

Winter Issue  
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## From The Desk of Steve Rosedale...

We're coming up on the holidays and the end of the year. Before we let 2004 slip by I want to report on a remarkable achievement. We've made tremendous progress in our annual surveys in 2004. We have eight facilities that are at or under the State average of citations per facility (7). The following facilities deserve special recognition:

BH	7 citations	Green Park	5 citations
CWP	4	Northgate	2
Cityview	5	Pebble Creek	3
Crestwood	2	Pine Valley	2
Greenbrier	0		

While I don't judge the quality of care by surveys, it is certainly an indication that things are going well when a facility has so few citations. Congratulations to the teams above whom have done such an outstanding job. There is an incredible amount of hard work behind these numbers. Both Burlington House and Cityview came off of some survey problems to make very significant improvements. *It just shows that our teams come through!*

## Corporate CommuniCare Cares Team

*By Patty Brueneman, Editor of CommuniCator*

I would like to let everyone know that the Home Office Team and CommuniCare Cares Team were successful in getting gifts for every needy resident in our facility's that gave us a list of Christmas Gifts this year!

Our home office staff raises money all through the year through CommuniCare Cares so they can provide this to every needy resident at this time of year, because who doesn't like to receive a gift on Christmas Day. We each take a name off the list and personally pay for the gifts listed, then what is not taken care of the CommuniCare Cares Fund takes care of the rest. I would just like to say a warm Thank You to Each and Every One of them. This team effort is what makes working at CommuniCare such a wonderful experience each and every day.

I hope that each facility's CommuniCare Cares Team is just as successful in all their endeavors. Have a wonderful Holiday Season!

## Focus On...

*“All I Want For Christmas...I Already Have”*

*By Kena Minnick, President and COO*

ALL I WANT FOR CHRISTMAS...I ALREADY HAVE, which is actually what a Gypsy Fortune Teller in New Orleans told me during my visit in November. She said, “you have lived several lives before; at least three, but this is the first moment in time where you have true love, work you love and success and a peace about you. I then contributed \$50 to her financial future and pondered the feasibility of developing Fortune Telling into a CommuniCare subsidiary, but I digress.... At the close of each year, I reflect backwards and forwards and this moment in time for me is sweet and I attribute a great deal of my “*peace on earth*” to working at CommuniCare. Ours is a strange and bizarre group of talented individuals who strive to work and interact honestly with each other. Over the past four years, we have attracted and retained talented leaders at all levels, who do not necessarily fit the typical corporate profile that I have experienced elsewhere and which, in my opinion, seeks to perpetuate itself to achieve normalcy, status quo and ultimately results in group think. I maintain that it is diversity, our willingness to embrace change along with our differences, to support each other through the tough moments and laughing with each other that is the strength and foundation of our company.

In 2004 CommuniCare has benefited from our stability of leadership at the Corporate, Regional and Facility levels with nearly zero agency, breaking occupancy records at nearly a third of our facilities, and greatly improved clinical outcomes and annual survey results across the company. Working together in 2005, we will **build** upon this success and our challenge is to drive the vision of World Class Care and results into middle management and line staff through the World Class Employee recognition program starting in January. This program builds upon our values and rewards employees for World Class Care in a financial and meaningful way that leads the industry. As we achieve greater recruitment and retention of all our employees, we will achieve our vision of being a truly World Class Company that is the employer and provider of choice.

Have a wonderful holiday. Kena

## Calendar of Events

### DECEMBER

8<sup>th</sup> – Hanukkah Starts

21<sup>st</sup> – Winter Starts

25<sup>th</sup> – Christmas Day

26<sup>th</sup> – Kwanzaa

*Hopefully everyone has a wonderful Holiday Season and New Year!*

## Share Corner *from Our Facilities*

### **Wyant Woods Corner**

*“Why We Do What We Do and Work Where We Work”*

*By Ellen Miller, Activities Director*

I was recently diagnosed with a condition called Primary Pulmonary Hypertension. It has been a long 2-1/2 yrs in the diagnosing. During that time the staff and Residents of Wyant Woods Care Center have been there to support me. When I was told I had to have a heart catheterization 9/29 to finally say if I had the condition and how bad it was, I admit to some denial on my proposed treatment (a 24 hr/7day a week medication pump) & how long I might be out of work. Letting some Residents know I had the test, they wished me well and would be praying for me. "I'll see you tomorrow or the next day" was my reply. One female resident in particular saw me as I was leaving and beckoned me. When I went to her she held out her hand and said, "I just wanted to touch you." How tender a gesture. I spent the next 4 days in Cleveland Clinic intensive care and 3 days heart unit. During that time and the next 6 weeks off work, I received many touching cards and notes from the staff and Residents as well as entertainers who knew of my condition. I returned for a visit the week after getting out of the hospital knowing that the Residents were concerned about my return. I wanted to reassure them and set their minds at ease. Reaching out for me again was the Resident who needed to touch me. This is why me and the staff at Wyant Woods "work" where and at what we do. We are a caring team who supports one another and a team who cares and loves their residents.

