

The HEART of Regina Health Center



SPRING 2014

Regina Health Center provides excellence in health care and supportive services that enrich your life or the life of an elderly loved one. We are recognized as a center that promotes wellness, holistic health care, education and research in an atmosphere that reflects the core values of spirituality and shared community life.

SISTER BETTY HARRIS BRINGS GOOD CHEER AND A KIND EAR TO RHC

Sister Betty Harris, CSJ, has always had a gift for listening and ministering to those in need, which is good news for her fellow residents at Regina Health Center (RHC). Sr. Betty continues to use her gift to provide a listening ear to keep residents company and put a smile on their faces.

Like many of the sisters who call RHC home, Sr. Betty spent many of her early working years teaching grade school students. After retiring from teaching, Sr. Betty helped with administration at the Congregation of Saint Joseph Motherhouse in Cleveland. When her ministry there was complete, she was approached about managing a local thrift shop in Cleveland's Detroit-West 65th neighborhood. She agreed to give it a try because she wanted to keep active, but said she would give it two months.

Her two-month trial lasted almost 20 years.

Sr. Betty lights up when talking about the interesting people from all walks of life and all areas of the city who came into the thrift store, where shopping sometimes took a backseat to conversation.

“Many people just wanted to talk and I was there to listen. At times, I even sent them down the street to the church so they could talk to the priest. I had more fun there and learned so much from the people I served.”

After the thrift store closed, she ran into one of her regular customers who gave her a big hug and said, “We miss you honey.” Sr. Betty realized she needed to get back out there and use her natural gift of listening and ministering to those in need. She began visiting homebound neighbors and those in nursing homes, listening to them and keeping them company.

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ALWAYS IMPROVING



Benjamin Franklin once said, “Without continual growth and progress, such words as improvement, achievement and success have no meaning.”

At Regina Health Center (RHC), we couldn’t agree more. RHC has always focused on providing quality, faith-based care, which shows in our awards and recognition. It is not by accident that we continue to receive Five-Star Overall Quality Ratings from the Centers for Medicare and Medicaid Service (CMS). It takes hard work, competent staff and compassion. However, that does not mean we are resting on our laurels. Even a good facility can keep searching for ways to grow and improve.

That’s why we were excited to be one of 251 nursing homes in the United States selected to participate in a project designed to evaluate the Interventions to Reduce Acute Care Transfers (INTERACT) quality improvement program. The program is recommended by the CMS to improve the care of nursing home residents.

Nationally, one in four Medicare patients admitted to skilled nursing facilities from hospitals were readmitted to the hospital within 30 days. And, up to two-thirds of hospital transfers are rated as potentially avoidable by long-term care health professionals.

The INTERACT program focuses on the management of acute change in resident condition. It currently tracks three diagnoses that have a higher readmission rate. The goal is to improve care and reduce the frequency of potentially avoidable transfers to the hospital.

With INTERACT, we now have clinical and educational tools and strategies being used in every day practice. In place since just the start of the year, the results have been extremely positive. Our readmission rate was close

to the national average before we implemented the program. In March, it was less than 15 percent, which is our ongoing goal. We would love the rate to be zero, but that’s not realistic because sometimes residents are sick beyond care we can provide and they need to be readmitted.

OUR HOSPITAL
READMISSION
RATE DROPPED
TO LESS THAN

15%

Implementing the program proved to be seamless for several reasons. First, our staff is accustomed to constantly striving for quality improvement. Second, Janet Cinadr, RHC’s director of nursing, does a great job educating our nursing staff and setting realistic goals for them.

Finally, care at RHC has always been “global.” INTERACT fits that model because it is a team effort, providing checklists and education so staff at every level can monitor residents. For instance, if someone in housekeeping interacts with a resident every day and they notice something out of the ordinary, they know to alert a nurse who can then make an assessment. The longevity of our staff also helps, because they know residents and know what is normal and what is not.

We’re encouraged by the initial results of the INTERACT program, but we’ll keep searching for ways to grow and progress. Because as Benjamin Franklin noted, without them, improvement, achievement and success have no meaning.

Mark C. Yantek, LNHA
Executive Director, Regina Health Center

RESIDENT CARE SPOTLIGHT

Bill Vorndran Helps Keep Regina Health Center Ticking



When Bill Vorndran began working at Mount Augustine as a dietary porter, a gallon of gas cost 39 cents, a loaf of bread cost less than 50 cents and Richard Nixon was in the White House. The year was 1973 and Mount Augustine was a convent for the Sisters of Charity of St. Augustine (CSA). Today, Bill is the safety and maintenance director at Regina Health Center (RHC), which was established in 1993 when the CSAs responded to a need to care for the aging religious population and converted a portion of their motherhouse into the existing nursing facility.

