

Mason County's

Oakview
MEDICAL CARE FACILITY



The Oakleaf

Oakview Medical Care Facility

November 2022

Greetings Oakview Residents and Families:

You received a satisfaction survey in June from NRC Health regarding Oakview. This is an annual survey and required by the State of Michigan as an effort to measure quality. Through this satisfaction survey process, we hear about our strengths and our opportunities for improvement. We are committed to meeting the needs of our residents and families and in order for us to deliver the quality of care and service you expect, it is important we know how you feel.

First, we want to thank everyone who took the time to share their thoughts and feelings with us. The response rate for resident surveys was 82.9% and the response rate for family surveys was 42.9%. Your comments and feedback will help us improve the quality of care we deliver.

The results indicate that residents and families are very pleased with the staff. Out of the residents that completed the survey 48% rated the staff as excellent, 28% as very good and 17% as good. Out of the families that completed the survey, 67% rated the staff as very good, 29% rated the staff as excellent, and 8% as good. 91.7% of families would recommend Oakview to family and friends. This is a drastic improvement from the ratings in 2021.

Unfortunately, this past year continued to be difficult given COVID and all the impacts it has had on the lives of our residents and families. Overall, we are pleased with the results and will continue to dissect the results to look for areas to improve. I am very proud of the staff at Oakview!

Thanks again for participating. As always, please continue to share your thoughts and feelings at any time.

Jannice Lamm,

Oakview Administrator

Resident Appointments

Many residents leave the facility for a variety of medical, dental and vision appointments with the use of the Oakview bus. If needed, a staff member, not necessarily a certified nurse aide, is assigned to go along and assist with the transport such as walking with or pushing the wheelchair. To help prevent injuries for staff and residents, staff members will not physically lift or reposition a resident when out of the facility. Family members are welcome to transport their loved one to an appointment on their own or meet their loved one there.

Resident Outings

As a reminder, family members who take loved ones out of the facility for an appointment or to just spend quality time together, our staff will not be able to physically assist with a car transfer if the resident requires a mechanical lift within the facility. This is for the safety of the residents and staff members. It is possible, for a resident to fluctuate from day to day on the abilities to stand, pivot, and help with getting into a personal vehicle. It will be up to the family to decide on whether to proceed with the outing and manage the car transfer without staff assistance. Dial-A-Ride is a great option for residents who leave the facility. Dial-A-Ride provides transportation services 6 days a week and at a minimal cost. We appreciate your understanding.

Maintaining Emergency Contact Information

Please notify Oakview of any changes to cell or landline phone numbers and addresses for anyone listed as emergency contacts. It is imperative for staff to have correct information at all times.

Also, please periodically check the number of saved voice messages on your cell phone to avoid your mailbox becoming full and Oakview unable to leave a message if needed.

Thank you for your help!

November Birthdays

Residents

Tom Morong	11/5
Marilyn Malliett	11/14
Jessie LaFleur	11/18
George Collins	11/21
Mike Otto	11/21
Maggie Cooper	11/24
Donna Tripp	11/26



Staff

Mandy Ohman	11/9
Jeff Mays	11/10
Terenia Shimel	11/10
Brenda Gruno	11/14
Joann Keffer	11/14
Heidi Adams	11/15
Jessica Olson	11/27



Resident of the
Month for
November is
George Collins
Congratulations!



Employee of the
Month for
November is
Jamie Alfrejd
Congratulations!

Every month, we will include one of the Resident Rights or Responsibilities as written in Oakview's "Residents Rights and Responsibilities" policy. We want our residents and their families to know these important Resident Rights and Responsibilities. If you should have any questions about any of these, please don't hesitate to ask.

E. Respect and Dignity: The resident has a right to be treated with respect and dignity including:

(8) A resident's exercise of the right to refuse transfer does not affect the resident's eligibility or entitlement to Medicare or Medicaid benefits.

Oakview will be taking meal reservations for those who would like to eat Thanksgiving lunch with their loved one. Below is information on ordering.

Please Contact Mary Jo @ ext. 261 to order

Price per meal is \$5.00

Meal will be served at lunch time

Meal must be ordered by Sunday, Nov. 20th

Happy Thanksgiving 

Changing of the seasons

It is that time of year again. Time to switch out summer clothes for winter/warmer clothes.

Please make sure that your loved one has a warm jacket, hat and gloves to use for outings and appointments.

Friendly Reminder

A reminder to all residents and families. Money can be kept in an individual account in the business office for safe keeping. Residents can get money out as needed and will be kept track of by the business office. To set one up please see the business office. As we all hope that our staff is trustworthy, there are times that items do come up missing. There are lockboxes available to lock up valuables. Also, any cash at hand should be kept to a minimum less than \$10). Should you notice something missing please report it to the Charge Nurse immediately, so it can be Investigated. -Thank you



alamy - PT858Y

The Great Pumpkin Contest



Housekeeping/Laundry



Nursing Admin.



Finance

We had our 24th Annual Great Pumpkin contest, where different departments decorate pumpkins for residents to judge. This years winner was the

Rooster selling his kids



Dietary



Activities



Maintenance



Social Services



Administration



Physical Therapy



Halloween was a hoot this year. Resident enjoyed dressing up and took advantage of the warm October weather. Residents had fun at the afternoon Halloween Party as well. Jell-o Shots, Cupcakes, and Spooky Punch were served while Halloween music filled the room.

