

# Renaissance Gardens DEPARTMENT UPDATE



Inside this issue:

Topic:	Pg.
- <i>Help with medical bills</i> - <i>When is the right time?</i>	2
- <i>Skilled Nursing Care</i>	3
- <i>Fall Reduction</i>	4
- <i>Assisted Living</i>	5
- <i>Rehabilitation</i> - <i>Dining Services</i>	6
- <i>Programming</i> - <i>Human Resources</i>	7
- <i>Philanthropy</i> - <i>Nintendo Wii</i>	8
- <i>Staff Development</i> - <i>Resident Services</i>	9
- <i>Erickson Advantage</i> <i>at RG</i>	10

## A Message from our Administrator, Ben Cornthwaite . . .

Dear Greenspring Residents:

Welcome to a brief glimpse into the inner workings of Renaissance Gardens. As you can imagine, the team at Renaissance Gardens remains busy and committed to caring for and enriching the lives of your fellow friends, loved ones, and neighbors on a continuing basis. It is our desire to continue to build upon our current strengths and work through our challenges with purposeful effort to raise the bar. By embracing our community's mission, together we will share our gifts to create a community that celebrates life.

This year, the team at Renaissance Gardens continues to remain focused in five key areas:

1. Quality of care improvements
2. Customer service enhancements
3. Greater service integration
4. Enhanced communication
5. Improved employee satisfaction

I hope to demonstrate outstanding success in each of these areas by the conclusion of 2007.

Onward with the tour...It is with great pleasure to bring you updates from the entire team at Renaissance Gardens. I hope that you find the following highlights helpful and equally as exciting. As always, it is our pleasure to serve you.

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## NEWS FROM THE BUSINESS OFFICE

*By Chanell Speight, Business Office Manager*

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The Business Office is readily available to help reconcile Greenspring monthly statements and any health related invoices incurred during a resident's stay at Renaissance Gardens. The office is also available to answer any questions regarding coverage and benefits through insurance carriers such as Medicare and Tricare For Life. Did you know you can request a list of the services provided to you during your stay at RG? Just call Chanell Speight in the Business Office at 703-923-3131, Ext. 4190, to inquire.

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## WHEN IS THE RIGHT TIME TO MOVE TO RG?

*By Holly Henderson, Health Care Sales Manager*

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This is a question that is asked by many Greenspring residents and their families. The Marketing and Admissions Team held several informational seminars in April to address this question. Together with representatives from the Resident Life Department, Renaissance Garden Residents and the Assisted Living Manager – the panel was able to address a very challenging topic and answer questions to put the residents of Greenspring at ease. With over 250 attendees, these seminars proved to be very successful. As a result, we will continue to hold these sessions on a monthly basis. The next informational seminar will take place on June 13, 2007, at 6:00 p.m. in the Town Center Card Room. We hope to see you there!

We will also continue to hold our monthly teas in Renaissance Gardens to provide residents with the opportunity to come and tour an Assisted Living and Skilled Nursing Neighborhood. The next Renaissance Gardens Tea will be held on June 28, 2007, at 1:00 p.m. in the Renaissance Gardens Meeting Room.

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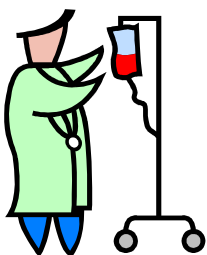


## WHAT TO EXPECT UPON ENTERING A SNF UNIT

*By Dorothea Johnson, Director of Nursing*

Renaissance Gardens houses three Assisted Living (ALF) and four Skilled Nursing (SNF) neighborhoods. The SNF areas are staffed around-the-clock with experienced, trained, and licensed nurses (RNs and LPNs) as well as Certified Nursing Assistants (CNAs) who are here to provide continuous care for our residents. Each neighborhood in SNF has a unit manager who oversees the 24-hour operation of the nursing care. Combined, the four unit managers have over 101 years of nursing experience!

We know that all of you, if given the choice, would prefer to reside in your own homes and be surrounded with your family. However, we also know that life circumstances may change these plans for you or your loved one. This is when you can turn to us for support. Whether you come to SNF for short-term rehabilitation or you have made a decision to make us your new home, you can expect to have a positive and meaningful experience.



