

# FAIRMOUNT HOMES Perspective

Volume 22, No. 4 | November 2016

Dedicated to Faith, Family and Community

## Rehab with an Exit Plan

Vincenza “Vinny” Haldorsen is smiling. It is her last day in Fairmount’s rehab after a three-week recuperation from a fall, and she is excited to return to her home in the local community. The occupational therapists share her joy that she is able to resume activities of daily living on her own.

“They took me into the (rehab) kitchen and watched me make grilled cheese sandwiches,”

Vinny reports. “And they took me out for nice long walks to make sure I was strong enough to go home.”

### ***Cleanliness, Friendliness, and Order***

Vinny recalls her arrival at Fairmount’s rehab. “I was impressed with the cleanliness and order. And I never felt like a stranger; everyone was so nice and very helpful.”

However, Vinny’s view of Fairmount was formed long before her recent stay in rehab. Her husband had been a long-term resident in Health Care. “My Harry was here for about a year before he passed away two years ago,” she confides. “They took such good care of him.”

### ***A Valuable Resource for the Community***

Since Fairmount’s rehab center first opened 5½ years ago, it has proven to be a key aspect of our service. Physical, occupational and speech therapy have been offered



*Vincenza “Vinny” Haldorsen is pictured with Rehab team members Janae Rydbom, COTA/L (left) and Alison Hoover, PTA on the day before her discharge.*

from the beginning; respiratory therapy was recently added. All of the services are available on either a short-term inpatient or outpatient basis.

### ***Rehabbing to Home, Wherever Home May Be***

Fairmount’s rehab services are available not only for campus residents but also for area residents like Vinny. So far this year, 81 people from the community have “rehabbed to home.” This

is in addition to the many residents at Fairmount and other local retirement homes who have returned to their cottages, apartments, Personal Care residences or another level of care after a short rehab stay.

Since opening its doors, 340 short-term residents have successfully returned to their homes in the community. A total of 536 people have been served, not counting an additional 168 outpatient clients in the past year and a half.

As for Vinny, when we talked to her, she was looking forward to going home the next day. Beaming, she shared, “I’m content here, but I want to go back to the home my Harry and I lived in for 24 years. And what I am most looking forward to is seeing my cat, Das Bottchaff. My wonderful neighbors are taking care of him while I’m away, and I can’t wait to see him again.”

*(continued on page 3)*



### Fairmount Homes Mission Statement

"Fairmount Homes is a ministry with mature adults, providing high quality services, promoting wholeness and creative living consistent with Christ-centered Mennonite Values."

### Core Values

- Community • Compassion
- Dignity • Integrity
- Quality • Teamwork
- Trust

Fairmount Homes *Perspective* is published quarterly for the residents, staff, volunteers and friends of Fairmount Homes, a Christian retirement community governed by a Board from the Weaverland Conference of the Old Order Mennonite Church.

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# Residents Reap Rewards of Teamwork

## The President's Perspective

What is Fairmount's annual employee turnover rate?" I was recently asked.

It's a question I can answer without hesitation. For the last fiscal year, Fairmount had an annual turnover rate of just 13% across all departments, well below the national average. In comparison, the average turnover rate among employees in skilled-nursing centers was 43.9%, according to a 2012 American Health Care Association report.

For many reasons, employee turnover is considered a key indicator of quality of service. High turnover rates can lead to poor care, increased costs and higher rates of hospital readmission for residents.

Additionally, high turnover rates require recruiting and training new staff, overtime for remaining staff, and the possible need to hire outside agency staff. These add to the overall cost of care for residents, not to mention that they reduce productivity and morale among the rest of the staff.

Over the past several years, Fairmount has worked hard to reduce employee turnover. Better interviewing and hiring procedures were put

in place. We adjusted the employee wage scale, and trained and coached supervisors to better communicate job expectations to their staff. We also have worked hard to consistently complete employee evaluations on time, increased the number of caregivers per resident, and created a work environment that appreciates and values all employees.

Aside from monetary reasons to reduce turnover, our mission and core values remind us that we have a moral obligation to our residents and families. We constantly remind ourselves of our commitment to provide residents with consistent, quality care in a cost-effective manner.

I appreciate the dedication of our staff that live out our core value of teamwork by working hard to maintain a stable employee team. Because of their commitment, we can provide consistent care for our residents. I am blessed to serve alongside such hard-working team members!

