin needed to complete his Eagle Scout Service Project, a major community-focused activity that the scout must plan, organize, lead and manage, all while under close review.

He learned about United Methodist Homes through his grandmother,

Tanya, who heard that residents at ECC's Saint Louise Manor had asked about renovating the ground around the flagpole near the main entrance. It was a perfect connection for both the future Eagle Scout and the UMH senior-living community on Front Street.

Devin visited the campus, scoped the project, took photos, and sketched his design for a new flagpole flower planter. He presented his proposal to the Eagle Board for review and approval, and then he organized a two-day car wash to raise funds to purchase the necessary raw materials, enlisting the help of a dozen people

and two local retail establishments. The construction work, which involved digging, stone work and landscaping, was done over a long weekend and was supported by other scouts, including the leader of Devin's Hillcrest Troop 199.

What is Devin's key takeaway from his Eagle project at United Methodist Homes? "If you really try, it's not that difficult. I think it came out pretty good."



Activities professionals are planning for the future at UMH campuses

United Methodist Homes held its inaugural Activities Summit in October, organized by Kristen Oleary, vice president of sales and marketing. Activities professionals from UMH's four regional campuses participated in a daylong session to share best practices in activities programs, address the changing needs of today's residents, and explore future expectations of the Baby Boomer generation.

"Activities staff members have direct contact with our residents on a daily basis," Kristen says. "Their duties require them to find creative ways to engage people who have different needs, different interests, and different abilities. It will be important for all of us to

meet regularly, share ideas, and prepare for the future."

One aspect of that future is being shaped by the changing expectations of the government and insurance providers relative to the Triple Aim. That's the new national framework intended to optimize the performance of all health systems, including organizations such as United Methodist Homes. Its goals are improved quality, better outcomes and lower cost.

But Baby Boomers and other healthcare consumers also have changing expectations. "The next generation of our residents will want more—more information, more communication, more involvement and more of the active, live-better lifestyle," Kristen says. "The first wave of Baby

Boomers is arriving right now. We'll have to meet their needs with new services, which will include activities programs that are innovative, enriching and cost-effective."

The educational session also showed activities leaders how the targeted outcomes of the Triple Aim tie in with the implementation of UMH's new strategic plan and its Five Pillars of Excellence. The Pillars put employees, quality, growth, financial strength, and resident lifestyle in the forefront of UMH's operations. "By staying focused and working effectively in all areas—especially with our high-profile activities programs—we will be the life-plan community of choice for people living in the Greater Binghamton and Scranton/Wilkes-Barre regions," Kristen says.



The new memory garden at our Hilltop Campus began with a gift from resident Edith Hebb's family. Additional support came from the UMH Foundation.



Members of UMH's management team joined Darlene Leonard, director of the Johnson City Senior Center, after completing their painting project for this year's Day of Caring.



Board member Wayne Trivelpiece's 1930 Ford Model A was an award winner at Wesley Village's annual car show fundraiser.



Caring. Connecting. *Community.*

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News & Notes

We are pleased to announce the newest members of our board of directors: **Christina Boyd, Reverend Carol Coleman, Jeffrey Culver, Sharron Lewis, Dianne Posegate and Philip Reid.** We also welcome back **Lisa Lee** from honorary status... **Gary Gardner**, senior vice president/finance, and **Martha Wright**, vice president/clinical services, presented "Putting the Pieces Together: The Continuum of Care & Value-Based Payment" at a meeting of the Northeastern PA Healthcare Financial Management Association... Martha and **Kate McHugh**, director of quality management at our Hilltop Campus have earned certification as Quality Assurance|Performance Improvement professionals... **Jim Silkworth**, vice president/human resources, was named to the board of the Catholic Schools of Broome County... **Dave Cawley**, manager of recruiting, reminds all employees that our Employee Referral Program

has been expanded to offer variable bonuses to employees who recruit any new staff member... **Wesley Village** recently received the 2016 Continuing Excellence award from Highmark Blue Cross of NEPA for ongoing efforts in health and wellness in the workplace... This month the campus began hosting the work of local artists in its main hallways, which fulfills the long-time dream of UMH board chair **Calli Berg...** **Becky Mattei**, guest services coordinator, organized a vintage fashion show for residents... 2016 marked United Methodist Homes' first year as an entry-level sponsor of the Dick's Sporting Goods Open, a professional golf tournament that's an annual stop on the PGA Champions Tour... Mark your calendar for the UMH Foundation's inaugural golf tournament on June 29 at the Conklin Players Club, which will benefit the Resident Support Fund.

Connections is published quarterly. It is designed for easier readability. Contact Paul Golaszewski at pgolaszewski@umhwc.org or 607.775.6400 x288. Like us on Facebook at UnitedMH and visit our website at unitedmethodisthomes.org

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