



March 23, 2010

Dear Colleague,

We are all proud of the wonderful care delivered at Elmhurst Extended Care, a place we know to be a model for the best in elder care.

On behalf of the Elmhurst team, I am proud to share this exciting news: for the second straight year, Elmhurst has completed its unannounced Department of Health survey with zero deficiencies. It is difficult to overstate the true meaning of this accomplishment because in the end, it is really about how the Elmhurst staff is caring for elders from our community.

Surveyors from the state started their survey last Tuesday and concluded yesterday. They conducted an in-depth review of the quality of care and documentation for 28 of our elders. They also investigated eight Elmhurst self-reported complaints, and found that the staff had acted appropriately in each case. Elmhurst was also found deficiency-free on surveys of medication passes, fire safety, water temperature, infection control, employee records, medical records, the emergency generator, and nursing home policies. As is routine, surveyors also met privately with the Elder Council from Elmhurst to hear directly from those who live at the facility.

Richard Gamache, VP/Administrator of Elmhurst Extended Care, has worked hard with his team to create an atmosphere where elders have control and input into their surroundings, lifestyle and care. While the Eden Alternative philosophy is one that makes a great deal of sense, it is not simple to implement. The staff has to not only believe in the philosophy, they also have to own it and advocate for it. That is what has happened at Elmhurst. The results speak for themselves.

While it is impossible to single out one individual following a successful survey, our thanks go out to Cheryl Fitzgerald, RNP, Director of Clinical Services at Elmhurst, for her continued hard work. The team at Elmhurst is all about one thing: making life better for the elders in their care. Congratulations to the team on an outstanding survey. We appreciate everything you do every day.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth H. Belcher".

Kenneth H. Belcher
President and CEO