

The Way I See It

2/3/17

I got to work an evening shift today. We were very busy tonight. I want to thank **Yolanda Gray, Rachel Olson Jessica Coombs, Matthew Voeller and Jasmin Jimenez** for the great teamwork! Jess even mopped floors after the dust settled! Candie Thompson)

In visiting with the family members of a residents, they all commented on how caring and compassionate the staff was not only towards their mother but to the family as well. They had nothing but good comments to make about the care their mother received. Great Job!! (Sr. Mary Agnes)

I would like to recognize **Reed Trosen**. He helped me work on the nurse call system when the radios stopped working with it. He saved me a trip to the nursing home at 11:30 at night. I was able to put Reed on my land line speaker phone and the Service Tech from Bismarck on my cell phone speaker phone and we all three worked together to get the radios working again. (Gary Kennedy)

A resident got her lunch in the cafeteria and was not able to carry the tray and wheel herself back to her room. **Pam Stewart** took her tray back to her room for her. Thanks for keeping the resident happy, Pam. (Danita Rixen)

Sue Wentz, stopped what she was doing this morning, to get some boxes from the basement, so family members could pack up their mother's things, as they were from out of town, so wanted to take everything along with them when they left this morning. Sue told family members if they needed some more boxes just to let her know as she was doing housekeeping on Unit B today. (Sr. Mary Agnes)

I appreciate **Tonia Erickson and Mavis Troftgruben** for all the time that is spent looking at referrals and researching the resident's needs. It is sometimes a very difficult task but very necessary to assure that quality care is delivered. (Gail Grondahl)

Thank you to all of the staff that has assisted with the extra care needed to meet the needs of our resident that have been ill the last week. You are amazing! (Gail Grondahl)

Thank you **Kim Rust** for becoming certified for drug screening and adding this to your busy department. (Gail Grondahl)

Grace Johnson and Amber Perl volunteered to work again a double shift on short notice when 4 staff were unable to work pm shift. They truly put the residents before their own plans (Gail Grondahl)

Thank you to **Paulette Martin** for her good attitude and willingness to learn and deal with any new things that come her way. It takes years to know every storage and stocking area in this facility. (Lorie Sieg)

Thank you to **Jackie Martin** for doing something extra pretty much daily, to give someone a hand or just empty a full garbage can. (Lorie Sieg)

A bit late but not forgotten, thank you to our **maintenance staff** who made sure we had a snowless place to park if and when we did make it to work during our bad weather stretch. (Lorie Sieg)

Winona Kucharski volunteered to come in on her day off to help with showers. Thank you! (Gail Grondahl)

Tawny Mason and Chantel Grossman volunteered to stay from their 7am shift till 930 and be the CMA when the CMA was unable to work. (Gail Grondahl)

Thanks to all of the staff for the great TEAMWORK that was done in preparing and receiving admits this week. (and with every admit). Staff work together from social services planning the admission, our Provider seeing the resident and writing orders, the unit supervisors completing the admission, MDS Nurses assisting and developing their plan of care, the ward clerk assisting with entries, nurses doing assessments, CNA staff that include RA and Activities staff marking clothes, moving furniture and getting rooms ready, housekeeping cleaning the rooms, and maintenance moving beds, business office completing necessary paperwork and billing, dietary accommodating diets, purchasing assuring equipment is present, and therapies evaluating and setting up proper seating and assistive devices along with direction to staff in mobility. Above all, I witness all of these employees welcoming that resident and making them feel welcome and cared for! (Gail Grondahl)

A huge thank you to **Housekeeping and Maintenance** who dropped what they were doing and got one of our Senior Apartments ready for a resident's family member to move in that same day. The family was very appreciative as this was very short notice. (Nancy Meland)

Thank you **Pam Held** for using part of your lunch hour to carry a resident's lunch back to her room. Your kindness made her day. (Danita Rixen)

Thank you **Crystal Hornbacher** for pushing a resident up to have lunch with a bunch of her friends. The resident was very happy to have the opportunity to spend lunch with her pals. (Danita Rixen)

Karen Bienek, thank you for always helping me with my questions. Your years of experience are very valuable and appreciated. (Danita Rixen)

Thank you **Christy Arends** for taking on some extra duties while I was out of the office for a week. Particularly thankful we were able to keep getting the billings out the door instead of being held for a week. I know she also took on many extra phone calls and tasks that probably busied her days more than usual. It's great to know we can all take time off and be assured that our team back in the office can handle it all! (Jessica Hanson)

Thank you **Mark Sommers** for fixing our measuring stick on our scale!!!! (Candie Thompson)