



The MCH Minute

Your monthly newsletter to keep you informed on all things MCH!



Tidbits

Updates & Recognitions from Executive Director Alyssa Tallo

- **The Department of Health officially approved MCH's application to launch our own**

Nurse Aide Training program (NATP)! The inaugural class launched in December, and the next session will begin February 20 with 16 available slots. With an in-house NATP that fosters a close connection to our trainees and allows them to experience the special culture and atmosphere here at MCH, we are confident that we will be able to recruit and retain more CNAs.

- **MCH has launched state-of-the-art virtual tours on our website,** which allow anyone interested to get a look inside our beautiful MCH facilities! We are excited to showcase our modern, updated, welcoming rooms & spaces – and to show everyone what an amazing asset we have in MCH!

- In anticipation of the 2024-25 Executive Budget Proposal for New York State, expected to be released in January, we are partnering with other impacted facilities to advocate with Governor Hochul to reform and invest in the nursing home Medicaid methodology. On average, New York State's nursing home Medicaid rates cover only 75% of the cost of care for each Medicaid resident who is served. The rates have not been adjusted for inflation since 2007, and as a result, today there is an \$810 million (State-share) Medicaid funding gap for the nursing home care provided in New York. Please call your State legislator to vocalize your support for these critical budget requests!

- **At our annual Longevity Awards, we were thrilled to celebrate more than 50 employees – with over a dozen recognizing 20 years or more of service.**



Monroe County Executive Adam Bello helped recognize our staff at the 2023 MCH Longevity Awards

We are so proud of you, and grateful for your longtime contributions! Thank you all for your commitment to MCH.

- **More than a dozen new hires have joined the MCH team as a result of our onsite job fairs.** What a great outcome! Our grassroots efforts to spread the word have been successful, with your help. Thanks for your continued support!

Alyssa Tallo

MCH Awarded \$868K Grant to Support Simulation Training Center

We are excited to announce that MCH has received a substantial award as part of New York State's "Increasing Training Capacity in Statewide Healthcare Facilities" grant program. The State encouraged healthcare facilities to submit their applications to support efforts that would help address staffing needs, by preparing, mentoring, and training a steady pipeline of high-quality healthcare professionals. The MCH team in Administration knew exactly where they wanted to apply the funding – to help create a

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Simulation Center (CONTINUED)

state-of-the-art simulation training center, which will serve as the cornerstone of our comprehensive clinical training program.

Providing safe and effective care for medically complex residents requires specialized training, and simulations have proven advantages over traditional teaching methods. Evidence shows that clinical skills acquired in medical simulation settings transfer directly to improved patient care practices and better patient outcomes.



Construction is underway on the new Simulation Training Center on Faith 7

Construction of the physical space is currently underway, and we will be working with a consultant to develop the sophisticated training modules that will be used to educate our staff. MCH continues to look for ways to stay on the cutting edge in providing the high-quality care we've become known for, and is proud to be implementing this effort, which is particularly innovative since most simulation centers are found in the academic setting. We will be the only long-term care facility in the region with a simulation training center. ■

Kudos to the MCH Food & Nutrition Services on their Successful Audit!

The kitchen was recently audited by a third party company called Steritech, which conducts a survey looking at food and operational safety. The auditor evaluates important quality measures, including

food handling, labeling and dating, logs and forms, employee training, and environmental conditions. The survey's standards and penalties are quite rigorous, far exceeding those of the State Department of Health.

Our Food and Nutrition Department works tirelessly to adhere to these elevated standards, which help us prepare and ensure regulatory readiness for the State's annual survey. As a result, we maintain incredibly high standards for safety, service and quality, which earned Food & Nutrition a 4 out of 5 star rating on the Steritech survey. This is a testament to the outstanding people who work in the kitchen, who are incredibly hard-working, dedicated, and take pride in the important services we provide. Well done, Food & Nutrition team! ■

Congratulations to New ADON Donna Wang

Donna has been in progressively responsible Nursing supervision roles throughout her career, serving as a Nurse Manager on HP3 until being promoted to ADON in October. "You will never be bored, since there are so many different situations and interactions that happen during your shift," she says. "There is always something new to learn!"

