

Mountain View Community  
2017 Annual Report Ver. 1.0

This past year has been a very busy and a very productive one at Mountain View Community.

On behalf of all of our Staff here at Mountain View Community I could not be more pleased to report that Mountain View Community has been Awarded 5 Star Status by CMS – the Centers for Medicare and Medicaid Services! This is their highest rating which places Mountain View in the top 10% of United States nursing homes! Our Staff in All Departments are to be Congratulated for the great job they do day in and day out!

Our overall Resident Census for 2017 was a remarkable 98% which given our high number of new admissions (73) represents a very efficient occupancy rate. Our short-term (Skilled Nursing) occupancy represented 5% of our overall occupancy and our Skilled Admissions (60) represent 82% of our total Admissions. The trends that we are seeing are very consistent with what is happening with nursing homes throughout the region. The length of stay for Skilled Admissions is going way down requiring far more admissions to maintain census. By way of comparison, in 2014 we had exactly half as many Skilled Admissions (30) as we did this past year in 2017. On the long term care side we are finding that our new Residents are older and come to us with more complex medical issues than in the past. As our acuity rates go up so do the challenges for our Nursing Department Staff as we care for those with increased needs.

Special thanks are due to all of our Staff for making possible this year's truly excellent State Licensure Survey. Each year a 5-10 person team from the State Department of Health and Human Services conducts an on-site review of every aspect of what we do and how we do it. A great survey does not happen by accident. It is the result of all Staff committing to quality in everything that we do. A great Survey only happens with a great Staff and ours is the best!

We invite you to see for yourself the many things that we have going on at Mountain View Community and encourage you to stop by and try out our Café and to ask for a tour. Our Therapeutic Recreation Staff do a wonderful job in making available a multitude of different recreation opportunities for all of our Residents

While traditional long-term care remains the core service that we provide, we are very proud to also offer the best in short-term rehabilitation and transitional care along with maintaining our ongoing commitment to hospice care. We are also very proud of our four Memory Support/Alzheimer's Care Resident Neighborhoods. All 103 of our accommodations are single occupancy private rooms with their own private lavatories and showers providing enhanced privacy and dignity for all Residents whether they are here for just a few weeks recovering from knee surgery or for those who have chosen Mountain View to be their new home.

Although Hospice care very often can be provided in one's own home there are times when care can be better provided in a nursing supervised setting. We are proud to be able to serve the County by providing such a service here at Mountain View Community working collaboratively with the hospice agency of the Resident's choosing.

Mountain View Community works very closely with all the other County agencies and departments with special thanks due to the County Business and Finance Office, the County Human Resources Department, the Farm, the House of Corrections and the Sheriff's Department. We could not do it alone and their assistance is very much appreciated. The Board of Commissioners continue a strong tradition of being a presence at Mountain View joining Residents and Staff each month at the breakfast buffet as well as always being ready and willing to assist in honoring and recognizing Staff Members for their accomplishments. We also appreciate the commitment of the Legislative Delegation Sub-Committee who are willing to spend the time needed to meet with us to review our budget requests. We especially want to acknowledge the help and support of the County Administrator Kenneth Robichaud together with Commissioners Amanda Bevard, David Babson and Mark Hounsell.

We are extremely fortunate to receive many gifts of time and talent which form the basis for our Volunteer Program. We are always looking for new recruits, no experience needed, just a big heart and about an hour or so a week! Our hidden resource of Volunteers continue to be the many Family Members who are always ready and willing to help whenever needed! Thank You All!

The '*Heart*' of Mountain View is our wonderful Staff who day in, day out, are always there to be that '*Special Angel*' to our Residents. Whether it is a Holiday or a Blizzard, our Staff is always there to care for our Residents. Great care does not happen by accident – it happens when a talented, caring and hardworking group of people come together putting the needs of others ahead of their own. We have great care because we have a great Staff!

Our Residents have an active Resident Council which meets regularly to discuss plans for the future, address any concerns as well as also serving as advocates for all Residents. Their ongoing advice and assistance is very much appreciated!

An organization the size of Mountain View Community requires a team effort in order for it to both provide the best care – and to do so in the most efficient manner possible. I am pleased to report that our Managers and Supervisors are a great group of professionals with whom it is a pleasure and honor to serve.

Mountain View Community serves a broad spectrum of Carroll County Residents including those who need short-term rehabilitation following a hospitalization, those who need hospice care and want to stay close to home as well as those who require special care for memory loss and for those in need of long-term care. We are especially proud to be able to provide care for those County Residents who are least able to afford the care that they require. Mountain View Community is a wonderful community resource --- not only for the Residents who presently live here --- but for the entire County who can know that should they or a loved one need the best possible care --- that it is available right here in Carroll County.

Respectfully Submitted,

Howard Chandler, NHA  
Administrator