

# THE **R**RURAL *Report*

SUMMER 2017 ISSUE



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Health  
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# FROM THE PRESIDENT'S DESK



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## NEW SEASON

Earlier this summer one of our neighboring communities was hit by strong winds (maybe a tornado) and they had to place their residents in the local nursing homes around the area. I would like to thank the RHD facilities that assisted with this evacuation. The affected facility is back up and going and things are back to normal. But it goes to show the importance of having a good disaster plan. We would like to welcome the residents, their families, the employees and the community of McCook as the newest member of the RHD team. Janet is the interim administrator and will be there for a couple of months.

We are in the process of assisting the Winnebago Tribe of Nebraska with exploring the possibility of them building their own nursing home.

The Friendship Home in Audubon, IA, has successfully obtained a loan from USDA to do an extensive renovation to their

facility. The Glen Haven Home in Glenwood, IA, is finalizing their loan with USDA to move their residents to the campus of the Glenwood Resource Center, where there will be 12 residents per cottage (very nice!) They will have private rooms and private bathrooms.

Staffing continues to be one of the biggest issues facing all of our facilities. The reimbursement rate for our medicaid residents continues to be a huge issue.

Perseverance is key to the success of our facilities. Thank you to all who are making a difference.

**Ron Ross**  
*Chief Executive officer*



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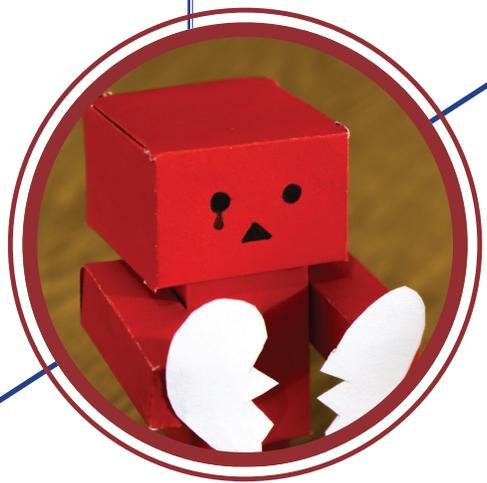
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## 6-13 Facility Updates

Get the latest news from our facilities. Updates, events, and other community involvement.

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Are you ready to implement the changes that are coming to the MDS October 2017? CMS has implemented changes to sections N and P of the MDS. All changes are toward more patient-centered care.





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## NURSING HOME START-UP

Native American Health Management offers Nursing Home Start-Up services. NAHM works with state and federal governments to attain an enhanced rate.



## MANAGEMENT SERVICES

Skilled Nursing Home and/or Assisted Living Facilities Management Services Native American Health Management is happy to offer management services to Tribes across the country.



## CONSULTING SERVICES

Strategic Planning We can help your health system develop and implement a strategic plan for the current and future health needs of your community.



# Regulation Changes and Changes – Are you READY?

Are you ready to implement the changes that are coming to the MDS October 2017? CMS has implemented changes to sections N and P of the MDS. All changes are toward more patient-centered care.

In section N they have added a new N0410 H - Opioid sub-item. The number of days used in the last 7 days including since admission/entry or reentry. When you are looking at the number of days you need to keep in mind that you need to assess the resident's condition that is the reason for the medication their current signs and symptoms along with their preferences and goals of the treatment. You need to ensure your team understands the adverse effects of these medications and how to identify them. Along with this change comes the addition of N0450 A-E- Antipsychotic Medication Review. This new section requires data entry for the gradual dose reductions and specific date of last attempt. If no attempt is made there must be specific documentation from the physician as to why it wasn't attempted. All this data needs to be found documented in the physician's orders. This section of the MDS has no look back period. Sometimes a GDR may be clinically contraindicated for treatment of specific psychiatric disorders, however proper documentation and support would need to be in place. Specific instructions will be updated closer to the date of implementation. All antipsychotic medications must have daily monitoring for effectiveness and the indication of usage.

Section P 0200 – Alarms: definition, any physical or electronic device that monitors a resident movement and alerts the staff when movement is detected. The current CMS requirements on alarms can be contradictory depending on how you interpret the requirement. Using common sense when determining the need/usage of them will aid in meeting all needs. The goal is to make your facility as homelike and comfortable as possible and keeping residents safe. So, start early and reduce the alarm usage before you must code P0200.

QAPI- what is this? QUALITY ASSURANCE and PERFORMANCE IMPROVEMENT

Another requirement that is facility specific that will go into effect November 28, 2017. Survey will be looking at this during your first annual survey after the implementation date. This implementation will have a total completion date of November 2019. QAPI as most of us know is a plan that is formulated to identify, manage and prevent problems in your facility requiring participation from the whole facility. It focuses on care, outcomes and services to improve the quality of care your residents receive. QAPI focuses on prevention, while Quality Assurance is more reactive and a way to ensure compliance with identified problems involving specific disciplines. So, remember QAPI is in addition to your current Quality Assurance Program.

Time is approaching- be ready for change, but remember it is all about the best quality of life by providing the best quality of care.

## Nebraska Medicaid Heritage Health

As you all know, Nebraska Medicaid went to the Managed Care system as of 1/1/17. All Nebraska Medicaid recipients either chose a Managed Care Organization or were automatically enrolled in one if they did not choose. The MCO's will effect the physician, DME, and straight Medicaid therapy services throughout Nebraska for the SNF's.

