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- Carleton-Willard Village is a not-for-profit continuing care retirement community accredited by CARF-CCAC. Carleton-Willard is a teaching affiliate of the Boston University School of Medicine.

Personal Touch Meets Quality Care At Rehabilitation & Nursing Center



Guide on the Path to Wellness – Feni Utah, CNA, helps Village resident Allison Pearsall Goodwin with his scheduled cardio workout on the Nursing & Rehabilitation Center’s NuStep machine.

There’s no shortage of impressive medical services and qualified healthcare professionals in the Boston area. But finding superior clinical care delivered with a focus on individual health goals is rare. For CWV’s Rehab Center, it’s all in a day’s work.

“We approach patient care the way we would want a member of our own family cared for,” says Registered Nurse Meaghan Chisholm of Carleton-Willard Village’s Nursing & Rehabilitation Center. “We want our patients and their families to have a great Carleton-Willard experience.”

That sentiment is shared by the entire Rehab staff, but more importantly is backed by extensive clinical services including physical therapy (PT), occupational therapy (OT), speech therapy and pain management disciplines. Along with innovative treatment programs such as massage therapy, acupuncture and music therapy, the Rehab Center offers patients a level of care on par with the country’s leading hospitals and medical centers.

Short-term patients receive immediate attention when they first arrive at the Rehab Center. “Every single patient is thoroughly screened,” explains Liz McCollem, CWV’s new Director of Rehab Services. “There are so many rehabilitation options, so all our rehab disciplines and the nursing staff perform a complete patient

People Behind Rehab Care Make All the Difference

After surgery or a serious illness, the goal is not only to get well as fast as possible, but to return to previous levels of function and independence. Not surprisingly, care providers can have an enormous impact on a patient's recuperation time and the extent of recovery. For many



Resident Anne Larkin nominated the entire Rehabilitation Center nursing team for a Boston Globe award.

patients, that means choosing a short-term stay at Carleton-Willard Village's Nursing & Rehabilitation Center.

"The Rehab Center is a people place," says Village resident Anne Larkin. "I've been in other facilities, and everyone's nice, but they're only there when you press the buzzer. Not at Carleton-Willard. They anticipated what I needed almost before I did! It was really above-and-beyond – the staff were always checking on me. Everyone kept giving me so much emotional support. They always spoke

in a soft voice, no one was ever abrupt...it's a very kind and gentle approach."

Anne was so impressed with the staff of the Rehab Center, she nominated the entire team for a *Boston Globe Star Award*. "I can't say enough about the people there."

Bedford residents Robert and Norma Barton have both had short-term stays at the Rehab Center and have high praise for the facility.

"Carleton-Willard has a big presence in Bedford," notes Robert. "It's a first-class place."



Judge Robert Barton and wife, Norma, have each had post-surgical stays at the Rehabilitation Center. Both agree, "The staff is remarkable."

Norma came to the Rehab Center following hip surgery. "I was at the Lahey Hospital, and they didn't have rehabilitation facilities," explains Norma. "So they recommended that I go to Carleton-Willard. I was so impressed with my experience...it was very uplifting. The facilities are immaculate –

Around The Village

It's Showtime! Village Auditorium Reopens

After months of renovations, the Village Auditorium reopened in September. Thanks to valuable input from the Village Thesians, project architect Taki Tsomides, and CWV administration, the stage is now 70% larger and includes an additional stage floor extension and new stairs and railings. The redesign not only provides more room for stage set-ups, but better access for performers.

The Auditorium now features a host of innovative technologies, including energy-efficient LED house lighting, new stage flood lights, a suspended projector system, two special window shade systems replacing the old curtains, and a "T-loop" – an ingenious electrical circuit installed under the carpet that transmits magnetic audio signals to hearing aids and other personal hearing devices. Sit back and enjoy the show!



At the ribbon-cutting ceremony for the newly renovated Auditorium are (from left) Paul Lund, CWV Director of Facilities; Resident Association President Alice Moorish; CWV President & CEO Barbara Doyle, and Ryan Cardoos of C. E. Floyd Company, the project's construction contractor.