FORTY-ONE YEARS OF SERVICE

In his position, Bill oversees a staff that performs landscaping and maintenance for all equipment, buildings and the expansive grounds, plus manages all areas related to safety at RHC. While Bill and his staff don't provide direct care to residents, they still enjoy interacting with them and ensuring their environment is clean and safe, and everything needed to keep life at RHC running stays fully operational.

"We love talking to our residents and hearing their stories about all they've done over the years. There are many different personalities and nationalities here, and it's nice to learn about them and get to know everyone," said Bill. "And they let us know that they appreciate what we do."

Through 41 years of service, Bill has formed close relationships with many residents. He has a unique relationship with one current resident, because he has known her since fifth grade. Sister Joan of Arc Walsh, OP, was his teacher at Assumption of Mary school in Broadview Heights, Ohio, and his choirmaster at the Church of the Assumption.

He went from seeing her every day nearly 50 years ago to now seeing her every day again. "She knows me well and we speak often, just like in the old days."

One of the biggest tasks for Bill and his staff is maintaining and improving RHC's 230-acre grounds. It's also one of the most rewarding aspects of his job.

"The gardens and grounds offer a quiet, God-oriented, peaceful haven for our residents. We work to continually improve them for easier access so all residents can enjoy them and the various activities held there," said Bill.

For his many years of helping keep RHC in top shape, LeadingAge Ohio honored Bill in 2010 with its Excellence in Caring-Indirect Award. Recognition or no recognition, Bill has no plans to retire anytime soon.

"I like being here. You can't ask for a more beautiful setting and atmosphere here. Everyone genuinely cares about each other," he said. ♦



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Regina Health Center has been blessed by many caring and loving supporters who are determined to sustain this compassionate and high-level health care facility for the aged religious and laity. We celebrate and recognize our most generous donors by including them as members of Regina Health Center's Giving Circle Societies.

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Please call Maureen O'Neill-Laszlo in the development office at 330.659.5132 for assistance in transferring gifts of securities.

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*Deceased

We thank the many other donors who made thoughtful gifts to Regina Health Center in 2013. Please consider joining one of our Donor Giving Circles in 2014. We regret if we have inadvertently excluded or misspelled any names. Please call RHC's Development Office at 330.659.5132 so that we can correct any errors. Thank you.

GIVING GOES BOTH WAYS WITH RHC'S CHARITABLE GIFT ANNUITY PROGRAM

In February, many of our readers received a sample charitable gift annuity illustration in the mail. Charitable gift annuities are a simple way to support a charity and a clever way to increase reliable income for life. Charitable gift annuities are easy to establish with quarterly fixed income payments beginning immediately. Rates are much higher than bank certificates of deposit offer, and there are income tax, capital gains tax and possible estate tax benefits. Establishing a gift annuity with appreciated securities can further increase tax savings.

SAMPLE ILLUSTRATION of a Charitable Gift Annuity

Date of Gift Annuity Illustration: **February 28, 2014**
Age or Birth Date of Annuitant: **72**
Proposed Gift Amount and Gift Type: **\$10,000 cash**
(not securities)
Annuity Rate: **5.4%**
Annuity: **\$540.00**
Quarterly Payment to you: **\$135.00**
Charitable Deduction: **\$4,239.50***
Equivalent Rate of Return: **8.2%****

BREAKDOWN OF AN ANNUITY				
Year	Capital Gains Portion	Tax-free Portion	Ordinary Income	Total Annuity
2014	—	\$333.41	\$119.59	\$543.00
2015 to 2027	—	\$397.44	\$142.56	\$540.00
2028	—	\$260.37	\$279.63	\$540.00
2029 onward	—	0.00	\$540.00	\$540.00

This illustration is solely based on an individual age 72. Rate, income, and tax information will vary depending on your age and the timing of your gift. This proposal is for illustration purposes only and should not be considered legal or professional advice. You may want to consult your attorney, tax, or financial advisor to make sure a charitable gift annuity is right for you.

