

## LONG TERM CARE SERVICES

Steven Woods, Administrator/Long Term Care Services Director

The year 2009 was full of changes and setting new goals while continuing to provide the highest quality care to our nursing home residents, assisted living and adult medical day clients - which is our entrusted mission.

I would be remiss in not acknowledging the people and departments that ensured our steady course throughout the entire year. A strong team approach assures consistency and the most efficient means of delivering the care services to our residents. We have staff at all levels and in all departments that are committed to RCNH and show that by excellent work records and employment longevity that rivals any facility in the State. Staffing remains agency-free again this year which adds to our quality of care.

We continued to enjoy the Employee of the Month Program whereby staff nominate and recognize their co-workers with pictures on the wall, a cake baked by our talented Dietary department, balloons brought up by our OT/Recreation department, small cash gift, a recognition award as well as the coveted special parking space for a month are all part of the fun. Please join me in recognizing:

January: Trudy Mowers, Nursing  
 February: Harry Richard, Physical Therapy  
 March: Susan DeCourcy, Food Services  
 April: Tamara Clark, Nursing  
 May: Vicki Silva, Environmental Services  
 June: Amy Murray, Nursing

July: Marilyn Schreiber, Nursing  
 August: James Gargas, Food Services  
 September: Kristy Hammani Adult Medical Day  
 October: Pamela Johnson, Nursing  
 November: Peggy Wharem, Environmental Services  
 December: Diane Murphy, Recreational Therapy

The clinical software (PointClick) is up and running. The financial component continues to be worked on for full implementation. Landmark Health Solutions continues to assist in the education and training of our staff to improve our clinical reimbursements from Medicare, Medicaid as well as streamlining our Admissions process. Our belief is that through improved clinical reimbursement programs and improvements in technology, revenues to the County will also be improved, which enhance our quality of care and services. We continued the transition to touch screen kiosks on the nursing units to allow more accurate clinical documentation that auto populates the MDS and will result in enhanced revenues.

We also continued with the “e-Discharge” program with Exeter Hospital to better access referral information to assist in admissions from our local hospital.

Our annual Medicare/Medicaid State Survey was conducted in July 2009. Once again Rockingham County Nursing Home stands out as one of the best nursing homes in the State of New Hampshire. Rockingham County Nursing Home also continues to rank as a 5 star facility in the program unveiled by CMS to better help consumers find quality long term care facilities (see photo below from website [www.medicare.gov](http://www.medicare.gov)). I am honored to announce that the Nursing Home, Assisted Living and Adult Medical Day programs all had deficiency free surveys in 2009!

 The Official U.S. Government Site for Medicare					
Nursing Home Name and General Information	Overall Rating	Nursing Home Staffing	Quality Measures	Program Participation	Number of Certified Beds
		[What is this?]	[What is this?]		
<a href="#">ROCKINGHAM COUNTY NURSING HOME</a> 117 NORTH ROAD BRENTWOOD, NH 03833 (603) 679-5335  <a href="#">Resident Council</a> <a href="#">Mapping &amp; Directions</a>	 5 out of 5 stars	 4 out of 5 stars	 5 out of 5 stars	Medicare and Medicaid	226

Our annual Education Day was conducted in September in the Assisted Living building. This is an important and mandatory in-service program for all staff which is conducted on a yearly basis. This program reinforces necessary knowledge and skills. The event had a fun Hollywood theme that made the event fun and positive for everyone.

Another initiative that we continued in 2009 was the oral health program enhancement. Since 1979 we have been providing dental services to our residents and are in the process of applying for grant monies to enhance our staff's oral care technique with overall improvement of residents' oral/systemic health along with renovations to our dental office. This project will continue well into 2010 and beyond and will serve as a role model for all nursing homes in the state when completed.

Our biggest initiative that kicked off in 2009 was the conversion of one of the nursing units to a short term rehabilitation focused unit. This will allow us to serve residents that we are currently unable to meet the needs of. We have contracted with Genesis Rehabilitation Services to bring in numerous new physical, occupational and speech therapists to enhance the level and frequency of rehab services. This new agreement will allow us to provide a higher level of care to our residents and in turn be able to enhance revenues by accessing federal Medicare dollars. We are upgrading the therapy rooms and the Driscoll Ground Unit to best serve these new Rockingham County short term clients that will be able to return to the community after a stay with us. This is a great way of keeping us moving to the future of long term care delivery.

I am proud of Rockingham County Long Term Care Services and the strong community reputation that it deserves. I look forward with excitement to the year ahead. I am especially proud of the people I work with every day – colleagues who work with loyalty and high standards – because of them I am honored to be a part of this incredible team.

The support and guidance of our County Commissioners: Chair Maureen Barrows, Vice Chair Katharin Pratt, and Clerk C. Donald Stritch have been invaluable. We are grateful for their dedication, interest, and caring all year long.

### **2009 NURSING HOME CENSUS**

Daily Average Census – 221

Highest Census 226 / Lowest Census 214

<b>Admissions</b>		<b>Discharges</b>	
Home	21	Hospital Admit>Returns	55
Hospital	59	Discharged to another facility	11
Nursing Home	5	Discharged to Assisted Living	9
Psych Hospital	1	Discharged home	16
Group Home	0	Expired while in hospital	10
Rehabilitation	7	Deaths	61
Assisted Living	12		
<b>Total Admissions</b>	<u>105</u>	<b>Total Discharges</b>	<u>162</u>
Average Age of Residents	83		
Average Age of Death	89		
Average Age of Admission	82		
Average Length of Stay	2 years, 6 months, and 2 days		