



The Neighbors
of Dunn County

NEWS FROM THE NEIGHBORS

March-April, 2018

HAPPY SPRING!



Although the weather in Menomonic still says it's winter, Spring is just around the corner! Don't forget to "Spring Forward" on Sunday, March 11th for Daylight Savings Time. Here's the latest news of what's happening at The Neighbors...

March is National Social Work Month!

March is National Social Work Month! The national theme for social work month in 2018 is: “Social Workers: Leaders, Advocates, Champions.”

Every day the nation’s 650,000 social workers act as advocates, champions and leaders who make our society a better place to live. Social workers are trained to look at situations in a holistic way, bringing people together with others and their communities to find ways to address pressing individual, group and societal problems such as hunger, affordable housing, equal rights for all and making organizations and government accountable. Social workers also follow the NASW Code of Ethics, which calls on members of the profession to enhance human well-being and help meet the basic needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty.

Here at The Neighbors of Dunn County, the Social Services Department is excited to celebrate March as National Social Work Month. Our department is made up of three certified social workers. Brenda Ausman, our most seasoned professional, has been a social worker here since June of 1987. Brenda is the social worker for our West Neighborhood, as well as Deerview Manor in the Central Neighborhood. Tracy Fischer, the department’s director, serves as the primary social worker for Fireside Manor in the Central Neighborhood along with her other duties as director. She has worked here since June of 2009. Laura Briesemeister, the new addition to the social work crew, is the social worker for the East Neighborhood and Arrowhead Lodge in the Central Neighborhood. Laura has been a social worker here since December of 2013 and prior to that, she was an intern with the social services department. Please be sure to wish our social workers a Happy Social Worker’s month in March!

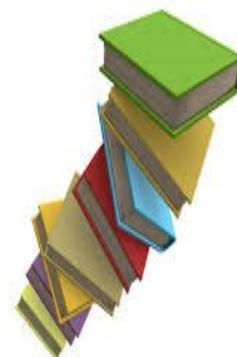


New Medicare Numbers and Cards are Coming Soon!

CMS (the Centers for Medicare and Medicaid Services) will soon start issuing new Medicare numbers and cards to all of those entitled to Medicare programs. You will receive a new Medicare number/card by April of 2019, as CMS is required to remove social security numbers from cards by that time. Please keep your eye out for any information or mailings from CMS, and be sure to give us a copy of your new Medicare card once you receive it. You can even bring your card in to us and we will make a copy of it for you if you need assistance. This will help us at The Neighbors be sure that we are able to continue to appropriately bill for any services that you receive that are covered by Medicare. Thank you!

National Library Week is April 8-14, 2018

Did you know The Neighbors has a library in the Central Neighborhood? Our library is for the entire campus to use and has regular, large print, and books on CD. We also have a large selection of magazines available. In addition to reading materials, our library also has music CDs and puzzles that can be used by residents and family members. We also have a program with the Menomonie Public Library in which they bring us a selection of books for our residents to enjoy every month.



NEWSPAPERS

We are fortunate to receive several copies of the Eau Claire Leader Telegram daily through a program the newspaper coordinates. These newspapers are donated through the generosity of local businesses. We currently deliver one newspaper to each house for the residents to share. If your loved one wants their own copy, we suggest you purchase them their own subscription. We also ask that you notify us when subscriptions are started or stopped. Thank you.



LEADER-TELEGRAM
Your Newspaper Your Community



From the Community Mentor...

Recently, our managers and I reviewed scores, comments and satisfaction levels of the employee satisfaction survey, one of three such satisfaction surveys completed in the latter half of 2017.

When we previously completed Resident, Family & Employee Satisfaction surveys in 2015, our scores were high and residents gave us the highest scores (97%). Families scored their level of satisfaction with The Neighbors somewhat lower (93%) and while there may be one or two things in common with the residents, most often the reason for the lower scores from families are different from that of the residents. Employee satisfaction and the basis of their satisfaction is different from that of either the resident or family level of satisfaction, but in 2015 we scored high at 88% compared to a peer average of 67%.

Beginning the second-half of 2017 we did the satisfaction surveys and we knew the likelihood of scoring as high or higher than 2015 was going to be a challenge. It was a challenge partly because in order to make the financial situation of The Neighbors better for the community, we had to take the advice of consultants and change the way we were doing things. We thought those “things” might have an effect on satisfaction levels. For example, we looked at outsourcing our food services to a third-party vendor to reduce our cost-per-meal, during which the Dietary Manager resigned in October of 2016. In the end; between vendor savings and cost-saving ideas from the dietary employees we avoided outsourcing and we were able to re-hire a Dietary Dept. Manager in January of 2017. Now, our Dietary Dept. not only saved significant dollars in 2017, but operates a licensed restaurant (Red Cedar Bistro) and this February became the food service provider for the Dunn County Senior Meals Program!

Another recommendation from consultants hired to review The Neighbor’s financial position was to reduce the number of employees including RNs, CNAs and/or Homemakers. Throughout 2016-2017, we have reduced RNs and RN wages were also reduced by a grade on the county’s pay grid. Additionally, many of our long-term nurses retired during 2017. We did not reduce CNAs initially, but we did begin in 2017 to reduce the number of homemakers and the hours they work per day. Prior to these changes, we had 11.5 hours per day of homemakers for each household. Originally, we planned to reduce those hours via attrition to about 5.5 hrs. per day, per house. Later in the year it became apparent that to keep our houses clean and to provide necessary food services, we needed to increase the homemaker hours back up to 7.5 hrs. per day so that work could be accomplished appropriately in the houses and this increase took effect in November of 2017. Unfortunately, we had to offset the increase in homemaker hours by a permanent decrease in several CNA positions.