Personal Touch Meets Quality Care at Nursing & Rehabilitation Center

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assessment. This helps us make sure all patients are at their optimum level through-out the stay, as well as after they leave.”

PT and OT specialists assess a patient’s strength, balance, coordination, endurance, cognition, and ability to function safely. The staff then coordinates with a patient’s physician and their family to determine the ultimate rehabilitation plan, which may include one or more specialized therapies. Ongoing relationships with regularly visiting physicians help the Rehab Center keep a close eye on patients’ critical medical needs.

The breadth and depth of clinical services offered by the Rehab Center is unusual for any facility, and so is the level of the staff’s professional training. “I can honestly tell you, the standard of care at Carleton-Willard is *so good*,” observes Liz. “It immediately impressed me. Everyone is so very well-trained. And the continuing education programs here are excellent.”

An essential component of the Rehab Center’s care regimen is the Weekly Case Meeting, where all rehabilitation disciplines and the nursing staff review every patient’s progress in detail. “Absolutely everything is assessed,” explains Liz. “And not just medically. How are patients doing? How are they managing with their day-to-day activities? We break it all down, we share information and ideas...we make sure nothing falls through the cracks.”

An experienced nursing staff is key to superior patient care, and many of CWV’s nurses (as well as therapists and support staff) have been at the Rehab Center for five, ten, 15 years or more. “Our nurses will *always* be there,” asserts Sharon Prato, Rehab Center Nurse Manager. “You don’t get a new nurse every day or night, and that makes a big difference. We anticipate patients’ needs...we notice changes right away and can respond faster.”

“There’s a better staff-to-patient ratio than you’d typically find,” notes Brenda Morgan, Director of Nursing. According to Brenda, patients’ primary therapists, nurses and CNAs (clinical nurse assistants) stay with them throughout their stay at the Rehab Center.

“That’s very unusual,” says Brenda. “We all become very vested in our patients, and their families too. They get to know us and count on us, and that lowers anxiety levels.”

Quality of life after treatment is a fundamental objective of the Rehab Center. The aim is not simply recovery, but returning patients to the life they had enjoyed. “Our ultimate goal is to make sure people get back to their previous levels of independence,” explains Mary Jean Hughes, Ed.D/OT, outgoing Rehab Director. “Or, even better.”

Carleton-Willard boasts a strong restorative program, and CWV’s restorative aides work closely with the Rehab staff to facilitate positive patient outcomes. “After rehab, some patients may need additional care with walking, stair climbing, balance, endurance – issues that fall outside of skilled nursing,” says Liz McCollem. “Our aides are amazing. They do whatever it takes to make sure patients don’t lose function.”

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Redefining rehabilitative care – Part of CWV’s Nursing & Rehabilitation Center team (clockwise from top left): Katy D’Amico, RN, Davida Alden, secretary, and Sharon Prato, Nurse Manager; Melody Raimo, PTA, administers physical therapy; Brenda Morgan, Director of Nursing; Meaghan Chisholm, RN; Liz McCollem, Director of Rehab Services.

CWV's Ross-Worthen Center: On a Mission from Day One

The Ross-Worthen Center for Alzheimer's Care has always been a champion of therapeutic innovation. So it's no surprise that they're once again out in front with some of the latest developments in dementia treatment.



Ross-Worthen's Director, Jim Worthington

One such program – an initiative of the federal government's Center for Medicare & Medicaid Services (CMS) – has shown great promise according to Jim Worthington, Director of the Ross-Worthen Center. "CMS has been reevaluating how anti-psychotic and anti-anxiety drugs are administered to dementia patients," explains Jim. "The research proves that structured activity programs and other behavioral techniques can replace the need for certain medications."

According to Jim, creating a safe, supportive environment enhanced by carefully structured activities and treatment programs can significantly reduce a patient's level of anxiety and discomfort. This in turn allows doctors to reduce the need for certain medications or lessen their frequency of use. "We've always focused on having a home-like environment and a structured activity program at Ross-Worthen," notes Jim. "We're pleased to see a federal agency officially promoting this approach."

