



Postings

Penacook Place Nursing & Rehabilitation Center

• A not-for-profit, community-based home •

Spring, 2003
No. 10
Haverhill, MA

Founded in 1969 as
Union Mission Nursing Home

Perfect survey two years in a row —State again finds facility “deficiency-free”

With barely more than one in ten of the nation’s skilled nursing facilities receiving a deficiency-free inspection, it is a rare distinction reserved for only the highest quality organizations. To receive such accolades two years in a row, as Penacook Place recently did, is rarer still and demonstrates the facility’s outstanding performance, dedication to its residents, and unwavering commitment to quality care.

Each year, the state’s Department of Public Health (DPH) survey teams visit every long-term care facility in the state and conduct an exhaustive inspection based on federal and state quality standards. In its annual quality survey review, the DPH issued a “zero-deficiency” report—a perfect score—to Penacook.

Its second consecutive deficiency-free survey places Penacook in an exclusive league of the very best facilities. According to the Massachusetts Extended Care Federation, the state’s association for elder care provider facilities, 11.5% of U.S. extended care facilities merit a zero-deficiency inspection. The average rises to 27.7% for Massachusetts facilities; that means DPH inspectors find areas that need improvement—in some cases, many deficiencies—in nearly three out of four state facilities.

“As a not-for-profit community facility, we focus our attention and resources squarely on our residents’ quality of care and life,” says Julian Rich, President and CEO. “We are pleased that the DPH corroborates our commitment. And, we’re doubly pleased that it conferred its top rating two years running.”

Giving credit where it is due, Rich says that Penacook Place’s 230 employees

are the ones responsible for the impressive inspection results. “We have a saying here, ‘To care for our residents as we would want to be cared for,’ ” Rich says. “Our staff takes this to heart every day and it shows.”

Health care professionals, such as registered nurses and licensed social workers, conduct the unannounced DPH surveys. The inspectors evaluate a comprehensive set of quality standards in areas such as nursing care, resident rights, food services, and administration. The surveys measure quality care, ensure compliance with standards, and provide consumers with a means to evaluate skilled nursing facilities.

“As a not-for-profit facility, we rely on the support of the community to maintain our high level of care,” says Howard Brown, Chairman of the Board. “I am thrilled to share the DPH survey results with our constituents. To do so well two years and counting is a testament to the support of our friends. We take great pride in this accomplishment.”

MassAging nominates LPN Arlene Dick for honor

The Massachusetts Aging Services Association (MassAging), in addition to recognizing the Tree of Dreams Program, also acknowledged the nomination of Arlene Dick, LPN, for its “Heart and Hands” award.

The 18-year Penacook Place veteran was cited for the exemplary comfort and care she offers residents, families, and staff members. Those who know Arlene understand the extra mile she goes to provide friendship, compassion, and warmth to everyone around her.

She is a hands-down “Heart and Hands” winner in our hearts.



MassAging President, Elissa Sherman (R), presents the award to Penacook’s Maureen Blake (L), Admissions Coordinator, and Barbara Sarkissian, Director of Recreation Therapies, for the Tree of Dreams.

Penacook honored for Tree of Dreams

The Massachusetts Aging Services Association (MassAging), which represents non-profit long-term care facilities in the state, recently recognized Penacook Place as the recipient of its *Program Innovation of the Year Award* for the development and implementation of the Tree of Dreams. This program has added another dimension to the quality of care that Penacook provides, and MassAging has acknowledged the facility’s creativity and innovation in touching lives and uplifting spirits “beyond the expected call of duty”

The Tree of Dreams became reality two years ago. A Penacook Place

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Charles Carrozza, CFO, presents Arlene Dick with her “Hearts and Hands” certificate.

From the Chairman of the Board



Howard Brown, Ed.D

“Americans see an important role for nursing homes . . . yet voice significant concerns about the care provided . . . People who have had substantial experience with a friend or family member in a nursing home, or who have themselves been in a nursing home, have generally positive views about the care provided. However, an important minority . . . say that the person they know has received poor quality care . . .”
(National Survey on Nursing Homes, Oct. 2001*)

Our Board often asks “How are *we* doing?” The State survey found us “deficiency free.” But that doesn’t provide a complete picture. Last fall, we sent a 24-question survey to residents’ families, and those who know us best gave us a 4.5 out of 5.0 (an A-). This suggests that we are doing extremely well in most areas, but still have work to do in a few others. Our Management Team has already taken action.

We also asked open-ended questions. Responses were articulate and helpful. One of my favorite responses to “What do you like most?” suggested “the attention every resident receives, almost personal care, and that nurses are wonderful with residents.” So if you wonder how we are doing, please feel free to contact us to find out for yourself.