Most of the facilities have been receiving payments from one or more of the Managed Care payers for the Medicare coinsurance. You should not be accepting the payments for these services as Medicaid is not contracted to pay the Part A coinsurance of \$164.50 per day nor the part B coinsurance as of July 1, 2017. As of August 10th, Nebraska Medicaid is working with the Heritage Health plans to identify the overpayments that went out to our providers. Letters have gone out to the overpaid providers to recoup the money that was erroneously paid. Please make sure you are keeping copies

of all your EOP's (explanation of payment) to reconcile the dollar amount they are requesting back. A physical check will need to be sent to them for the request.

Nebraska Medicaid is also working with the Heritage Health plans to make sure they are falling within the contracted guidelines for claims submissions, payments and corrections stipulated by NE Medicaid. If you are finding that your issues are not being addressed, please contact your Provider Representative to address them. If you are not able to reach your Provider Representative, please reach out to Rocky Thompson at 402-471-2135 as he is working with the Heritage Health payers to ensure the issues are corrected.

As always, if you are in need of further help with these issues, please contact Missie or Shelly in the Lincoln office!



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YOUR JOURNEY  
TO SUCCESS

PRESENT

**FACILITY  
UPDATES**



## Sandhills Care Center Ainsworth, NE

It's been a busy summer here at Sandhills Care Center. We have had many events throughout the summer that we have shared with the community and families! Ice cream social, banana splits, and root beer floats. Our biggest event was a community Taco Feed! It was a huge success, and we raised money for the activities department! The residents loved the events, and enjoyed getting to socialize with the community! Our facility is growing each month!



**Stephanie Rucker - Administrator**



## FRIENDSHIP HOME Audubon, IA

Things are getting quite exciting at the Friendship Home. We just learned that destruction will begin September 5th on our remodel project. After many months of preparation, the residents, family members, staff, and community are all very excited to finally see the project get started. Things will certainly be torn up around here for a while, and we will have many detours throughout the facility, but the end result will be well worth it!

**Jenny Fox - Administrator**



## Colonial Haven/Court Beemer, NE

Greetings from Colonial Haven! It has been a busy summer for everyone here. Our whirlpool room is finally finished and our residents love bathing in the new tub and updated room. We have had a lot of rain so all the flowers look very nice and right now the weather is cooperating so some of the residents like to sit on the front porch and enjoy the afternoon sunshine. Our staff have been busy getting ready for all the regulation changes that we will see at the end of November. The activity department, and a lot of volunteers and staff took several residents to the county fair. The weather was beautiful and everyone enjoyed touring the 4H buildings looking for grandkids projects and visiting with old friends. After a full morning we all had a picnic lunch prepared by our dietary department and returned home.



**Laurie Lierman - Administrator**



## Sarah Ann Hester Home Benkelman, NE

This summer residents, family members, and staff have been busy sprucing up the landscaping about the building. A family member of one of our residents decided to adopt the courtyard and planted a great number of beautiful flowers and added lots of garden ornaments. She also decided that the bench and the planters could use a face lift, so she painted these also. After all the improvements that she did, we decided that the swing needed new cushions and a water feature would be a good addition. So, memorial funds were used to put new cushions on the swing and purchase a solar fountain for the courtyard. A couple of greenhouses in Imperial, NE donated garden plants to the facility, as they had quite a lot left over at the end of planting season. The activity department created a rather large container garden in another outside area using donated mineral tubs. These were placed up on pallets to make them more accessible to the residents. The facility purchased a water tank and sprayer on wheels to make it easier for the residents who choose to assist in watering the garden. The residents have truly enjoyed caring for the garden and also consuming the fresh produce that it has brought us. In another outside area, the local greenhouse donated all of their left over flowering plants and staff planted these and placed some old garden ornaments, that had been rehabbed by our resident who enjoys painting, in and among the plants. They did a beautiful job. I think we all will be a little sad to see the season come to an end, but as school will be starting next week, we know that signals the ending of summer. We are planning our annual cookout in September and hope the weather is nice so that we may enjoy our beautiful outdoor spaces one more time before the cold weather puts a damper on enjoying our beautiful landscaping.



**Janice Edwards - Administrator**



## Bertrand Nursing Home Bertrand, NE

September is here and there will soon be a little coolness to the air. All I can say about cold weather is I hope it goes by as fast as summer did.

Have you ever considered volunteering? If you, a family member or a friend would be interested in spending some time chatting, helping with group activities or the bigger outings. Please come and see us! Volunteers are much valued and appreciated by all at Bertrand Nursing Home & Assisted Living.



**Amy Grube - Administrator**



## Skyview at Bridgeport Bridgeport, NE

There was a tornado that visited the Panhandle of Nebraska. Actually, that would have been preferred,....there were about seven (7) and two came to Bayard Nebraska on June 12th around 7:10 p.m. It was a Monday evening and the two Tornadoes hitting Bayard damaged the Chimney Rock Villa forcing them to evacuate their 45 residents to other facilities including Skyview at Bridgeport.

