



# Postings

April 2011  
Haverhill, MA

Founded in 1969

## Don't just take our word for it -Second perfect survey in a row

**T**he residents, board members, staff, and families of Penacook Place often like to talk about the good work we do and the exemplary care we provide. We feel that we are justifiably proud of our facility and want to sing its praises. But there is an impartial third-party, the state's Department of Public Health (DPH), whose job it is to annually inspect and evaluate all licensed nursing facilities. And for the second year in a row, DPH surveyors have determined that Penacook is deficiency-free. With its stamp of approval, the DPH is essentially affirming what we've been saying all along: Penacook consistently provides the highest quality care.

The state survey team, which is comprised of health care professionals, gauges how well nursing facilities adhere to federal and state quality and regulatory standards. The comprehensive, unannounced evaluations check for compliance on over 150 items,

including areas such as nursing care, residents' rights, food services, and administration. The inspectors tour the facility, speak with staff members, review records, and interview residents and families to gather data.

"It's especially gratifying to share the great news about our deficiency-free survey with the community now," says Julian Rich, Penacook's President and CEO. "Despite all of the challenges that health care organizations face, the DPH inspection validates the unyielding commitment that Penacook's staff makes to its residents and to compassionate, quality care."

Rich says that the inspection process does not give state surveyors the opportunity to make any comments about the facilities. But actions often speak louder than words; in addition to the zero-deficiency score, the survey team,

*Continued on p. 4*

## Not (necessarily) your grandfather's nursing home -Short-term care featured at Penacook Place

"The times they are a-changin'," according to Bob Dylan. That line is as true today as it was during the 1960s—perhaps even more so now. It certainly rings true here at Penacook Place. In fact, if the seventy-something Mr. Dylan lived in the Merrimack Valley and happened to need replacement hip surgery, it's possible—probable even—that he would choose Penacook for his

post-hospitalization rehabilitation over a more traditional rehab center. And he would have plenty of company.

While Penacook continues to offer long-term care, as it has since it was founded, the number of short-term patients it serves has increased dramatically through the years. There are a number of reasons for this. Penacook has added additional therapists and specialists to its team, for example. It has also expanded the range of post-acute care services it offers, including wound care management, sleep disturbances treatment, and pain management.

*Continued on p. 5*



**THAT'S A BIG 10-4, GOOD BUDDY NANCY-** Thanks to the Tree of Dreams program, resident Nancy Paradis was all smiles inside the cabin of an 18-wheeler tractor-trailer. See page 2.

## Dementia care now offered

**T**o address a growing need in the community, Penacook established a special care program a few months ago that is dedicated to serving people with dementia. The transformed second-floor unit, which is known as Riverview, offers an environment and a specially trained staff that is attuned to the unique needs of residents with Alzheimer's disease and other forms of advanced-stage dementia.

According to Barbara Stricsek, BSW, MA, and director of the unit, the program is highly structured and offers a predictable, stimulating routine. "We establish a daily rhythm and work hard to keep residents busy all the time." It is essential, Stricsek adds, for

*Continued on p. 5*

**INSIDE: Resident skydives  
Administrator in training  
Staff honored for longevity**

## He just wants to fly

During World War II, Robert Marcoux was a paratrooper in the 82nd Airborne Division of the Army. The former Penacook Place resident said that it had been his dream to once again experience the incredible sensation of flying through the air. That sounds like an assignment for the Dream Team, the resourceful staff members at Penacook who make residents' wishes come true through the Tree of Dreams program.

Skydiving may seem like an iffy proposition for an 87-year-old person. But Marcoux found inspiration. "If former President George [H.W.] Bush can skydive, then so can I," he said, noting that they are both the same age.

Instead of parachuting from a plane, Marcoux suited up for a similar experience at SkyVenture New Hampshire in Nashua. Described as a "vertical wind tunnel," the attraction

uses a re-circulating airflow skydiving simulator that allow participants to float and fly in SkyVenture's chamber. After a brief training session, Marcoux was able to hover and attempt a few maneuvers. "It was an incredible feeling," he said.

