

# Village Voices

News of St. Andrews Village [www.standrewsvillage.com](http://www.standrewsvillage.com) (207) 633-0920 Winter 2014

## Assisted Living Wins “Excellence” Award

St. Andrews Village Assisted Living resident Alan Tindal likes living in the middle of the woods but being only five minutes from downtown Boothbay Harbor.

He also likes being able to get a ride into town on the Village bus when he needs one and the small size of the Village - small enough that Alan can greet everyone he meets by first name. But the best thing about the Village may be the staff, he said.

“The staff is very, very good. It is remarkably good. There is a warm feeling ..... a personal relationship,” said Tindal.

Residents who enjoy living at St. Andrews Village enough to recommend it to others are the reason Assisted Living at the Village has earned an Excellence in Action Award from the National Research Corporation for the 2013-2014 period. The award recognizes senior living and long-term care facilities that have satisfaction scores in the top 10 percent of similar facilities, according to the

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## Activities Include Holiday Music and Much More

December activities at the Village include a healthy dose of festive music, including a trip to the Portland Symphony Orchestra’s “Magic of Christmas” on Dec. 12, followed by a DaPonte String Quartet concert in Boothbay Harbor.



Residents will attend a Dec. 13 concert by the DaPonte Quartet, and the quartet will visit the Village in March.

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St. Andrews Village Assisted Living Resident Barbara Pond holds the “Excellence in Action” award that the Village recently received. Next to Barbara is resident Alan Tindal. In the second row (left to right) are Elizabeth Barter, RN, Clinical Nursing Manager, Melanie Hibbard, CNA, CRMA, Cathy Rayle, RN, Gregory Wing Director of Nursing, and Bridy Lewis, CNA, CRMA.

## Gregory Wing Expansion Plans Move Forward

Lincoln County Healthcare has formally asked the state for permission to build a 12-unit, \$2.8 million expansion of the Gregory Wing at St. Andrews Village.

The application for a Certificate of Need was delivered Dec. 1 to the Maine Department of Health and Human Services. It calls for a 7,500 square foot addition that will feature 12 private rooms, each dually certified for either long-term (nursing) care or skilled (rehabilitation) care.

The Gregory Wing, which is part of St. Andrews Village, currently has 30 dually licensed beds.

The expansion is designed to address a present and future need for beds in Lincoln County, the county with the oldest median age in Maine, the oldest state in the country. The number of people 65 years old or older is also expected to grow in the next five years.

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## It is all about Community for Clinical Nursing Manager Elizabeth Barter

Growing up in Boothbay Harbor, Elizabeth Barter wanted to be a teacher or a nurse, but she never imagined herself working in a nursing home.

Barter, who recently became Clinical Nursing Manager at St. Andrews Village,

overseeing the Gregory Wing, Assisted Living, and Safe Havens, said she thought of nursing homes as places where life was regimented by schedules of meals and medications.

It wasn't until she actually visited the Gregory Wing while applying for her first job as a Registered Nurse that she discovered how bright and homelike long-term care and assisted living facilities can be.

In her new position, Barter said she hopes to help people understand that assisted living and nursing care has changed.

"It is really resident focused," said Barter. "Your stay at St. Andrews Village is whatever you want it to be. We are going to change our schedule and our routine to fit your needs," she said.

Too many people think that if they bring their loved one to a nursing home, they are abandoning them, or



that their loved one will be subjected to an impersonal and regimented life style.

The reality is that facilities like the Gregory Wing and St. Andrews Village Assisted Living have become much more patient-focused places, where activities, the schedule and even meals are determined by residents.

Families and loved ones are encouraged to visit as often as they can and take part in decisions about care. The message to family members is "We are all in this together," said Barter.

To the resident or patient, the message is that living at St. Andrews Village can mean being able to make more choices about what they want to eat or how they want to spend their day than they could at home.

For example, Barter said activities are based on residents' preferences. Because a recent survey found an interest in exercise, a daily walking group will be starting in Assisted Living soon.

Because most of the staff members are from the area, the Village also feels more comfortable and familiar to residents. Barter said that she often knows residents' family members or went to high school with their grandchildren.