Luckily, no injuries were reported and 10 of the residents were greeted by a well-staffed receiving facility here in Bridgeport which included the administrator and wife Terri Dragon, managers, frontline staff that volunteered to come in and help. Our guests were also greeted by familiar faces from Chimney Rock Villa that acted as ambassadors to their residents transitioning to care here at Skyview. This was the only request from administration that evening to Chimney Rock's administration, so the displaced residents had people they knew to talk with about any concerns and advocate on their behalf. There was no talk about contracts or how we get paid, those were things that just didn't matter at the time. We only wanted to take care of our neighbors in their time of emergency need after a nerve shaking experience. Our approach to helping our Panhandle neighbor was similar to a welcome wagon. Needs were assessed, comfort and other important concerns such as medication were handled quickly and with an open heart.

The movement of residents from the Bayard High School to assigned rooms at Skyview was so quiet and smooth, many Skyview residents did not know they had temporary guests among them till the morning at breakfast. The next morning, Chimney Rock Villa residents were asked how they slept, all replied very good and they also liked the food having just had breakfast.

There has been very little disturbance since that fateful night and any issues have been worked on together by both administrations and leadership teams with a high degree of mutual respect for residents, employees and management alike. We are soon closing our journey together because we received word that repairs are close to completed and they should be able to start moving the Chimney Rock Villa resident's back to their home in Bayard starting around July 17th.

During the course of this journey we have had many new faces by way of family and visitors blessing our hallways. Most of which had expressed thanks for helping their relative or friend during this disaster. As Administrator, I always let them know it was our pleasure; and it has been. To our guests that stayed with us as temporary residents, visitors and staff from Bayard, it truly has been our pleasure to take you in. We know you would do the same for us. Our prayers are with you!

Thanks for everyone that helped in this effort from outside our walls. MCCCH, Nein's Pharmacy, Sonny's Pharmacy, all the medical practitioners and support staff at the clinic and Bridgeport City Council. All played a role in this community effort and all more than willing to do whatever they could. We only had to ask. God bless you all!



**Dean Dragon - Administrator**

## Callaway Good Life Center Callaway, NE



Don't blink! The summer will be gone! It seems like yesterday we were scooping the last snowstorm off the sidewalks. This past week we have been watching the water run! Custer County has been "blessed" with an abundance of rain. We pray for those that have had crops and property destroyed by the weather. We are in hopes that the weather settles down now and slowly turns into a beautiful fall. The residents are planning and looking forward to the eclipse. They have their special glasses so they can safely view the sun. Some have opted to just watch from the window as darkness overcomes us and slowly watch the light return. We are in an optimal viewing area so we also anticipate lots of traffic through the area.

We finally have a new stove/range in the kitchen! Staff and residents alike are excited.

Seems we just get one thing fixed or replaced and along comes another. The tomatoes have not ripened yet in our garden, but we have enjoyed a few cucumbers. We have discovered some melons that have set on and we could pick some green peppers to put in our salads. Nothing like those fresh garden veggies!

Census is picking up as we are almost full for the time being. Staffing seems to be another issue. As I visit with other facilities, this seems to be the trend. We are seeking Cooks, Dietary Aides, CNA's, Medication Aides, LPNs and RNs. We offer some of the most flexible hours around and very competitive wages. So if you are looking for a job, or know of anyone looking, check out our website at [www.callawaygoodlife.org](http://www.callawaygoodlife.org) or give us a call at 308-836-2267.

We are continuing to work on our policies and procedures and the Requirements for Participation changes that will be due for phase II on November 28, 2017. The Emergency Preparedness is almost complete with only the need to pull it all together. We are in the planning stages for our first community wide disaster drill. I am so thankful for the wonderful staff that we have at Callaway Good Life Center. They have been working hard above and beyond to ensure that our residents are receiving the highest quality care possible, and also to ensure that we are in compliance with all of the many changes that are being thrown our way. I am also thankful for the other facilities that are open with their ideas and tools so that we can assist each other to survive in these trying times.

I hope you all enjoy the rest of your summer, stay safe and healthy, and that you stop in and see us as we continue to celebrate the 5 year anniversary of the Callaway Good Life Center!



**Vicky Hendricks - Administrator**



## Ponderosa Villa Crawford, NE

Ponderosa Villa is a city owned, 35 bed, Skilled Nursing Facility approved for Medicare Part A & B, Medicaid, Private insurance and Veteran's contracts. It maintains a professional staff of Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, and supporting staff.

Our dedicated staff provide quality care in a cheerful home-like atmosphere. Residents and their families are encouraged to participate in the development of the care plan.



**Stephanie Huffman - Administrator**



## St. Joseph's Villa David City, NE

SJVC has been enjoying the nice weather with field trips, ice cream floats, fire works on the fourth of July, and many visitors. We have hired a nurse who originally came from Sri Lanka but has been in California the past few years. She is enjoying the slower pace of life in NE compared to California. The residents and staff enjoy working with her as well. She has rapidly become part of the SJVC family.

The Assisted Living is waiting on carpet to finish the updating project started earlier this summer. The painting and window treatments have added a fresh look. We also updated the cabinets as they were the original cabinets when the facility was built. The A/L is enjoying a full census and many field trips when weather permits.

The SNF has completed updates for the time being. Residents have really enjoyed the "Thirsty Thursday" activity. "Exotic" drinks (or beer tasting) along with "family feud" on the N2U computer have been a summer hit. We now have an area dedicated to the doctor's so they can hold "clinic" in their own office on site. Residents are also enjoying have 'office' time with their doctor.



