

# Perspective

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## Little Things Count

Janice Selfe has a unique perspective on Fairmount's Health Care. A cottage resident, she is also a retired Fairmount registered nurse. But her recent short-term stay in the Rehab Center gave her a whole new appreciation of how Fairmount's Health Care functions.

"After working in nursing, it was a real eye-opener to see from the resident's perspective how all of the departments work together to create a good experience," Janice explains. "The seamless care from so many directions eliminated my anxiety. I didn't need to stress about my care or any of the little things I would have had to do for myself if I had been at home during my convalescence."

### ***Excellent Health Care is a Team Effort***

In a written note, Janice thanked each department: Nursing for encouragement and good pain control, Laundry for washing her clothes, Housekeeping for keeping her room clean and fresh smelling (and for watering her plants), Dining Services for providing ample food and snacks, Maintenance for bringing her favorite recliner from her cottage and taking it back, and Physical Therapy for helping her become ambulatory.

Janice summarizes, "I want to thank each and every person who made my stay comfortable and restorative. I would not hesitate to recommend Fairmount's Health Care to others. It's the little things that really count."

### ***Excellent Health Care Remains Constant***

The overall face of health care is changing in



*Janice Selfe (front left) is pictured with team members from several departments who helped make her stay comfortable: (from left) Sherrie Diem, Laundry; John Becker IV, Maintenance; Vicky Ruckert, Housekeeping; and Noemi Gallego-Torres, Rehab.*

response to economic, government, and marketplace demands. In Fairmount's Health Care area, however, the important things have not changed. Our compassionate care, our five-star Medicare rating, our above-average ratio of staff to residents, and our commitment to remain good stewards of our resources remain constant.

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# Riding the Rapids of Change

## The President's Perspective



### Fairmount Homes Mission Statement

"Fairmount Homes is a ministry with mature adults, providing high quality services, promoting wholeness and creative living consistent with Christ-centered Mennonite Values."

### Core Values

Community • Compassion  
Dignity • Integrity  
Quality • Teamwork  
Trust

*Perspective* is published quarterly for the residents, staff, volunteers and friends of Fairmount Homes, a Christian retirement community governed by a Board from the Weaverland Conference of the Old Order Mennonite Church.

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As my family boarded a raft on the Pigeon River near Gatlinburg, Tennessee, earlier this summer, I could see that my daughter was a bit anxious. She looked at the powerful river and wasn't sure she wanted to experience whitewater rafting. Our guide reassured us that if we worked together, our journey down the river would be amazing.

She was correct! Many times during our excursion, we felt we had little control of our raft. The rapids tossed us around and caused us to swerve in different directions. However, during those times we trusted our guide to help us maneuver our raft through the many rapids and between the big rocks in the river. We could not control the river, but as long as we worked together, we could control the direction we headed. It was a great ride!

For those of us in leadership at Fairmount, maneuvering the current health care environment sometimes feels like whitewater rafting down a powerful river. The "rapids" include declining Medicaid and Medicare reimbursements, the uncertainty of health care reform, a growing number

of other service providers in our community, and the ever rising costs of providing quality care. Many of these factors are out of our control, but the need to navigate them together is ever so important.

One of the ways we are navigating the current rapids is by looking for more efficient ways to offer the same quality care to which Fairmount is dedicated. Our new fiscal year budget, starting July 2014, includes a plan to refocus our memory care program, reorganize the nursing administration team responsibilities, and reduce costs wherever possible. Adjustments are sometimes challenging, but ultimately help to offset the loss in reimbursements and the increase in expenses.

As we rely on Jesus, our Master Guide, to help navigate our way, we must also do our part to carefully steer our raft for the best financial performance. Please be assured that our mission remains focused on providing quality care in a Christ-like manner.

*Jerry D. Lile*  
Jerry D. Lile  
President/CEO

## Only One Left!

One brand new, two-bedroom, two-bath cottage with a one-car garage is available. If you have an interest in this cottage, please contact Jim Woolson in the Admissions Office at 717.354.1800 for more information.



### Photo Credits

Carol Swailes, pages 1 and 2 bottom

Dale D. Gehman, page 2 top

Noemi Gallego-Torres, page 3 bottom



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# Welcome to 4th Annual Open House



## *Welcome!*

Fairmount Homes, along with 17 other local retirement communities, is opening its doors for a 4th Annual Open House. Don't miss the opportunity to come and see what Fairmount Homes cottage and apartment living is all about.

## **Little Things Count** *(continued from page 1)*

### ***It's All About Resident Choice***

Fairmount has instituted changes over the past few years to promote "resident-centered care," or care that accommodates the wishes and choices of residents as much as possible.

Director of Admissions/Marketing Jim Woolson details some of the ways the resident-centered concept plays out: "One of the big changes is the way meals are served. Formerly, meals were plated in the kitchen and brought to the dining room on individual trays in heated carts. Now mobile steam tables with generous amounts of tasty food are wheeled into the various dining rooms where residents can see it, smell it, and choose what and how much they want to eat. Meals are also more leisurely, as residents can opt to sleep in rather than get up at a designated breakfast time. Some even prefer taking meals in their rooms. It's all about resident choice."

There are changes in the Activity Department as well. Activity rooms are now located in each neighborhood rather than a larger central location, making them easily accessible to each resident, and geared to personal interests and schedules.

The Fairmount Rehab Center has also encouraged resident collaboration through a new program called "Real Lifestyles" in which therapy goals are determined by the residents' interests and activities. This helps to ensure their ability to continue their favorite activities when they return home.

### ***Excellent Health Care is Enhanced by Technology***

Technology has made significant improvements to resident care. Wi-Fi is available throughout the campus, so residents can use laptops and other electronic devices to easily stay in touch with family and friends.

Rachel Zellers, Vice President of Health Services, appreciates the efficiencies of the new Electronic Medical Record system. "Once we initiated this new technology, our nursing staff declared they would never want to go back to the old method," she reports.

Some people advise those researching retirement home choices to pay greatest attention to the quality of a facility's Health Care area. Why? Because they believe that no matter how nice the other accommodations, it is excellent health care that is most important when you need it. We agree!

If you or someone you know would like more information on any area of Fairmount retirement living, please call Jim Woolson in the Admissions Office at 717.354.1800 to consider what Fairmount has to offer.



*Short-term Rehab resident Edna Stoltzfus gardened as part of her therapy before she returned home.*



Retirement Community

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## Items of Interest

### ***Benefit Auction Needs***

- **Theme Baskets**

Donations of completed theme baskets, supplies and/or money toward additional theme baskets are always welcome.

- **Dining For Dollars**

Consider hosting a Dining for Dollars event. To host an event, please call 717.656.7810 or 717.733.2509 by August 11.

- **Auction/Flea Market Items**

New items for auction or good used items for the flea market are always welcome.

### ***Central PA Blood Drive***

The Central PA Blood Bank will hold a blood drive on August 14 from 11:30 a.m.–6:30 p.m. in the Farm Crest Community Room. Walk-ins are welcome until 6:00 p.m. To make an appointment, please call the Blood Bank at 800.771.0059.

### ***Mailing List Update***

If you wish to have your name removed from the mailing list, please call 717.354.1800, write the Managing Editor at the address above, or email [carols@FairmountHomes.org](mailto:carols@FairmountHomes.org).



## Benefit Auction & Barbecue

*Save the date!*  
*Saturday, September 13*



*Come ~ Bring Friends ~ Enjoy the Day*