Seeing familiar faces and being able to talk to people who are from their community and often share many of the same connections help staff find common ground with residents and makes the Village feel more like an extension of residents' community.

That sense of community and connection is one of the things that has always made the Village a special place, said Barter.

"When you come to us, we take care of you like you are one of ours," she said.

### Assisted Living Wins Excellence Award (from pg. 1)

National Research Corporation, as measured by the number of respondents who replied "excellent" when asked how they would describe their facility to others.

St. Andrews Village Executive Director Wendy Roberts said the award means a lot to the staff because it is based on the feelings of residents and their families.

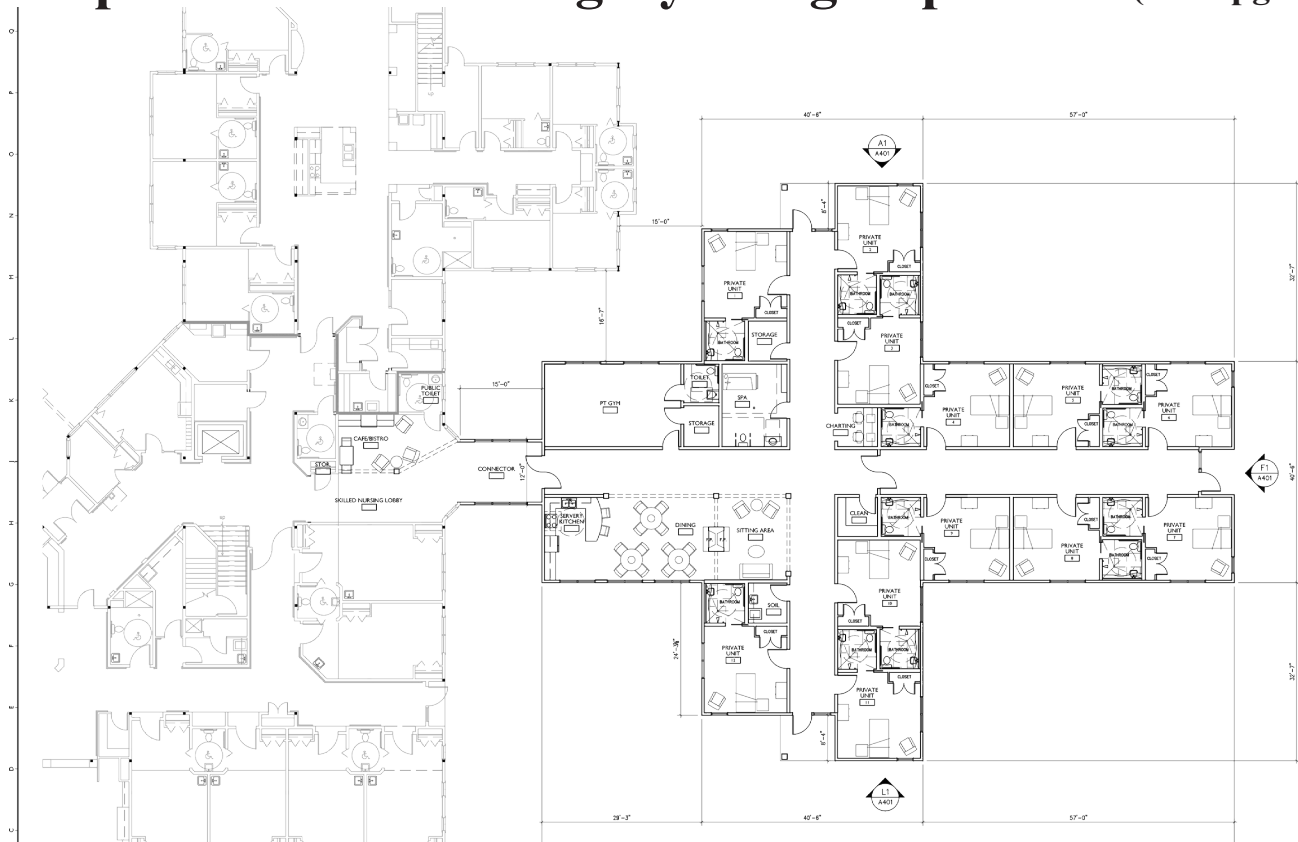
The National Research Corporation performs more third-party surveys than any other patient satisfaction measurement firm. Responses are compared to

thousands of answers in National Research's database of surveys from facilities across the nation.