**Sandra Palmer - Administrator**



## Glen Haven Home/ Linnwood Assisted Living Glenwood, IA

This summer in Glenwood we have been busy enjoying the outdoors. At Glen Haven Home patio time and as many barbeques as we can fit in have filled the long summer days and at Linnwood Estates tenants have been enjoying their new patio furniture and gardening.

As we move into the fall, we are busy finalizing plans for our new Glen Haven Village. It has been a long process and our community has been patiently waiting and anticipating the beginning of construction which we hope to happen this fall. We have set up a mock room to test out the specs of our new private suites which will include built-in shelving, private bathrooms with showers as well as panoramic views of Glenwoods rolling hills.

We are so grateful for the support from the community here for ensuring the project moves forward no matter how slowly. We are nearing the turn toward home stretch and our residents and families could not be more anxious and excited.

**Julianne Marriott - Administrator**



## Colonial Acres Humboldt, NE

Colonial Acres Nursing Home of Humboldt, Nebraska opened their doors in July of 1999. Through the work of the Humboldt City Council and a newly formed Colonial Acres Board of Directors, a dream was built. It began as a 66 bed facility and is still city owned. In 1993, an addition was added consisting of a double garage, shop, storage are, rehabilitation room, activity/kitchen and several offices. One wing was converted to assisted living rooms in 2000. This wing consists of 14 rooms that can house 18 residents. The nursing home went to a 49 bed facility at this time. A courtyard renovation came about in 2006 and consists of a three tiered fountain, water fall, pond and many flower beds. It is very accessible for residents who enjoy spending many hours relaxing in the fresh air.

To meet the needs of not only the residents, but also the community, the rehabilitation room is also used for Physical Therapy, Occupational Therapy and Speech Therapy. The exercise equipment can be utilized by the general public after normal hours.



**Dave Young - Administrator**



## Hillcrest Care Center Laurel, NE

Here at Hillcrest Care Center we have been very busy making changes to our facility. We decreased our Assisted Living license and made 3 private nursing home suite rooms out of 3 Assisted Living rooms. We then made 3 of our semi private rooms into private room. In 2 of our rooms that changed from semi private to private we are going to make our bathrooms larger. Our residents who are in the private rooms suites absolutely love the space, and have enjoyed setting them up to provide a more home like experience for them. We are also working on some ideas to spruce up existing rooms to make them more home like as well. Some of the things we are doing are replacing old worn out counter tops as needed with new updated counter tops. We are also trying to decide on paint colors to give residents the option of an accent wall instead of plain white walls. We hope to continue making updates as we can until we have everything spruced up.



**Heather Eagle - Administrator**



## Hillcrest Nursing Home and Hidden Pines Assisted Living McCook, NE

RHD took over management of Hillcrest Nursing Home (HNH) and Hidden Pines Assisted Living (HPAL) in McCook, Nebraska, on August 1, 2017. HNH is a 100 bed Facility with the HPAL consisting of 10 units. Working with the Employees of the Facility is very enjoyable as they are open to new suggestions and willing to implement changes.

The outside courtyards have been a current project to get "spiffed up" and those are now complete. They look great thanks to Don Harpst that volunteered to do this great undertaking. It has been such nice weather that the residents spend much time enjoying the outdoors by sitting in the courtyards many times during the day.

During lunchtime, the Residents will sometimes enjoy the music of a local musician in the dining room. They have lots of fun with this.

This weekend is "Old Settler Days" celebration in Indianola and some of the Residents will attend the event. Everyone is hoping for good weather.

If ever you are in the area please stop in to say "Hi".

**Janet Lytton - Administrator**



## Mitchell Care Center Mitchell, NE

Here it is almost the beginning of the school year, and we are barley getting done with putting away Christmas decoration. The activity department at Mitchell Care Center has been somewhat busy. We entered a few things in our local fair. We received a blue ribbon for our lady bug and then a purple ribbon for our snowman the comments for both were very encouraging it stated "cute way to up cycle and interesting way to use cups". They were both made of plastic cups and other things lying around my office unfortunate the snowman 'melted' at the fair. People walked by and bumped it and he fell apart, with his hat he stood at least five foot. So he wasn't that small of a project but he was fun to make. During the early part of summer we had our first ever resident Fun Run, we were trying to encourage togetherness with family, staff and residents. From the entries and the donations from area business we netted roughly 1000.00. With the knowledge we learned from this event we can only improve with our annual fund raiser. We finally ended our summer with a beach party, we had surf boards, tiki torches, sand and pools of water. The residents enjoyed themselves as always, enjoyed the variety of snacks. We had a youth group here playing badminton, kids running around playing in the water and sand.



**Stephanie Hahn - Administrator**



## The Lutheran Home Omaha, NE

When we begin to consider the idea of moving a family member to The Lutheran Home assisted living, the benefits of living here are not always crystal clear. Though we know older adults will be safer and have more friends around, activities to keep them busy and perhaps someone to take them to the doctor, every resident will benefit a little differently.



