




# The MCH Minute

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



## Tidbits

*Updates & Recognitions from Executive Director Alyssa Tallo*

- **Our Wound Care Grant was approved by the Monroe County Legislature!** The Administration team, in collaboration with multiple

MCH Departments, are currently researching which vendors can provide the equipment we need to purchase in order to meet the requirements stipulated by NYS for utilization of the grant funds. Once we identify appropriate vendors, we will begin obtaining quotes and purchasing equipment. We hope to begin purchasing equipment in 2024. This is exciting progress, and we would like to thank everyone involved for bringing us closer to full implementation

- During October, **MCH will be launching state-of-the-art virtual tours on our website**, allowing anyone interested to get a good look inside our beautiful MCH facilities. We all know that inside MCH, you'll find bright, gleaming hallways and modern, updated, welcoming rooms and spaces. But if you've never been here, you have no idea what we have to offer potential residents & employees. We are excited to change that, and can't wait to launch the tours to show everyone what an amazing asset we have in MCH!

- Eight new hires have already started at MCH as a result of August's onsite job fair. What a great outcome! We had another promising event in September, which we hope will yield similar results. The next event is Thursday, October 19 – please tell your friends, share with neighbors & shout us out on social media! Our grassroots efforts to spread the word have been successful, thanks in part to your help. Thank you & please keep it up!

- As you all know, the MCH Employee Spotlight program continues to be a big success. To keep it going strong, we're adding another convenient way for you to get us your submissions! **Look for drop boxes in the Friendship lobby, Garden lobby, and at the main entrance – and please, keep them coming!**

- Speaking of the Spotlight Awards, congratulations to the many MCH superstars who were celebrated at September's Spotlight event – our numbers continue to grow & we couldn't be more proud of our team. Keep up the amazing work! We'd also like to thank our outstanding Environmental Services Department, who celebrated **Environmental Services Week** in September, our Information Services Department, who celebrated **IT Professionals Day**, and our Nursing Department, who were recognized during **Nursing Professional Development Week**. Thank you all for your consistently excellent work! Finally, another special kudos goes out to our outstanding team in **Food & Nutrition**, who again put together an amazing Summer Cookout Series, featuring culinary treats that lured our Human Services colleagues over from their nearby building on Westfall Road. Gratefully,

*Alyssa Tallo*



*September Spotlight Breakfast recognizing staff nominees.*

## Staff Survey Highlights

In our ongoing commitment to communicate with staff and implement policies and procedures that address your needs, we recently closed out our latest employee survey to collect your important feedback. Thank you so much to the nearly 300 of you who participated. We

*Continued on next page*

## Survey Highlights (CONTINUED)

appreciate your time & insights so much! Here are some of the key takeaways that came out of the survey:

### Positive Findings Include...

- Over 90% of employees agree that “my work contributes value to something or someone who matters.”
- Almost 90% agree that “people around me are willing to help me if I ask them for it.”
- And 80% said absolutely yes, “my coworkers and I trust each other – to do our jobs and to do what’s right.”
- Another 78% of MCH employees reported that they “feel comfortable going to my manager with any issues and/or concerns.”
- 77% of MCH staff said that their work experience at MCH “is satisfying and rewarding,” while 76% said that they “feel a sense of ownership and responsibility for MCH’s success.”

### Room for Improvement: Employees Would Like to See...

- Better internal communication about job postings, so existing employees have an opportunity to apply quickly.
- Increased recognition for the evening and night shifts.
- Additional training opportunities. ■

## Update (and a request) from the MCH Foundation

The MCH Foundation Board has been working hard all year long, and **we are proud to report that nearly \$75K has been raised so far** in support of resident programming and activities! We would like to thank our



amazing volunteers, the countless generous sponsors supporting our many events, with a special shout-out to **Mission Health and Home** for their Cornhole Tournament sponsorship. Please mark your calendars and share with all your friends: our **Virtual Wine Auction** is coming up, November 15-17. It’s such an easy & mutually beneficial way to support MCH! Thanks to all for your continued support!