The Village participates because it provides a means of comparing the Village to its national peers. As part of the process, the National Research Corporation also offers suggestions for improvement.

"We strive constantly to maintain the highest level of care and services for our residents. These surveys are one of the tools we use to assess how well we're doing," said Roberts.

# Proposed 12-room Gregory Wing Expansion (from pg. 1)



**The proposed 12-room expansion of the Gregory Wing has gone to the Maine Department of Health for Certificate of Need Approval. It would be constructed on the north side of the existing structure.**

Providing access to these services locally is an important part of Lincoln County Healthcare’s mission, according to Lincoln County Healthcare Senior Vice President of Home Health and Senior Living Judy McGuire.

McGuire said the Gregory Wing at St. Andrews Village has always offered high quality care with a personal touch. There is currently a waiting list for rooms at the Gregory Wing.

When people receive long-term care or rehabilitation close to home, family and friends can visit more often. Maintaining those relationships helps combat the feelings of isolation and depression that can affect as many as a third of residents in nursing homes, according to studies.

The expansion is also part of Lincoln County Healthcare’s effort to improve the accessibility of health care services.

In the past year, that effort has included the opening of a new Wound Care Center at the Lincoln Medical Partners Family Care Center in Boothbay Harbor and a first-of-its-kind pilot paramedicine program designed to offer services to people who are unable to

leave their home.

The submission of the application follows the decision by the Maine Department of Human Services to rescind an earlier requirement that would have forced the Urgent Care Center to remain open 24 hours a day.

The Urgent Care Center is now open from 8 a.m. to 8 p.m. Keeping it open overnight would have added roughly \$700,000 a year to costs while serving only one to three non-emergency patients each night.

By allowing the Urgent Care Center to remain open only 12 hours a day, the state’s decision removed a significant source of financial unpredictability.

As part of the Certificate of Need process, Lincoln County Healthcare will have to prove to the state that the project is not just necessary, but economically sustainable over the long run, and that will not be an easy task, said McGuire.

MaineCare and Medicare are the two largest payers for nursing home residents and skilled care patients in Maine and both offer reimbursement well below the cost of providing the services.

## Activities (continued from page 1)

On the following Sunday, the bus will leave for the Boothbay Harbor Opera House's traditional Gingerbread Spectacular featuring gingerbread creations from throughout the Midcoast created by everyone from professional chefs to school children.

### *Upcoming events*

- *Friday, Jan. 2 at 2 p.m.: A special concert by jazz vocalist Julie Thompson*
- *Sunday, Jan. 11 at 2 p.m.: Attorney and Historian Chip Griffin speaks on the Scots- Irish Heritage of the Boothbay Region*
- *Tuesday, Feb 3 at 2 p.m.: Talk by Rodney Eason, Chief Horticulturalist at the Coastal Maine Botanical Garden*
- *Friday, Feb. 20 at 1 p.m.: Kevin Farley, the Irish Music Guy, plays traditional Irish music on harp, fiddle, harmonica and fish bones. A Village favorite!!*
- *Thursday March 12 at 11 a.m.: DaPonte String Quartet will offer Village residents the chance to sit in on a special rehearsal.*

***If you have a story idea or something you would like to see, call Wendy at 633-0920.***

## Kudos to Gregory Wing Staff for Flawless Inspection

Once a year, every year, inspectors from the Maine Department of Health and Human Services perform an unannounced inspection on every nursing home in Maine.

This year the inspectors arrived at the Gregory Wing on Nov. 18<sup>th</sup>, and following a four-day inspection, submitted a report of "no findings," meaning there were no significant issues for staff to correct.

St. Andrews Village Executive Director Wendy Roberts said the "no findings" result is an unusual achievement for any nursing home and is the result of hard work by everyone.

"Kudos to everyone who made this happen. This was truly a team effort and it speaks to the commitment of the entire staff to provide the best possible care for our community."