**Donna Schellenberger - Administrator**

## Country Lane Retirement Village O'Neill, NE

O'Neill--We are continuing to see progress regarding our construction. We are currently looking tentatively at an opening date of mid-late September. We are a 36-apartment facility. We are currently accepting tenants for independent cottages, assisted living and memory care suites.

**Alisha Schroeder - Administrator**



## Parkside Manor Stuart, NE

Where has the summer gone!? It seems like just yesterday we were having our Easter egg hunt up here at Parkside and now we have kids getting ready to go back to school! We have had an unusually HOT and dry summer here in Holt County. Many of the residents enjoy the outdoors and we try to do as much outside that we can while the weather is cooler in the mornings. We've been doing more van trips around the area and we have plans for a fishing trip, when the weather gets a bit cooler!

We had our annual summer picnic back in June and it was a huge success! We are thankful for all the families that took time out of their evening to join us! The weather was amazing and the live music was great! We were fortunate to have a couple provide live music. They played some classic country and classic gospel music. We are very thankful for them and their talents they shared!

The 4th of July celebration was another success here in Stuart. We had many visitors show up to the facility and a huge turnout again for this year's festivities. Several residents went to the rodeo again this year. The guys seem to really enjoy it! On the 4th of July the community had the annual parade and most of the residents went outside to watch the parade go by or watch from their rooms. We are thankful that the parade goes directly by the facility! This allows for many family members to enjoy the parade with their loved ones.

This summer the maintenance and housekeeping crew has been busy giving the resident rooms some improvements. This winter we focused on the north hallway rooms and the rooms look great. This summer the south hallway rooms are getting the same treatment! We thank everyone for their patience and understanding as we go through this process. I believe everyone will be pleased with the outcome.

The warm weather has provided us with a nice sweet corn crop this year! Many of the residents enjoy getting to help shuck sweet corn. We are always thankful when the fresh produce starts to show up!

From all of us here at Parkside Manor, we wish you a great rest of your summer and as always, be sure to stop in for a visit.

**Lucas Kaup - Administrator**



## Sutton Community Home Sutton, NE

Sutton Community Home has perfectly situated across the street from the elementary, middle, and high schools for over 50 years. We have long enjoyed the relationships built between the students and residents. But what happens over summer? Where do the intergenerational programs go? The answer is one that might surprise you. They don't go anywhere!

The summer of 2017 represented the second year that the nursing home and assisted living hosted Pinterest classes for children in town. Children are invited to come up once a month and participate in a craft or baking exercise while the residents look on and interact with the kids. We have had newborns to 17 year-olds participate in these classes and have had upwards of 30 kids at once!

This year the Pinterest classes ranged from decorating sling bags to use for going to the pool or sports practice, making ice cream in a bag with different toppings, and concluded with bleaching designs onto t-shirts! The varied classes have helped us reach different age groups all the while breaking down barriers and stereotypes of aging adults and long-term care.

It is vastly important that we in senior care continue to promote intergenerational communication and activities so that children have an appreciation for aging adults in their community. We cannot solely rely on the schools to facilitate this kind of interaction. We are incredibly fortunate to live in such a place as Sutton that willingly encourages its youth to continue in community-mindedness through its relationship with the elderly.

**Hannah Elliott- Administrator**





## Alpine Village Retirement Center Verdigre, NE

Verdigre's annual Czech celebration was held in June and Alpine Village residents enjoyed it tremendously! They attended the community chorus production of "Premier Night" in the high school gym; partied in the dining room with Czech music, dancers and fresh-out-of-the-oven kolaches; some enjoyed our Grand Parade downtown; but their favorite part was seeing the many faces of family and friends who visited during the busy weekend! The Aline Management Team decorated a float and invited all staff to ride along. Our float honored Alpine Village's 45 years of service. We must have looked pretty good as we won 2nd place! In May we welcomed our new Director of Nursing, Lacey Vanis of Elgin, NE. She has many years of experience and is doing an excellent job! A 4th of July picnic was held with outdoor games, hot dogs, potato salad and watermelon – all favorites of our residents. We have enjoyed spending many days outside, enjoying the hills and watching the birds – as well as one wild turkey who seems to like our bird feeders! Next on our list is our annual Disaster Drill involving all Alpine staff and our local Verdigre Fire and Rescue Department. It's always best to be prepared! Alpine Village wishes you a safe and spectacular summer!



**Lucas Kaup - Administrator**



## Sunrise Heights of Wauneta Wauneta, NE

Our facility recently changed our name from Sunrise Heights to Wauneta Care and Therapy Center. This was due to a trademark infringement from Sunrise Living Communities LLC. You should soon see new signage on our facility vehicles as well as our highway sign. You wouldn't think that a simple little name change would cause so much work, but it gets pretty complicated when you are dealing with Medicare, Medicaid and a slew of insurance companies as well as new contracts with vendors, etc. It will be a year or better before it all is smoothed out. It is rather exciting to have a new name – even with all the challenges that comes with it.

The state survey team was here about 2 weeks ago. We did get some deficiencies – none severe – and no "care" issues whatsoever. Paperwork issues for the most part. We will have to replace some carpet in the facility, due to stains. We will replace it from the front door and throughout the TV lounge area and part way down each hallway. That will be the costliest correction, but we knew we were due for some new carpet anyway.

