



# In the Loop

News, Events, and Happenings from Brookhaven



Summer 2010

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## **Serving you everyday:**

Gary Davis  
Administrator  
Sally Feringa,  
Assistant Administrator

Dr. Erwin Grasman, M.D.  
Medical Director  
Dr. Raymond Tracy, M.D.  
Dr. Gerard Brennan, M.D.  
Attending Physicians

Sue Ames, RN  
Director of Nursing

Allison Jeske  
Monique Van Epps  
Admissions Coordinators

Matt Fox/ Julie Sauter/ Susan McCormick  
Social Workers

Karen Smith  
Administrative Analyst

Melissa Pfenning  
Life Enrichment Coordinator  
Stewart Cahill, Superintendent  
Heidi Findorff  
Registered Dietician  
Deb Coy, Dietary Manager

## **Families Highly Satisfied with Brookhaven's Quality of Care**

Last year Brookhaven participated in an independent consumer satisfaction survey, which was offered to members of the Health Care Association of Michigan (HCAM.) Detailed surveys were sent to Brookhaven residents' designated responsible parties. The response rate to these surveys was overwhelming, with over 40% of them being filled out and returned.

Recently Great Lakes Marketing, the agency interpreting the results of the survey, provided Brookhaven

with a report detailing respondent feedback. We were thrilled to learn that **93%** of residents and families feel extremely well satisfied with the quality of care Brookhaven staff provides and would recommend our services to their friends, family and acquaintances.

This information is very indicative of the efforts the staff and administration at Brookhaven make to provide the highest quality of care to our residents. We truly appreciate your insight and feedback.

In addition to the aforementioned informa-

tion, we found out that 90% of you feel the building is clean, 97% of you felt the admissions process went well, 93% of you are satisfied with the available activities, and 92% of you are happy with the high quality of skilled rehabilitation services Brookhaven provides.

While we participate in this formal, organized survey every other year, we always want to hear your ideas and feedback. For more detailed results from our family feedback survey, visit the Brookhaven website at [www.brookhavenMCF.com](http://www.brookhavenMCF.com).



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# Meet : Monique VanEpps, Admissions & Marketing

Over the past several months residents and their families have gotten to know Brookhaven's new Admissions and Marketing Coordinator, Monique VanEpps. Due to increased demand for admissions and marketing coverage, the second position was created, and Monique brings to it a wealth of knowledge and experience.

Monique's role at Brookhaven is twofold. First to assist in the admissions process by meeting with families to educate them about Brookhaven's services and amenities and work with hospitals and healthcare providers to facilitate a seamless transition into Brookhaven. Secondly, to tell Brookhaven's story to Muskegon

area residents and promote our services within the community.

Monique has a long history working in the Health Care Communications field. She has spent time working in a marketing function for both the Muskegon County Health Department and for Agility Health Rehabilitation.

"Having worked in rehabilitation for long-term care facilities in the past, I've seen first hand what a difference physical, occupational, and speech therapy can make in someone's life," says Monique of her philosophy regarding Brookhaven's role as a health care provider for Muskegon residents.

"Regaining strength, mobility, and functioning means everything to people. At Brookhaven, or approach to

patient care is centered on a strong philosophy of the benefits of rehabilitation and activities," she adds.

If you have a friend or family member who may be in need of Brookhaven's services you can reach Monique by calling 231-724-8820.



## 25th Annual Ice Cream Social Set for July 14

Mark your calendars! The 25th Annual Ice Cream Social has been set for Wednesday, July 14. This year's event is extra special as it acknowledges 25 years of this fun, exciting, and beneficial fundraiser taking place at Brookhaven. The Ice Cream Social is a very important part of Brookhaven's history because it is something the residents look forward to

each summer, and it also recognizes a coming together of our residents, their families and the Muskegon community.

As always, the day will consist of great entertainment, delicious food, games, prizes, and auction items. It will begin at noon in Brookhaven's beautiful Garden Courtyard and will continue until 7pm. Come join our fun!!! Proceeds go to The Brookhaven Fund.



## A "DOG-GONE" Good Time at Brookhaven

The Fancy Tails Dog Show was hosted at Brookhaven on Thursday, May 13, 2010. Staff members, family, and friends brought in their beloved family pets. 25 dogs showed off their talents and loved the attention from the spectators of this event. The different breeds, colors and wide range of sizes made this event very interesting and entertaining.

