

Messages from Maryhill

A Newsletter for Maryhill Manor Families

March, 2018

GREETINGS! Blessings to you all in this season of Lent. I hope you find time during this season for reflection and prayer, and I ask that you include all the residents and staff members at Maryhill in your prayers. With our mission at Maryhill, we look for the face of Jesus in all we serve and want our actions to reflect God's love to all. Please pray that we may fully carry out this mission each day and go about serving those in our care as though we are the loving hands of Jesus. *** Some of you may have been here the week we had federal surveyors in the building or maybe you were called by them and wondered why they were here. The answer is that the federal government requires a random sample of 5% of nursing homes be surveyed annually by the federal regulatory group. We were randomly chosen to be included in that 5% this year to have what is called a "look-back" survey. In a look-back survey, the federal survey group arrives unannounced at a facility shortly after the state survey team has been there to complete their annual survey. The federal group then conducts a full survey (inspection) using the same process as the state surveyors to see if their results are similar to those of the state survey team. The idea is that if the surveyors in both groups are on the same page as far as regulations, there should be some consistency in the level and types of findings they identify. If you were called when the state Health Department team was here and then again when the Federal team was here, that is why. *** As a result of comments by the federal team, we have been working on ways to make our Concern/Grievance program more formal. We have always encouraged residents and their representatives to bring concerns to us right away so we can resolve those concerns quickly. We now have a form that you can use whenever you have a concern or grievance. The forms are located by the locked mailbox near the front door. Once a form is filled out, you may give it to the nurse on duty or place the form in the locked mailbox which is checked daily Monday-Friday. Our goal is to resolve concerns as quickly as possible and we will reply back to any written concern received. As always, if you would rather voice a concern to someone in person rather than writing it on a form, you can always call or come in to talk with me, a Department Coordinator, or the nurse on duty. You may also put a concern in the mailbox anonymously, but we do appreciate it when there is a name signed so we can follow up with the individual who has the concern. If you ever have a question or a concern, do not hesitate to let us know. We want to do the very best we can for you and can only address an issue if we are made aware of it. Thank you! *** March 20th will mark the beginning of Spring! It's almost here!

*** *Respectfully yours, Nancy Farnham, Administrator*



In Our Memories

We extend our sympathy to the family and friends of this special person who had become part of our Maryhill family and has died in the past month. We treasure our memories of her and pray that God will be with her loved ones at this time of loss. We will remember her...

Dorothy Jordet, 1926-2017

Thank You for Your Generous Donations:

For the Van Fund

In Memory of Yvonne "Vonnie" Wawers: *Leslie and Marla Neumiller, Ellen and Denis Gross, Teddy Fink, and Herman Pederson*

General Donations

In Memory of Karen Pederson: *Wayne Fleischfresser*

In Memory of Georgie Maack for activities: *Barbara Maack-Larson*



Happy Birthday to You!

*Ethel Cramer, March 3rd *Marion Thompson, March 15th
*Denis Gross, March 24th *Mae Altman, March 27th
*Clara Lund, March 31st

SAVE the DATE! April 12th

Maryhill's Annual Table
Theme Fundraising Dinner
2018 theme: BOOKS!

If you'd like to help with the event or
sponsor a table, please contact
Nancy Farnham.

NATIONAL CUSTOMER SERVICE AWARDS:

We recently received a letter with the following message from Pinnacle Quality Insight, the company that does our customer satisfaction phone calls to residents and their families.

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of Maryhill Manor regarding their satisfaction levels.

*Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that Maryhill Manor has qualified for a **Pinnacle Customer Experience Award** in the following service areas:*

- *Overall Satisfaction*
- *Nursing Care*
- *Dining Service*
- *Quality of Food*
- *Cleanliness*
- *Individual Needs*
- *Laundry Service*
- *Communication from Facility*
- *Response to Problems*
- *Dignity and Respect*
- *Recommend to Others*
- *Activities*
- *Professional Therapy Services*
- *Safety and Security*
- *Combined Average*

The Customer Experience Award is awarded to care providers who have achieved best-in-class Customer satisfaction standards within their peer group. Pinnacle congratulates the staff of Maryhill Manor for achieving this honor.

Thank you for all your positive comments when you were called by Pinnacle that led to these awards. We are honored by these achievements and hope to continue to provide you and your family members with top-notch customer service! Your satisfaction with our services and the happiness of your family members that we serve is of the utmost importance to us! Thank you for entrusting your loved ones to our care.

For Your Calendars: Following are some of the activities planned for this month. Check out the calendar in the main hallway at Maryhill for more activities.

March 2 nd	10:45a.m	Sing-along
March 3 rd	6:00p.m	Scratch Art
March 5 th	11:00a.m	All-Faith Worship with Sister Mary Jane
March 6 th	10:00a.m.	Pinochle
March 8 th	1:00p.m	Shellee Sauer and 4 th graders, discussion and art project
March 12 th	9:30a.m.	Laundry Helpers
March 15 th	1:00p.m.	Shellee Sauer – Tree of Life art project
March 17 th	1:30p.m.	Birthday Bash!
March 21 st	3:00p.m.	Hand Chimes
March 22 nd	1:30p.m.	Myron Trangsrud and Friends entertain. Happy Hour
March 26 th	6:00p.m	Easter Craft
March 28 th	1:30p.m.	Easter Activities with Kindergarteners



Maryhill Manor
SMP Health System