We had a bit of a scare a few months ago. A crew was here trying to determine why we couldn't keep our water heaters lit – and looking for a possible leak in the gas line. While testing, they had all the burners on the stove, oven and griddle on. A can of Pam cooking spray was sitting on the shelf above the stove. It got so hot, it exploded, causing a fire ball! . Fortunately, the kitchen staff took their break in the dietary manager's office due to the heat in the kitchen and no one was injured. But we sure shook up the community with the fire trucks all racing up the hill!

Enjoy the rest of the summer.... School will be starting before we know it.



**Lisa Kisinger - Administrator**



## Platte County Legacy Home Wheatland, WY

Platte County Legacy Home was one of ten Wyoming nursing homes to meet the qualifications of the Recognition of Quality Achievement Award. The award, presented by Mountain-Pacific Quality Health, recognizes nursing homes for outstanding performance in effectively using quality assurance performance improvement methodologies to improve care practices. Awardees are required to be in good standing with Wyoming's regulatory agency for licensing and certification, the Office of Healthcare Licensing and Survey, and must demonstrate quality improvement successes. This award, presented during the Wyoming Quality Health Care Conference, also recognized Platte County Legacy Home for strong leadership support for providing quality care

"Doing a good job is not always about being impressive. Sometimes it's about doing something with complete dedication. We are truly blessed to have earned this award. It is a reflection of the excellence and dedication of the staff at The Platte County Legacy Home."



**Shane Filipi - Administrator**

## Oglala Sioux Lakota Nursing Home White Clay, NE



Hello from the Oglala Sioux Lakota Nursing Home!

Oglala Sioux Lakota Nursing Home has been busy throughout the summer. We are currently at 25 Residents with 4 incoming Residents within the next few weeks. Exciting!

The Residents attended the Oglala Sioux Tribe Annual Pow-Wow and Rodeo. The Annual Pow-Wow and Rodeo brings Tribal Members home from all over the World. We were honored to have the Crazy Horse Riders stop in at the Nursing Home to visit our Residents. The Crazy Horse Riders travel from Crawford, Nebraska to Pine Ridge, South Dakota on horseback. The ride takes 4 days to complete. The Residents were honored with prayers, and a Lakota Blessing Song from the Crazy Horse Riders.

We purchased a popcorn machine for the Residents to raise money for their bingo prizes, this is a hit among staff members and visitors. The garden the Residents planted has provided us with fresh vegetables for our meals.

The Activity Department has been extremely busy with horseshoe tournaments, cooking classes, Lakota Language classes, raffles, a trip to Wal-Mart as well as cookouts with family members. Let's not forget daily BINGO, their favorite pastime!

We welcome our new Director of Nursing, Pam McDonald. Pam is an asset to our team! Kathy Schmidt, RN Consultant arrived last week for our Mock Survey. Thank you Kathy, for your guidance and wisdom.

We are preparing for Fall Season activities and our 1st year Anniversary date.



**Susan Pourier - Administrator**

## White River Health Care Center White River, SD



The White River Health Care Center is located in White River SD owned by the Rosebud Sioux Tribe. The White River Health Care Center currently has 38 residents living in the facility.

The White River Health Care Center is enthusiastic about a new DON starting on August 23, 2017. Whitney Ryan was currently working at the Rosebud IHS. Mrs. Ryan is an asset to the White River Health Care Center and we welcome her to our team. Trinity Edwards was a previous Activities Director for the White River Health Care Center. She was also an employee at Rosebud IHS and has returned as the Activities Director. We would like to welcome Trinity back to our team. Congratulations to our three new CNS's. We would like to welcome the new staff to the facility in all departments. We have two employees currently in the AIT program.

We have cultural activities this month starting with Frontier day in White River the resident will start off with going to the Annual Wacipi (Powwow) on Friday and the parade on Saturday. Frontier Days has an Annual Rodeo, Mud Races, Wacipi (Powwow), and Carnival.

The 141st Annual Rosebud Fair, Wacipi and Rodeo will be held the following weekend at the Rosebud Fairgrounds in Rosebud, South Dakota. The annual Wacipi (powwow), fair and rodeo is held each year, beginning on the fourth Thursday in August, ending on Sunday. This event where generations of Lakota have gathered to celebrate their proud culture. The employees and community will be sending their children back to school to the White River School District on August 23rd oh where does time go. The start of the school year is the end of summer some of the trees in White River are changing color starting our new Fall Season.

**Brad Cheek - Administrator**

## Wilber Care Center Wilber, NE



Wilber Care Center has had a great summer and have enjoyed many great events and outings. Our annual 4th of July party was a huge success and it is always enjoyable to work with the Chamber, Lions Club, Fire Department, Girl Scouts, Legion Club, and Cheerleaders to make the event a success for our residents, their families and the community.

We also enjoyed the many activities of Czech Days this year to include all of the wonderful Czech foods, the queens, the dancers, the alumni band and the trip down town. We can't wait until next year. Soon we will be hosting our annual family picnic. This always a relaxing time with great food and music and just a great chance to visit with family and enjoy the wonderful weather.

Construction is almost complete and the staff and residents are really enjoying the remodeled resident rooms, bath house and nurses station. What a great improvement to our facility and we so appreciate the Board of Directors for allowing us to do this.