*NewsHour with Jim Lehrer, Kaiser Family Foundation, Harvard School of Public Health

We like to share our mail

Dear Penacook Place employees:

I am enclosing a check in memory of my mother, Mary J. Burbul. This contribution is in recognition of the wonderful care, love, and devotion you showed my mother in her final days. You not only showed her your kindness, but me also. You helped me get through a difficult time and I will always be grateful. You will remain in my thoughts and prayers.

With all my heartfelt thanks, I remain

Very truly yours,
Teresa G. Burbul

Dear Julian:

I want to thank you and your remarkable staff for the care you gave to my mother, Esther, during her stay. It is impossible to put into words my gratitude for the loving care she received.

I know that if my mother were writing this letter, she would want to thank many staff members who gave her wonderful care and attention. My wife, Barbara, and I witnessed Penacook’s high quality of care many times.

Sincerely,
Allan MacGregor

Dear Mr. Rich:

Thank you and all of the staff for the care you gave Tom O’Connell. Penacook is truly a place “to care for our residents as we would want to be cared for.” We are very grateful to each one of you.

Please include the following verse in memory of Tom.
Thank you,
Josephine and Guy Metcalf

*Thank you, God, for little things that often come our way,
The things we take for granted but don't mention when we pray,
The unexpected courtesy, the thoughtful, kindly deed,
A hand reached out to help us in the time of sudden need.
Oh make us more aware, dear God, of little daily graces,
That come to us with "sweet surprise" from
never-dreamed-of places.*

-Helen Steiner Rice



AND THE WINNER IS Tony Gore (L), Penacook Place social worker, won this antique dresser donated by the family of Esther MacGregor. Resident Everett Woodsum drew the winning ticket.

Penacook’s “Tree” branches out

Continued from p. 1

employee and resident were deep in conversation. The resident, a retired sea captain, talked about some of his happiest seafaring memories and his longing for the ocean. Oh, if only he could revisit one more time! It was such a simple request to fulfill, and it became the first in a special program to grant special wishes—the first leaf on Penacook Place’s Tree of Dreams.

Other leaves have been added. For three residents, there was a deep-sea fishing trip off the coast of Newburyport. It sounds simple, but the outing presented some logistical problems, especially for a gentleman who was a double amputee. Another dream involved a resident who had been a professional guitar player. The “Dream Team” took him to the Museum of Fine Arts in Boston to view a guitar exhibit. Recently, a husband and wife were reunited after a year apart.

Each dream fulfilled creates a new memory. For the residents of Penacook Place, dreams can come true, and the recognition by MassAging for this innovative program is a great honor.

For more information about the Tree of Dreams, contact Maureen Blake, Chair of the Tree of Dreams Committee.

Thank you

to the families

For your donations to the
Employee Fund.
Your contributions reflect
your support of our staff.
We appreciate your kind gifts.

Penacook Place Tribute Program

In honor of Roland Payette
Arlene J. Cartier

In honor of All Staff
Paul Bergman, Haverhill Rotary

In memory of Ermine Batchelder
Richard E. Becker
Mr. & Mrs. Kenneth Boyd
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Gretchen Caswell
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In memory of Ardash Chilingirian
Cecelia Badolato
Donna E. Gambon
Stephen C. Gullo
Mr. & Mrs. John Marino
Mr. & Mrs. Kevin Powell
Megan B. Shea

In memory of Mary Diamon
Stella & Paula Antipas
Nicholas Diamon
Larry Fairfield
Jean Farrell
William Gaitanis
Contance Ganno
Lena Hollis
Kay Jaravinos
Matilda Jordan
Elaine A. Kosta
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Mr. & Mrs. Constantine Mirageas
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Evelyn Nearhos
Adele H. Pietrantonio
Elaine Rautenberg
Mr. & Mrs. John Salaris
Nancy Stetson – MADS Inc.
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In memory of Alice Miller
Natalie Donahue

In memory of Ida Keefe
Anonymous
Marye Colby
Mr. & Mrs. Herbert Jones

In memory of Helen McLaughlin
Mr. & Mrs. Anthony DiPirro

In memory of Mary Najuch
Elaine M. Najuch
Mr. & Mrs. Walter Topham

In memory of Mary Schaefer
Daniel Schaefer

In memory of Lucia Ouelette
3 South Staff

In memory of Julia Patnode
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Mr. & Mrs. Robert McCoy

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Joseph Cleary, Esq.
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Mr. & Mrs. Lawrence Ewing
Louise Fluet
Philip Fluet
Norman H. Gerson
Donald Main
Pauline B. Raymond
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Chrysa Masthomarino
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In memory of Dorothy West
Massachusetts Grand Chapter O.E.S.