Thank you for considering this most meaningful gift to benefit the mission of Regina Health Center. *Please call Maureen O'Neill-Laszlo, director of development, for more information at 330.659.5132.*

*Your charitable deduction will be limited to 50% of adjusted gross income for cash and non-appreciated property; 30% for securities.

**The Equivalent Rate of Return (based on an income tax bracket of 28%) because a portion of the annuity will be treated as a return of principal, which is not taxed, the annuity will be worth more than an equivalent amount of money that is fully taxable.



ANNUAL GIVING LEVELS AND BENEFITS



DONOR GIVING CIRCLE SOCIETIES

CIRCLE OF GENTLE COMPASSION \$100 INDIVIDUAL; \$300 ORGANIZATION

- *The Heart of Regina Health Center* newsletter mailed twice per year
- Recognition in *The Heart of Regina Health Center* newsletter
- Invitation for two to Car Show and Donor Picnic

CIRCLE OF UNFAILING HOPE \$300 INDIVIDUAL; \$600 ORGANIZATION

- All of the above *plus* an invitation to RHC's Christmas Concert

CIRCLE OF DEEP PEACE \$500 INDIVIDUAL; \$1,000 ORGANIZATION

- All of the above *plus* an invitation to the Circle of Abiding Love Mass and Donor Recognition Ceremony

CIRCLE OF ABIDING LOVE \$1,000 INDIVIDUAL; \$5,000 ORGANIZATION

- All of the above *plus* a photo with Bishop or Celebrant of the Liturgy, a Circle of Abiding Love lapel pin and recognition as a Circle of Abiding Love member in marketing materials

CIRCLE OF ABUNDANT JOY \$5,000+ INDIVIDUAL; \$10,000+ ORGANIZATION

- All of the above *plus* invitations to exclusive RHC events



LIFETIME BENEFACTOR Recognizes individuals whose accumulated giving has reached \$25,000 or more; organizations that reach accumulated giving levels of \$50,000 or more. Benefits include:

- Invitation and special recognition at the Circle of Abiding Love Mass and Recognition Ceremony
- Commemorative gift
- Invitation to exclusive RHC events
- Recognition in marketing materials as a Lifetime Benefactor member



REGINA SOCIETY The Regina Society was established to recognize donors who make an estate provision to benefit RHC through a will bequest, beneficiary designation, charitable gift annuity, life insurance, retirement assets, trust arrangement or other types of deferred gifts. Also recognizes donors with accumulated cash gifts of \$10,000-\$24,999. Benefits:

- Invitation and special recognition at the Circle of Abiding Love Mass and Recognition Ceremony
- Beautiful Circle of Abiding Love ornament
- Invitations to special RHC events
- Recognition in marketing materials as a Regina Society member



LIFETIME BENEFACTOR Recognizes accumulated giving of \$25,000+ for individuals and \$50,000+ for organizations.

- All of the above *plus* Special Circle of Abiding Love memento



Celebrating EARTH DAY *Every* DAY

WITH A LAST NAME OF FLOWERS, it's only appropriate that Sister Evelyn Flowers, CSA, serves as coordinator of environment concerns for the Sisters of Charity of St. Augustine (CSA). Sr. Evelyn's role is to encourage and educate others about caring for the earth, which she fully embraces, ensuring that every resident, employee and visitor of Regina Health Center (RHC) knows how important environmental consciousness is to the CSA Sisters.

She's also in charge of Earth Day celebrations, which the sisters have been participating in since the event began in 1970. This Earth Day, which was April 22, Sr. Evelyn created a contest for RHC departments to display plants that promote a healthy environment. Ten departments participated, choosing from a listing of the National Aeronautics and Space Administration (NASA)/Associated Landscape Contractors of America (ALCA) most effective plants for treating indoor air pollution.

Many of the departments obtained plants through the RHC Garden Club, whose members are RHC residents. Staff members from two departments were chosen as winners for their unique displays and in-

depth plant research. The winners received orchids as their prize at a recognition party for all contest participants.

Celebrating Earth Day is just one component of the CSA Sisters' commitment to environmental consciousness. Several years ago, the sisters took a congregational stance on peace, which included peace with the earth as well as humankind.

Raising bees is the newest addition to this commitment. Two members of St. Anthony Padua Parish in Parma, who are beekeepers, installed bee hives on the RHC grounds behind the greenhouse parking lot. The beekeepers care for the hives and collect honey, which they share with residents.

