

Crest View receives national award for outstanding customer satisfaction

Mile Bluff - Crest View Nursing Home recently received My InnerView's Excellence in Action award, a national honor recognizing the facility's commitment to superior customer satisfaction. Nearly 5,500 nursing homes in the country participated in a 2010 satisfaction survey. The award, which is presented annually, recognizes those providers that performed in the top 10 percent of nursing homes.

Crest View is one of only 14 nursing homes in the state to be presented with the 2010 Excellence in Action award, and one of the few to have earned the high honor more than once. In fact, Crest View has received the Excellence in Action award three out of the past four years!

"We congratulate the Excellence in Action award recipients," said Amanda Twiss, CEO of My InnerView-OCS. "These skilled nursing facilities deserve recognition for their success. Residents and families thought highly enough of their care to score their satisfaction as excellent. This award salutes Crest View's dedication to customer satisfaction, and highlights the differences the employees make in people's lives every day."

The staff members at Crest View are very pleased that they have been recognized for their efforts in creating a homelike environment for residents. The award has been earned by the team's hard work and dedication to the residents served at Crest View. The Excellence in Action award is truly special because it



Pictured (l-r) with award: Mile Bluff President/CEO James O'Keefe, Crest View Director of Nursing Candy Drankiewicz and Crest View Administrator Jennifer Brandau.

is given based upon the satisfaction of the residents and their families.

The staff is comprised of over 100 employees who make it their mission to place the safety and care of the residents they serve as their top priorities. Crest View is proud to be a true home for the people that live within its walls, and the staff members will continue to strive for excellence in action.



Annual giving tree at Crest View

Help the staff members of Mile Bluff Medical Center spread the Christmas cheer to our nursing home residents!

Crest View Nursing Home will have a giving tree this Christmas to help make each resident's gift from Santa special. If you would be willing to help out, all you have to do is take a name tag off of the tree. Each tag will have some gift ideas for the resident your present will go to. Gifts should be around \$10 and need to be dropped off no later than December 12. They will then be delivered to the residents by Santa and Mrs. Claus during our Christmas party.

For more information, contact Lorraine Anderson at 608-562-7256 or landerson@milebluff.com. Thank you and Merry Christmas!



Residents, staff celebrate Crest View's 10-year anniversary



On November 1, staff members and residents at Crest View celebrated the facility's 10-year anniversary. Some of the employees that made the move from the former Pleasant Acres Nursing Home are pictured here with the sole remaining resident - Mary Schindler - who also made the transition from Pleasant Acres. Left to right are Amy Bader, Cheryl Bader, Patti Johnson, Darcy Petruska, Marian Fox, Kathy Gibeaut, Sara Johnson, Dorie Quist and Terri Moll. Employees missing from the photo who also made the move from Pleasant Acres, include Vicki Blount, Jennifer Brandau, Debbie Crow, Dolores Green, Nancy Harris, Traci Koboski, Sandy Lee, Ginger Newlun, Kathi Rasmussen and Mary Beth Webster.

In the fall of 2000, Mile Bluff Medical Center broke ground for Crest View Nursing Home, a 60-bed skilled nursing facility and 12-bed assisted living center specializing in Alzheimer's and dementia care. On November 1, 2001, 48 residents of the former state-owned Pleasant Acres Nursing Home made the transition to Crest View. It did not take long for people to recognize that the new nursing home had something to offer that other area facilities didn't. By February, 2002, all 60 beds in the skilled-nursing portion of the facility were occupied. Crest View was off and running, as it has been for the past 10 years.

To commemorate the facility's milestone, Crest View held an anniversary celebration on November 1. The event included time for residents and their loved ones to take a trip down memory lane with staff members, by looking through old photo albums, watching a video of the facility's construction and sharing stories with each other. For a special touch to the occasion, Mary Schindler (the only resident that is still with Crest View who made the move from Pleasant Acres), helped Marian Fox (Director of Nursing during the move) cut the cake that was served.

James O'Keefe, Mile Bluff Medical Center's President and CEO, addressed those in attendance, saying, "I'm so glad to see all of you here today for this milestone at Crest View. It does not surprise me that there are so many residents and families, as well as staff members, who would come to celebrate the occasion with us. Since it

opened 10 years ago, the mission of Crest View Nursing Home has been to provide friendly, high-quality care to older adults. We have proven that we could do that for the past 10 years, and we will continue to do it for the next 10 and beyond."

The afternoon was then wrapped up with entertainment by Tim Bohnenkamp. The well attended-event had something enjoyable to offer everyone who joined in on the celebration.

Residents' Rights with Gina Senzig, CSW

Each month, Jean Patrenets and I will take turns reviewing different resident rights. This month, let's take a closer look at the ten resident responsibilities as outlined in the residents' bill of rights.

Under this provision, each resident is expected to:

1. Provide (to the best of his/her knowledge) adequate and complete information about complaints, past illnesses and hospitalizations, medications and other matters relating to his/her health.
2. Report unexpected changes in his/her condition to the charge nurse.
3. Make it known whether he/she clearly understands the medical treatment proposed, including expected outcomes and possible side effects, as well as consequences of refusing treatment.
4. Follow the treatment plan recommended by his/her attending physician and follow facility rules and regulations affecting resident care and conduct.