When you are first admitted to one of our SNF neighborhoods, you are bound to meet, within a day or two, many of the members of our interdisciplinary team. You will quickly learn the names and faces of the nursing staff, as they are most likely to be permanently assigned to care for you. We will take the time to get to know you as a person while also assessing your medical and psychosocial needs. We will ensure that all of your medications and treatments are offered to you exactly as your physician has prescribed. You may begin a regimen of daily therapy to get you back on your feet. Within the first week or so, we will invite you and your family to meet with the entire team of professionals – dietitians, therapists, nurses, physicians, social workers and programming staff. At that meeting, we will establish a plan of care for you that reflects your individual needs and goals. We treat you and your family as part of our team because we believe that you know your body and your needs best, and that our role is to simply provide you with the professional skills and support you need to be successful.

Most of our residents come in contact with our SNF because they require sub-acute care. Every day we experience miracles – residents who had come in a very poor state of health with little or no hope of recovery, but are able to walk out of here and return to their apartments. A few of our residents remain with us for long term care. For those, we provide a home-like environment with a lot of meaningful activities throughout the day. We encourage and assist our residents to furnish and decorate their rooms and make them look as close to their home as possible. We encourage the families and loved ones to come and visit any time of the day they wish. We also encourage them to dine with their loved ones on the neighborhoods and participate in fun activities.



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## FALL REDUCTION IN RENAISSANCE GARDENS

*By Brenna McGinnis, Office Manager*

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According to the Connecticut Collaboration for Fall Prevention, falls among adults 70 years and older cause over 90% of broken hips—with only half of those who break their hip getting around like they used to before the fracture. With this and many other similar statistics in mind, Renaissance Gardens has been taking great strides in reducing our residents' risks of falling.



Several new programs have been started this year with fall prevention as the main focus. Our Physical Therapy Department has started a balance program where each participant is individually evaluated, and the exercises and information are tailored for each person's certain needs. Furthermore, the Assisted Living Team has started an educational series suitably called "No Fall-ty Habits." Similar to the program in Independent Living, each month a guest speaker comes and discusses the various factors that are related to falls and how to help reduce the risk of taking a tumble.



Additionally, the RG team is taking a closer look at the environment and the potential safety hazards in residents' apartments. Safety Environmental Inspections will begin soon, in which the housekeepers will observe any dangers (such as clutter on the floor, throw rugs that are not properly taped to the carpet and have corners rolling up, lamp/phone cords in the flow of foot traffic, etc.) in each resident's apartment and will then notify management of any concerns. Also, upon admission, new residents and their families will receive a quick check list for them to keep in mind while they set up furniture in the apartment in order to ensure the utmost environmental safety as soon as a resident is moved in. We are also collaborating with Emily Cushman, Greenspring's custom interior coordinator, to inform RG residents of her services of modifying their apartment to make it safer and to fully utilize all of the space available.

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## ASSISTED LIVING RATED #1 IN 2006!

*By Holly Borrero, Assisted Living Manager*



Greenspring's Assisted Living Program received an outstanding recognition in 2006! Did you know that out of all the Erickson Retirement communities, Greenspring was rated #1 by the residents for their Assisted Living Program! You may have seen our banner hanging in the community—honoring 90.6% overall resident satisfaction.

You may ask yourself, how is such success measured? Well, there are many ways Greenspring measures success but one of the very important tools we use is the resident satisfaction survey which is conducted by Holleran. The survey asks for your opinion on how well you think Greenspring is doing and in what areas you feel we have opportunity to improve. This past year, Greenspring's top performers in the survey were: "I am overall satisfied with my community"; "I am promptly notified of changes in my loved ones condition"; "the administrator makes time to meet with family and residents"; "I am overall satisfied with the medical services"; and "I am treated with dignity and respect."

**At Renaissance Gardens, we share our gifts to create communities that celebrate life!**

The Assisted Living staff is extremely proud of this accomplishment. The staff is very dedicated to achieving resident satisfaction as this past year's survey reflected. Despite the recent successes, there are always areas for improvement. Specifically, we are focusing on improvements in customer service, new resident orientation, fall prevention and community communication.

Greenspring's Assisted Living Program goal is to continue to be one of the top performers! We believe this is an achievable goal because the staff is here to "share their gifts to create a community that celebrates life" and they are committed to promoting wellness and quality of life for the residents!

## REHABILITATION DEPARTMENT SUMMARY

By Kimberly Jordan, Rehabilitation Manager

The Rehabilitation Department has continued to grow and change over the past year to enhance therapy services for Greenspring residents. Of note, we have had three new full time staff members join our team. In our Occupational Therapy Department, Renee Petren, OT, and Stephanie Weiseman, OT, have joined our established team of excellent therapists to provide services both in Renaissance Gardens and in our Outpatient Clinic in Hunters Crossing. They come with exceptional clinical skills to assist residents with daily living skills, upper extremity impairment, as well as low vision and cognitive deficits. The new face you will see in our Outpatient Rehabilitation Department is Tina Cole, our outpatient rehab technician. She is our smiling greeter at the front desk who answers your telephone calls, helps to schedule your therapy appointments, and assists the therapists in making sure that your experience is positive.

