

Horizons

DMRC

Winter 2004

From the Desk of our Executive Director

CCAC Self-Evaluation – Mission Accomplished!

By: Michael J, Jacobs



Michael J Jacobs

On January 16, 2004, I signed the application to begin the process for attaining CCAC (Continuing Care Accreditation Commission) Accreditation.

The CCAC process is a self-assessment and credentialing process for Continuing Care Retirement Communities. Deer Meadows was ready, willing and able to begin this important 9-month in depth analysis. How do we start? Where do we begin? Who does what? Who takes minutes? When are we having the meetings? How do we complete this process with all the other work we have to do?

These questions and many others were asked and I knew that answers would come, but not immediately. As I often approach community issues, the process would include residents, resident family members, Board members and staff. We began by putting together committees for each of the three CCAC standards that are Governance, Finance & Strategy and Health and Wellness. After much discussion, we were successful in putting three hard working teams together to complete the CCAC Self-Assessment process.

As I attended the CCAC meetings and listened to conversations regarding the status of the CCAC process, I was always impressed with the sincerity and devotion of all who gathered for these meetings. The standard assessment questions that the CCAC process required us to answer were thought provoking and at times difficult, particularly when answering ethical end of life questions. Throughout the spring and early summer, the teams worked with diligence and integrity. Finally, in early July the first draft of the

completed standards were presented to the Executive Management Committee for review. July was a fun filled month for all of the EMT members as well as our Director of Quality Assurance. We spent many, many hours reviewing and editing the self-assessment.

On September 23, 2004, a joyful and tired Deb Murphy packed the self-studies up and sent them to the site team evaluators and the CCAC commission. With great relief and knowing more work had to be done, we went back to work compiling the additional on-site CCAC requirements that needed to be gathered for the evaluators.

Finally, on Sunday, November 7, on a bright crisp and beautiful fall day, three strangers from various states and professional backgrounds walked into Deer Meadows and began a three-day intensive evaluation. These three hard working and dedicated Long Term Care professionals reviewed our self-study, met with residents, Board members and the General Management Team and spent many hours preparing their report.

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The Development Corner

Robert Wombwell,
Foundation Director

As we enjoy the wonderful times of the Christmas and the entire holiday season, I would like to ask that you think of Deer Meadows. We all know how busy we are at this time and I am sure that many will be exchanging gifts and enjoying the time of year well into the beginning of 2005. Many certainly extend the celebrations right up to "Little Christmas" on January 6th.

During the last days of these wonderful times, please remember that our community needs your help also. If you have had the chance to visit recently, you have hopefully enjoyed the wonderful decorations that are spread throughout. If you haven't been in lately, please do so – whether or not you have a family member or friend living here. We welcome all to come in and visit.

The decorations are stunning and many are new this year. All add to the festive décor throughout the building.

For some of our residents, the holiday season is a particular difficult time of the year. It brings back memories of loved ones, both family and friends, and of times spent preparing for the activities of the season. The decorations and events that are scheduled throughout December and January are designed to help all create new memories and remember the old ones.

Over the past year, I have written about the financial needs of Deer Meadows in most of these columns. We have talked about the Benevolent Fund and the need to support that mission and the general need for charitable support to allow for the continuation of the mission of DMRC.

Continued next column

How can your everyday shopping benefit Deer Meadows?

Who hasn't uttered the words, "I wish there was something I could do to help"? Now you can. Start shopping! At www.iGive.com/DMRC, you can buy the items you've always wanted— like that CD box set, expensive cologne, or the oversized, coffee-table photography book you've had your eyes on, only without the guilt. It's FREE, no invisible costs or tricky obligations. Shop for everyday items at the over 400 stores at the Mall at iGive.com, like Barnes & Noble, Eddie Bauer, Lands' End and Amazon.com. Up to 26% of each purchase is donated to Deer Meadows.



Join now at
www.iGive.com/DMRC

Continued from left column

We have been fortunate in receiving support from many through gifts, special events and bequests, but we need the ongoing help of all to continue to provide the quality, compassionate care that we have been doing for over 135 years.

Please use the enclosed envelope to make a contribution right now. Our goal during this season is \$10,000 by January 15th. We need your assistance today to make this goal.