5. Accept consequences for his/her actions if treatment is refused or if physician's orders are not followed.
6. Be considerate of the rights of other residents and facility personnel.
7. Respect the property of other residents and the facility.
8. Assure that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
9. Participate (to the best of his/her ability) in regularly-scheduled fire drills.
10. Acknowledge receipt of updates and notifications as appropriate.

Remember, if you ever feel that your loved is not being given the chance to fulfill his/her responsibilities, or any other rights are being violated, do not hesitate to contact your social worker or the charge nurse immediately.

Watch next month's issue of the 'Inside View' as Jean Patrenets reviews another resident right.

Welcome social work assistant, Leanna Hagen, to Crest View

Hello, my name is Leanna Hagen. I joined the Mile Bluff Medical Center team as a social work assistant this past September.

Prior to coming here, I worked at Schreiber Foods in Richland Center; waiting for the perfect job in my degree area. I graduated from Upper Iowa University – Madison with a bachelor's degree in psychology and course work for social work. I currently hold a Social Work Training Certificate, and am studying to take my state and national tests to become a certified social worker. Prior to graduation, I interned at Pine Valley Healthcare and Rehabilitation Center in Richland Center. There I worked hand-in-hand with the Social Services Department to learn the day-to-day role of a nursing home social worker.



I am also the proud mother of a three-year-old boy, Preston. We are currently living in the Mauston area and looking forward to getting to know the town and its people.

I was born in Virginia Beach, Virginia, and moved to this area shortly after that. I graduated from Mauston High School in 2000.

My interests include spending as much time with my little boy as possible, riding bike, playing basketball, participating in outdoor activities and spending time with family/friends. Last season I assisted with the seventh and eighth grade girls' basketball team at St. Pat's. At some point, I would love the opportunity to become a head coach.

I look forward to working with patients, residents, families and staff members at Mile Bluff.

If you would like to contact Leanna Hagen, she can be reached at 608-847-1838 or lhagen@milebluff.com.

Healthy for the holidays with Shannon Moore, certified, registered dietitian

As Andy Williams once said, "It's the most wonderful time of the year!"

What's not to love about a big cup of hot cocoa on a cold, wintery night with sugar cookies and gingerbread men decorated with bright red and green sprinkles, or hot pies fresh out of the oven?

With all of the yummy distractions of the season, it may be easy to let a sweet tooth take over and to forget about green vegetables for a while. Here are a few quick tips for healthier eating over the holidays.

Fill up on nutrient-rich foods:

- *Fruits and vegetables:* Fruits and vegetables provide vitamins and minerals that we need to keep our immune systems strong. They also provide a lot of water, which helps to keep us hydrated and prevent constipation.
- *Whole grains:* Whole grains contain more fiber than refined grains (processed foods such as cookies, crackers or white bread). Fiber aids in bowel regularity, and helps to keep things "moving through" our digestive tracts. Whole grains also provide multiple vitamins, minerals and some protein.
- *Dairy:* Milk, yogurt and cheese are excellent sources of calcium and protein, which we need to maintain our bones. Skim milk and light yogurt are lower-calorie options for getting daily calcium. If you are aiming to maintain or lose weight, go easy on the cheese (it's high in fat), and eat small portions per serving.

- *Protein:* Protein is needed to maintain every cell in our bodies. It keeps our skin healthy, maintains muscle tissue and aids in wound healing.
- *Snacks:* If family members or friends are planning to bring holiday snacks, you could suggest healthier options such as fruit cups, granola bars, whole wheat or bran muffins or made-from-scratch trail mix.

Stick to one serving of holiday treats per meal.

While it's tempting to have two, three or four pieces of that delicious homemade fudge, remember that it is high in fat and it low in nutrients. It will also fill us up and prevent us from being hungry for foods that will keep our bodies and minds strong.

Remember to drink your fluids.

With the holiday excitement, it may be easy to forget to take a swig of water once in a while. It's still very important to keep drinking fluids throughout the day (water, juice, tea, milk, etc.) to keep us hydrated. Fluids also help to keep us full, so instead of reaching for the second macaroon, grab a small glass of sparkling cider or water to toast.

So, while it is nice to bring the sugar cookies, gingerbread men, or the pieces of pie for your resident - especially during the holiday season - please keep these tips in mind when preparing treats and snacks for your loved one.

Enjoy your family, friends and food. Happy holidays!

Family & Friends Connection update

At the November meeting of the Family & Friends Connection, guest speaker - Brain Koca of the Facility Engineering staff at Mile Bluff Medical Center - discussed Mile Bluff's policy regarding holiday decorations, and how it pertains to nursing home residents and their loved ones.

It is Mile Bluff's policy to allow decorations within the interior of the facility in the spirit of the holiday season or specific special event, as long as they do not increase the potential of fire or decrease the overall safety of the facility.

This means that there are some specific guidelines to follow when it comes to decorating your loved one's space.

