

## Chair Yoga Classes with Ellen

Chair yoga classes are now being offered by Ellen Baker, LMSW, RYT 200, our very own Social Work Coordinator and Certified Yoga Instructor.



Ellen became a certified Lakshmi Voelker Chair Yoga instructor and is excited to share her knowledge at St. Ann's. Ellen will be guiding all interested residents through a gentle chair yoga class suitable for all levels and abilities.

Classes will begin in September. Check your monthly calendar for more information.

....

## Gift Shop

The Gift Shop offers a 10% discount to residents on all regular-priced items. Family members can also receive a discount when accompanied by a resident.

We're constantly posting activities, event announcements, community photos, and St. Ann's stories on Social Media – **Follow Along!**



StAnnsCommunity



@StAnnsComm



@St\_Anns\_Community

## Upcoming Renovation of St. Ann's

As you may know, our building was built in 1963. Over the years it has served us well as we built our reputation as the skilled nursing provider of choice in greater Rochester. However, what people expect of senior care has changed and we must change with it to give our seniors what they desire.

That is why I'm excited to inform you that major renovations are planned for every floor of St. Ann's Home, beginning with floors 7 and 8 this year and progressing over the next three years.

We will be changing to a household model, reflecting today's preference among seniors and their families. Each floor will have two households of 15 residents. We have enjoyed great success with this model at St. Ann's Care Center in Webster

and are very pleased to bring it to St. Ann's Home.



We are still in the planning stages and will have more information for you in the near future. Family members and Residents are invited to attend Family and Resident Council (dates and times on pg 4) to hear monthly updates of the construction process and how we will support them during the renovations to ensure a smooth and positive transition.

I look forward to sharing more information with you soon. If you have any questions, feel free to contact me at (585) 697-6303.

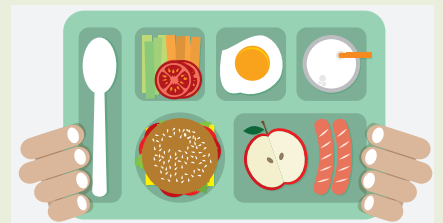
*Sue Murty,  
VP and Administrator*

## The Dish on Dining

A tray accuracy improvement project is helping ensure that residents get what they ordered and have the proper utensils and other items when their meals are delivered:

- 15% improvement in tray accuracy since Fall 2017
- Current accuracy at 94%
- Improvement efforts continue

If you have a food and nutrition related comment or question please contact the dietitian assigned to your floor. The dietitians and dining supervisors regularly visit each floor to discuss



*continued on page 3*



- ✓ Stay Connected to St. Ann's Community
- ✓ Receive Event and Community Announcements
- ✓ View Calendars and Activities

Access via Computer  
& our App



Dear Family Member,

Helping families stay connected to our community is critical to the resident's overall health and well-being. St. Ann's Community has partnered with Caremerge to provide a single, centralized platform that will easily allow us to share program and event information.

Through Caremerge, your family will have access to a mobile app that allows you to view the community calendar and see the activities your loved one participated in.

**Please contact the Life Enrichment Advocate on your floor to get connected.**

We look forward to this journey and are excited for you to help us make the most of this opportunity!

*Heather Wyffels*  
Life Enrichment Coordinator

*Katherine Streeter*  
Clinical Informatics Coordinator



## Resident Recognition



*Resident Ralph Stephens*

Two St. Ann's Home residents received awards for their artistic achievements! Antoinette Ranalli received the Staff Choice Award and Ralph Stephens (pictured) received the Gallery Award from Leading Age NY, an organization representing non-profit senior care providers. Their work will be hung in the Leading Age office in Albany and featured at conferences throughout the year!

## Resident Art Exhibition: Talent on Display

*Event supported Annie's Angel Fund*

Artwork created by our residents provided an exciting addition to our lobby during an art exhibition staged in late June.

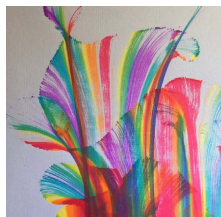
"Artwork for Annie's Angels" started as a recreation therapy activity and soon became the focal point of a full-blown art exhibition, curated by Life Enrichment Advocate Jamie Barbara. Select pieces were available to people donating \$25 or more to Annie's Angel Fund.

Established in 2002, Annie's Angel Fund was created to give St. Ann's residents with limited financial means an enjoyable and active life.

Donations to the Angel Fund provide lunch outings, tickets to a Red Wings game, a trip to the hair salon, a food truck rodeo or other special treats to enrich their days.

Thirty pieces of resident-created art in a variety of media were on display. More than half were donated to Annie's Angels by the creators to be used as thank-you gifts to donors.

A reception for the artists and their families was held on opening night, including live music and refreshments. It was creativity and socialization at its best!



## 2018 Resident & Family Survey Results are in!

Thank you to everyone who participated in the 2018 Resident/Family Survey. We were pleased that we had about the same number of residents and family members participate as we did last year. We would like to share some highlights of the survey and ask for your ideas on how we should best improve in the areas that are needed.

To start we want to thank the Resident Family Food Committee who worked hard to increase the quality, variety, temperature, appearance and choice of dining time. Your efforts showed great results. The overall dining scores in all areas increased between one and five percent. This really shows how valuable it is for families to work in conjunction with our staff. Many menu items were altered; the process of the tray line was altered to be the most efficient promoting proper temperatures of food. Again, hard work and collaboration on a particular area has shown great results. There were improvements in the overall satisfaction of the experience that St. Ann's provides to its families. There was also an improvement in personal interactions amongst residents and staff. As we move into 2019, we will use this data along with input from the residents and their families to determine our next initiatives for improving satisfaction within our organization. Thank you again for taking the time to take the survey! In addition to input from surveys, we hope you will provide your care plan team with ways in which we can make a difference each and every day for "the most important people on earth".