In memory of Elsie Marsan
Clifton Hatch
Ms. Sandra B. Hanson
Mr. and Mrs. Raymond J. Whalen
North Andover VFW Post 2104
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In memory of Ivy Proctor
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In memory of Jeanne Provost
Mr. & Mrs. Roger Begin
Mr. & Mrs. Anthony DiPirro

TREE OF DREAMS FUND

In memory of Ardash Chilingirian
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Mr. & Mrs. William McEvoy
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In memory of Dorothy West
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Lily G. Pedler

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Shop 56 – Flower Fund - Bruce Jenkins

In memory of Josephine Euele
Mr. & Mrs. Sabino Difeo
Mr. & Mrs. Edward Morrow
Mr. & Mrs. Frank Pallaria
Mr. & Mrs. John Savinelli

On behalf of Rosella Linnehan
Ms. Rosemary Cleary

In memory of Thomas O'Connell
Mr. & Mrs. Guy Metcalf

In memory of Antoinette Migliori
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For the period 4/1/02 to 1/15/03
We apologize for any omissions.

LOG ON
www.penacookplace.org



From the President / CEO



Julian Rich

As discussed in Dr. Brown's column, we conducted a survey of resident family members last fall, which confirmed that our staff is doing a superior job of enhancing the quality of life of those we serve. In addition, the services we provide are meeting the clinical and environmental needs of our residents.

But there are several areas that we know we need to improve based on survey feedback. For example, as is the case in any healthcare facility, we need to respond more quickly to nursing call bells. We are redoubling our efforts and we are developing schedules that will reduce the need for our residents to use call bells for toileting and other daily needs. Regarding food services, our contractor, HDS Services, is in the process of completing a leadership change that will hopefully result in improvements. In addition, we know that clothing can be lost or misplaced. We have put several measures into place to improve the identification of personal clothing, and we ask for and appreciate the help of family members in labeling or marking clothes that they bring to the facility.

On behalf of all of us associated with Penacook Place, I thank family members who participated in the survey for their assistance in identifying areas of improvement and, most importantly, for their confidence, faith, and support of our staff.

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Mr. & Mrs. Guy Metcalf
Ms. Pamela Andrews

For the period 4/1/02 to 1/15/03

Residents participate in Easter Seals' adaptive computer program

With technology changing from day to day, new advancements are rendering last year's computers almost obsolete. Students and computer professionals are challenging the rest of the population to keep up or be left behind. At Penacook Place, we're keeping up. Not only do our residents have access to computers, but some have access to a very special computer.

Through a grant from the Richard A. LaPierre Pioneer Fund of Easter Seals, Penacook Place received an adaptive computer and is one of two trial sites for an adaptive/assistive technology pro-

gram. The program, headed up in-house by Barbara Sarkissian, Director of Recreation Therapy, has been a great success.

Six residents are participating in the program and are learning how to write letters, send emails, search the Internet, and create spreadsheets. The modified computer has been specially designed and positioned for people with diverse physical challenges and disabilities. Modifications include extra-large on-screen characters, for example.



A SPECIALLY ADAPTED COMPUTER allows residents, such as Romeo Bisi, to learn how to send emails, search the Internet, compose letters, and create spreadsheets. Barbara Sarkissian, recreation therapies director, helps Romeo and five other residents involved in the Easter Seals pilot program.

"Three sight-impaired residents have read sentences for the first time in years," according to Sarkissian. "They have all laughed at themselves in awe of what they are accomplishing."

Employees of the Month

June, 2002

Mark Choma, Food Service

July, 2002

Ed Brown, Housekeeping

August, 2002

Lynn Jacques, LPN, Nursing

Sept., 2002

Perfect Survey/Perfect Staff

October, 2002

Maritza Calderon, LPN, Nursing

November, 2002

All Staff

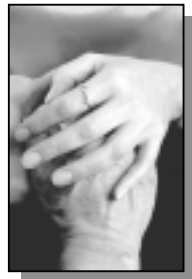
December, 2002

Nery Belliard, CNA, Nursing

THANK YOU to everyone who nominated a Penacook Place employee for our recognition program.

Be a Volunteer Offer a helping hand

Discover the rewards of helping others



Make a long-term commitment or choose a short-term project. Share your talents or just chat with our residents. We have many volunteer opportunities, and we welcome and need your help.

VOLUNTEERING IS FUN!

Call today to make a difference at Penacook

978-374-0707

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