



Dove Messenger

A Quarterly Newsletter for the
Friends & Family of Dove Healthcare

Dove Healthcare
Eau Claire, Wisconsin

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A Welcome Message From Our Administrator

What a great privilege it is to introduce to you the "Dove Messenger!" So many exciting things take place in our facility over the year and we struggle to find a way to keep the community informed. A few years back, Dove Healthcare published a similar newsletter that went out to various individuals in the community. A large number of you may recall receiving this newsletter and remember the valuable insight it brought to you. The "Dove Messenger" included details regarding company

updates, employment accomplishments, exciting events, and much more.

So here it is, back again, and what exciting things we have to share with you. The past year has been quite the adventure for Dove Healthcare. The facility was honored to receive two great awards from the Wisconsin Healthcare Association, a new innovative wireless nurse call system was implemented, select residents received recognition for art work submitted to the Wisconsin Recreational Activity

Professionals, we recognized one of our many outstanding employees with the 2008 Employee of the Year Award and much more. Continue reading to get the details of these great accomplishments and see what else we have been up to in 2008.

As the holidays come to an end, I hope the time spent with family was blessed with laughter, good times, and memories and I wish you a very successful and happy new year!

Kendall Duffy, NHA

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Employment Relations Facility of the Year

Dove Healthcare and its affiliates (Orchard Hills, Rutledge Home, and Wissota Health and Regional Vent Center) were awarded the 2008 Shining Star Award for Employment Relations by the Wisconsin Health Care Association (WHCA) and the Wisconsin Center for Assisted Living (WiCAL) at the WHCA/WiCAL 2008 fall convention.

"This is a fantastic honor," said Dove Healthcare CEO Jim Deignan. "It is a validation of what I routinely see in each of our facilities: caring and hardworking staff who are doing an outstanding job of caring for those in need of short and long-term care services in our community. I'm proud of them, and proud of this recognition. This award is truly a tribute to our management team members for their commitment to

excellence in creating an environment conducive to our employees' success."

The WHCA Shining Star for Employment Relations is awarded to a skilled nursing or assisted living facility that

has demonstrated a measurable commitment to enhancing its workplace environment and can demonstrate a correlation between employee satisfaction and quality care/resident satisfaction; has taken dedicated and measurable steps to improve the workplace environ-

ment and increase employee satisfaction; and has implemented processes and/or innovations that have led to an increase in employee satisfaction, morale, and teamwork.



CEO Announces New Building Project

In August 2008 after several years of planning as part of Dove Healthcare's strategic plan, the company announced plans for construction of a 50 private room short-term skilled nursing and rehabilitation facility on Eau Claire's south side. Slated as an expansion of Dove's Transitions program where individuals spend an average of 3-4 weeks in post hospitalization care in route to home, the new facility will house a state of the art rehab gym and will introduce aquatic therapy to the area. Dove Healthcare's CEO Jim Deignan states, "we are ex-



cited to offer this new type of therapy to the area, considering all of the benefits aquatics has to the individual. Our barrier free, warm water pool will have an adjustable depth floor that will also serve as a fully functional treadmill, allowing patients of any age to benefit from water's buoyancy factor when applying pressure to body joints under repair." Deignan adds, "we will continue to provide

both short and long term care services at our west side location, and will be renaming our west side facility to Dove Healthcare West to coincide with the name of the new facility, Dove Healthcare South." We look forward to the continued opportunity to serve the greater Chippewa Valley well into the future.



Resident Spa Opens at Dove Healthcare

The new Tender Touch Spa at Dove provides an opportunity for residents to relax in a quiet environment. Decorated in soothing colors, it features a comfortable reclining chair, dim lighting, aromatherapy, peaceful music, and a mini water fountain. Services offered include foot baths, pedicures, manicures, paraffin wax treatments, therapeutic touch and soothing body wrap treatments. "Not all of our residents can leave the building to take advantage of spa services, so we're bringing the spa to them," said Kris Metcalf, Activity Director. "We believe that anything we can do to better the quality of life for those who call Dove home is worth doing."