Since its inception in 2002, the Ross-Worthen Center has worked closely with the Massachusetts Alzheimer's Association to find the most promising approaches to dementia treatment.

"We look forward to participating in programs like this," says Jim. "It's important for us to stay updated on the latest research and methods. That helps us improve our quality of care."



No better place to recover. The Nursing & Rehabilitation Center at Carleton-Willard Village.



CARLETON-WILLARD VILLAGE

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CWV Receives Five-Year Accreditation From National Organization

Carleton-Willard Village has been awarded a five-year accreditation from CARF-CCAC, the national accrediting body for continuing care retirement communities.



Janet Silverman

Accreditations are awarded to CCRCs which have passed a rigorous peer review process, including a thorough audit by a team of on-site surveyors. Some 1,200 standards are assessed, including the type and quality of services offered, health and safety, condition of facilities, staff performance, operations, impact of resident programs, and the Village's

financial stability. Janet Silverman, CWV's CFO, co-chaired the review process. "It's quite intense," says Janet. "We prepared for it a year in advance."

Of particular interest to CARF is an organization's short-term and long-term strategies for making quality improvements to its community. "They want to know what our commitment is," explains Janet, "And, how we monitor the implementation of those improvements throughout the Village."

In 1988, The Village became the first CCRC in the state to be accredited, and has maintained that status since then. According to Valerie Gingras, CWV Administrator, accreditation is an objective measure of a CCRC's quality. "It's an important distinction for a prospective resident or family member," says Valerie. "Are our residents' needs being met? Are we listening to them? What are we doing to improve our performance?"



Valerie Gingras

All the Difference

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they're forever cleaning!"

"And the food," adds Norma. "It's fabulous!"

According to the Bartons, the Rehab Center staff is unmatched. "The nurses, and the rest of the staff too, they're all remarkable!" says Robert. "They're working every day with very sick people, and they're always smiling and helpful. My experience reminded me of what can happen when everyone is always smiling and saying 'hello,' when people are upbeat and positive."

While Robert and Norma plan to stay in their home for many years, their CWV experience has made an impact. "This is a place we could go," says Norma. "It's a very personal place...the best available."

Robert adds, "And that's why we're on the waiting list."

Personal Touch

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Unlike similar facilities, the Rehab Center offers treatment six to seven times a week depending on a patient's treatment program, ability and endurance. "Not all places have therapies every day," Liz emphasizes.

How that care is delivered, of course, is as important as the therapy itself, and to this end the Rehab Center is on a mission to out-perform. "We'll always go above and beyond," says Mary Jean Hughes. "It's what we do."



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The Village Photo Gallery



[Top left] Workers remove the grand maple in front of Higgins House, the Village’s remaining original structure. The majestic tree, estimated to be at least 105 years old, had been in decline for several years. Plans are in the works for a redesigned circle. **[Right]** President & CEO Barbara Doyle is flanked by Bedford Police Chief Robert Bongiorno (left) and Bedford Fire Chief David Grunes (right) at the Village’s Thank You Breakfast on September 13. The annual event honors the town’s police, fire and emergency crews. **[Center left]** Bedford resident Alethea Yates signs a copy of her recent book, *Bedford*. Alethea is the former president and

executive director of the Bedford Historic Society. Twenty-five of her book’s more than 200 historical images are of Village property dating to 1910. **[Right]** Resident “elves” of the Village’s Holiday Card Workshop put the finishing touches on holiday greeting cards. The cards were added to gift bags of writing materials, socks, toiletries and other items for inmates at the Massachusetts Correctional Institution and the Northeast Correctional Center in Concord. **[Bottom left/right]** Tom Frost, iRobot’s VP of Strategy, presents a robotics demonstration Village residents. Located in Bedford, iRobot is best-known for its Roomba robotic home vacuum cleaner.