Best wishes for a Merry Christmas, Happy Holiday Season and a Happy New Year.

From the Chaplain



When asked to reflect on the changes of the past year, the following words of Jesus came to my mind – “A woman giving

birth to a child has pain because her time has come; but when her baby is born she forgets the anguish because of her joy that a child is born into the world (John 16:21).” (By the way, when Jesus spoke these words to his disciples, it was shortly before his death. He was attempting to prepare the disciples for his crucifixion and resurrection. Using the image of a woman giving birth, he tried to tell them they would have a dramatic turnaround in their emotions, going from great sorrow at his death to great joy at his resurrection.)

I guess these words came to me because of the dramatic turnaround all have seen in our surroundings here at Deer Meadows. Now we did not have pain, as in labor pains a woman experiences in giving birth, but we did have anguish. The construction workers were polite, respectful, and did whatever they could to keep the anguish to the minimum. Yet we did have the anguish of: the main hallway from the Deer Meadows lobby to the dining room/chapel was closed off, causing nearly everyone to use another, usually longer, detour; elevators were shut down for reconstruction/renovation, again causing nearly everyone to seek

residents in Deer Meadows had to vacate not only their rooms but their entire floor for most of the day so carpet could be taken up, ceilings dismantled to make way for the four pipe system, walls painted, new lights installed, and new carpet put down; activities were moved from one location to another; etc, etc, etc.

But now, except for some minor items, the reconstruction/renovation is completed. I could say we have now witnessed the ‘birth’ of new hallways, corridors, lights, carpet, etc. We have come to the dramatic turnaround in our surroundings and are experiencing joy. As people walk past my open door, I still overhear comments like this, ‘Do you remember what this hall used to look like? It’s now so much brighter and cheery.’ I trust that the anguish of construction is quickly fading from our minds because of our joy over the finished work.

(It must be the preacher in me, but I can’t resist adding – in thinking about Jesus’ words concerning the joy of the birth of a child, we are in the season of rejoicing because of the birth of a child. Only this child is the Son of God, who came to reveal God’s great love for each of us. At his birth, the angels rejoiced to shepherds, “Glory to God in the highest, and on earth peace among (all people) with whom he is pleased!” I hope you have a Merry Christmas!



CCAC Continued from first page

On Tuesday, November 9, the report was presented to a room filled with residents, Board members and staff, all anxiously awaiting the results. Finally, as each standard was reported on, and the long awaited phrase... “No Recommendations” was heard, our hearts and minds were thrilled that on all standards, Deer Meadows received NO recommendations as well as hearing very positive and encouraging words of praise for the wonderful work that is done on a daily basis here at Deer Meadows.

We are anxiously awaiting the formal notification of CCAC Accreditation, hopefully in early 2005.

Mission Accomplished – The CCAC process has been completed. AMEN

You can reach Mike at: mjacobs@deer-meadows.org



The bunny family has grown to eight and that is fine with us. We will be donating several of the babies to area communities thus making DMRC the "first" to start a bunny club and spreading cheer to our fellow retirement communities. And to the right (top) that traveling crowd hits the road to Ocean City. To the middle left Kay has on her Eagles colors, you go girl, "Yeah Eagles". Oh Helen can't sit still when the mummies come around and farther to the right you have a 'rear view look at the gang as they hit the road again...where you going THIS TIME? Boy oh boy the grass won't grow under those feet. And if you check the bottom left it is a vague memory when construction looked like that before shot and to the right is the finished product. And a one and a two, keep going you can do it!



Top left shows, whose naughty and we know whose naughty don't we? And to the right top...Where are they off to now? The middle left you will find the gang is at the ball game and Frances and the girls take a moment to enjoy the noises of nature in the Eden Area. Now, where the heck was that picnic Norma, was that another sea shore trip? Isn't it wonderful that we remember to celebrate all the religious holidays? Thank you Nate for helping us enjoy Chanukah. How beautiful to here the prayers in Yiddish as well as in English to help us understand better. And Gracie who is that little visitor singing Christmas carols to the healthcare residents? That young volunteer is Chelsea Harbison, thank you Chelsea for volunteering to sing Holiday songs with all the other volunteers spreading holiday joy. And Grace and Dorothy compliment the Chef (Conrad) for wonderful cooking.

