

GOOD Life News

at Westchester Gardens

MARCH 2018

www.westchestergardens.com

Big Plans, Part Two!

As I mentioned in last month's newsletter, we recently held our annual strategic planning meeting here at Westchester Gardens. Based on an analysis of our strengths and weaknesses, feedback from employees through our We're Listening questionnaires and feedback from residents and families through our annual satisfaction surveys, the leadership team developed a series of goals to work on in the coming year.

Our six Strategic Planning Goals for 2018 are as follows:

- 1) Reduce employee turnover by at least 5%.
- 2) Maintain a five-star CMS Rating for the year.
- 3) Achieve 90% or higher on our Resident and Family Satisfaction Surveys.
- 4) Ensure that there is seven-day-per-week continuity for care as evidenced by benchmark surveys that will be developed.
- 5) Develop two new clinical programs to meet community needs and expectations.
- 6) Surpass 2017 financial performance by 3% to demonstrate the level of quality that is being achieved and that strong demand for services continues.

To achieve these goals, we have implemented six work groups that will take on one goal apiece. They will meet monthly and develop strategies that will "move the needle" in each of these areas. Work groups will consist of at least five to seven interdepartmental team members who will come with ideas to implement to help us achieve our goals.

I will plan to report back to you a year from now to let you know how we fared. In the meantime, please let me know if you have any ideas about improving our care and services in any way. Thank you!

— J. David Fitts, Executive Director



**Our Talk.
Our Walk.
Every Day!**

**Platinum
Service®
Standard #20**

"I am an ambassador for our company and continually promote our services. I always conduct myself with integrity and uncompromising values."

What does it mean to be an ambassador for our community? An ambassador is not only a representative; being an ambassador means that what we do and the way we do it is the result of a direct personal connection with our team and residents. Being an ambassador goes well beyond the concept of being "good at our job," it requires an emotional connection. Here, we are fortunate to have such dedicated, skilled and upbeat team members who make our community a great place to live and work.

*"Integrity is what we do, what we say, and what we say we do."
—Don Galer*

Employee Spotlight

Jan has been working at WCG for the past eight years. She is originally from Chicago (go Cubs!) and vacationed in Florida with her husband and three girls prior to making the big move here. Jan loves spending time with her family, checking out local restaurants and microbreweries and going to the beach when the weather is cool. Jan's hobbies include fiber art, cooking (she has a cooking blog in progress), reading and collecting quotes/stories. Her favorite president? Abe Lincoln, of course, who she shares a birthday with.



"I have always loved being a nurse and I am very fortunate to work at Westchester Gardens. I owe my education to my mother who was a working mom, putting in overtime to help put me through nursing school. That is why one of my favorite quotes is from Abe Lincoln: 'All that I am or hope to be, I owe to my mother.'"

Marketing

Let the good times roll!



Health Perks of Positivity

March is Optimism Month, but those who make a year-round habit of looking on the bright side may reap a number of health benefits.

Better physical health — Optimists tend to have reduced rates of heart attack and stroke, as well as lower blood pressure and better cholesterol levels. Evidence suggests that those who have a positive outlook are more likely to exercise, eat well and get enough sleep.



Increased life span — Since optimism and good health often go hand in hand, it follows suit that people who view life through rose-colored glasses are apt to live longer. A study of centenarians found that the majority had positive attitudes.

Stronger immune system — Research shows that being optimistic about a stressful situation can raise the body's immune response, increasing its ability to fight infection and disease.

Lower depression rate — Compared to pessimists, optimists are often more social, handle stress better and are more resilient. These qualities can help ward off depression.

Faster recovery — Recovery rates show that people with sunny dispositions bounce back from illness and injury faster than those who are less hopeful.

Irish Heritage in America

March is the month for celebrating all things Irish. According to the U.S. Census Bureau, more than 30 million people in the United States can trace their roots to the Emerald Isle. That number is more than seven times the population of Ireland.



The biggest wave of immigrants arrived in the mid-1800s to escape the Irish Potato Famine, which began after a fungus destroyed most of Ireland's potato crop, a staple food, for several years. Large populations settled in New York City, Boston, Chicago and Philadelphia.

The Irish brought with them many traditions that made their way into American culture. Most famously, the St. Patrick's Day holiday has become an annual celebration of their heritage that includes parades, shamrocks and the wearing of green. The day's festivities wouldn't be complete without a meal of corned beef and cabbage, an American version of the Irish dish of bacon and cabbage. Irish stew, soda bread and Colcannon are also part of the cuisine brought to America.

