

LONG TERM CARE SERVICES

Steven Woods, Administrator/Long Term Care Services Director

The year 2008 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.

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 RCNH 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 OT/Recreation department, small cash gift, 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: Kathy Hayes, Nursing

February: James Gould Environmental Services

March: Midge Piwowarczyk, Environmental Services

April: Prem Pulami, Nursing

May: Cindi Lewandowski, Occupational Therapy

June: Arline Janvrin, Administration

July: Cynthia Gesel, Nursing

August: Jim Ryan, Food Services

September: Anita Gilbert, Environmental Services

October: Cindy Earl, Nursing

November: Ed Levesque, Environmental Services

December: Lisa Caron, Nursing

The new clinical software (PointClick) 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 started the transition to touch screen kiosks on the nursing units to allow more accurate clinical documentation that auto populates the MDS and will result in enhanced revenues.

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 July 2008. 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 ranked as a 5 star facility in the new program unveiled by CMS to better help consumers find quality long term care facilities. 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 sports theme that made the event fun and positive for everyone.

Another initiative that we started in 2008 was the oral health program enhancement. Since 1979 we have been providing dental services to our residents and are in the process of applying for grant monies to enhance our staff's oral care technique with overall improvement of residents' oral/systemic health along with renovations to our dental office. This project will continue well into 2009 and beyond and will serve as a role model for all nursing homes in the state when completed.

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, Adult Medical Day Program Director continues to bring new life to this program while continuing to improve the daily census. She has worked diligently with her team in explaining the services provided in that program throughout the entire county.

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.

2008 NURSING HOME CENSUS

Daily Average Census – 223
Highest Census 226 / Lowest Census 217

Admissions	83	Discharges	104
Home	13	Hospital Admit>Returns	25
Hospital	37	Discharged to another facility	2
Nursing Home	18	Discharged to Assisted Living	6
Psych Hospital	1	Discharged home	1
Group Home	0	Expired while in Hospital	6
Rehabilitation	6	Deaths	64
Assisted Living	8		
Total Admissions	<u>83</u>	Total Discharges	<u>104</u>
Average Age of Residents	85		
Average Age of Death	88		
Average Age of Admission	80		
Average Length of Stay		2 yrs. – 4 mos. – 12 days	