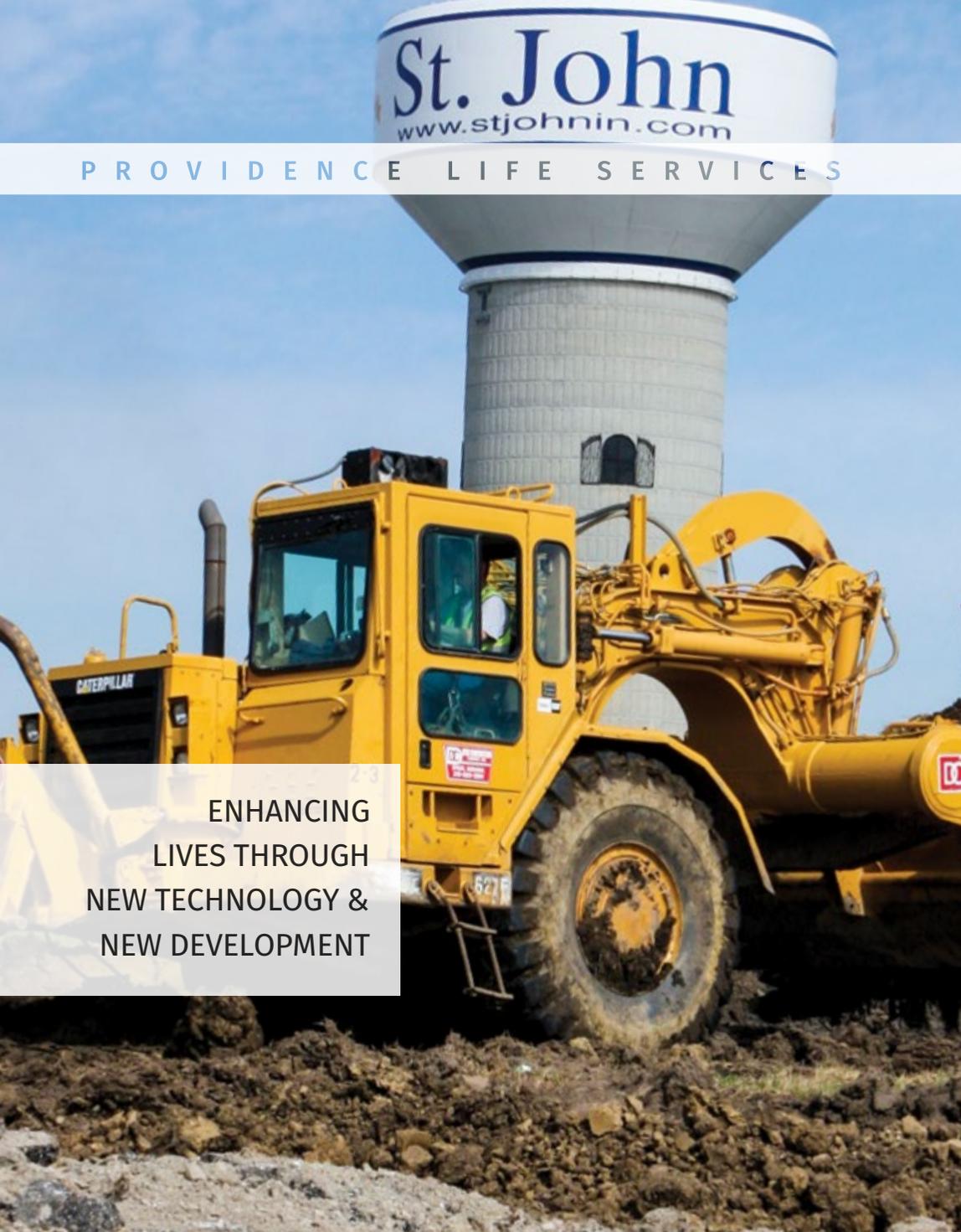




P R O V I D E N C E L I F E S E R V I C E S



2-3  
ENHANCING  
LIVES THROUGH  
NEW TECHNOLOGY &  
NEW DEVELOPMENT

PROVIDENCE LIFESTYLE  
I S S U E N O 2 — 2 0 1 5

W I T H Y O U  F O R Y O U !