Over the past year, members of our rehabilitation staff have been involved in a new group on campus, the Fitness and Function Team. The mission of this group is to provide an integrated and coordinated approach to resident wellness and, to facilitate resident use of services on campus to enhance quality of life. Our Rehabilitation Department offers services to enhance walking and balance, pain reduction interventions, and home assessments to improve your safety in your living environment. You can discuss your individual needs with your physician for a possible therapy referral.

In conjunction with the FallProof balance classes being offered in Independent Living, the Rehabilitation Department has joined forces with the Wellness Center to offer a balance class in Renaissance Gardens. This newly developed class provides education, strengthening exercises, and balance training to residents in Assisted Living, with plans to widen the scope and include those in Long Term Care. We are excited about this new class and the residents' enthusiasm to participate for overall wellness and fall prevention.



We are dedicated to providing excellent services to meet your goals.

**Renaissance Gardens is much more than just a beautiful place to live.**

## THINGS ARE HEATING UP IN THE KITCHEN!

By Lee Long, Assistant Director of Dining Services

Lots of good things are happening in RG Dining Services. During the month of May, RG Dining Services catered several events for Nurses Week, including an omelet breakfast personally cooked by our administrator, Ben Cornthwaite and Dorothea Johnson, our DON. In addition, we had a barbeque which honored all nurses, including many of our Greenspring residents who are retired nurses. A good time was had by all!

We also had several new hires and promotions to announce. Ms. Lee Long started on May 2, 2007, as the Assistant Director of Dining Services for Greenspring. She is very happy to be here and thanks all the residents who have given her directions in the last month! Also, Ms. Kerry Robinson who was previously an intern in the dietician's office has joined us full time. Ms. Margaret Allotew has been promoted from service coach to supervisor. Welcome aboard and congratulations to all!



## PROGRAMMING'S READY FOR THE SUMMER!

*By Jessica Porter, Program Assistant Manager*



The Programs Department at Renaissance Gardens has had a very eventful month of May! We have new additions to our team, celebrated National Nursing Home Week, and are planning a very special, fun filled summer.

Recently, Maria Paz and Jessica Porter joined our department. Maria was previously employed with RG Dining Services and through those experiences realized her passion for working closely with the residents. Jessica came to Greenspring a year ago as an Operations Associate and was thrilled to join our team.

National Nursing Home Week was celebrated May 13<sup>th</sup>-19<sup>th</sup> at Renaissance Gardens. The week included a 50s style Sock Hop, an I Love Lucy social, and much more! On May 17<sup>th</sup>, our residents cheered the Washington Nationals to a much needed win against the Atlanta Braves.



This month, residents are looking forward to An Evening with Chef Soto, eating lunch at Philips Restaurant, exploring the Smithsonian, and much more. The Program Department has also begun planning a spectacular Assisted Living Week, full of special events and surprises, which will take place in September.

## HR HELPS OTHERS PURSUE HIGHER EDUCATION

*By Shannon Slade, Human Resources Recruiter*

Promotional opportunities in the nursing field are most typically earned through completion of a higher degree or certification. We take pride in our commitment and encouragement of professional growth and development for every employee! We offer flexible schedules and tuition assistance so that staff members are successful in reaching their goals. Did you know that Greenspring offers a \$4,500 tuition assistance benefit to all full-time employees?

Please help us to congratulate the newest group of nursing graduates: Alhaji Jalloh, Assisted Living Charge Nurse, Jewel Anderson, Rose Court 4<sup>th</sup> floor Charge Nurse, Bidiangandu "Chilly" Banza, Skilled Nursing Charge Nurse, and Belingo Mukete, Skilled Nursing Charge Nurse.



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## CELEBRATING A BIRTHDAY OR ANNIVERSARY?

*By Kimberly Nelson, Director of Philanthropy*

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Celebrating? Hard to buy for? Looking for that something special? This year, why not surprise that special someone with something truly unique – an Honorarium gift through the Greenspring Benevolent Care Fund? By making a contribution to the Benevolent Care Fund in their honor, you can help your loved ones touch hearts for a gift that will be remembered long after their special day is over.



We'll contact your loved ones by mail and tell them about the donation made in their name. Next time you're thinking of flowers, consider a more lasting gift to honor someone you love. It's easy. Just fill out a Honorarium envelope located at the Philanthropy Office in Village Square, or the Chapel lobby. Or call us directly at (703) 923-3142 for an envelope or additional information.