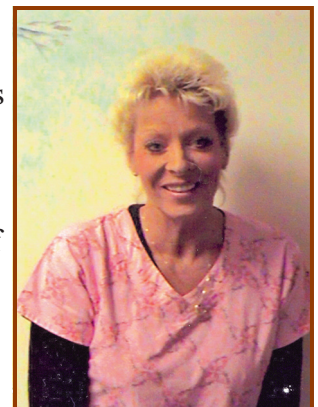


2008 Employee of the Year!

Dove Healthcare's 2008 "Employee of the Year" is Sally Iverson, LPN. Sally is an employee that really knows how to make work fun. She is dedicated, patient, a good listener, and has a dependable work ethic. She carries out the mission and goals of Dove in her commitment to ex-

cellence and in the compassionate care she provides to those who depend on our care. She has earned the respect of her peers and she raises the bar for us all for high achievement. Julie Schwensen, RN Case Manager at Dove, states "Sally is so much fun to

work with. You never have to worry that things won't get done and she gets along with everyone. I don't believe anyone is more deserving of the Employee of the Year award than Sally."



Project Completion: State-of-the-Art Nurse Call System

Dove Healthcare is a leader in adopting new technology to enhance the living and working environment for residents and employees alike. The latest addition is the Responder 4000, a new nurse call system. At Dove Healthcare, we want to deliver the best quality of care possible, so we have gone beyond the norm and are notifying the caregivers of every resident's need in the order in which each call was placed. We have streamlined

the process through the integration of wireless phones and pagers that receive a message for every call based on pre-set priority and timed levels. The next phase of technology, soon to be unveiled to improve the way we deliver and document the care we provide to our residents, is point of care touch screens. These touch screens will be strategically located throughout Dove Healthcare's resident hallways and dining rooms to allow the caregivers to

document more efficiently and immediately after providing care. Most importantly, all of this new technology is in place to enhance the amount of time that the caregivers can spend with our residents.



Dual Spurlock, Therapy Technician, Awarded the "Shining Star for Support Staff Employee of the Year"

"We're so honored that Dual has been recognized for his outstanding efforts and dedication to caring for our residents. Dual is truly deserving and we offer him our most heartfelt congratulations and thanks" said Administrator Kendall Duffy.

Dual was selected for his dedication to the field of long-term care and for going above and beyond in the capacity of a Therapy Technician. In addition to his full-time duties in the therapy department, Dual also dedicates extra time working as a Certified Nursing Assis-

tant, van driver and beautician/barber at Dove Healthcare. "I spend extra time with the residents because I know my efforts will make their lives that much more enjoyable and in return, it makes my life that much more meaningful," Dual said.

New Nursing Structure Implemented in 2008

In early 2008, out of forward thinking and preparations for a growing company, Dove's CEO challenged the nursing department to examine a structure which would break our 160-bed facility into smaller units with manageable goals. The Director of Nurses (DON) position was examined and out of great discussion came our current nursing model. We now have a DON, Karl Nordin, for our 98-bed long term care floor and a DON, Tammy Drake, for our 62-bed short-term care floor. This structure change took the former DON position and Assistant DON position and revised the jobs to give each accountability for all activity on their respective floors. The two DON's are directly responsible to the Administrator, Kendall Duffy. Kendall has developed a strong relationship with the two directors and is already feeling more informed because each director is aware of the detail happening on their units. Each DON is visible and empowered with the authority to change things on the respective units that can make a difference in the residents' care. Change should not be prompted by negative outcomes but by forward thinking to prevent negative outcomes. Dove Healthcare has embraced this philosophy and routinely renews its commitment to the philosophy.



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Dove Healthcare is affiliated through common ownership with Orchard Hills Assisted Living, Wissota Health and Regional Vent Center and Rutledge Home Assisted Living & Memory Care

ACTIVITIES IN ACTION!



Four residents were recognized for their talents at the Fall Cultural Arts Contest hosted by the Wisconsin Representatives of Activity Professionals in Manitowoc. Blue ribbons were awarded to residents Jeanette Walker for her hand made jewelry and Clarence Berger for a plastic canvas American flag, while Velma Berg's embroidered dish towel and Viola Scherz's recycled art work garnered runner-up ribbons. We're so proud of our honorees!

Volunteer Spotlight!

Marlaine White has been volunteering at Dove Healthcare since 2006 after having spent time here for rehab following a broken ankle in 2005 and an auto accident in 2006. Marlaine shares weekly her upbeat personality with the residents visiting or singing with them in their rooms or during social hour in the dining rooms. In the Summer, she shares her gardening talents by maintaining our patio flower beds. We are thankful for Marlaine's dedication and volunteer philosophy. "If I can brighten someone's day with a smile it helps their day go by," states Marlaine.

