



# The Arbor Informer

## Arbor Nursing Center

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### Operational Excellence Award

Arbor Nursing has received the highly coveted Operational Excellence Award for 2011!

Doug McCoy, Director of Operations for Covenant Care Inc. says, "Other than the Chairman's Award, the highest recognition for facility operations is the Operational Excellence Award."

Mr. McCoy went on to say. "It certainly has been the team that has turned things around at Arbor. Even though everyone is new, the quality of the team and how quickly you implemented your operational plan is the major reason for the turnaround. It is a great success story not only for the building, but also for Covenant Care Inc., given the condition of the facility when we acquired it."

To achieve the award, Arbor Nursing Center had to:

- Meet and exceed their budget
- Meet all 4 Clinical Indicators: Skin Integrity, Weight Management, Behavior Management & Psychotropic Drug Management
- Meet survey outcomes at or below state average
- Meet ALL Covenant Care standards or operations
- Be in compliance, ethical practices

Tyah Petersen, Administrator for Arbor had this to say regarding the award: "This is great and I think I speak for all when I say we couldn't have done this without every one of our employees and without the support of all in Covenant Care Inc. especially all of our Regional Team. I'm inspired now to do even better this year!"

May 2012



### Back to Back for Arbor Nursing Center!

In 2010 and now for 2011, Arbor Nursing Center has received the Clinical Excellence Award!

To qualify for the Clinical Excellence Award, a facility must meet several clinical standards of excellence. Those standards need to exceed all clinical indicators EVERY month in the year.

They are:

- Skin Integrity
- Weight Management
- Behavior Management
- Psychotropic Drug Management

Congratulations to all the staff at Arbor Nursing Center! We are proud of this outstanding achievement and will continue to be "Family Serving Families".



### Meet Arbor's New Medical Director!

Otashe Golden, MD has served as the medical director of the SNF Hospitalist Physicians hospitalist and nursing home division for the last ten years.

After serving as her medical school class President and receiving commendation for being in the top 15% of her Medical School Class, Dr. Golden completed her residency at the University of California Davis Sutter Health Family Medicine Program. Dr. Golden also has additional certification as a Physician Wound Care Specialist.

Outside of medicine, Dr. Golden enjoys spending time with her husband Reverend George T. Faison and their son Christian.

## Health & Fitness

### Communication for Life

Speech and language disorders can affect anyone at any age. Millions people, from infants to the elderly suffer from a communication or swallowing disorder. Whether it's a difficulty in swallowing or a disorder such as stuttering, delayed language, or a voice problem, a person's ability to learn and interact with others can be affected. If you suspect you or a loved one may be experiencing a communication or swallowing disorder, be sure to stop by the rehab gym to speak with one of our Speech-Language Pathologists.

### Speech Language Disorders

When a person is unable to produce a speech sound correctly or fluently, then he/she has a **speech disorder**. When a person has trouble understanding others (receptive language), sharing thoughts, ideas and feelings completely (expressive language), then he/she has a **language disorder**. A stroke can result in a language disorder.

Both children and adults can have speech and language disorders. They can occur as a result of a medical problem or have no known cause.

### Swallowing Disorder Facts

Swallowing disorders, also called *dysphagia* (dis-FAY-juh), can occur at different stages in the swallowing process:

- Oral phase: sucking, chewing, and moving food or liquid into the throat
- Pharyngeal phase: starting the swallowing reflex, squeezing food down the throat, and closing off the airway to prevent food/liquid from entering the airway or to prevent choking
- Esophageal phase: relaxing and tightening the openings at the top and bottom of the feeding tube in the throat and squeezing food through the esophagus into the stomach

General signs of a swallowing disorder may include:

- coughing during or right after eating/drinking
- wet/gurgly sounding voice after eating/drinking
- extra effort or time needed to chew or swallow
- food/liquid leaking from the mouth
- recurring pneumonia or congestion after eating
- weight loss or dehydration from not being able to eat enough

For treatment options, contact one of Arbor's Speech-Language Pathologists in the rehab gym.



