



Country Manor Campus Directory

Health Care Center	253-1920
Champion Rehab	258-UWIN
Senior Apartments	253-8450
The Country Villa	253-8450
Home Health Care	253-3343
Country Care-A-Van	253-3343
Country Store & Pharmacy	255-0801
Kids Country Child Care	253-1793

www.countrymanorcampus.org

Senior Management Team

- Brian C. Kelm, CEO/Administrator
- Becky Frericks, Director of Long Term Care
- Kevin Harguth, CFO
- Anthony Fenstad, Director of Housing and Community Services

Our Mission is to enrich the quality of life for the individuals and families we serve by providing superior health care and services.

We are committed and honored to provide quality care and professional service within its full continuum.

Country Manor Campus is a 25-acre, not-for-profit, health care campus serving Central Minnesota.

Save the Date: August 25, 2006

4th Annual Country Manor Hometown Classic Golf Tournament



All proceeds directly benefit the residents of Country Manor.

**Call 320-258-8992
for details.**

On-Staff
Therapists,
Innovative New
Services: Q & A
with Champion
Rehab

A Commitment to
Continuous Quality
Improvement:
Country Manor
Home Health Care

New Angel Arms
Program Provides
Comforting
End-of-Life Care

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520 First Street NE
Sartell, MN 56377



Country Manor Campus

COUNTRY • MANOR • CAMPUS



A publication highlighting the people, programs and services of Country Manor Campus.

vol. 6, issue 6

(320) 253-1920

www.countrymanorcampus.org

New Angel Arms Program Provides Comforting End-of-Life Care

For most families with a loved one in a skilled nursing facility, decisions regarding end-of-life care can be extremely confusing, painful and difficult to make.

To help residents and families during the end-of-life process, Country Manor Health Care & Rehab Center has developed a progressive end-of-life care program called Angel Arms.



Palliative Care vs. Curative Treatment

End-of-life care options such as Angel Arms are available to those who are no longer able to benefit from curative treatment. Typically, such residents have six months or less to live.

Curative treatment is based upon a medical diagnosis—it can be rather impersonal as the aim is to defeat the disease process. In contrast, Angel Arms provides palliative care which aims to manage symptoms like pain and provide comfort and support during the dying process. Palliative care is subjective and based upon the personal preferences of the resident.

Trained to Assist

Angel Arms trains caregivers, spiritual advisors and volunteers to provide palliative end-of-life care. Training prepares staff to provide assistance and comfort during the grieving and dying processes. It also prepares them to understand and accommodate cultural values, spiritual beliefs and personal preferences. Ongoing opportunities for education and information are provided to assure a knowledgeable and compassionate staff.



One Side of Angel Arms: *Volunteers in Action*

"We often hear that the biggest fear of family members is that a loved one will die alone. Angel Arms takes this fear away. We're here to comfort, listen, pray, hold hands, play music, make videotape memoirs, write down thoughts—whatever the resident needs. Sometimes we even find that we do just as much for the family as for the resident...it means so much to them."

—Darla Dittus, Director of Volunteer Services



"Angel Arms is here for the resident *and* the family. Sometimes family members need a break or simply someone to talk to. I let them know that I can be there for their loved one any time during the day or night."

—Dixie Morse, Angel Arms Trained Volunteer

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Community Services

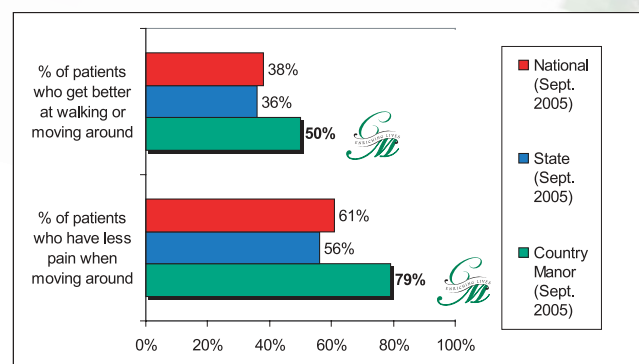
A Commitment to Continuous Quality Improvement

Country Manor Home Health Care

has established and maintained its commitment to highly-focused evaluative processes and coordinated efforts. As a result, the agency has achieved vast quality measure improvements. Data is collected regularly from all Medicare-certified home health agencies.