A video of the skydiving adventure is posted Penacook Place's Facebook page. Go to [www.penacookplace.org](http://www.penacookplace.org) and click on the Facebook link

### TREE OF DREAMS

## Nancy kept on truckin'

Have you ever looked at an 18-wheeler barreling down the highway and wondered what it might be like to be inside one of the big rigs? Nancy Paradis

did. In fact, the 75-year-old resident says that it's long been her dream to drive a truck. A Penacook Place resident with a dream? Cue the Dream Team, the diligent staff members who fulfill residents' wishes through Penacook's Tree of Dreams program.

The team contacted the New England Tractor Trailing Training School, a program that is affiliated with Northern Essex Community College. The school graciously agreed to donate two of its tractor-trailers and two instructors for a 90-minute ride.

While Paradis didn't get behind the wheel (driving a

tractor-trailer requires training and a special license), she was able to ride shotgun.

Accompanying her were her husband, Ken, and Penacook staff members, Roseanne Estep and Beth Torla. The rigs travelled up 495 to Seabrook and made a triumphant stop in front of Penacook Place to the cheers of well-wishers.

"There are some wonderful people in this world," said Ken Paradis about Penacook's Dream Team and the instructors from the school.

### Thanks for support

We thank the George C. Wadleigh Foundation for funds to upgrade our resident bathroom with ADA-approved toilets and sinks and the Griffin-White Foundation, Pentucket Bank, and Haverhill Rotary Club for funding to complete the resident kitchen on our dementia unit.

### Years of Service Recognition

Among the reasons why Penacook Place is regarded for its exceptional care is the longevity of its staff. A high percentage of employees remain with Penacook for many years and enable the dedicated team to offer unparalleled experience, continuity, and camaraderie at the facility.

At an awards luncheon held in January, the administration recognized 27 staff members who had reached milestones in their years of service. Congratulations to the following employees:

#### 25 years

**Shirley Raymond**,  
Cook Supervisor

**Kim Donahue**,  
Restorative Aide

#### 20 years

**Maritza Calderon**, LPN

**Rosa Rivas**,  
Activities Director

**Karen Tarzia**,  
Director of  
Administrative Services

#### 15 years

**Nicole Desir**, CNA

#### 10 years

**Elizabeth Mungwazi**, CNA

**Tsitis Mutizwa**, CNA

**Synodia Chapepa**, LPN

**Nancy Jacobs**, Laundry

**Cecile Miller**, RN

#### 10 years (continued)

**Cheryl Clark**, CNA

**Carol Dognazzi**, PTA

**Maribel Santiago**, CNA

**Beth Stempien**, LPN

**Deborah Millett**, CNA

**Kimberly Raymond**, CNA

**Amy Mellow**, Social Worker

**Cleo Vargas**, CNA

#### 5 years

**Milagros Corbett**, CNA

**Rachel Coco**, LPN

**Diane Mears**, COTA

**Mark Kaufman**, RN

**Joan Torla**, Bookkeeper

**Andy Pimentel**,  
Housekeeping

**Secundina Diaz-Jimenez**,  
Housekeeping

**Aquilina Jimenez**,  
Housekeeping

### From the President / CEO & Board Chair

Julian Rich & Bill Klueber

### Accolades Again

In December we were visited by the Department of Public Health for our annual licensure survey. We are pleased and honored that we, for the second year in a row, were rewarded with a deficiency-free rating by the survey team.

We wish that we had the statistics available for the frequency (or infrequency) of two deficiency free surveys in a row. We believe that this is not only rare but another opportunity to validate the hard work

and dedication of our superior staff. We are blessed with low turnover, longevity, and people who are devoted to their job and work above and beyond expectations.

In spite of snow or other extenuating circumstances, we can depend on the caregivers to perform in an exemplary fashion, adding a major dimension to the quality of the lives of the people for whom we are responsible.

*All Hail Our Penacook Staff!*

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*In memory of* Stella Smith  
 Leslie Felts

*In memory of* Ruth Carter  
 Wendy Bowles

For the period through Feb. 28, 2011.  
 We apologize for any omissions.

