

# Messages from Maryhill

A Newsletter for Maryhill Manor Families

September, 2007

**GREETINGS!** We continue to have some hot days, but the weather is starting to change and we can see the beginnings of fall colors in some of the trees. A new season is right around the corner! There are many fun events going on in Enderlin in September. The Sunflower Festival is packed full of fun for all ages. When you're in town, please stop in and visit! We'll be sponsoring the 5<sup>th</sup> annual Memory Walk for Alzheimer's on September 15<sup>th</sup>. (See article later in this newsletter.) We hope you'll join us for this worthwhile event! September 9<sup>th</sup> is Grandparent's Day, too, so plan to visit and come watch the magic show that day if it fits into your schedule! We had our Life Safety inspection (that looks at building safety and fire issues) in August. The inspector informed us of a few things to do to improve the safety of the building. One was a thorough inspection of the fire dampers throughout the building, and this is taking place this week. Another improvement we are making is to have a paved walkway that connects all hallways to public ways. This means that we will be adding a sidewalk on the far northwest side of the building to connect those wings to the nearest street or parking lot. We are hoping to get this work done yet this fall. I want to thank all of you who took the time to fill out the My InnerView surveys that came in the mail. You'll see an article about these surveys and the results throughout North Dakota below. I am very happy to report that our resident and family survey results were better than the national AND North Dakota State averages! Family surveys replied that they would recommend our facility to others with a 98%! That's a wonderful compliment and we thank you for your support and confidence in the care we provide. Blessings to you....Nancy Farnham, Administrator

## EDUCATION CORNER: 92 Percent of Families Rank North Dakota Nursing Homes Good or Excellent

*State of North Dakota Stands Out as Leader in Delivering Quality Care*

Ninety-two percent of family members from 60 North Dakota nursing homes are satisfied or very satisfied with the care their loved ones receive, according to the results of an independent statewide survey. "The results of the surveys serve as a strong endorsement of the quality of care and service that is provided by North Dakota nursing homes," said Dave Remillard, CEO, North Dakota Health Care Review, Inc. (NDHCRI). Other highlights from the 24 satisfaction items polled in the survey include:

- 88% of residents are very satisfied with the quality of care they receive;
- 92% of family members are willing to recommend the facility to others;
- 95% of family members say the respectfulness of staff is excellent or good;
- 94% of residents say the facility is safe;
- 93% of residents say the quality of RN/LPN care is excellent or good.

"By listening to the voices of the residents, families, and employees throughout our state's long term care field, we are finding that overall satisfaction is very high," Remillard said. When compared to national averages of residents and family satisfaction, North Dakota's responses are higher. According to the 2005 National Survey of Residents and Family Satisfaction In Nursing Facilities Report released in June 2006 by applied research company My InnerView, 83 percent of residents and families were satisfied or very satisfied with the quality of care provided and 82 percent were willing to recommend the facility to others. "The quality of services that are being delivered in long term care in North Dakota are impressive," Remillard said. "The results of this survey show that consumers are happy with the quality of care they receive." The satisfaction survey was conducted by My InnerView Inc., an independent applied research company that focuses on measuring quality in long term care and senior housing communities. Questionnaires were distributed to more than 5,067 residents and family members and to 5,176 employees. "We have worked with long term care survey data from all across the country," said Neil Gulsvig, President of My InnerView. "North Dakota is showing a very high level of satisfaction. The state has a lot to be proud of." North Dakota Health Care Review, Inc. is a private, non-profit organization that holds a contract with the Centers for Medicare & Medicaid Services to serve as North Dakota's Quality Improvement Organization (QIO). As the state's QIO, NDHCRI collaborates with health care providers and consumers from across the state to improve health care for Medicare beneficiaries.

This material was prepared by North Dakota Health Care Review, Inc., the Medicare Quality Improvement Organization for North Dakota, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.



## *In Our Memories*

Our sympathy to the families and friends of Evan Mueller and Lorraine Hanson who were part of our Maryhill family and have recently died. We treasure our memories of them and pray that God will be with their families at this time of loss. We will remember them...

*Evan Mueller 1918-2007*  
*Lorraine Hanson 1921-2007*

## **For Your Calendars...Feel Free to Join Us Anytime:**

**September 9<sup>th</sup> – Grandparents' Day– 12:30 Magic Show!**

September 13<sup>th</sup> – 2:00 Bingo with Leah Circle from First Lutheran

**September 15<sup>th</sup> – 4:00 Sunflower Days parade**

September 21<sup>st</sup> – 1:00 Glenn Douglas entertains

**September 27<sup>th</sup> – 1:00 Irene and the Valleyaires entertain for the birthday bash**



Do you like to walk?

Do you enjoy the great outdoors?

Have you known anyone who has been affected by Alzheimer's Disease?

If you answered YES to any of these questions, this event is for you!

**MEMORY WALK for Alzheimer's Disease**

**Saturday, September 15<sup>th</sup> at 9:00a.m.**

The walk begins at Gillund Field (east side of Enderlin).

This year's Honorary Chair people are Steve and Cindy Mark. Steve's mother Violet is a victim of this disease and has been a resident at Maryhill since 1999. Steve says, "My mother loved to garden and to cook. We enjoyed so many meals that she prepared."

"We love you, Mom---where are you today?"

If you would like more information, please contact  
Lynette Schmitz or Nancy Farnham at 437-3544.



**Maryhill Manor**

Sponsored by Sisters of Mary of the Presentation

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