*If you want to go fast, go alone.  
If you want to go far, go together.  
African proverb*

*Jerry D. Lile*  
Jerry D. Lile  
President/CEO

## 27<sup>th</sup> Annual Auction Another Success

Fairmount's 27<sup>th</sup> Annual Benefit Auction and Barbecue produced sales of just under \$142,000. This nearly matched last year's record-setting total, thanks to the generosity of everyone who attended our September 17 event! Here are some interesting statistics from the day: We had 592 bidders from 6 states



and British Columbia, Canada. The breakfast count was 672, and over 4,200 donuts were consumed. The proceeds remaining after expenses will go to the Sharing Fund for the benefit of residents whose resources have been exhausted. Fairmount is very grateful to all for the efforts and support for this event!

# Introducing Our New Vice President of Health Services

On August 22, Fairmount welcomed Susan Noriega as our new vice president of health services. In this position, Susan will oversee all phases of Fairmount's Health Care and Personal Care operations, ensure HIPAA compliance, and direct Fairmount's Corporate Compliance program.

Susan is highly qualified for her role by both her experience and her education. She graduated from Hood College in Frederick, MD, with a degree in home economics and dietetics, then worked as a consultant dietitian in long-term care, and director of food service and nutrition for seven years. She earned her masters in health

administration from Penn State Harrisburg and is a licensed nursing home administrator.

"I have worked in long-term care since I was 16 years old, and it is still my love," Susan says. What appeals most to her in her new role is the opportunity to promote person-directed care, where residents' interests take priority in order to help them live meaningful lives.

Susan comes to Fairmount from Palmyra, PA, where she lives with her husband Steve. They have been active in the Trinity United Methodist Church in Hummelstown for many years. Susan served in church education there when their two now-grown sons were young.

Susan reflects on her first weeks



at Fairmount: "I feel part of a team that has the best intentions for residents and staff. It is wonderful to be able to work in a faith-based organization where the values match mine."

## Give Extraordinary!

Fairmount is participating in this year's Extraordinary Give, a 24-hour, online giving campaign that benefits over 300 Lancaster County non-profits, including Fairmount. To participate, visit [ExtraGive.org](http://ExtraGive.org) on November 18, choose Fairmount Homes, and make a donation. For this event, Fairmount will have a computer available in the Harvest View Conference Room at 333 Wheat Ridge Drive for anyone who may not have computer access elsewhere.



## Rehab with an Exit Plan ... *(continued from page 1)*

### Meeting Community Needs

Ever since Fairmount's rehab first opened its doors, the department has been meeting the needs of many people in the community. Recently, in addition to the new respiratory therapy services, a Plain Community Outpatient Rehabilitation Program has also been introduced. Designed to help those who have chosen not to participate in insurance programs for religious reasons, the program offers a much-appreciated discount from the current Medicare rates.

Should you or a loved one need rehab services, tell your medical professionals you would like to go to Fairmount. If you have any questions about our services or our outpatient Plain Community Rehabilitation Program, please contact Admissions at 717.354.1800.





Retirement Community  
 333 Wheat Ridge Drive  
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 www.FairmountHomes.org

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# Perspective

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## Items of Interest

### *Amish/Mennonite*

#### **Student Safety Vest Frolic**

On Friday, November 4, a Safety Vest Frolic will be held in the Crest View Gathering Room at 1100 Farm Crest Drive starting at 9:30 a.m. The public is invited to come and work with residents to assemble kits and help make vests for the Amish and Mennonite students who need them.

### **Central PA Blood Drive**

On December 15, 2016, the Central PA Blood Bank will hold a blood drive in the Farm Crest Community Room from 11:30 a.m.–6:30 p.m. Donors may call the blood bank for an appointment at 1.800.771.0059. Walk-ins are also welcome until 6 p.m.

### **Mailing List Update**

If you wish to have your name removed from the mailing list, please call 717.354.1800, write the managing editor at the address above, or email [carols@FairmountHomes.org](mailto:carols@FairmountHomes.org).



## New Format for 2017 Silent Auction

The 2017 Heritage Day Silent Auction has just opened for its 13<sup>th</sup> season. On Monday, October 17, the first auction items were placed on display in the Wheat Ridge lobby. This year, auctions



Ridge reception desk or by calling 717.354.1800. Auction items are also pictured on the Fairmount website in a photo album at the bottom of the Silent Auction page. Absentee bids can be placed by

calling 717.354.1814 no later than 8:00 a.m. on the closing date of each Silent Auction. Since its beginning 13 years ago, the Silent Auction has raised over \$200,000 for the Sharing Fund, which benefits residents who, through no fault of their own, have outlived their resources.

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New bid numbers are required each year, and can be obtained at the Wheat