# Advancing Technology Enhances Lives

by Richard C. Schutt, CEO



*At Providence, we want to provide truly advanced technology — we stay on top of innovation so that our residents and clients are*

*always able to maintain their highest level of independence.*

*We don't innovate to be trendy, but to enhance lives.*

*You see evidence of that in a bionic leg that allows a stroke patient to head home a week earlier than expected. You see it in the driver's rehab program, where therapists help clients get back on the road. And you*

*see it in the small houses in Homer Glen — and soon to be in St. John, Indiana — where the structure of the building allows a resident who was once confined to a wheelchair to start walking again.*

*In this newsletter, you will learn more about our clinical offerings in different settings: the latest tools for rehab, the revolutionary style of the small house, and how Providence at Home allows you to receive a wide variety of Providence-quality clinical services without leaving your house.*

*We hope you'll also see how our technology and clinical expertise help us to live out our mission statement —it's not technology for technology's sake, but another way to enhance the lives of those we serve in the name of Jesus Christ.*

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## UPCOMING EVENT NOTICES

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**TORCHLIGHT 2015 — Save the Date** | Friday, November 6, at The Union League Club of Chicago

# Depositors Already Reserving Spots at Park Place of St. John

## CONSTRUCTION WORK CONTINUES ON NEW COMPLEX



*Dolores Kubal, the first person to put down a deposit for Park Place of St. John, poses near a rendering of the new complex, which is expected to open in 2016.*

Deposits are now being accepted for retirement living at Park Place of St. John, and four people have already decided to reserve a spot in the apartment building.

The newest complex is expected to open in 2016, and Dolores Kubal is already looking forward to moving in. She was the first to put down the refundable deposit for the community. Three others — another woman, and a couple — have also decided to take the next step toward moving in at our first community in Indiana. They will have the first pick of apartments when the choice comes available later this year.

Seven floor plans will be available to choose from, with options for one or two bedrooms, one or two bathrooms, and a garage, patio, or

balcony. The building will also have plenty of community space, including a lounge with a fireplace, dining rooms, a library, clubroom, fitness area, beauty salon, art room, and a guest suite. Walking trails will connect Park Place to the greater community at The Gates of St. John.



*Dolores Kubal smiles for a photo with Providence's Beth Cunningham, who accepted the deposit on Providence's behalf.*

## Depositors Already Reserving Spots at Park Place of St. John

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“It feels ... fantastic (to be the first Park Place depositor),” Dolores said. “It’s exhilarating, empowering, overwhelming — I don’t know, there’s no adjective I can think of. It feels like the best adjective you can find.”

Along with the independent living apartments, Providence has plans to open three Small House style buildings on the St. John campus, much like the ones at Victorian Village. After leading the way in Illinois, we have learned a lot that we will put into practice at our first Indiana community.

“We’ve tried to stay true to Victorian Village as much as we could,” said Jeff Courtney, Vice President of Development and Construction. “We’ve modified the floor plan slightly — the resident rooms will be bigger, and we changed the placement of the bathrooms — but there aren’t any major design changes.”

Park Place of St. John will feature skilled nursing and rehab, as well as memory care, in the new Small House buildings. For more on the success the Small House program has been having in Illinois, see page 4.



*Pictured above are renderings of the Park Place campus. It will feature retirement living in an apartment-style building, as well as Small House style skilled nursing and rehab buildings. The complex will have plenty of community space.*

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Because the Victorian Village buildings were the first Small Houses in the state of Illinois, the approval process for them was longer and more difficult than usual, as regulations were applied to the new model. That shouldn't be an issue for Park Place of St. John: the community will feature the first Small Houses in Northwest Indiana, but not in the state — Indiana has already approved similar buildings, which should make the approval process smoother.

Construction on the St. John project, which started at the end of January, has been progressing as the weather continues to warm up. The foundation has been poured for one of the Small House buildings. Crews continue to move dirt, level the ground, and work toward finishing the foundation for the other buildings.

For more information on Park Place of St. John, call **(219) 525-4658** or email **PPSJ@provlife.com**.



*Construction started in St. John at the end of January. In the photos above, crews are busy with excavation and mass grading. Digging for foundation has also begun, and foundation has been poured for one of the Small House cottages.*



Find us on Facebook ([www.facebook.com/ParkPlaceStJohn](http://www.facebook.com/ParkPlaceStJohn)) for the latest photos, construction updates, and other news from our first community in Indiana!

# New Style of Care Gets Glowing Reviews



*Residents at Victorian Village Health & Wellness Center are experiencing a new style of care.*

At Victorian Village Health & Wellness Center, a completely new approach to clinical care has been introduced – and both the results and the response have been remarkable.

The first residents moved in to the new buildings on the Homer Glen campus in early February, and now 20 clients are receiving Small House style care.