So, in 2017 - 91% of residents said we did a good to excellent job of meeting their satisfaction, with families at 86% while just 76% of employees were satisfied. I am not real surprised at the results. I believe we can make improvements in those satisfaction scores for the next round of surveys. Our managers and I are working on those improvement plans to be completed soon. I am very proud of our staff because we received a lot of positive comments from residents and families about the wonderful care provided by all of our employees. Not all nursing homes complete satisfaction surveys or the kind of surveys in which they can compare their facility scores to national or statewide average scores for other nursing homes. We do it because our Standing Committee, Board of Supervisors and our managers care to make sure we are staying on top of the things that make life worth living, in a sustainable, accountable and sensitive manner. There is nothing easy about operating a nursing home these days, but we look forward to a great year in 2018!

PS: Don’t forget to order your brick.

Anthony Manzella, NHA/Community Mentor

New Television Services

Our Satellite TV has recently undergone some changes. Our old receivers have all been switched out with new equipment in an effort to get more reliable reception. We also expanded our services with four additional channels. The Life Enhancement Department conducted a survey of residents to determine which stations were most popular. Our new line up includes ESPN, the Hallmark Channel, CMT, Discovery, and INSP. We were also able to add MeTV and Antennae TV through our antennae. Our TV services are included in your daily rate.



All residents are now able to purchase their own package through DirecTV if they desire something other than what we have available. Please contact Sally Rocque at (715) 231-4589 for information on these packages.



National Nutrition Month[®] is a nutrition education and information campaign created annually in March by the Academy of Nutrition and Dietetics. The campaign focuses on the importance of making informed food choices and developing sound eating and physical activity habits. In addition, National Nutrition Month[®] promotes the Academy and its members to the public and the media as the most valuable and credible source of timely, scientifically-based food and nutrition information.

Registered Dietitian Nutritionist Day, celebrated on the second Wednesday in March, increases awareness of registered dietitian nutritionists as the indispensable providers of food and nutrition services and recognizes RDNs for their commitment to helping people enjoy healthy lives. Carrie McKnight is our Registered Dietitian and is also a Certified Specialist in Gerontological Nutrition.

"Go Further with Food" is the theme for 2018, and its importance is timely for many reasons. Whether it's starting the day off right with a healthy breakfast or fueling before an athletic event, the foods you choose can make a difference. Preparing foods to go further at home and within the community can have a positive impact, as well.

The Neighbors of Dunn County is moving forward with plans to create a Memorial Garden on the west end of its 22-acre property across from the Red Cedar Lodge house of its West Neighborhood. The Memorial Garden is designed to outline and give shape to the patio of engraved bricks that will be used to memorialize and honor those individuals with engraved bricks. This is not unlike some of the veteran's memorials or the way Irvine Park in Chipewa Falls raised funds to help build its new zoo. The patio itself will be approximately 25' x 25' and in the center of the patio there will be a 4'x4' platform for the old bell from the tower of the original Dunn County hospital of 1892. Surrounding the patio will be sitting benches, a couple of which have already been purchased, shrubs, flowers and a path from the adjacent Forbes Ave. An architectural rendering is shown below.



Proposed Memorial Garden
Neighbors of Dunn County



Over the years, families and others have wanted direction on how to memorialize their loved one or to know how their gifts might be used, honored and recognized. While gifts are a part of our Annual Report, The Memorial Garden is an answer to how families and friends of The Neighbors of Dunn County can either memorialize a loved one who resides or resided at The Neighbors or simply 'In honor of,' a gift whether in your name or the name of someone else that you would like honored as part of the Memorial Garden.

To do this is very easy. If you want to memorialize someone or provide a gift to The Neighbors, it is simple:

Go to <http://www.neighborsdc.org> on your internet browser.

Click on the "Donate Today" button. See item # 1 there and click on our partner link at <http://neighborsdc.donationbricks.com/>

Once you see the page at donationbricks.com you'll see the color of the actual brick to be used, various sizes, prices, examples, etc. In line 1, type in: "In Honor of" or, "In Memory of." In line 2, type the name of the person to be honored or memorialized and in line 3, the year or years.

Complete the remainder of the form, print out a copy and return the form with a check by mail or in person to The Neighbors of Dunn County at 2901 Forbes Avenue in Menomonie, WI 54751.

Examples of a 4"x8" and 8"x8" bricks are shown below. Engraved bricks are filled with epoxy and guaranteed for life by our partner, Gift Bricks ®.

Example: 8" x 8" paver:

Example: 4" x 8" brick:



Once enough orders are received, we will build the foundation for the patio, order the bricks and have them installed for a permanent remembrance that will be available to view year round. We anticipate the garden will hold approximately 2,800 4"x8" bricks, or about 1406 8"x8" bricks. Supplies are limited so get yours now!

Once we have orders for 162 - 4"x8" bricks, or 62 - 8"x8" bricks, or 21 - 12"x12" bricks or just 12 - 16" x 16" bricks or some combination of the above, we will order the construction of the garden and lay-in the bricks. After construction, future brick purchases will not only purchase an engraved brick but be used to fund other projects needed by the residents of The Neighbors of Dunn County as shown in # 2 on our donation page. Again, this is a wonderful way to permanently remember a loved one who has resided at The Neighbors or to be honored for your gift to The Neighbors.

A reminder from our Corporate Compliance Committee:



We at The Neighbors understand that families and visitors may enjoy taking photos or recordings of their loved ones who reside here. We do want to remind everyone, however, that the state of Wisconsin prohibits any recording, whether by photo, video or audio, of any resident being taken during treatment or cares. Also, we ask that all families and visitors please respect other residents and family members in the facility, and be sure not take any sort of recording that includes other residents.





The Neighbors
of Dunn County

Generations of caring since 1892

2901 Forbes Avenue

Menomonie, WI 54751



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