New Richland Care Center
Caring and Sharing since 1975

FEBRUARY ~ 2020
New Richland Care Center
February 2020 Newsletter
From The Desk of the Administrator

Administrator’s musings:

Great News: We are a 5 star facility!! CMS (another name for Medicare) ranks all nursing homes in the US with 5 stars being the best. On Jan 27th we heard we are ranked among the best with a 5 star Overall Quality rating. This is a big deal and recognizes our staff’s hard work. We also received 5 star ranking for RN Staffing and 5 star ranking for Staffing. The government grades on a curve only allowing so many 5 stars, so many 4 stars, etc. This rank is very hard to attain and we are very proud.

Pharmacy: As mentioned last month, we are in the process of switching our LTC pharmacy to Sterling Drug with Sterling taking over January 29th. We will look forward to twice a day deliveries M-F and daily deliveries Sat & Sun. We will be getting two new med carts with digital locks that track who opens the cart and when. We will also have a computer interface with Sterling through our Electronic Medical Record Point Click Care. Both the digital locking med cart and the direct computer interface will decrease medication errors. This should improve efficiency and accuracy for staff too.

The City and NRCC are working with Sterling Drug to get a local pharmacy back in town. We may start with local deliveries but, once we have enough numbers, we may get a pharmacy tech working out of a local office. This would make additional med deliveries to NRCC easier and help the community.

Physical Therapy: We plan to change therapy providers from Integrated Therapy Services to Aegis Therapy. While ITS has served us very well in the past we feel that Aegis has a larger portfolio of services to offer our residents and staff, especially if we decide to add a Transitional Care Unit (TCU) in the future. www.aegistherapies.com. Our timeline for the effective date of the change is April 1, 2020.

Phone System: We switched to Midco for our phone and internet carrier about a year ago. We have been frustrated by more than our share of telephone outages where family members and others aren’t able to reach anyone here when they call in. We are working on this and may change carriers if we find this will solve our problems. Someone should always be picking up within a few rings and slightly longer on nights and weekends if they are busy with your loved ones. If you can’t reach anyone and you suspect phone problems again please call our emergency cell phone (507) 308-8704 that a nurse will answer. Please note we prefer calls to go through our regular phone system so this will only be on when our phones don’t work and they will be turned off once the phones are back up. Thank you for your understanding on this issue.

Please stop by my office if you have any questions.

Thank you to the resident families for trusting us with your loved ones and thank you staff for your hard work.

Chuck Ness, LNHA, MBA
JUST FOR GIGGLES FROM THE ACTIVITY DEPARTMENT
What did the boy elephant say to the girl elephant?  I LOVE YOU A TON.
What can be touched but can’t be seen?  SOMEONE’S HEART.
What did the boy cat say to his Valentine?  YOU’RE PURRR-FECT FOR ME.
What did the bear say to his Valentine?  I LOVE YOU BEARY MUCH.
What did the boy pickle say to the girl pickle?  YOU MEAN A GREAT DILL TO ME.
What flowers are kissable?  TULIPS.
What did the drum say to his Valentine?  MY HEART BEATS FOR YOU.
Have a great February everyone!!  HAPPY VALENTINE’S DAY!!

SOCIAL SERVICES NEWS
Each year we want to share with you that each person has the right to put in writing their wishes regarding their healthcare and choose a person/agent who will follow your wishes for you when you are not able to do so. Should you and your family want to review the form and develop one, please see social services.

How to choose your health care agent
Think of the following when you are looking at who would be the best health care agent for you.
* Is over age 18, knows me well, and is easy to talk to about my health care goals.
* Understands and will honor my wishes.
* Will speak up for what I want rather than what other people want.
* Can make hard decisions.
* Is willing to be my agent.
* Is readily available in person or by phone.

Stating Your Values and Health Care Goals
Before you start to write an advance health care directive, take time to think about your values and health care goals.

Your experiences, values and beliefs about life and death affect your treatment choices.

Knowing what is important to you can help you and others decide what kind of medical care you would want in a serious or life threatening situation.

What is most important to you?
What makes your life worth living?
Examples might include your family and friends, hobbies, faith tradition, and the ability to live on your own.

Reflect on your life events, family and cultural traditions, and spiritual beliefs. Think about experiences you or those close to you have had with serious illness or injury.

Consider your feelings and beliefs about quality of life. For example, imagine you have a serious illness or injury that is not likely to get better.

Are there certain symptoms or situations that seem worse to you than dying? If so, your health care providers and others who care for you need to know this.
What is an Ombudsman?
An advocate for Older Adults needing or receiving long term care.

How can the Ombudsman help?
*They are an independent consumer advocate

They provide information on:
- Consumer rights
- Services Options
- Regulations pertaining to long term care
- Investigate and work to resolve complaints
- Quality of care or services
- Quality of life
- Resident right violations
- Access to services
- Service termination
- Discharge or eviction

**Please let me know if you would like to talk with an Ombudsman, we can invite them to our Family Gathering anytime.

Lost Clothing: We have run into clothing not being marked, we need your help with making sure all clothing is marked, whether we do your laundry or family does, and when new items come in, we need to make sure those items get marked as well. When you bring in new items, please have them put in a bag with your loved one's name on them and give them to laundry to get marked. Thank you – Penni

www.newrichlandcarecenter.com
E-mail your resident at: ccresidents@hotmail.com
To Contact Managers and Nurses: e-mail or call
Administrator: 507-417-4501—cness@nrccarecenter.com
Megan Kunz, Director of Nursing: 507-417-4507—mkunz@nrccarecenter.com
Penni Mueller, Social Services Director: 507-417-4503—pmueller@nrccarecenter.com
Susan Reyerson, Business Office Manager: 507-417-4502—sreyerson@nrccarecenter.com
Kathy Flor, Activity Director: 507-417-4504—kflor@nrccarecenter.com
Gloria Steele, MDS Coordinator: 507-417-4506—gsteele@nrccarecenter.com
Brad Hartin, Culinary Director: 507-417-4509—bhartin@nrccarecenter.com
Kyle Parr, 100 Hall Nurse Manager: 507-417-4010—kparr@nrccarecenter.com
Tammy Krueger, 200 Hall Nurse Manager: 507-417-4010—tkrueger@nrccarecenter.com
Paul Reyerson, EVS Director: 507-465-3222 EXT. 307—preyerson@nrccarecenter.com
**Family Council/Family Gathering**  
New Richland Care Center