“We’ve had very positive feedback; our residents and families are very appreciative of the care and attention to detail,” said Victorian Village administrator Dave Tiemersma. “We were told when we were visiting different Small House locations how therapeutic the

atmosphere can be, and now we’re seeing it.”

One resident, who came from assisted living, spent most of her time in a wheelchair and on oxygen – now she is walking again, and uses the oxygen only at night.

“It’s part of the Small House design – residents only have to go short distances, and as they walk, their legs get stronger,” Dave said.

Another resident, a rehab client, came to the Health & Wellness Center after having a bad experience at another facility. He had been on a supplemental feeding tube, but once he got to Victorian Village, that changed: “He loves the food we serve in the

Small House,” Dave said. “He looks forward to every meal!”

Just a day after he moved in, his family sent an Edible Arrangement to Victorian Village as a thank you.

“They are so happy about the care he is getting,” Dave said.



*The layout of the Victorian Village Health & Wellness Center allows residents greater independence.*

The high quality of the Health & Wellness Center is not an accident — it was designed to feel more like home in every way, from the design of the building to the care provided by staff.

At each house, CNAs serve as Care Partners, or “universal workers.” RNs are on staff for residents’ medical needs, and Marianjoy therapists will work with rehab clients, but Care Partners handle all of the daily tasks of each house

– taking care of things like laundry, cleaning, meal-planning, groceries, and cooking. Each worker is trained to provide for residents in the same way a family member would.

“We have an extensive curriculum, developed by our own Education Institute, and every employee receives some training in it,” Dave said. “But the Care Partners receive gobs of additional training. The biggest component is dietary — not only do they cook, but they also have to handle the kitchen according to regulations.”

The whole system reflects an entirely new service culture, and requires staff to think about care in an entirely new way.

Karen Krooswyk is the daughter of the first resident to move in at Victorian Village Health & Wellness Center. As a nurse practitioner, she has a clinical understanding of the care her mother needs and the confidence that she will be well taken care of at VHWWC.

“My anxiety level just dropped,” she said. “I can’t take care of Mom anymore, but I wanted her in a home-like setting, and to her, this is home. I’m so glad to have her here, with Christian people, getting Christian service. I think this is great, the whole concept of this place.”

## MEETING CLIENTS WHERE THEY ARE:

# Providence At Home Makes Quality Care Available in Your Own House

With Providence at Home, clients don't have to leave their own houses to receive Providence-quality care, whether that care is of a clinical nature or simply some help with cleaning.

Private Duty CNAs will come to help with housekeeping and laundry, meal preparation, bathing and dressing, exercise and socialization, and medication reminders. Private Duty can be used by anyone — no physician's order required — and allows people to remain independent longer.

For more medical assistance, Home Health RNs and therapists offer skilled nursing care, chronic care management, wound care, and physical, occupational, and speech therapy. Often used after a hospitalization, Home Health provides the skilled nursing and rehab services needed by patients, without requiring them to spend time in a facility.

"We want to meet people where they are," said Ann O'Heir, Vice President of Home and Community-Based Services for Providence at Home, which serves people in



*Providence at Home staff meets clients where they are.*

both Illinois and Indiana. "We have wonderful communities, but we don't want people to go there if they are not ready."

Providence at Home continually strives for high standards. The division recently became approved post-acute provider of the Post-Acute Care Continuing Care Network (PAC-CCN) of the Franciscan Alliance Accountable Care Organization (ACO). As a Participant in the PAC-CCN, Providence at Home must achieve and maintain specific quality expectations to remain in the PAC-CCN.

And Providence at Home continues to be accredited by the Joint

Commission, demonstrating a continued commitment to excellence in care. The Joint Commission, an independent, not-for-profit organization, holds health facilities to a high standard, going far beyond what is required by the state in all areas of care. Providence at Home has been accredited for its Home



Health program for 19 years, and Providence Hospice has been accredited for nine years. Private Duty received accreditation on its first try last year.

“There are new standards and requirements constantly,” Ann said. “It takes us to a higher level of standardization, a higher level of quality. It’s an everyday, all-day, all-the-time commitment to excellence.”

## Providence Rehab Centers Offer Bionic Leg Technology

### WE HAVE THE TECHNOLOGY.

Therapists at Providence Healthcare & Rehabilitation Centers of Downers Grove, Ill., Palos Heights, Ill., and Zeeland, Mich., are now using the AlterG Bionic Leg to help patients get moving again. It’s the first wearable robotic trainer—and while it’s not quite the making of the six million dollar man, it is making rehab more effective.