One of the projects we are starting is the Natural Awakening program. Early in July several front line staff attended an inservice on this. They all came back very enthused about starting the program and have taken total leadership roles in the project. It has been inspirational to me to watch their enthusiasm and I am so excited to see all staff working together for a common goal. I have been able to see the leadership skills of many of my staff. This is not a short project but a long term commitment so many changes will be coming to improve the lives of our residents. We hope you all have a great fall and GO Big Red!



**Barb Dryer - Administrator**



## **RON ROSS**

### PRESIDENT

Ron Ross and Roger Petrik started RHD in 1990. As President of RHD, Ron provides leadership for the staff and their facilities.

"I believe the biggest reason for our success has been in delivering value to our customers. We enjoy an excellent reputation based on our ability to meet the needs of our clients, at a fair price."



## **MATT ROSS**

### VICE PRESIDENT

Matt has worked for Rural Health Development since 2008 and has been the RHD Eastern Regional Manager since 2012. Before assuming the Regional Manager position, Matt was the Administrator in our Glenwood, IA facility for 3 ½ years. In his current position, Matt seeks to help guide our Administrators through the challenging and rewarding duties of running a skilled nursing facility.



## **EMILY PLAGEMAN**

### MARKETING DIRECTOR

Emily began working for RHD as a Marketing Director in the spring of 2010. Emily loves the opportunity that she's been given to meet so many wonderful people at the facilities that RHD manages, including staff and residents, and looks forward to working with many more talented and inspiring people. In addition to her work with RHD, Emily is in charge of operations for RHD's sister company, HHS Solutions, which provides healthcare billing and consulting services.



## **JO FULLER**

### ACCOUNTING MANAGER

Jorena (Jo) Fuller began her employment with Rural Health Development (RHD) in September of 1999. Originally, she was hired to help with rural health clinic consultations, as Jo has over 12 years of experience serving as director of 5 hospital-based rural health clinics.



## **JANET LYTTON**

### DIRECTOR OF REIMBURSEMENT

Janet Lytton has lived in rural America all her life and worked in Rural Health Care the last 27 years. She lives on an acreage near Shelton, NE with her husband, Gary. She has been the Director of Reimbursement for Rural Health Development for the last 25 years.



## **SUE BOOE**

### NURSE CONSULTANT

Sue Booe graduated from Lincoln General School of Nursing in 1971 in Lincoln, Nebraska. She has been actively licensed as a registered nurse as well as worked in acute care for 4 years. Sue spent eighteen years as a Director of Nursing in LTC. Her experience includes 10 years working with veterans in a 329 bed skilled facility, working in a 48 bed assisted living facility, supervising a nursing staff of 250, and preparing and managing a budget of 9 million dollars.



## **MARGARET MESSERSMITH**

### OFFICE MANAGER

Margaret Messersmith's official title at Rural Health Development is "Office Manager" however, with this title, she wears many hats. Margaret is the receptionist, secretary, human resource director, payroll clerk, accounts receivable/accounts payable clerk, and corporate accountant.



## **MISSIE BRAMHALL**

### BILLING MANAGER

Missie Bramhall has been in the healthcare field for more than 5 years. She started off working in Long-term Care eventually working her way up to Business Office Director for one of Nebraska's largest nursing homes. Missie earned a degree in Business Management and also Healthcare Management from the University of Phoenix.



## **MIKE HARRIS**

### SPECIAL PROJECTS

Mike started working for Rural Health Development in June 2010. Since that time, he has served as interim administrator at six RHD facilities in Nebraska and Wyoming, plus he worked part-time on various other projects. With RHD expanding rapidly, Mike was offered full-time employment in May 2012 with the responsibility for special projects.



## **KATHY SCHMID**

### NAHM - NURSE CONSULTANT

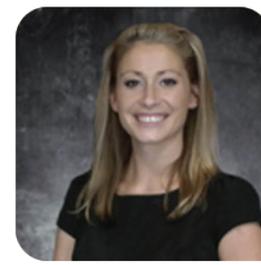
Kathy Schmid graduated from Western Nebraska General Hospital in Scottsbluff in 1986 as an RN. She worked in acute care for 10 years, including Pediatrics and surgery. Kathy has worked the last 20 years in long term care, working with Veterans and their families. Kathy has been married for almost 32 years and has 3 children and 2 grandchildren.



## **DIANE ROSS**

### SPECIAL PROJECTS

Diane was brought on in 2015 to help with Special Projects. Diane has over 20 years of experience in LTC management positions and helps RHD with census building, interim administration, and general project guidance. Diane brings with her a wealth of knowledge she gained from her management background with multiple non-profits and for profit nursing homes over the years and looks forward to sharing her expertise with all of the RHD facilities.



## **ANNA MCCLAIN**

### ACCOUNTANT

Anna joined Rural Health Development in April of 2013 as the Accountant. Anna attended Southeast Community College in Lincoln, NE, where she earned her A.A.S. in Business Accounting in 2008, and a Bachelors Degree in Business Accounting from Doane in 2012.



**WALT DYE**

**SPECIAL PROJECTS**

Walt was the Administrator at Mitchell Care Center from January of 1997 to 2011. He has been involved with several other facilities in Western Nebraska. Walt is retiring effective November 30th, 2016.



