

Farewell to 2009

2009 was a productive year and we'd like to share a few of the highlights:

- The first ever "Christmas Idol" was held December 15th. This popular event allowed residents, staff and family members to share their talents. We were all amazed at what a talented group we have.
- In August, we had a great visit from some of our staff's pets (horses, mini horses, dogs). Residents were able to learn about the animals as well as pet them.
- The annual resident/family picnic was a great success - made possible in part due to the great weather!
- Thanks to funds raised at the annual Holiday Avenue luncheon, a Wii game was purchased and residents are once again doing activities they enjoyed in their younger years.
- Development of our Men's club. This monthly gathering provides activities for our gentlemen residents.
- Through a LEAN improvement initiative, a new admission process has been developed that is more efficient, effective and customer friendly.



Welcome to 2010

Some of the things coming up for this new year:

- Customer survey results: we will publish our results conducted by the Winnebago County Department of Human Services. We also have results to share from the information you have given us in our yearly Resident Satisfaction survey.
- Quality improvement results: more than anecdotal information, we want to demonstrate objective measurable data that we are focused on quality improvement for our residents. These include: Fall rates, Urinary Tract Infections, and the presence of Advanced Directives for each resident. The availability of national or state data is limited for comparison, but we will be benchmarking against ourselves for continued improvement.
- Life enrichment updates: we will bring you updates on continuing and new programs as they develop.

We are looking forward to another challenging but gratifying year here at Valley VNA. We are very interested in any feedback or suggestions you may have so please feel free to contact any staff member!