

JAN/FEB  
2011

# Down The Garden Path



## The Gardens Newsletter

### Upcoming Things to Celebrate!

National Activities  
Professional Week - Jan.  
Environmental Services  
Day - Jan.  
Black History Month - Feb.  
American Heart Month -  
Feb.  
Pride in Food Service Week  
Cardiovascular  
Professionals Week - Feb.

## My InnerView Yields Great and Informative Results

Two times per year, a survey is sent out by My InnerView to our residents, family members and employees. The purpose of the confidential survey is to measure our progress and to identify areas that need to be improved. The results are mailed in and tallied into a report that is sent back to our home. The results of the most recent survey have now been received and are being reviewed by the staff.

Some of the items identified in the survey are used to set our annual goals. Goals are developed with measurable outcomes and then the Team decides how these can be accomplished. The Team will review several times per year to see if progress is being made. This year, the survey

identified these areas as the **Priority Action Items** (aka, the areas we need to address most):

#### According to Family/Residents:

- Quality of Dining Experience
- Quality of Laundry Services
- Attention to resident grooming
- Safety of facility

#### According to Employees:

- Assistance with job stress
- Care/concern of management
- Attentiveness of management
- Comparison of pay

The survey looks at results from year to year, and also compares us to other homes in the state. Its great information and helps as we continue to improve our home.

## Annual Health Department Inspection Completed

At least once per year, the Oklahoma State Department of Health sends surveyors out to make sure we are in compliance with all of the Long Term Care regulations. This year's inspection took place from Nov. 29-Dec.1, 2010. The surveyors reviewed many items including current systems, resident charts, employee records, meal service, and nursing practices. Our home was cited with one

deficiency related to hazards and accidents. The surveyors returned on Jan.11th and cleared this deficiency. "The average number of deficiencies is 12, so it is a positive report to receive only 1 deficiency," stated Valerie Donaldson, Administrator. "This is proof again that The Gardens has a great Team of caring staff. There is always more work to be done so we just need to keep at it!"