### **Benefit Spotlight**

*“Orientation Success”*

*By Amy Martin, Regional Director of Human Resources*

We would like to publicly thank both the Dream Team and the Rough Riders regional team for participating in the November 11th Corporate Orientation at Greenbrier Senior Living. This was our best orientation ever, and the largest (60 people). By having all of the regional team members there, it shows that we support each other as well as the facilities and that the new members of our family are just as important as those that have been there.

We would also like to publicly thank Dan Blechschmid, Joe Repich and Terry Yarnell for hosting this event as well as the wonderful lunch that was provided. As always, it was wonderful!

Thanks again to all and see you at the next Corporate Orientation.

### **Pebble Creek Corner**

*“Jessica’s Story Continued”*

*By James Egli, Administrator, and Lisa Richardson, HR Manager*

Staff Sergeant Jessica Clements, the daughter of one of our Nutritional Care Workers, was critically injured in Iraq on 5-5-04 with severe head/brain injury. She was unconscious for nearly a month, was on life support and had numerous operations to remove shrapnel from her legs, buttocks and brain. She was transported back to Washington, D.C., Walter Reed Hospital with intentions of taking her off of life support.

In the months since the injury, she has progressed well but is still hospitalized and doing extensive therapy. She had surgery to replace the large piece of her skull that had been kept in her abdomen. Jessica was recovering well from the surgery but has had a recent set back. She has been experiencing excruciating headaches, blurred vision and dizziness. As such, she had a CAT scan, which revealed a fluid buildup in the area where her skull was replaced. She had another surgery to remove the fluid but has not been feeling well since that surgery.

*Please continue to keep Jessica in your thoughts and prayers.*

## Share Corner (Cont.) *from Our Facilities*

### **Pine Valley Corner**

*“Wishes Come True”*

*By Claudia Ledenican*

Pine Valley has been able to make another wish come true for one of our residents. Bob Reed a current Alumni member and an extremely devoted fan of Ohio State, had a wish to attend a Buckeye's game and enjoy a hot dog. Bob was from the Upper Arlington area of Columbus and this was just like going home once again. Through Archie Griffin, the Alumni Association President/ CEO and his assistant Chuck McMurray, the staff at Pine Valley was able to create an incredible day for Bob Reed.

Activity staff member and STNA M.D. Garrett, arrived at Pine Valley for the BIG day. M.D. was going to assist Bob throughout the adventure. Bob's wife, Jackie stopped by to see the guys off. "We couldn't have asked for a more perfect day," said Bob.

Even the team helped to make it a perfect day. They won the game against Marshall with a score of 24-21. New records were set with Mike Nugent's 55-yard, game-winning field goal. As the clock ran out it became the longest field goal of his career. The day was perfect, his favorite team won and the hot dog tasted just as he had always remembered.

### **Pine Valley Corner (cont.)**

*“Care for the Caregivers Series”*

*By Renee Malloy*

Pine Valley Care Center and Richfield Senior Center are pleased to co-sponsor a four week series for caregivers at the Richfield Senior Center, 4410 West Streetsboro Road in Richfield. This Series will feature professional speakers and is designed to benefit anyone from the community caring for a loved one.

A light dinner will be served prior

to each evening's program from 6:00 – 6:30PM and the presentation will follow from 6:30 – 8:00PM. Topics for the Caregiver Series include:

January 17: Balancing One's Life – The Emotional Wellbeing of the Caregiver

January 24: Understanding Seniors Loss of Independence

January 31: Personal Safety & Personal Care

February 7: Chicken Soup for the Caregiver's Soul

Everyone is invited to attend our free educational series! Call Renee to make your reservation today at (330) 659-6166.

### **Crestwood Care Center Corner**

*“A Part of the Team”*

*By Paul Bergsten, Administrator*

Wow, how time flies! As of November 7, 2004 Crestwood Care Center has been with CommuniCare for one year. It seems like just yesterday when the entire CommuniCare Corporate staff came in to introduce themselves and to welcome us into their family. Looking back, that was a scary time for everyone at Crestwood. Another new company with more changes; what are they going to come in and change? However, to the credit of the CommuniCare Staff the transition went rather smooth. They were able to turn this potential negative time into a positive by making us feel welcome.

Over the past few years Crestwood has seen many changes in ownership. We were privately owned, then managed by Horizon, Health South, IHS, THI, and now CommuniCare. We are happy to know that in the years to come CommuniCare will bring stability to the management of this facility.

Although company outings like the Round-Up are going to take a little getting used to because we are not used to having that much fun on company time. We are very happy to say that we are a part of the CommuniCare Family. Thanks for a great year with hopes of many more to come.