# Friends of Penacook Place

## Tree of Dreams Fund

Steven and Robyn Seide

*In memory of* Mary Romano

Mr and Mrs Terrence Sweeney

Mr and Mrs David LaCarubba

Helen Gobbi

Mr and Mrs Daniel Hatem

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Nancie Conlon

Susan Palmeter

*In memory of* Celeste Cronin

Raytheon Company

Tyco Integrated Cable

*In memory of* Barbara Willey

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John and Barbara Willey

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Kathleen Andrews

Heidi and Robert Opel

Linda Oliver

Karen and David Saldi

Marina Clark

Barbara and Howard Shapiro

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John and Nancy Curtain

## Employee Fund Holiday Donations

(cont.)

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Mr and Mrs Charles Vuytowecz

Mr and Mrs Richard Fedorchuk

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Linda and Stephen Gorski

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Wayne Marshall

Robert and Sandra Daniels

Jean Poth

Victor Somma Jr

Wayne Auclair

Beth Cote

Frank Schultz

*For the period through Feb. 28, 2011.  
We apologize for any omissions.*

## Another deficiency-free survey

*Continued from p. 1*

which visited Penacook in December 2010, completed its inspection **two days earlier** than it had anticipated.

"Everything was in place and to their satisfaction," Rich says. "By wrapping everything up in three days instead of the planned five days, it's clear that they were impressed."

About one in ten of the nation's skilled nursing facilities receives a deficiency-free inspection in any one year. It is

a rare distinction reserved for only the highest quality organizations; yet, Penacook merited two such inspections in a row and regularly earns the distinction. Neither Medicare nor the state's DPH can provide details about the likelihood of a facility repeatedly receiving zero-deficiency inspections. However, it is an exceptionally unusual accomplishment.

"We have an exceptional staff," says Rich. "They deserve the credit for this."

# Penacook offers many short-term services

*Continued from p. 1*

Patients themselves are also driving the trend for greater short-term stays. They, along with their families, often choose Penacook Place after a hospitalization because they feel it offers better, more personalized service and a better environment for their recovery.

“Many of our short-term residents tell me that Penacook has a more calming atmosphere compared to rehabilitation centers,” says Jodi Ouimette, Rehab Director. That’s not to say that Penacook doesn’t offer a comprehensive program. Ouimette stresses that she would put Penacook’s short-term services up against any rehabilitation center and notes that the rehab department has a well-equipped therapy gym and in-house therapists available six days a week. But more traditional rehab centers are often fast-paced and can be overwhelming for patients.

## The opportunity to really heal

Penacook, on the other hand, “gives patients the opportunity to really heal,” says Lisa Salterio, Director of Nurses. “We truly get them ready to successfully and safely return home.” Using the facility’s discharge readiness program, staff members carefully evaluate patients, work to maximize their mobility and independence, and prepare them for the transition to their home setting. Discharge planning often involves home evaluations to identify issues and possible challenges. Discharge planners also work with community agencies that can assist patients after they return home.

“Our focus used to be on taking care of residents,” says Salterio. With an ever greater caseload of short-term patients, however, “we also now teach residents to take care of themselves.” For example, some diabetic residents need to be taught how to check their insulin levels; those with sleep apnea need to learn how to use a CPAP machine (a device that helps keep airways open during sleep).

Teaching the teachers is the responsibility of Donna Toothaker, Staff Development Coordinator. She presents in-service training so that staff members can learn about technology such as CPAP machines and become proficient in skills such as pulsed irrigation, a treatment that is used to clean wounds. Toothaker says that Penacook’s staff is the real key to its success and popularity as a short-term care facility. “The

longevity of the staff (see the years of service recognition awards elsewhere in this issue), which translates into continuity, camaraderie, maturity, and proficiency, is a real feather in our cap.”

Salterio agrees that Penacook’s staff is the key to the facility’s success. Caring for both long-term and short-term residents means that the work is more demanding and that staff members need to be more knowledgeable and more creative in their thinking. It also requires that they work together more closely. “It takes a village,” Salterio says about Penacook’s interdisciplinary approach. “And it takes heart.”