Donna has always found it rewarding to care for patients. She started out in maternity/postpartum care, but found her passion working with the geriatric population. Several years back, Donna's uncle was placed here at MCH after he could no longer be at home safely. She was impressed with the staff on Hope 4, who took great care of him and "really made his end of life mean something. That is how it should be," says Donna. "There is such an amazing team



here and so much to offer anyone who wants to be part of it. I hope that I can bring positivity and change to MCH. There is a vast amount of experience and talent here and I look forward to working with everyone." Congratulations Donna! ■

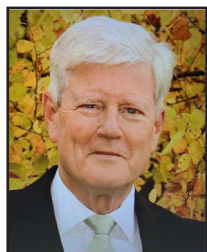
Facilities is Busy with Multiple Projects

- MCH continues to update and improve our beautiful facilities. Just a few of the projects underway include:
- Our wandergaurd system has been replaced with a newer version, which will allow us to keep our residents safe without restricting their movement throughout the building.
- The pavilion has been completed as part of the Enclosed Courtyard, which is scheduled to open in summer 2024.
- The Resident Library was relocated from FA3W to the 1st floor of the Hope building, a more centralized and more accessible location. ■



The new pavilion in the enclosed courtyard is completed

Meet MCH Advisory Board President Mike Sullivan



In my professional work I had regular interaction with MCH as the hospital attempted to place our patients. I quickly came to appreciate that the quality of care, the breadth of services available, and the diversity of the resident population set MCH apart. The willingness to consider possible residents that other facilities would not, and the commitment of the staff were impressive. There was also a commitment to maintaining and enhancing an amazing historical structure, which has become a short or long term home to thousands of residents from Monroe County

and beyond. All of my years of interaction with MCH gave me a strong appreciation for how important a resource it is to this community, now and in the future.

The Board, all of whom are volunteers, has an overall mission to support the leadership team of MCH in all of the diversity of its work. In addition, the Board's efforts are meant to directly and indirectly support the employees and residents of MCH. In particular, I am aware that MCH is a hidden, unknown and often misunderstood resource in the community. We have developed a Community Awareness team on the Board whose primary focus is enhancing the community's perception of MCH as a significant resource. Our efforts will bring us into the community as MCH ambassadors. We hope to continue to bring community leaders and citizens into MCH to inform and give them direct exposure to this incredible resource. In the future, the Board plans to be present at department meetings and to make ourselves available on units so we can directly hear about the experience of residents and employees alike.

As we look at the aging of our community and this region of the country, a wide range of resources to support our older citizens need to be enhanced and developed as we go into the future. In addition to community based resources, effectively run rehab and long term care services will be vital. MCH should be helping lead those efforts, building on decades of experience and service to this community. ■

Update from the MCH Foundation

Thanks to the amazing support of our extended MCH family, 50 residents received the precious gift of independence with power wheelchair customizations and repairs this year. More than 70 residents enjoyed a special outing in the community, like an evening at the theater or an afternoon at the ballpark. New communication devices are giving non-verbal residents the ability to communicate. They also help residents with limited dexterity control devices like television remotes with simple eye movements.

And we have some exciting things in store for 2024.

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We're piloting HIPAA-compliant smart devices in resident rooms, holding cooking classes with residents with a fun, new teaching kitchen, and creating an amazing simulation training center to improve resident outcomes and help attract and retain top talent. Thank you to our MCH champions for your continued generosity! ■

Update from the Auxiliary Board

The MCH Auxiliary's mission statement is "To promote and advance the wellbeing and quality of life for the residents." In that regard, the Auxiliary volunteers and raises funds to create and support resident-focused projects. Some of the projects maintained in 2023 were the Therapeutic Work Program, Camp Friendship, Moving Music, Art for the Young at Heart and the Ceramics Program, just to name a few. In addition, the Resident Van is completely funded by the Auxiliary. The van gives residents the opportunity to attend various events in the community, like Red Wings games, RPO concerts and restaurant lunches. We are pleased to say the Auxiliary will be funding another 24 projects in 2024.

With thanks to the hardworking, dedicated MCH Administration Team, we were able to relocate the Auxiliary's Thrift Shop to the first floor of the Hope Building. Since this move, the Thrift Shop has been bustling with activity from residents and staff! The Auxiliary's Tapestry Gift Shop continues to entice with a great selection of merchandise. Staffed with volunteers, it is open seven days a week. All proceeds from the Thrift Shop and Gift Shop are used to fund Resident Projects.

We continue to look for opportunities to raise money for our residents. We worked tirelessly at an Oak Hill PGA concession stand in the summer. It was a tough week, but a huge triumph. The Auxiliary recently completed a highly successful Mega Raffle. Please save the date, Vegas Event Fundraiser which will be held at MCH on Friday, May 17, 2024. For tickets or sponsorship information, please e-mail

corkallardice@gmail.com.

Thanks to the incredible staff, family, friends and community partners for their continued support of this amazing facility. We would love to have you join our Auxiliary Board. If interested, please e-mail Janice Chappell at janicechappell@rochester.rr.com.

The Monroe Community Hospital Auxiliary wishes you and your family peace, joy and good health throughout the coming year. Merry Christmas and Happy 2024. ■



Photos from the annual Tree Lighting Ceremony which kicked off the holiday season at MCH!