

## LONG TERM CARE SERVICES

Steven Woods, Administrator/Long Term Care Services Director

2007 was full of changes and setting new goals while continuing to provide the highest quality care to our nursing home residents, assisted living and adult medical day clients - which is our entrusted mission.

The search for the next Long Term Care Services Director concluded in May of 2007. Fortunately, I was the chosen candidate. I live in Brentwood with my wife and two daughters and have worked as a Long Term Care Administrator since I graduated from the Health Management Program at the University of New Hampshire in 1989. I am very pleased to be here and be part of a top notch team of health care professionals. I will work diligently to carry on the high standards, the superb community reputation and solid traditions of long term care excellence that the facility is blessed with and certainly deserves.

I would be remiss in not acknowledging the people and departments that ensured our steady course throughout the entire year. A strong team approach assures consistency and the most efficient means of delivering the care services to our residents. We have staff at all levels and in all departments that are committed to the Rockingham County Nursing Home and show that by excellent work records and employment longevity that rivals any facility in the State. Staffing remains agency-free again this year, which adds to our quality of care.

We continue to enjoy the Employee of the Month program whereby staff nominate and recognize their co-workers with pictures on the wall, a cake baked by our talented Dietary department, balloons brought up by our Occupational Therapy/Recreation department, a recognition award, as well as the coveted special parking space for a month are all part of the fun. Please join me in recognizing:

January: Yvonne Poliquin, Nursing  
February: Johnna Ploof, Nursing  
March: Donna White, Nursing  
April: Beth House, Administration  
May: Robin Bernier, Nursing  
June: Janet Clock, Environmental Services

July: June Page, Nursing  
August: Jonathan Whitcomb, Physical Therapy  
September: Ben Wing, Business Office  
October: Howard Phelps, Nursing  
November: Dennis Tobin, Dietary  
December: Robin Sharp, Occupational Therapy

The new clinical software (PointClick Care) is up and running. The financial component continues to be worked on for full implementation. Landmark Health Solutions continues to assist in the education and training of our staff to improve our clinical reimbursements from Medicare, Medicaid, as well as streamlining our admissions process. Our belief is that through improved clinical reimbursement programs and improvements in technology, revenues to the County will also be improved, which enhance our quality of care and services.

We also continued with the "e-Discharge" program with Exeter Hospital to better access referral information to assist in admissions from our local hospital.

Our annual Medicare/Medicaid State Survey was conducted in June 2007. Once again Rockingham County Nursing Home stands out as one of the best nursing homes in the State of New Hampshire. Rockingham County Nursing Home also participated in the 2nd Annual Quality of Life Awards and plans to continue this involvement. New Hampshire Department of Health and Human Services, New Hampshire Health Care Association facilities, and county nursing homes worked together to recognize and applaud the important and meaningful things that are happening every day in our nursing homes. Our Adult Medical Day program and Assisted Living also did extremely well in their state survey processes.

Our annual Under the Tent was conducted in September in the front entrance courtyard. This is an important and mandatory in-service program for all staff which is conducted on a yearly basis. This program reinforces necessary knowledge and skills. The event had a fun "Education in Paradise/Jimmy Buffet" theme that made the event fun and positive for everyone.

Nancy Lang, Director of the Ernest P. Barka Assisted Living continues to provide wonderful services to the very appreciative and happy clients she serves.

Helen Kolifrath, RNC, Adult Medical Day Program Director continues to bring new life to this program while continuing to improve the daily census.

I am proud of Rockingham County Long Term Care Services and the strong community reputation that it deserves. I look forward with excitement to the year ahead. I am especially proud of the people I work with every day – colleagues who work with loyalty and high standards – because of them I am honored to be a part of this incredible team.

The support and guidance of our County Commissioners: Chair Maureen Barrows, Vice Chair Katharin Pratt, and Clerk C. Donald Stritch has been invaluable. We are grateful for their dedication, interest, and caring all year long.

### **2007 NURSING HOME CENSUS**

Daily Average Census: 221

Highest Census: 226

Lowest Census: 215

Average Age of Residents: 82

Average Age of Death: 86

Average Age of Admission: 80

Average Length of Stay: 2 yrs., 4 mos., 11 days

#### **Admissions**

Home	24
Hospital	25
Nursing Home	22
Psych Hospital	1
Group Home	0
Rehabilitation	6
Assisted Living	7
Total Admissions	<u>85</u>

#### **Discharges**

Hospital Admit>Returns	36
Discharged to another facility	1
Discharged to assisted living	1
Discharged home	6
Expired while in Hospital	2
Deaths	79
Total Discharges	<u>125</u>