



VILLA CREST

NURSING AND RETIREMENT CENTER

1276 Hanover Street • Manchester, NH 03104
(603) 622-3262 • www.villacrestcommunity.com

Villa Crest View

June 2016

Above and Beyond



Sarah McEvoy, Jeff Miller, Angela Lapointe Michaels, and Ed Goulet.

Angela Michaels-Lapointe, Laundry, was honored as the Villa Crest Environmental Services partner of the year and Ed Goulet, Custodian, was awarded the Rising Star award for the center.

Doris Neal, Cook, received the Dietary Partner of the year. Congratulations to all.

Nursing Home Week CELEBRATION!



Each year in May, during the week that follows Mother's Day, National Nursing Home Week is celebrated. This year the theme, "It's a Small World with a Big Heart," prompted a trip around the world. Residents enjoyed Greece, China, Germany, Mexico, and the United States.

What would a visit to Greece be without a tribute to the Olympics. Mel Tsamparlis and Graydon Fowles, pictured above,

were crowned Olympic champions for their prowess at the Javelin throw!



Pauline Beaudette joins members of the Environmental Services team to celebrate the good old USA!



Kathy O'Hara, Doris Neal, and George Kouloheras



Thank You for Your Care

Father's Day is also Husband Caregiver Day, a time to honor and give thanks to husbands who provide health care to their wives or children.

A special barbecue luncheon will be held to honor fathers and husbands who provide health care.



Your Opinion

During April, a special satisfaction survey designed to help partners understand and improve performance related to "Commitment to family updates" was sent to families. 46% responded and the overall rating was 89. 73% rated commitment to family updates excellent and 22% good.

In the category "Family members are informed in a timely manner about things that matter to them," the score was 91% excellent and 9% good.

The area reflecting the greatest need for improvement was "Billing is clear and understandable," which scored only 67% excellent, 28% good and 5% fair.

Thank you for your feedback on these important matters. We will work hard to improve the clarity of billing.

Happy Birthday



Resident Birthdays

- 06/03 Virginia Brown
- 06/04 Simone Mayo
- 06/08 Geraldine Charest
- 06/08 Amelia Szepan
- 06/09 Mary Kiley
- 06/09 Barbara Zapora
- 06/11 Helen Tomasko
- 06/13 Arthur Gosselin
- 06/18 Marie Lamarre

Partner Birthdays

- 06/02 Tara Deblois, LPN
- 06/06 Carol Amargo, LPN
- 06/08 Kerry Vasquez, LNA
- 06/09 Lisa Levasseur, LNA
- 06/10 Kim Rex, RN
- 06/11 Kelly Prive, LNA
- 06/14 Sylvie Roberge, LNA
- 06/15 Beth Masella, Receptionist
- 06/15 Dawn Booth, LPN
- 06/28 Nancy Laboe, RN, MDS Coor.
- 06/28 Samantha Brown, LNA



Activities



Judy Hastings, Recreation Assistant, and the resident singing group, The Be Bops, performed in the talent show on the last day of National Nursing Home Week.

Entertainment

- 6/1 2pm Ronnie Chase
- 6/3 7pm Happy Hour with Marlena
- 6/6 2pm Deborah Wyndham
- 6/8 2pm Stan, Jr.
- 6/12 2pm Rich Araldi Band
- 6/17 7pm Happy Hour Jim Barnes
- 6/15 2pm Jane Rosen
- 6/22 2pm Bob Allison
- 6/29 2pm Ramblin' Richard

Outings

- 6/3 10am 10 Pin Bowling
- 6/10 1:15pm KMart Shopping
- 6/13 1:15pm Fuller Gardens
- 6/17 10am Lakeside Lanes Bowling
- 6/20 11am Lunch @ Ninety-Nine
- 6/24 11am Lunch at Johnson's
- 6/27 1pm Shopping Dollar Store

Ask Your Provider

In this month's edition of "Ask Your Provider," Dr. Chopra and Heidi Compos, ARNP, discuss the topic of Care Goals. This topic is increasingly important as the Centers for Medicare and Medicaid Services encourage hospitals and nursing homes to collaborate more closely and to provide increased support in creating care goals.

No one wants to think about being sick, dealing with a chronic illness or nearing the end of their life. This is especially true in this day and age with technology and medical care that increases length and quality of life. Patients can access mechanical ventilation, dialysis, feeding tubes, pacemakers, internal defibrillators, chemo therapy and other new medications that come out every day. Care has become very complex.

Medical providers, patients and family members are all valuable members of the health care partnership. Medical providers can help residents understand a new diagnosis, a prognosis, current health status and the pros and cons of therapies and treatments.

Residents and families can help medical providers by discussing things that are important to them that will help create care goals. This is a discussion that should not wait until someone is sick. These are important things that should be shared as part of the normal process of aging and life. Here are some questions to think about.

What is important to you?

- Living as long as possible
- Quality of Life
- Living meaningfully
- Staying independent
- Seeing grandchildren and great-grandchildren born
- Watching a grandchild get married
- Not being a burden to family.

What medical care will help you achieve the goals that are important to you?

- Do you want to be resuscitated if you do not have a pulse and are not breathing?
- Do you want a tube if you can't eat or breathe?
- Do you want to be sent to the hospital if you become ill?
- Do you want to be kept comfortable and have suffering relieved?
- Symptom relief?

These goals may change and may be very specific, depending on past experiences, cultural upbringing, religious beliefs, personal preferences and family wishes.

Honest, open discussion about what's important can make a big difference in how you and your health care team plan to achieve those goals with appropriate care.



IMPORTANT

You Have the Right to Be Kept Free From Chemical and Physical Restraints

RSA 151: 21 IX - Residents have the right to be free from chemical and physical restraints. In an emergency, restraints may be authorized by a licensed professional in order to protect the resident or others from injury. The professional must promptly report such action to the physician and document in the medical record.

Restraints may only be used when they are authorized in writing by a physician for a specific and limited time.

Villa Crest has been free from the use of physical restraints for many years.



... Get to Know Your Neighbor ...



Gloria Jean Bunker

Gloria Jean Bunker was born in Bangor, Maine. She graduated from John Baptist High School in 1961. She moved to Salem, New Hampshire, and was employed by Holy Family Hospital in Methuen, Massachusetts, for 20 years.

Gloria Jean met her husband, Leon, while playing Bingo. They were married for 40 years and have one son, Eric.

Gloria Jean and Leon were active in the Shriners and Eastern Star. They hosted the Boy Scouts hockey games and many winter sports at their home. They enjoyed camping, boating, water skiing, and other water sports.

Gloria Jean enjoys visiting, music, exercising, ceramics, and crafting.

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