“It’s helping patients with sit-to-stand, and giving them feedback on how to shift their weight better — it gives external support, but can be adjusted

to allow them to use their own muscles as much as possible,” said Laura Ford, director of rehab services at Providence of Palos Heights.

The Bionic Leg is activated when the patient shifts weight to the affected limb. This helps patients naturally re-learn how to use an injured limb. Therapists find that the Bionic Leg helps patients stand stronger, walk more confidently, and recover sooner. It is a powerful rehab tool in helping people get back to their lives as quickly as possible.



# Rethinking Rehab

What do you think of when you think of Providence Healthcare & Rehab? If you're not visualizing bionic legs, safe drivers, and short-term stays, you might need to take another look.

Rehab from Providence offers clients access to not only the latest technology, but also the care staff and therapists who work hard to get patients back to their lives as quickly as possible.

The rehab buildings are long-term homes for only a small percentage of their residents – for those residents, the goal is still to maintain a high quality of life and maximum independence. But for almost all clients, the Providence community is a temporary stay – usually about three weeks.



*Staff and technology work together for rehab at Providence locations.*

Rehab and skilled nursing are available at five Providence communities: Providence Healthcare and Rehab of Palos Heights, Downers Grove, and Zeeland, as well as Park Place Health & Wellness Center in Elmhurst and Victorian Village Health & Wellness Center in Homer Glen. In 2016, we expect to open another option at Park Place of St. John, our first community in Indiana.



## *Driver Rehab Available at Palos Heights*

*The Driver Rehab program at Providence of Palos Heights helps people regain confidence and safe driving skills after they've had a stroke, injury, or recent hospitalization. Occupational therapists assess vision, perception, cognition, and concentration before taking clients out behind the wheel. Therapists can even help patients get adaptive equipment for their cars if needed.*

# Response to Rehab



*"Providence has given me 10 years of my life back," John Kovas said after rehab.*

John Kovas received physical and occupational therapy at Providence of Downers Grove, and it changed his life. Watch the video by scanning the code.



Echoing John's sentiments, other clients have been very happy with their decision to get rehabilitation at Providence. Here are some of the reviews we've received:

*"I would like to take the time to write a letter of appreciation concerning the excellent care that I received here at Providence Healthcare and Rehabilitation Center. The people whom I encountered in all capacities — whether it was healthcare-related, therapy-related, food services-related, custodial-related, or medical-related — were attentive, caring, pleasant, and informative."*

**D. H., rehab client**

*"I like the atmosphere here. Everyone is very friendly. They encourage you to come out to all the activities. The therapy sessions are vigorous, but that's ok — I want to be able to do things for myself again. And I am very confident that I will."*

**B. W., 2015 rehab client**

*"The people here are just beautiful. They don't just treat you as patients — they let you into their lives too. If anybody is thinking about it, this is a good place to go."*

**P. P., 2015 rehab client**

*"I liked it there so much, I almost cried when my rehab was done and I had to leave!"*

**2014 rehab client**

*"My experience at Providence was incredible. From the time I arrived I was warmly greeted. All of the staff treated me extremely well. The therapy I received was beyond belief."*

**J. F., rehab client**

*"Great care! Great food! I'm so glad I chose Providence."*

**B. C., rehab client**

# Resident Assistance Gifts Benefit Those Who Need It Most

BY BILL BUIKEMA, VP OF MINISTRY AND ADVANCEMENT

One of the greatest gifts that Providence Life Services can offer to our residents is the relief that results from free care.

The average life expectancy keeps rising, and a person's resources may not last long enough to fulfill the cost of care for his or her lifetime. If you couple that with the financial challenges of each state, the problem becomes even more serious. For example, through the



*Gifts to Providence allow us to provide free care for residents.*

state of Illinois Medicaid program, Providence receives less than half the cost needed to provide care for a client. Residents whose funds have been depleted are able to stay in our community because

of the commitment we make as a ministry, and because of the faithful gifts we receive from our supporters, families, and friends.

Each year we highlight this need so you are aware of the importance of these gifts to resident assistance. Without these gifts, it would be impossible for us to sustain our ministry in its present form. For over 100 years, we have been able to provide benevolent and free care to the elderly who need it the most, and this year is no different. We expect to provide over \$5,000,000 in unreimbursed care to residents, and in addition, provide spiritual support to all of our residents through our chaplaincy program, which is entirely funded through the generous gifts of our community friends.

I would encourage you to consider a gift to resident assistance for Providence Life Services. Each gift is greatly appreciated — your gift makes a difference in the life of the elderly by taking the burden away from them when they are in their weakest hour, and answers God's call in the Bible to care "for the least of these."

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