# Activities

## National Nursing Home Week

In observance of Nursing Home Week, May 13 to 19, Arbor Nursing Center will host a series of events designed to celebrate the lives and relationships of residents, families and staff. The theme of the week is "Celebrating the Journey."

"Our residents have lived full lives and we want to honor each and every person who has allowed us to journey with

## Story Behind This Year's Theme

*Celebrating the Journey* reminds us that every life should be honored, every life's story needs to be told and that every day we have the chance to begin writing a new chapter. Nursing home residents and caregivers are co-authors and leading characters in each other's life story.

Today is about living life to the fullest, irrespective of age, infirmity or disability. There is no fixed formula to follow or guide the process, just the quiet routines of daily caregiving, meals, activities and, let's hope, visits from family and friends. They bring the joy that comes

them," said Tyah Petersen, Facility Administrator "and this is a perfect opportunity to involve families, community members, youth and others in our community who share our respect for the elderly and disabled who live among us."

Be sure to join us in fun and festivities! Keep an eye out for the upcoming activity list, or for more information, contact Christy or Veronica in the Activities Department. We thank you for being part of our Arbor family!



from the heart of a loved one. Our goal in *Celebrating the Journey* is for you, the resident, to feel satisfied at the end of each day that staff cared for you and about you – not just as a patient, but as a person with stories to tell and new chapters yet to write. That's because tomorrow the journey begins anew and we journey together, me and you.

The Monarch butterfly, an intrepid traveler if ever there was one, symbolizes Ralph Waldo Emerson's famous sentiment that "Life is a journey, not a destination."

## Wit & Wisdom

"Gardens and flowers have a way of bringing people together, drawing them from their homes."

—Clare Ansberry

"No occupation is so delightful to me as the culture of the earth, and no culture comparable to that of the garden."

—Thomas Jefferson

"The love of gardening is a seed once sown that never dies."

—Gertrude Jekyll

"A garden, you know, is a very usual refuge of a disappointed politician. Accordingly, I have purchased a few acres about nine miles from town, have built a house, and am cultivating a garden."

—Alexander Hamilton

"If you have a garden and a library, you have everything you need."

—Marcus Tullius Cicero

"In my garden there is a large place for sentiment.

My garden of flowers is also my garden of thoughts and dreams. The thoughts grow as freely as the flowers, and the dreams are as beautiful."

—Abram L. Urban

"I do some of my best thinking while pulling weeds."

—Martha Smith

# Happy Mother's Day



## Word Search

- |          |             |
|----------|-------------|
| Barbeque | Grandmother |
| Birthday | May         |
| Camping  | Memorial    |
| Child    | Mother      |
| Color    | Picnic      |
| Family   | Proud       |
| Flowers  | Roses       |
| Food     | Sunshine    |

R	E	H	T	O	M	D	N	A	R	G	I	U	D	B
O	S	U	B	A	Q	S	H	N	G	N	O	T	W	S
S	S	N	Q	K	R	Q	M	Y	L	I	M	A	F	P
E	B	W	C	E	Q	J	M	A	U	P	X	H	C	H
S	U	R	W	H	B	Y	I	C	Y	M	A	I	Y	O
T	C	O	C	S	I	R	Y	Q	E	A	N	W	F	V
M	L	S	O	V	O	L	A	B	F	C	R	O	D	J
F	O	D	U	M	Q	W	D	B	I	P	O	E	P	C
A	T	N	E	N	T	Y	H	P	A	D	K	L	R	P
Z	H	M	O	V	S	M	T	R	A	H	I	J	O	N
I	N	H	S	W	A	H	R	L	S	T	Q	E	U	R
B	R	E	H	T	O	M	I	G	Y	C	M	A	D	D
D	R	B	I	X	J	S	B	N	T	D	K	E	X	A
V	B	V	N	J	U	Y	Z	G	E	T	Y	V	P	A