As you probably know, an important charge for the MCH Foundation and Auxiliary boards, is to raise money to support quality of life enhancements that are not covered under the facility’s operating budget. We support the MCH bus, state-of-the-art rehabilitation equipment, power wheelchair repairs and customizations, art & music therapy, resident outings, transportation for home visits, music performances, events, staff appreciation initiatives, and so much more. **Any staff member with an idea can fill out a request for funding for a project, activity or program.** We encourage you to work with your team members to think outside the box and come up with some new and creative ways to assist our residents

**We put out a call each year to MCH staff & champions, soliciting project requests – and we are now looking for ideas for the 2024 funding cycle. If you have thoughts about how to enhance the lives of our residents, we want to hear from you! The deadline for submission is October 13, 2023.**

If you would like a project request form, or to learn more about the project process, please reach out to **Laurie MacFarlane** at ext. 6151 or **Rachel Antoniou** at ext. 6028. Completed forms can be mailed inter-office or dropped off in our office suite near the clinic entrance. We are excited to see what you come up with for 2024 – thank you! ■

## Important: Don’t Forget to Complete Your Mandatory In-Service Trainings ASAP!

Every year, employees, contractors, and volunteers at Monroe Community Hospital must complete a series of in-services in order to comply with federal, state and county requirements and regulations. We commonly refer to this training as “Mandatory In-Services.”

Before COVID 19 arrived, subject matter experts delivered these programs in-person, and many times, we had more

*Continued on next page*

than 100 people attend. The programs were then made available as videos accessible 24/7 on the MCH Video Library. Anyone at work can now view these sessions either to meet the annual mandate, or if you want to refresh your understanding of a particular subject matter.

While topics rarely change, the content is updated each year. Moreover, most sessions take only 15 minutes to complete. A few programs cover complex content requiring more time, and the outcome is that everyone is better prepared to keep us all safe, while being able to properly serve our residents.

**We are making a special push this year to have all Mandatory In-services completed in the beginning of October**, so we aren't scrambling during Christmas to get them all finished by the end of the year. **Do yourself a favor: go on the MCH Intranet and complete yours today!** If you have any questions regarding your completion status or need help locating this information on the MCH Video Library, please contact our Coordinator of Staff Development **Rosemary Jonientz** at x6230 or [rosemaryjonientz@monroehosp.org](mailto:rosemaryjonientz@monroehosp.org). ■

## Featured “MCH Moments” Submitted by Staff

*We would like to thank everyone who answered the call to share their stories! So many of you sent your heartwarming interactions with residents and colleagues, and they were all outstanding examples of the care with which you interact with each other, how much you love your job and are proud of your work, and the welcoming environment that we strive to create here at MCH. These will continue to be featured in upcoming newsletters as well as on Facebook, and we invite one and all to keep the stories coming! Please send yours to [colleenmccarthy@monroehosp.org](mailto:colleenmccarthy@monroehosp.org). We are encouraged and inspired by every single moment, and are proud to share them with the world. Team MCH for the win!*

"I had a family member call about a special wheel chair that needed attention. The family was told by a previous mechanic that the chair was obsolete and that we could no longer get parts for it. I went with one of our other mechanics and we took the chair down for our bio med guy to look at, who confirmed that the hydraulics could no longer be ordered, so we altered a different chair to accommodate the resident's needs. The day we were

going to return the chair, like it fell from the heavens above, just sitting on the table in the welding shop was the exact hydraulic part that was needed! We repaired the original chair and returned it. The resident's son called me the next day to thank us for taking the time to make this happen; but before he hung up, he said "I just wanted you to know, I did not hear about you from staff." He went on to explain that he was near Security complaining about not being able to get the chair fixed and a group of residents hanging out in the lobby stopped the man and told him to call me – they said that if I couldn't get it done, then no one can. I was really touched. Knowing that our residents feel that way about me made me feel good. This is exactly why I love this place, and I strive daily to make a difference for the residents. If I can make one resident happy today, then I did what I set out to do." – Lori Marmo, Facilities Services.

