



The Leading Edge

News from CHICAGOLAND METHODIST SENIOR SERVICES

Fall 2011

President's Message | Methodist Home Renovations: Why Now?

During one of the frequent trips I make daily from my office to The Methodist Home across the street, the "Renovations in Process" sign hanging at the main entrance reminded me of a Lowe family vacation during which we stayed in a "Holidome" room at the Springfield, Illinois Holiday Inn. For those of you unaware, a "Holidome" is an indoor pool and recreation area once featured at many Holiday Inn facilities. Posted throughout the hotel during our stay were signs announcing the hotel's upcoming closure due to planned renovations.

As we were checking-out after a thoroughly enjoyable and comfortable stay, I felt compelled to ask the hotel staff: "Why the need to renovate?" I was quite surprised when told that the current design of the hotel did not meet the chain's high standards for guest accommodations.

Years later, I find myself using this same explanation in response to inquiries about the extensive renovations currently underway at The Methodist Home. By most standards the current accommodations at The Methodist Home are already comfortable and more than adequate; however, as an organization devoted to ensuring the quality of life of the persons we serve, our Board of Trustees and staff concluded that "comfortable and adequate" no longer met our high standards for professional and compassionate nursing care.

I am also frequently asked why we decided to renovate now, in the midst of such an uncertain economy. My response to these queries is two-fold. First, as a non-profit accustomed to scrutinizing every expenditure, large and small, this decision did not come about without extensive deliberations and strategic planning. Second, as a result of smart fiscal management over our 113 year history, we are fortunate to be well positioned now to take on this project.



William A. Lowe
President & C.E.O.

It is during times like these that I give thanks and praise to the many volunteers, staff and benefactors who have given so generously to this organization of their time, talents and treasure. Without the past and present support of this extended family, our ability to take on this ambitious renovation project would not be possible.

While The Methodist Home will never be in the same class as a five-star hotel, it is important to note that our mission does not call us to be. However, it always has been and always will be our goal that The Methodist Home be a welcoming and nurturing community where every person served feels at home and assured that they deserve and will receive from us the best possible care.

Bill

William A. Lowe
President and C. E. O.
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For more information, resources, and our Chicago Senior Pulse Blog, please visit our web site: www.cmsschicago.org.

Find us on Facebook: www.facebook.com/cmsschicago.

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Methodist Senior Home Care (MSHC) is Raising the Bar

Home Care has been a mainstay of the CMSS spectrum of services for 14 years. While we have a devoted group of experienced caregivers and grateful clients, we refuse to rest on our laurels.

The Home Care administrative team, consisting of myself, Rosa Denton, DeeDee Ricardo, Carrol Jones, Kevin Davis and Karoline Hutson, has embraced the philosophy of continual improvement and utilizing data to set and measure goals. Collectively, we have focused on increasing efficiencies to serve our clients better. As we implement these measures in the office, the caregivers have noticed positive changes. We hope you've noticed these changes too, as our process improvement has reduced our error rates on billing, as one small example.

Additionally, we have re-engineered our work flow to assure ample time to assess and reassess our clients. Using new measurement tools, we have an objective manner with which we evaluate our clients, their needs and if they improve, decline or maintain their functional status over time. While we are still in the trial phases of this program, the types of questions we ask in our assessments will be varied from those prior. Please bear with us. For our long-standing clients we hope these questions will not appear impersonal, rather we need to be sure our evaluation of the client is not clouded by bias.

We are making a match. No, MSHC is not a match making service. Yet the art and science of finding the

right caregiver for the client is more than just staffing a case. We need to assure a fit with the client's needs. We are willing to evaluate these matches, both new and established, and make adjustments, as needed. We don't claim to be perfect, but we will continue on the perpetual quest to be better.

Furthermore, we have standardized practices for screening and hiring new employees. Of the number of applicants we receive, only a small fraction advance through our stages and "make the cut." As we collect reliable data on this measure, we will publicize it. Our employees, both new and those with longevity are being held to more stringent MSHC educational requirements. We have identified new opportunities to give our caregivers the knowledge they need to best serve our clients. We continue with our Dementia Dialogue, giving support, education and camaraderie with other caregivers facing the same challenges of caring for clients with dementia. We are embarking on a new program looking at the diseases our clients have and educating the caregivers about those diseases, their manifestations, how the clients and caregivers are impacted by the progression of the disease and strategies to minimize the frustration of the client and caregiver.

The Methodist Senior Home Care team looks forward to sharing our successes with you as we move forward. And, of course, if you have opportunities for improvement to suggest, we are all ears. Please call us at (773) 769-5270.

Sandra Crasko
Vice President

Opt-Out Option: The Leading Edge

CMSS respects your privacy and will not share your information with third parties. If you wish to have your name removed from our mailing list, please contact us by phone, mail or e-mail.

Phone: (773) 596-2298

Mail: Chicagoland Methodist Senior Services
Attn.: Donald Niepagen
1415 W. Foster Avenue
Chicago, IL 60640

E-mail: donald.niepagen@cmsschicago.org

The Leading Edge is also available on our web site in PDF form and via email. If you'd prefer to receive our newsletter electronically, please let us know!

Follow CMSS on Twitter and Facebook!

CMSS has an active community on Twitter, Facebook and a blog specifically for older adults and their families. We invite you to join the conversation by visiting these sites:

- twitter.com/cmssdementia
- www.facebook.com/CMSSDementia
- www.facebook.com/cmsschicago
- www.cmsschicago.org/resources--blog/chicago-senior-pulse-blog.aspx

Call (773) 506-6950 if you have any questions.