Each dog had their own story that was shared during the show. One puppy was just adopted on the day of the event, while another was just a couple days away from his 17th birthday. The dogs pranced with their

owners through the crowd, and received a gold medal because in this dog show – everyone was a winner.

After each dog walked the runway to greet the residents, they were invited back into the Brookside Cafe and many great pictures were taken. Door prizes were also distributed.

Considering all the smiles, excitement and laughter that was spread around the room, Brookhaven will soon be hosting another Fancy Tails Dog Show for another "DOG GONE" good time.



# Therapy Corner: Strengthening & Falls Prevention

Surgical procedures such as knee and hip repairs are common among senior citizens. This isn't surprising, as the ability to balance oneself can deteriorate in the aging process, often resulting in falls. A serious fall can lead to bone fractures and the need for surgical repairs.

Brookhaven therapists' aim is to return people back into their homes, with their pre-surgery level of independence, in a minimal amount of time. When a patient arrives at Brookhaven, their staff of physical and occupational therapists meet with the patient to determine an individualized plan of care and recovery. For the appropriate candidate, therapy is available as often as twice per day.

"We approach rehabilitation in a holistic manner," says rehabilitation director Tracy Zervos. "Even though the surgery may have been performed on a lower extremity, focus needs to be given to the whole body to assist in

complete recovery." "For example," she adds, "although the location of surgery may be the knee or the hip, the upper body contributes to balance, range of motion, and numerous other functions. Therapy truly needs to be aimed at strengthening the entire body. It is also very important to address prevention of future falls."

"I love coming down to therapy each day," says Eleanor, a Brookhaven therapy patient. "When I arrived at Brookhaven I was non-weight bearing, but now I am much more independent." "In fact," she adds, "I am now able to transfer myself from the bed on my own and yesterday I walked 70 feet with no assistance. Additionally, the therapists here have provided me with the ideas on how to be more safe when I return home."

Specific tips on how to prevent future falls include using bath mats with suction cups, turning on lights when you enter a dark house or

room, wearing non-slip socks or slippers, keeping cords out of walking pathways, wearing low heeled shoes that fit snugly, and adding grab bars in showers, tubs, and toilet areas.

*If you have a loved one in need of skilled rehabilitation after a hospital stay, make sure to **VOICE YOUR CHOICE** for **Brookhaven Therapy** to both your hospital discharge planner *and* your physician. The Brookhaven Admissions Director can be reached by calling 231-724-3500.*



# Volunteers Contribute to Brookhaven Residents' Quality of Life

So many of the activities we offer residents are made possible because of our volunteers. They are responsible for participating with bingo, hosting the many religious services in our chapel, hosting the monthly birthday parties, and working at the various bake sales and holiday themed activities.

In addition to the volunteers, the donations Brookhaven regularly

receives from both community organizations and families and individuals is also of great benefit to our residents.

Brookhaven is very fortunate to have the help and cooperation of so many local volunteers.

These special people feel a strong bond with Brookhaven residents, and their contributions here positively impact the quality of life of

Brookhaven residents.

In order to honor these special people Brookhaven hosted a Volunteer Breakfast on April 28. Nearly 75 volunteers attended and were treated to a delicious spread of eggs, hash browns, biscuits & gravy, bacon, sausage, fruit, and homemade breads.

Response to the breakfast was overwhelmingly positive and attendees were very grateful for the recognition.

Thank you again to everyone who helps make Brookhaven the special place it is! Thank you for your caring and all you do!



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*Providing a  
haven for those  
who need care*

*We're on the Web!*  
***[www.brookhavenMCF.org](http://www.brookhavenMCF.org)***

**Passport Fair at Ice Cream Social**

In addition to all the fun activities going on at the Ice Cream Social, Brookhaven is also teaming up with the County Clerk's office to offer Passport registrations & renewals. Photos will be offered at a deeply discounted rate of \$5 a set. Event occurring on Wednesday, July 14.

**The Brookhaven Mission**

Brookhaven Medical Care Facility represents a significant segment of the health care continuum for Muskegon County. We provide a continuously improving quality of residential health services to adults with a variety of physical and psychological impairments. Our services are focused on assisting individuals to attain and maintain their highest level of function in the least restrictive environment. Such services are delivered through a multi-disciplinary approach without regard to race, religion, or national origin.

Brookhaven would like to thank all the staff, families, friends and volunteers for the time and effort you put into making Brookhaven the best Medical Care Facility in Muskegon.

Thank you for your caring and all you do!