"There have been some challenging access, log in and authority issues that have come up for the Nursing group over the past couple of months that **Daniel Hernandez** in IT has helped out a great deal with. His steadfast nature of staying on top of getting needs met and finding solutions to what may have seemed like an easy fix but turned out as complex as a traffic jam in Los Angeles has been very much appreciated. Recently for the onboarding of a new nursing office team member Dan was very diligent in making sure their computer was ready, log in information was set and access permissions were correct. Thus creating a successful start of their career at MCH and solidifying why MCH is a fantastic place to work.

The teamwork Dan demonstrates and understanding of the needs of not just the Nursing Department, but any of the departments in the facility, is why I rely so much on his expertise of IT related issues. Additionally, Dan is always smiling and displays a kind and friendly demeanor which helps build the trust immediately when he arrives to help resolve any issues." – Beth Mossworth, Nursing. ■

## Administrator Intern Kari Falter Shares Her Experience Working to Create an In-House Training Program for Nurse Aides

As part of my Administrator Intern learning experience here at MCH, I facilitated the completion of the Department of Health (DOH) application to have an in-house Nurse Aide Training Program (NATP). Our team

feels strongly that having an in-house NATP would allow us to recruit and retain more CNAs if we could have them experience the special culture and atmosphere of MCH from day one of their learning process. Currently we work with a third party to train the CNA Trainees that we have hired. With this arrangement, they do not get to truly experience our culture for multiple weeks until they complete the third-party NATP and return to us.

The application required an extensive amount of information to be collated and attached. I worked with Nursing Education and Nursing Administration to coordinate the creation and collection all of the required items, essentially managing the project. For example, the DOH has a mandatory curriculum that all NATP must teach at minimum, but that each program must add to dependent upon if a facility has specialized populations that it cares for. It is so detailed that there are minimum time requirements for each topic that must be taught, though each facility can choose to spend more time on any topic. Deciding upon the length of and creating the schedule for the program was one of the biggest hurdles. **Tiffany Shantz**, RN worked diligently on this part to ensure we included all essential topics and at least the minimum times required. I served as her auditor in this process for the regulatory requirements, and ensured that all DOH formatting requirements were met. The second biggest hurdle was the creation of the tests for each program topic. **Valerie Spitzer**, MHL, BSN, RN, was pivotal in this role as she worked to create approximately 350 test questions for seven exams. She had to ensure that she had language- and skill-appropriate questions for each topic covered in the NATP, which was an arduous task. Again, I served as the auditor and editor in this process.

There were many more pieces that needed creation, editing, collecting, and organizing for the application. As a team we were able to complete this project and officially submitted the 186-page application to the DOH on August, 21st. There is one person at the DOH that reviews and approves applications of Nurse Aide Training Programs in the state. We have been informed it can take up to 90 days for this review and approval process, and are excitedly awaiting the results. ■

## MCH Volunteer Program

As summer wraps up, the MCH Volunteer Program is going strong, with over 80 committed volunteers lending a hand in areas that include clerical support, staffing the Gift Shop and Thrift Shop, escorting residents to on-site events and activities, and providing Friendly Visits to residents. Year-to-date, these volunteers have contributed almost 8,000 hours of service. Personalized opportunities are also available and can be developed based on the skills and interests of individual volunteers. MCH also benefits from hosting organizations such as **L3 Harris**, **First American Equipment Finance**, and incoming freshman from **Nazareth College** and the **U of R** on special volunteer work days. These groups have really stepped up to the plate, beautifying our grounds under the able direction of groundskeepers **Elvin Ramos** and **Kenny Weit**.

Volunteer Supervisor **Laurie MacFarlane** notes, "MCH is a great place for volunteers to shine! Volunteers are able to use their skills and experience to support the residents while they also enrich their own lives and feel a great sense of accomplishment and community-belonging. More volunteers means more support and engagement for the residents, and the application process is always open! We are currently seeking volunteers to transport residents every Wednesday from 1:30 – 3 pm to Worship Service and Bible Study."

Please contact Laurie at 760-6151 or [lauriemacfarlane@monroehosp.org](mailto:lauriemacfarlane@monroehosp.org) for further information, or visit: [www.monroehosp.org/volunteer!](http://www.monroehosp.org/volunteer!) ■



*Incoming freshman from the University of Rochester helping to beautify our grounds during Wilson Days.*