- ❑ Only decorations that are treated with a flame retardant may be used.
- ❑ Natural-cut Christmas trees or other natural decorations are not permitted.
- ❑ Artificial Christmas trees must be labeled, certified or otherwise identified by the manufacturer as being flame retardant or flame resistive.
- ❑ Fiber optic trees and decorations are not allowed.
- ❑ No decorations or trees may be allowed to obstruct corridors, pull-stations, fire extinguishers or exit ways.
- ❑ All lights and wiring used on Christmas trees and similar decorations must be labeled 'UL.' Prior to use, lights and wiring must be checked and found to be in good condition by an Environmental Services employee.
- ❑ Additional wiring, such as extension cords and power strips, are not allowed. Mini-light strings must be plugged directly into an existing room power outlet.

- ❑ Electrical lights and wiring are prohibited on metal, artificial trees.
- ❑ There will be no open flames or embers from items such as candles or incense burners.
- ❑ Decorative materials may not be hung from or affixed to fire protection equipment or systems including, but not limited to, sprinklers, smoke detectors, heat detectors, strobe lights and alarm boxes.

Brain also stated that decorations not meeting these guidelines will be removed and discarded by the safety officer.

Following his presentation, a short video on fire safety was played for those in attendance. It highlighted how the risk of fire increases when flammable items are present.

Before adjourning, participants were also reminded to speak to a Food & Nutrition Department staff member about holiday treats before bringing any in for their loved ones. Food & Nutrition Department employees can supply the necessary guidelines for bringing food in to residents. It was also suggested that individuals who wish to dine with their loved ones during the upcoming holidays, should contact Food & Nutrition as well. The staff members will be able to help with any questions regarding menus and the number of guest trays each resident is allowed.

If you have any additional questions about Family & Friends Connection meetings, would like copies of materials handed out, or missed a meeting and would like a copy of the minutes, please contact Mile Bluff's Social Services Secretary, Chris Pochowski, at 608-847-1838 or cpochowski@milebluff.com.

Plan to join us at the next Family & Friends Connection meeting scheduled from 2 to 3 pm on Thursday, February 9, 2012 at Mile Bluff Medical Center. Staff members from Mile Bluff's Audiology Department will discuss "Age-related hearing issues."



A reminder from Jennifer Brandau, Crest View Administrator

With the holidays just around the corner, please remember the following guidelines when decorating your loved one's living area.

- All trees and decorations must be flame-resistant.
- All lights must be labeled 'UL' and be checked by maintenance for safety.
- All trees, boughs, etc. must be artificial.
- Decorations cannot block doorways or hang from the ceiling, sprinklers, etc.
- As always, no extension cords or open flames are permitted.

Please be sure any clothing items brought in are properly labeled with your loved one's full name. If you need help or have questions, please bring the items in to be marked by our Linen Department.

Also, please remember that food items brought in for residents should be stored in an air-tight container.

Lastly, due to safety concerns, please note that we cannot have stuffed animals, knick knacks or flower arrangements on top of the closets or on the lights in resident rooms. Thanks for your understanding and cooperation in helping keep the residents safe. *Have a happy holiday!*

Food & Nutrition report

Holiday meal news

Christmas lunch menu

- Stuffed pork loin with gravy or Chicken keiv
- Twice baked potato
- Monte Carlo blend vegetables or hubbard squash
- Cranberry fluff salad
- Dinner roll with butter
- Strawberry or lemon cake

New Year's Day lunch menu

- Slow roast beef with au jus or Chicken cordon bleu
- Mashed potatoes with gravy
- Green beans or Tossed salad with assorted dressing
- Dinner roll with butter
- French silk pie



Christmas Eve, Christmas Day and New Year's Day reminder

Keep in mind that on these holidays, each resident is limited to two guests per meal. This is done to ensure that each resident has the opportunity to spend the holidays with friends and family. If you would like to join your loved one on a holiday, we ask that you please give at least a five-day notice to the unit coordinator.

Complementary guest trays

Please note that there is a limit of complementary guest trays per resident each year. With the end of 2011 approaching, you may want to inquire with the unit coordinator about the remaining number of free guest meals you have left. If that limit has been reached and you want to visit your loved one for a meal, you may purchase additional trays at the main desk.

UPCOMING SPECIAL EVENTS AT CREST VIEW NURSING HOME

- 2 Dining in
- 6 Bake sale, time TBA
- 8 Music by Harmony Express, 2:30 pm
Birthday party, 3 pm
- 9 Dining in
- 11 4-H caroling, 1:15 pm
- 12 Baptist Singers, 11 am
- 15 Bake sale, time TBA
- 16 Music by Roger Ellis, 3 pm
- 17 Holiday musical show by CK Clan, 3:15 pm
- 19 Music by Tim Bohnenkamp, 10 am
Visit from Santa and Mrs. Claus
- 21 Resident council
CBRF, 1 pm
Nursing home, 3 pm
- 22 Christmas lights ride, 6:30 pm
- 31 New Year's Eve toast, 2:45 pm



Keep an eye out for more caroling and music throughout the month!