All About Artichokes

Resembling large, green flowers with pointed petals, artichokes are one of the more unique offerings in the produce department.



Artichokes are members of the thistle family, and the part we eat is actually the plant's flower bud. They are one of the world's oldest cultivated foods, dating back to ancient Greece and Rome. French immigrants brought artichokes to America in the 1700s, and Presidents George Washington and Thomas Jefferson grew the vegetable in their gardens.

Spring is peak season for fresh artichokes, which can be baked, boiled, steamed or grilled. The individual petals are usually pulled off and dipped in melted butter and other sauces. The meaty core, called the heart, is considered a delicacy and often served as an ingredient in dips and salads, and as a pizza topping.

The green globes are low-calorie, fat-free and loaded with nutrients. One artichoke contains 10 grams of fiber — about one-third of the recommended daily amount — and is a rich source of antioxidants, including vitamin C, as well as folate and magnesium.

France, Italy and Spain are leading producers of artichokes, while nearly all of the United States crop is grown in California.

Tips for Conquering Crosswords

If you've ever had a crossword get you down and out, grab a pencil and take note of these strategies that can help you become a puzzle master:

Get a good start — Solve the fill-in-the-blank clues first. They are typically easier, and getting those words in the grid will give you a mental boost. Next, focus on filling in the entries for three-, four- and five-letter words, which tend to be familiar answers used in many puzzles.

Pencil in endings — If a trying clue indicates the answer is a plural word or phrase, go ahead and fill in the "S" on the grid. If a clue signals a word in past tense, pencil in the letters "ED." While not always correct, this strategy may help you solve or verify connecting words.



Watch for wordplay — A question mark at the end of a clue usually suggests a clever play on words. For example, the clue "Eavesdropper?" would yield the answer "Icicle."

Take a break — If you get stumped by a specific clue, move to another area of the puzzle, or put the crossword down for a while. The answer may come to you after you've let your mind rest.

Use resources — Consult a good dictionary, almanac or other reference if you're stuck. And don't forget to ask friends and family!

Resident Birthdays

Carmel C., 1st
Lydia S., 2nd
Charles S., 2nd
Jeanne H., 2nd
Cuthbert F., 6th
Vilma R., 6th
Jacqueline C., 8th
Wendell B., 14th
Danielle S., 17th
Thomas S., 25th
Dessirae R., 30th
Carmella N., 31st
Margaret H., 31st

Employee Birthdays

Angela Sanchez, 1st
Delores S., 3rd
Aimee Allen, 3rd
Torsha Hatton, 6th
Elana Lennon, 7th
Perry Clarke, 7th
Brenda Smith, 10th
Ole C., 21st
Susan Kleiss, 21st
Elir Oliveira, 22nd
William Harris, 22nd
Kathleen Janabet, 23rd
Zoraida Parra, 25th
Robert Lowry, 28th
Brain Flavin, 30th
Jacquelyn R., 30th
Judith Meyrili, 31st



WESTCHESTER GARDENS

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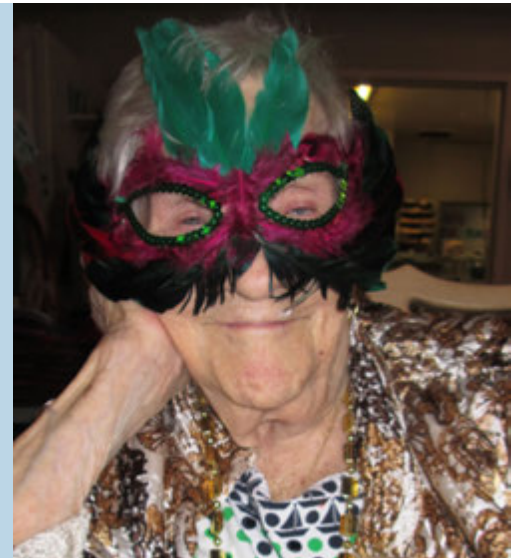
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Life Enrichment

Annual Westchester Mardi Gras Party! Laissez les bon temps rouler!



Welcome New Residents

Welcome to Westchester Gardens. Although there is no place like home, we hope your stay is quite pleasant.