An Independent self-led and self-determining group of families and friends of residents

**Motivation & Purpose:**  
To promote and improve the quality of life for those who live in nursing homes

**Benefits of Family Council/Family Gathering**  
Offers ongoing support and with strength drawn from shared experiences  
Provides an opportunity to express concerns and explore solutions as a group  
Build communication with staff and creates a team environment  
Educates and informs members about Long Term Care topics  
Meeting others and connecting with another person going through the same thing as you.

**Federal Law** – Family Members have the right to organize and participate in family groups.

**The next Family Gathering is scheduled for:**  
Tuesday, March 24th  
5:00 PM  
Meal will be provided. Look for the invitation in your mail.
FEbruary StaFF AnniversarieS

One Year
Courtney Techau, Makenzi Rhoades

Two Years
Amber Harrison, Amanda Ryan

Three Years
Andrew Sanchez

Six Years
Destinee Meyer

Featured this month for employees is Diane Parrott. She is an L.P.N. who works full-time here at the Care Center during the evening shift. Diane has 38 years of experience as a nurse. She is married to Bob and they live in Clarks Grove. Between the two of them they have 4 children. One son and three daughters who have blessed them with 11 grandkids ages 7 months to 27 years old. They love dogs and have two Golden Retrievers name Annie and Holly.

Diane loves to travel and tries to get a trip in every year for sure with her girlfriends. She has a side business call North Shore Pearls. Look up on Facebook for more information. Also, an interesting fact about Diane is that she knows how to play the Cello.

She loves working at the New Richland Care Center because the facility is resident centered care. We have a home like atmosphere for the residents and families and she thinks of it here like it’s her second home.

Culinary News

January has flown by and we now look forward to February and start the march toward spring. For the next couple of Supper Clubs we will be doing something a little different. Since I cannot take everyone out to dinner at a restaurant we plan on bringing the restaurant to you. Plainly speaking our next Supper Club will be catered by a restaurant with their signature dish and they will sponsor that night. Details are still being worked out at this time so I will keep you posted as we confirm the place and date.
<table>
<thead>
<tr>
<th>SUNDAY</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SATURDAY</th>
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<tbody>
<tr>
<td>-Small Groups ongoing</td>
<td>-Bethside Memorial Services as needed</td>
<td>Send e-mail greetings to: <a href="mailto:ccrefesente@hotmail.com">ccrefesente@hotmail.com</a></td>
<td>Send e-mail greetings to: <a href="mailto:ccrefesente@hotmail.com">ccrefesente@hotmail.com</a></td>
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<td>-Monday – Sunday</td>
<td>-Programs are subject to change.</td>
<td>Just put your family member's name in the subject line. We will print &amp; deliver them</td>
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<td>Coffee at 2:00 unless otherwise noted.</td>
<td>NRCC Phone Number 507-465-3292</td>
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<td>-Bus Rides planned on a regular basis</td>
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<td>2 GROUNDHOG DAY</td>
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<td>10:00 Peace &amp; Power Channel</td>
<td>3:00 Fitness Fun</td>
<td>9:00 Catholic Rosary</td>
<td>Dani's Beauty Shop</td>
<td>Sandy's Beauty Shop</td>
<td>9:00 Catholic Mass</td>
<td>AM Leisure Visits</td>
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<tr>
<td>10:15 Dominos/YSL</td>
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<td>10:15 Dominos/YSL</td>
<td>9:30 Manicures/Movie</td>
<td>9:30 Fitness Fun</td>
<td>10:15 YSL</td>
<td>11:00 Fitness Fun</td>
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<tr>
<td>2:30 Candy Bar Bingo</td>
<td>2:30 Music w/ Patrick F.Rasmussen</td>
<td>2:30 February Potpourri/ Happy Hour</td>
<td>1:00 Shopcart</td>
<td>10:30 Monthly Comm./ Worship Service/YSL</td>
<td>2:30 Bingo w/Volunteers</td>
<td>2:00-2:30 Coffee/Social</td>
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<tr>
<td>6:00 Grocery Game</td>
<td>6:00 Poker Dice</td>
<td>6:00 6-5-4 Dice Game</td>
<td>2:30 Guess a Letter</td>
<td>6:00 Poker Dice</td>
<td>6:00 6-5-4 Dice Game</td>
<td>2:30 Treasure Hunt Game</td>
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<td>9</td>
<td>10:00 Worship Service w/Congregational Church In the Chapel</td>
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<td>2:00 Coffee Shop</td>
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<td>6:00 U.S. Trivia Bingo</td>
<td>2:30 LCR Dice Game</td>
<td>2:30 Food Committee/ Resident Council Meeting</td>
<td>1:00 Shopcart</td>
<td>10:30 Worship Service w/ Pastor Moleski/YSL</td>
<td>10:30 Bible Study w/ Timothy Blackman/YSL</td>
<td>2:00-2:30 Coffee/Social</td>
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FEBRUARY 2020