

**Messages from SMP Health - Maryhill**  
A Newsletter for Maryhill Families  
August 2024



Dear Family and Friends,

As part of our ongoing commitment to providing the highest quality of care, we are conducting our annual facility assessment. This comprehensive review helps us understand our resources and identify areas where we can enhance our services. **Your Voice Matters** and we believe that the best way to improve our facility is by listening to those who know it best – our residents, their families, and their representatives. Your experiences and insights are invaluable to us, and we encourage you to share your thoughts.

**How Can You Participate** – feel free to connect with us in person at the facility or send us an email to any leadership individual at Maryhill including but not limited to Breana (Social Services) or Bailyn (Administrator).

**What Are We Looking For?**

- Quality of Care: Share your observations about the care provided.
- Facility Environment: Let us know how the physical environment and amenities can be improved.
- Staffing: Provide feedback on your interactions with our staff and their responsiveness to your needs.
- Activities and Programs: Suggest activities or programs you would like to see in our facility.

**Assurance of Confidentiality** - Please rest assured that all feedback will be treated with the utmost confidentiality and respect. We are here to listen and act on your valuable suggestions as best as we are able. Your Contribution is a Step Towards Excellence By participating in our facility assessment, you are playing a crucial role in shaping the future of SMP Health - Maryhill. Together, we can ensure that our community continues to thrive and provide a nurturing environment for all our residents. Thank you for being an integral part of our journey towards excellence.

**The Importance of Care Conferences:**

What is a Care Conference? A care conference is a scheduled meeting where the multidisciplinary team meets with the resident and their family members to discuss the resident's care plan. It includes a review of the current care strategies, any changes in health status, and planning for future care needs.

**Why Are Care Conferences Important?**

- Personalized Care/Empowerment: Ensures that the care plan is tailored to the resident's individual needs and preferences by involving them in care decisions, promoting autonomy and dignity.
- Communication: Provides a platform for open dialogue between the family and the care team.
- Collaboration: Encourages joint decision-making, fostering a team approach to care. Provides an opportunity for additional education about medical conditions, treatments, and care processes.

**Care conferences are typically held:** On Wednesdays in the Conference Room. The conference room is the second to last door down the South Hallway, please note we did add signage to make it easier to find.

- Note: we do try to accommodate as best as possible with families if an alternative time is needed and we appreciate the flexibility you all provide us with as well and if we need to meet in a different space that is not the office room. Continue open communication with Breana (Social Services)

Care conferences are a vital component of quality care in nursing homes. They ensure that the resident's care is comprehensive, coordinated, and compassionate. By participating actively in care conferences, families can help create a supportive environment that promotes the well-being and dignity of their loved ones.

**Call-light update for Upcoming Project at Maryhill:**

We are thrilled to announce that our new call light system has received **state approval**. This milestone allows us to proceed with the installation process, ensuring enhanced communication and safety for all our residents.

The new system is designed to be user-friendly and efficient, providing peace of mind that help is just a button press away. Installation will begin shortly, and we are committed to minimizing any disruptions during this period. We appreciate your patience and support as we continue to improve our facilities.

**Safety Update:**

In July, we added a security camera to the front door area prior to entering the building. We do have a sign posted "protected by ring" to ensure there are no surprises and everyone is aware that it is present. It's crucial to ensure that everyone follows these guidelines to maintain a secure environment. Here are a couple of key reminders:

- **Do not let anyone out the front door** unless it is confirmed to be safe. The goal is to facilitate easy exit for visitors while keeping residents safe.
- If someone wants to follow you out or requests the door to be opened, **seek a staff member** to verify safety before proceeding. **Always ask** if there's any uncertainty about safety procedures.
- Continue to **screen in** and obtain a visitor badge upon entry. **Always wear the visitor badge** inside the building.

Your cooperation is essential in helping to keep the facility secure. Safety is our top priority. Maryhill remains COVID free and in routine status. Masking remains optional at this time but please wear a mask if you are symptomatic with any respiratory illness such as runny nose, coughing or sneezing. Masks will continue to be provided at all entrances.

Stay healthy and God bless,  
*Bailyn Hildestad, CEO/Administrator*