# New dementia care program

*Continued from p. 1*

Riverview’s staff members to learn as much as they can about each resident’s history, diagnosis, strengths, capabilities, likes, dislikes, individual needs, and other attributes so that they can develop a personalized and consistent approach. The goal is to offer care that fosters trust, creates a warm, safe setting, and enhances the residents’ quality of life. “Everything we do is to maintain independence as long as possible,” says Stricsek.

The day room, which includes a newly built kitchen, is the hub of the unit. Many of the activities revolve around food, including cooking, baking, and, of course, eating. The aromas of freshly baked bread, cookies, pizza, and other favorites often fill Riverview. Other activities include music, cognitive exercises, games, and day trips out into the community.

Riverview welcomes the input and participation of family members, because nobody



**WHAT’S COOKING?—** The day room of the dementia program includes a newly built kitchen that was made possible by gifts from the Griffin-White Foundation, Pentucket Bank, and the Haverhill Rotary Club



**Marie Timothee, Medical Records Assistant, hugs recently retired medical director, William Hart, M.D.**

knows and understands the residents better than their families. The program also offers services to families. A recent holiday open house, for example, was well attended. A Riverview support group gives family members the opportunity to share and discuss concerns and for staff members to offer guidance and resources.

Stricsek, who is a certified dementia care practitioner and has worked with the Alzheimer’s Association, says that she knows first-hand what it is like to have a loved one with dementia. For over 10 years, she cared for her mother who has Alzheimer’s. “It can be a challenge,” Stricsek says. “That’s why it’s important for us to reach out to family members.”



**MADE HIS LIST, CHECKED IT TWICE—** A suspiciously familiar-looking Santa greeted resident Alice Domoracki during the holidays.

## Resident Council elected

Serving on Penacook Place’s Resident Council for 2011 are Mary Hamel, president, Barbara Champagne, vice president, and Becky Jane Hoyt, secretary.

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April 2011  
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Penacook Place is an equal opportunity employer

## Meet Jared Bane, Penacook's Administrator-in-Training

There have been a number of administrators-in-training who have completed their internships at Penacook Place. But none of them came to the facility with as much experience as the current AIT, Jared Bane. Some of his earliest memories include the regular visits he made, starting as a toddler, to Devereux House, a skilled nursing facility in Marblehead at which his father was the administrator. His career path, it would seem, was virtually predestined.

"I remember going to the nursing home with my dad and our chocolate lab," says Bane. "We would visit the residents for pet therapy. I couldn't have been more than three." Those early encounters with residents were probably as much cute little kid therapy as they were pet therapy.

Continuing the tradition, Bane now brings his own dog, Echo, to Penacook. Jack, the four-legged best friend of the facility's President and CEO, Julian Rich, and Echo form a dog tag team that make the rounds to check in on programs and lift the spirits of residents and staff. Likewise, Bane has been making the rounds to familiarize himself with Penacook's departments and its operations.

As part of his training, the AIT has been meeting with the administrative staff to learn about their policies, procedures, routines, and goals. In addition to listening and learning, he has been offering his help on special projects. For example, Bane is one of the team members working on revising Penacook's Website. He also helped

draft a facility-wide tobacco-free policy, and he has been making updates to Penacook's Facebook page.

The six-month AIT internship is conducted through the state's Department of Public Health and is part of the requirements to become a licensed nursing home administrator in the Commonwealth. After successfully completing his residency at Penacook, Bane will need to pass a state exam to get his license. Rich, who serves as his preceptor, is a staunch proponent of the AIT program.

"We are delighted to make Penacook Place available as a teaching facility," says Rich. "Administrator candidates like Jared need to gain practical experience and acquire skills to help them prepare for leadership positions. He has been a valued member of our team. I'm sure that Jared will make a great administrator."

Bane says that he is learning a lot and that he is particularly impressed with Penacook's resident-centered care model. "I appreciate the opportunity," he adds. "And I look forward to incorporating what I've learned here to become a caring administrator for both residents and staff."



**JARED AND ECHO**- Penacook's administrator-in-training is Jared Bane. His dog, Echo, who enjoys interacting with the residents, often accompanies him.

### Employees of the Month

October 2010  
**Javier Vargas**, Dining Aide  
November 2010  
**Edward Brewster**, Housekeeping  
December 2010  
**Pablo DeLeon**, CNA

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