Recommended Winter Home Maintenance *Courtesy of State Farm Insurance*

- Remove window screens and install storm windows
- Clean out gutters and downspouts
- Insulate pipes in crawl spaces and attics
- Store firewood at least 30 feet away from your home
- Familiarize responsible family members with gas main and appliance valves
- Clean the clothes dryer exhaust duct, damper and space under the dryer
- Make sure all electrical holiday decorations have tight connections
- Check the attic for adequate ventilation
- Clean the kitchen exhaust hood and air filter
- Check water hoses on clothes washer, refrigerator, ice maker and dishwasher for cracks and bubbles
- Test all ground-fault-circuit-interrupter (GFCI) outlets

If you haven't yet serviced your heating system, it's not too late. For assistance with these and other home maintenance projects, contact Methodist Senior Home Maintenance at **(773) 769-9000**.

Take Time to Get a Flu Shot

The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine as the most important step in protecting against flu viruses. Influenza activity in the United States is low right now, making this the perfect time to get vaccinated. Everyone six months of age and older is encouraged to get vaccinated.

To find out what to do if you're sick with the flu, call **1-800-CDC-INFO**, email cdcinfo@cdc.gov, or visit www.cdc.gov/flu.

Annual Fund-raiser Yields New Bus!

The UMH&S Foundation's Annual Fund-raising Brunch in April was a big success. The event raised the funds needed to purchase a new bus for our Transportation Program. CMSS took delivery of the new 14 passenger, wheelchair equipped bus in September. The funds were raised through ticket sales, donations, an event raffle, a silent auction and the sponsorship brochure. We thank all who helped make this possible!



Did you know that the game of bingo can be traced back to a lottery game first played in Italy in the 16th century? The version we know today became the standard in the early 1920s and has since grown to be one of the most popular and recognized games in the world.

Of the many activities held at The Methodist Home, weekly bingo games are a constant hit. So much so, it is often difficult to keep up with the demand for prizes. If you would like to help stock our bingo prize cart, please contact Christina Pawlowski at 773-596-2254, or drop-off donations with The Methodist Home receptionist. Popular prizes include costume jewelry, stuffed animals, hats/caps, books, frames, and pretty knick-knacks.

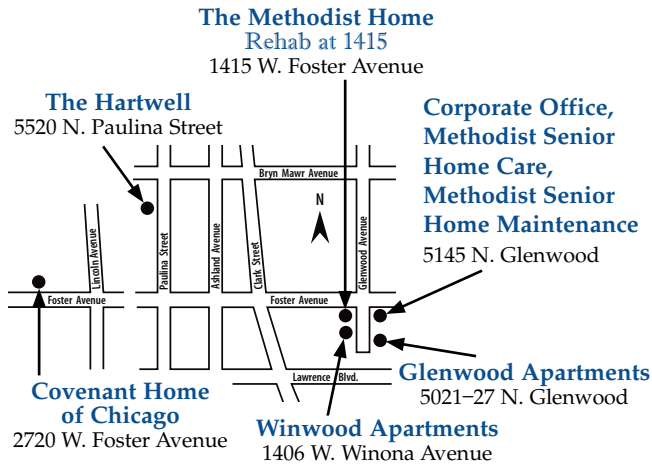
In addition to bingo, long-term residents and rehab patients at The Methodist Home find opportunities to socialize around every corner. Whether it's in the dining room, the living room, or during one of our many other scheduled activities, our community thrives through social interaction.



CHICAGOLAND METHODIST SENIOR SERVICES

The Most Extensive Senior Services Network On Chicago's North Side

1415 W. Foster Avenue, Chicago, Illinois 60640-2288



Main Phone: (773) 769-5500

www.cmsschicago.org



Accredited by CARF as an aging services network.



CRC does not discriminate pursuant to the Fair Housing Act subject to any exemptions that may apply.

The Methodist Home

Telephone: (773) 769-5500

- ❖ Rehabilitation and subacute care center
- ❖ Skilled memory support

Rehab at 1415

Telephone: (773) 769-5500

- ❖ Orthopedic Rehab

The Hartwell

Telephone: (773) 275-2400

- ❖ Memory support assisted living

Covenant Home of Chicago

Telephone: (773) 506-6900

- ❖ Customized supportive living

Methodist Senior Home Care

Telephone: (773) 769-5270

- ❖ Personalized home care services

Methodist Senior Home Maintenance

Telephone: (773) 769-9000

- ❖ Home repairs and improvements

Winwood & Glenwood Apartments

Telephone: (773) 769-5500

- ❖ Affordable housing for seniors with low incomes

Collaborative Services

White Crane Wellness Center

Telephone: (773) 271-9001

- ❖ Adult day wellness program at Covenant Home

Community Events

Alzheimer's & Dementia Family Support Group

First Wednesday of every month

5:00 P.M. – 6:00 P.M.

The Hartwell

5520 N. Paulina, Chicago

Cost: Free! Reservations required. Call (773) 275-2400.

Andersonville Winter Market

Third Sunday of the month of November thru April

11:30 A.M. – 3:30 P.M.

Ebenezer Lutheran Church

1415 W. Foster Avenue, Chicago

1415 CLUB: Holiday Party

Wednesday, December 8, 2011

2:00 P.M. – 4:00 P.M.

The Methodist Home

1415 W. Foster, Chicago

Cost: \$5.00. Reservations required. Call (773) 769-5500.

To receive this newsletter electronically (via e-mail), please call (773) 596-2298 or send an e-mail to donald.niepagen@cmsschicago.org. Thank you.