**St. Ann's Home 2018 Resident/Family Satisfaction Survey Results**

Question	2017	2018	Chg
How likely would you be to recommend this nursing home as a place to live?	7.55	7.47	▼1%
Overall, how satisfied are you with your experience at this nursing home?	7.35	7.41	▲1%
Create eye contact, smile and greet me by name.	8.22	8.27	▲1%
Take time to listen to and understand my needs and preferences.	7.61	7.54	▼1%
Interact with me in a respectful and courteous manner.	8.19	8.30	▲1%
Communicate clearly, providing information in a way I can understand.	7.91	8.14	▲3%
Respond to my requests in a timely manner.	7.42	7.30	▼2%
Engage in activities and conversations that are meaningful to me.	7.53	7.53	0%
Care Team: Listening	8.03	7.88	▼2%
Care Team: Responsiveness	7.72	7.81	▲1%
Communication: Timeliness	7.68	7.86	▲2%
Environment: Building & Grounds	8.88	8.66	▼2%
Environment: Housekeeping & Cleanliness	8.34	8.35	0%
Dining: Variety	6.61	6.94	▲5%
Dining: Food Temperature	6.41	6.65	▲4%
Dining: Food Quality	6.33	6.43	▲2%
Dining: Food Appearance	6.57	6.84	▲4%
Dining: Choice of Dining Time	6.48	6.58	▲2%
Clinical Care/Wellness: Pain Control	8.29	8.67	▲5%
Clinical Care/Wellness: Personal Care	8.06	8.09	0%
Clinical Care/Wellness: Health Care	8.48	8.80	▲4%
Maintenance Services: Responsiveness	7.96	7.83	▼2%
Clinical Care/Wellness: Physician Services	8.51	8.58	▲1%
Maintenance Services: Quality	8.52	8.39	▼1%
Clinical Care/Wellness: Independence	8.07	8.15	▲1%
Clinical Care/Wellness: Decision Making	7.88	7.60	▼4%
Safety	8.76	8.80	0%
Activities/Life Enrichment: Availability	8.20	7.86	▼4%
Activities/Life Enrichment: Variety	7.73	7.26	▼6%
Amenities	8.54	8.24	▼4%
Activities/Life Enrichment: Personal Fulfillment	8.27	8.20	▼1%
Laundry	8.22	8.31	▲1%
Privacy	8.47	8.36	▼1%
Personal Choice: Strengths & Talents	7.89	8.07	▲2%
Personal Choice: Living Space	8.82	8.88	▲1%
Personal Choice: Freedom of choice	8.20	7.97	▼3%
<b>Overall</b>	<b>7.88</b>	<b>7.89</b>	<b>0%</b>

### The Dish on Dining

*continued from page 1*

meal time satisfaction. If a specific food item is not to your liking, please indicate the issue on the meal ticket, add your name and phone number and leave the meal ticket in the menu bin near the HIM associate's desk. A Dining and Nutrition leader will follow up with you. Our goal is to provide the best meal service possible for each resident.

Final meeting for Spring Food Committee is April 3rd in the BKA 5-6pm. Watch for fall food committee dates to be announced soon.

### Food Committee

- Several residents, family members, and staff members have been meeting to discuss menu options and ideas.
- The food committee has agreed upon some menu changes that will be implemented in October.
- Thank you committee members for your hard work!



**ST. ANN'S**  
COMMUNITY

*Full of Life*

*Caring for the most  
important people on earth*

1500 Portland Avenue  
Rochester, New York 14621

ADDRESS SERVICE REQUESTED

Non-Profit Org.  
U.S. Postage  
PAID  
Rochester, NY  
Permit No. 1700

*Thanking*  
**Exceptional Staff**  
*Caring for the Most Important People on Earth*

ST. ANN'S  
COMMUNITY  
*Full of Life*

**the STAR Program**  
Supporting the STAR Fund,  
*an Employee Appreciation Fund*

**Show** that special staff member how much you **appreciate** everything they have done for you and your loved ones with the **outstanding care** they provided, **positive attitude** they have showcased, or simply the **smile** they brought to your face.

Look out for the new STAR Program brochure during your next visit to St. Ann's Community! For more information call (585) 697-6321 or visit us at [www.StAnnsCommunity.com/giving](http://www.StAnnsCommunity.com/giving)

## COUNCIL MEETINGS

### Family Council meets in the Board Room

Each month we welcome families and friends of St. Ann's Home residents to discuss issues and information that affect their loved ones' home here at St. Ann's.

Tuesday, April 9	6:00 – 7:00pm
Thursday, May 9	3:00 – 4:00pm
Tuesday, June 11	6:00 – 7:00pm
Thursday, July 11	3:00 – 4:00pm
Tuesday, August 13	6:00 – 7:00pm
Thursday, September 12	3:00 – 4:00pm

### Resident Council meets in the Board Room

Each month residents of St. Ann's Home join together for a town hall meeting to discuss current issues, events, and information that affect them.

Thursday, April 18	3:00 – 4:00pm
Thursday, May 16	3:00 – 4:00pm
Thursday, June 20	3:00 – 4:00pm
Thursday, July 18	3:00 – 4:00pm
Thursday, August 15	3:00 – 4:00pm
Thursday, September 19	3:00 – 4:00pm

### Questions?

Call Triciajean Jones at (585) 697-6687.