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## RG PRESENTS .... NINTENDO WII!

*By Katelyn Grant, Administration Intern*

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Renaissance Gardens invites you and your family to spend Sundays with Nintendo Wii in the RG Meeting Room. This past Sunday, 20 people gathered with their loved ones to try their luck with the newest Nintendo system! Grandchildren were able to teach their grandparents the different buttons and then play against them. Some residents enjoyed being able to play their favorite sports again, and this sparked reminiscent conversations with the staff and their families. Come enjoy a game of bowling, golf, tennis, baseball, boxing, ping pong, fishing, pool, or compete in a cooking cook-off!

The next Sunday Nintendo Wii dates are:

- July 1, 2007
- July 15, 2007
- August 5, 2007
- August 19, 2007



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## RG EXPERIENCES TECHNOLOGY BOOM WITH EMR

*By Brenda Clark, Staff Development Manager*

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The first of the year saw the implementation of the Electronic Medical Record (EMR) at Greenspring. The exciting feature of the implementation is that many manual processes will be replaced by automated features—thus, creating more time for caregivers to spend with residents. With support from the Clinical Informatics Team, the transition to the EMR has gone exceptionally well with Greenspring quickly moving to the top at Erickson communities in clinical note documentation. Although the first phase of the rollout only focuses on basic assessments and notes, the final stages of the rollout involve many time efficiencies and quality controls to include pharmacy, laboratory, and radiology. We are hopeful for the complete rollout to be fully implemented by March 2008.

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## RESIDENT SERVICES UPDATE

*By Kathleen Taylor, Head Social Worker*

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Social Workers, also known as Resident Service Coordinators, have been involved in many activities that have an important, positive impact on the residents and families of RG.

A highlight of the many services provided include:

- Exploring choices and problem solving to develop discharge plans for over 364 residents admitted to skilled nursing/rehabilitation in 2006.
- Providing on-going counseling and support in care planning for over 200 residents and families in long term care and assisted living.
- Coordinating educational and informational presentations.
- Coordination and assistance with transition of residents moving in and out of Renaissance Gardens.
- Collaboration in the “Celebration of Life”—in the moment memorials held to honor residents who have passed away.

**The Health Services, Medical Center and Renaissance Gardens Committee offers oversight and communication regarding health services, assisted living and extended care provided through the Medical Center and Renaissance Gardens.**

**Members are Dorothy Brown, Chair; Charles Fletcher, Bob Gumbinner, Ron Levin, Ann Lovelace, Eleanor Merritt, Mitch Mills, and Eck Muessig. Council liaison is Virginia King.**

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## GUARDIAN PLAN AVAILABLE FOR RESIDENTS

*By Kellie Waltz, Erickson Advantage Manager*

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In 2005, Erickson communities, in partnership with Evercare, introduced a Medicare Advantage plan called Erickson Advantage®. A Medicare Advantage plan combines the original coverage of Medicare Parts A, B and can also include Part D. There are often additional benefits offered beyond what Medicare covers. In 2006, Erickson Advantage offered two plans to address residents: the Signature and Signature with Prescription drug plans. The good news for 2007 is that Medicare has approved a plan specifically addressing the special needs for residents permanently living in Renaissance Gardens as well.



### ***The Guardian Plan***

The plan provides traditional Medicare benefits **including** Part D prescription drug coverage, along with Guardian Plan benefits such as:

- 24 one-way trips to and from in network medical appointments
- 6 podiatry treatments, 100% coverage for medically necessary durable medical equipment, and all diabetic monitoring supplies
- \$600 allowance every 2 years for hearing aid benefit
- \$420 per year (\$105 per quarter) healthcare products from a select catalog

For questions, residents are urged to contact our Erickson Advantage Representative, Kellie Waltz by calling, 703-923-3140. TTY 1-888-685-8480, Monday-Friday, 8:30 a.m. to 5:00 p.m. (local time) or by email [kellie.waltz@erickson.com](mailto:kellie.waltz@erickson.com).

You must continue to pay your monthly Part B premium if not otherwise paid for by another third party.

You must have Medicare Parts A and B, and must reside in the service area of the plan. Erickson Advantage® is a Medicare Advantage demonstration project administered by Evercare®, offered by United HealthCare Insurance Company, a Medicare Advantage organization with a Medicare contract. Limitations, co-payments and coinsurance may apply.

**Do you have a question about this newsletter? If so, please feel free to email Katelyn Grant, the RG Administration Intern at [katelyn.grant@erickson.com](mailto:katelyn.grant@erickson.com) or call directly at 703-923-3157.**

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