"Our team has worked extremely hard to increase our quality measures in the past year. We are thrilled to see that

Quality Measures in Pain Management and Ambulation (walking or moving around)



Information Source: www.medicare.gov

our efforts have had such positive results. Compared to 2004 we have achieved a 22% improvement in ambulation (walking or moving around) and a 45% improvement in pain management. We've won an award and outperformed state and national quality measures in our areas of focus," said Anthony Fenstad, Director of Housing and Community Services.

As part of its quality improvement initiative, Country Manor Home Health Care holds interdisciplinary quality improvement meetings every month. The agency's integrated approach involves RNs, LPNs, physical and occupational therapists, aides and administrative personnel. The process allows the agency to isolate and analyze specific service areas to focus on, create and review action plans, and implement changes.

Country Manor Home Health Care provides Central Minnesota with skilled nursing, home health aides, homemaking services, rehabilitation and more. All patients receive a free initial assessment and services may be covered by Medicare.

On-Staff Therapists, Innovative New Services

Q & A with Champion Rehab

An interview with Sarah Breidenbach,
Director of Rehab Services

What services does Champion Rehab provide?



Above: Sarah Breidenbach,
Director of Rehab Services

We provide a complete spectrum of inpatient, outpatient and home care therapy services including physical, occupational and speech therapy. We also offer massage therapy and a FIT exercise program.

How big is Champion Rehab? How many employees do you have?

Connected to Country Manor Health Care & Rehab Center, Champion Rehab is nearly 5,000 square feet, including a newly renovated gym and private treatment rooms. We currently have 11 scheduled therapists and an office manager on staff.

What sets you apart?

While many other facilities use contract workers, we provide our customers with 100% on-staff therapists. As a result, our customers are provided with continuity of care—the same therapist each and every time. A patient can literally go from sub-acute inpatient, to outpatient, to home care rehab without changing therapists. Given the uniqueness of each patient's therapy, this is extremely beneficial to both the patient's comfort and the level of service the therapist is able to provide.

Many people may think you only offer services to Care Center residents—are you open to the public?

We get that question often. Yes, we are open to the gener-

al public. I truly encourage anyone of any age to consider our services. We've treated many younger patients after athletic injuries and auto accidents. All of our therapists are trained to treat a variety of ages and diagnoses.



What should one look for when choosing a therapy facility?

First, I would advise choosing a facility that can provide you with one-on-one treatment based on an individualized approach. It is important that the provider incorporates patient-driven goals. Second, choose a facility that allows you to have the same therapist throughout your treatment. Third, choose a facility that you feel comfortable with—take both the therapists and the setting into account.

What's new and exciting at Champion Rehab?

We've recently been getting an excellent response with our new FIT exercise program. Designed by our physical and occupational therapists, FIT is only \$15.00/month with no enrollment, processing fees or contracts. It has proven to be a great service to the community. It offers a variety of fitness regimens such as cardio exercise, strength training, toning and flexibility. Our therapists closely monitor your

workout plan and progress.

How can people learn more about Champion Rehab?

We encourage anyone interested to simply give us a call to set up a tour. We'd love to show you all that we have to offer.



Champion Rehab
320-258-UWIN (8946)



In 2005, Country Manor received the **Home Health Quality Achievement Award for Superior Performance** from Stratis Health, Minnesota's Medicare Quality Improvement Organization.

"Country Manor Home Health Care has really come through to support my mom with her increasing disabilities. The nurses that come to her home not only take care of her physical self, they've also taken care of her emotions and spirit."

-D. Peterson

Country Manor Home Health Fast Facts

- Established in 1982
- Serves an active caseload of approximately 125 clients in the community
- Makes 1,400 monthly visits totaling over 6,500 miles in our community