**Erin Brady**

**Billing Specialist**

I graduated from Southeast Community College with my Associates of Applied Science for Office Professional with Medical focus in 2015. I started working for Conifer while I was finishing up school working Blue Cross follow-up. After graduation, I was moved up to Medicare Billing Specialist. In January of 2017 I was hired by Rural Health Development to become a Billing Specialist for their sister company HHS Solutions. I enjoy reading, swimming and spending the day at the lake.



**TORY MOGHADAM**

**IT Consultant/Marketing Specialist**

Tory joined Rural Health Development in October of 2013. He has been doing graphic design and marketing for over 10 years and has designed many digital and printed marketing materials. Tory also helps with Rural Health Development's IT needs by providing IT consulting to our facilities and by writing programs when the need arises.



**JESSICA RIDDER**

**BILLING SPECIALIST**

Jessica Ridder began working for the billing department for HHS solutions in June 2015. She is currently attending the University of Lincoln Nebraska, and majoring in Business Management. Prior to joining the team at HHS she worked in a Dermatology clinic and at ALN Medical Management as a medical billing specialist.



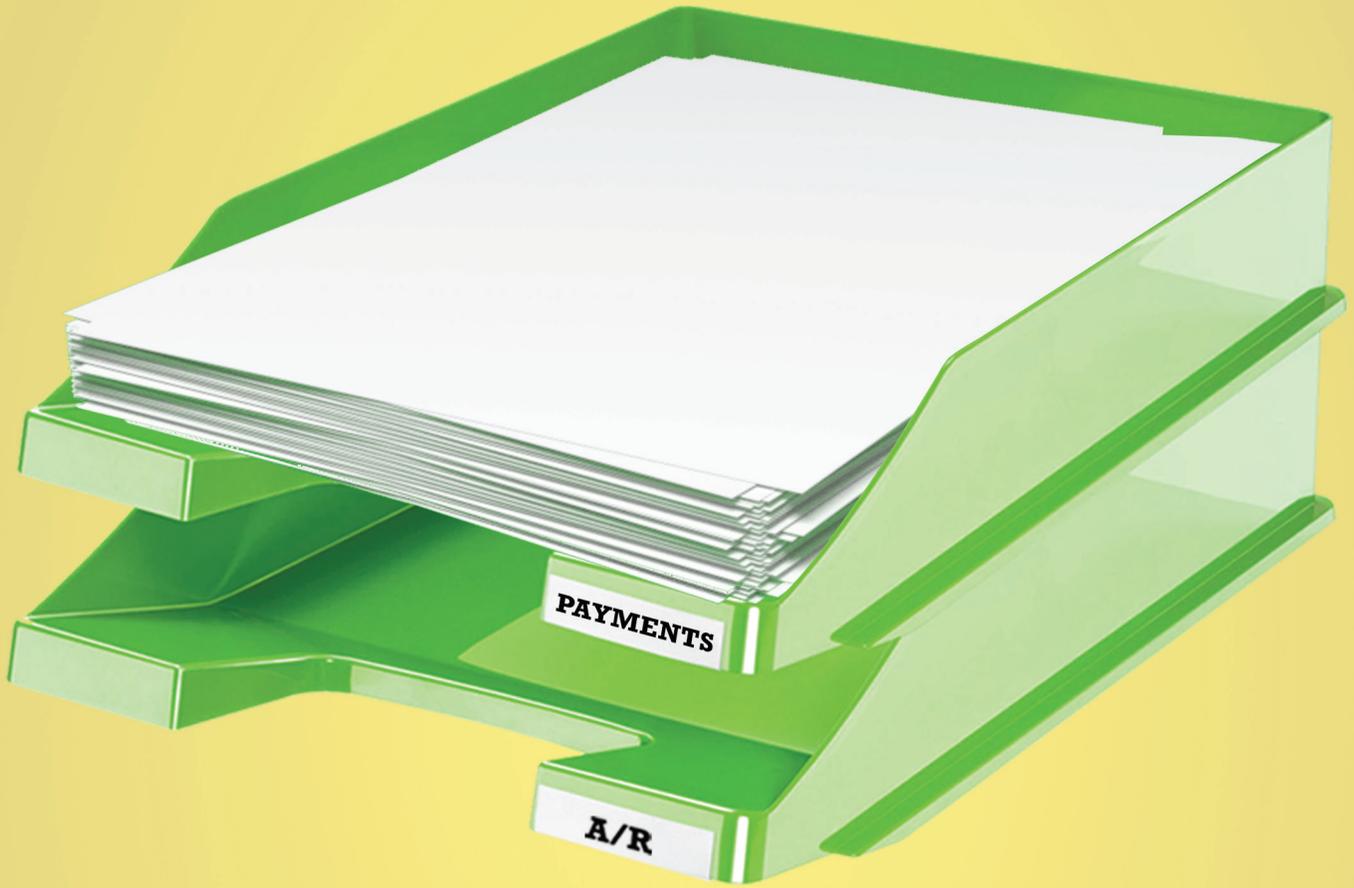
**SHELLY BERGONIA**

**BILLING SPECIALIST**

Shelly joined HHS Solutions in August of 2015. She grew up in Nebraska City, Nebraska. She received her Medical Billing and Coding degree from Herzing University in 2012. Prior to her time with HHS Solutions she worked for a Skilled Nursing Facility in the Billing Department.

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