Staff Look's Back at 2004



(Top left) Cultural Diversity Day brought out all nationalities. We learned about Albania, Italy, Ireland and so many other beautiful cultures. (top right) Co-chairs of 'Bring Your Child to Work Day', Sarah Jacobs and Rebecca Bryant pulled it all together. (middle) At "Bring Your Child to Work Day", the CokaCola Bear just had to stop by for some 'kisses'. (center left) The S.W.A.T. team sings a great song at our rally. (center right) Christmas decorations and 'decorators' on Bair. Next year Christmas decorating should be a contest. (bottom left) He's seeees you when yourrrrr sleeeeeeping ouch. (bottom right) Eagles Day was perfect with DMRC showing the 'colors'.

From the Desk of the COO/Community Administrator Lisa Sofia

The Deer Meadows Family and Friends meeting is held on the second Tuesday of each month at 6:30 p.m. This past year we have seen a slight increase in the number of families and friends who attend. Our goal is to promote the importance of the meeting and increase attendance.

The Family and Friends monthly meeting offers an enriched, ongoing and open forum for families and/or friends of residents to meet with the administrative staff. This provides you and Deer Meadows the opportunity to work together on solving common concerns, exchanging various ideas, sharing thoughts and feelings, and educating on many topics regarding Deer Meadows and the Healthcare Profession.



You will meet other families and friends of residents and receive support and feedback from them on situations and feelings that they too have encountered. As a family member or friend of a Deer Meadows resident, communication and support is an essential component of our relationship.

Deer Meadows offers many venues for residents' families and friends to communicate with staff. Some are more formal than others. The Family Meetings that occur within 14 days of admission, Care Plan Meetings that occur throughout the year, and other meetings that are scheduled either by family/friend request, resident request and/or staff request are examples of formal communications. Informally, families/friends of residents and staff communicate during visits with residents and the various events that occur at Deer Meadows.

For more information on the Family and Friends Meetings you may review the meeting minutes, which are located in each lobby of Deer Meadows, and/or you may contact Lisa Sofia, NHA, or any representative from the Social Service Department at 215-624-7575.

Advice From: Angela Denofa



Residents have the right to maintain their own valuables/personal possessions. We are seeking to help make sure this right is maintained. As a result, we are asking for your assistance. Please make sure that any new valuables/furniture/jewelry that are brought in for residents are labeled and recorded on our inventory log. This can be done by notifying nursing (Residential Health Center for personal care/independent residents and the Charge Nurse for healthcare residents) or the Social Service department that an item has been brought in. We will then add it to the residents valuables inventory sheet which is kept on their medical chart. We would also

ask that you label these items with the resident's name as the item warrants.

And just a reminder, throughout the holidays many gifts are exchanged, we would like to remind you of the importance in having all resident clothing labeled. We prefer to do this for you which will also permit us to do an inventory of these items as well. Regardless of whether Deer Meadows or the family is doing the laundry, it is of utmost importance for us to label all clothes. Labeling can be accomplished by leaving the clothes with our receptionist at the Walton desk with the residents name, room number and the phrase "to be labeled" on the bag/suitcase. We will take it from there!

Please spread the word to other family and friends! And thank you in advance for your continued support.

DEER MEADOWS RETIREMENT COMMUNITY

8301 Roosevelt Boulevard
Philadelphia, PA 19152

Phone: 215-624-7575
Fax: 215-624-7020
Email:
lharbison@deer-meadows.org



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Community Billboard:
Family & Friends of DMRC
meets at Deer Meadows
second Tuesday of each month
at 6:30 PM

For more information contact
Norb Kuznicki at 215-624-7575 ext. 1190

Check our Recreational Calendars
There is lots to do in 2005

Horizons Editor: Liz Harbison
Contributing Stories: Bob Wombwell, Nelson Krute

Please make subscription requests
to the Editor c/o Deer Meadows



Visit us on the Web at:
www.deer-meadows.org



Our Candle Lighters for 2004



Volunteers come in all sizes



Honored by the Community



Big kids and little kids waited in line to
tell Santa what they wanted under their
tree this year.



Friends Sharing a meal



Deer Meadows Cookbooks Anyone?