"Nationally, last winter alone, one-third of honeybee colonies died or disappeared. This die-off of these vital pollinators threatens agricultural production across the country. We are thrilled to be a site that is renewing the life of bees and adding to the ways we can help the environment," said Sister M. Cabrini Ferritto, CSA who was instrumental in working with the parish volunteers. ♦

photo: (left to right) First prize winners of the 2014 Earth Day staff project: Maureen O'Neill-Laszlo, Nancy Ilg, Mercita Thailing with Sr. Evelyn Flowers and Karen Thomas.

SISTER BETTY *continued from page 1*

Sr. Betty first came to RHC for rehabilitation after surgery. During her temporary stay, she said she met wonderful people and quickly made friends. When it was time to return to RHC as her permanent home, she already knew a few people and made a point of meeting as many more as she could. She went down the halls, knocked on doors and introduced herself.

“So many were worse than I was and they seemed to be comforted by my visits. I have been blessed to get to know so many people and call them my friends,” she said.

Sr. Betty makes sure to meet all new people who arrive at RHC and often gets to know the families of residents as well.

“They are so thankful. You just do not realize what you do for them, but they tell you how grateful they are. One family even brought me to a Cleveland Indians game and we sat in a loge. It was wonderful,” said Sr. Betty.



Sr. Betty shares her room with RHC’s oldest resident, who is 106. She sees it as blessing to have her as a roommate, helping out where she can and setting out her clothes for the next day. “It is good to give back to someone who did so much for her community.”

Regina Health Center Board member Sister Miriam Erb, CSA, knows how important Sr. Betty is to RHC and vice versa. “Sr. Betty founded her own ministry of caring for her fellow residents here at RHC. She is living life fully in her retirement.” ♦

A NOTE OF *thanks*

**BY DAVID SIMIA, PRESIDENT,
REGINA HEALTH CENTER BOARD OF DIRECTORS**

The Regina Health Center Board of Directors has been paving the way for this ministry of God since its inception in 1993. I want to applaud you, as the governing leaders of RHC, for demonstrating a strong commitment to our mission. Aside from the time and many talents you shared, all board members made a charitable financial contribution to RHC in 2013. Thank you for assuring our residents, staff and fellow supporters that their board is 100 percent behind them.

RHC has been blessed with the numerous residents and families who have called RHC home or who have benefited from the compassionate caregivers who look after their loved ones.

On behalf of the board, we wish to thank our donors and volunteers for their continued dedication and loyalty. Together, we will see Regina Health Center thrive into a bright and sustainable future.

We should all be proud of the success of RHC. ♦

REGINA HEALTH CENTER BOARD OF DIRECTORS

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CIRCLE OF ABIDING LOVE MEMBERS RECOGNIZED

Regina Health Center (RHC) celebrated the generosity of donors April 22 at the annual Circle of Abiding Love Donor Mass and Recognition Ceremony. The evening began with Mass celebrated by the Most Reverend Roger W. Gries, Auxiliary Bishop Emeritus, Diocese of Cleveland. Bishop Roger, who is also an RHC board member, spoke about the importance of having so many individuals and organizations that understand and support RHC's mission. Bishop Roger also conveyed how blessed RHC is to have so many members who are considered part of the RHC family.

The recognition ceremony honored donors who made gifts to RHC in 2012 and 2013, and who joined one of the Circle Giving Societies. After Mass, Circle members enjoyed a special dinner in the RHC assembly room, which was decorated festively in spring colors and with spring flowers. George Diehl, a local pianist, entertained guests with tunes from Broadway. ♦



(top photo) Most Rev. Roger W. Gries, OSB, Aggie Myaynard, Sr. Judith Ann Karam, CSA, and Bob Maynard. (bottom photo) Sisters Ann Letitia, OSU, Joan Peine, OSU, and Mary Pat Gallagher, OP, at the annual Circle of Abiding Love Donor Mass and Recognition Ceremony

RHC *upcoming events*

June 16 HOLY IN ONE GOLF OUTING

The 15th annual Holy-In-One Golf Outing moves to the legendary Firestone Country Club in Akron. Register today because time is running out.

Call Nancy Ilg at 330.659.5142 or visit www.holyinone.org



August 20

CAR SHOW AND DONOR PICNIC

6-8:00 p.m.

Everyone is invited to the car show. RHC supporters will receive an invitation to the picnic. The rain date is August 27.

Call Chris Therens for information about registering your car at 330.659.5154



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WISH *list*

Below is a list of items that will enhance the lives of residents, along with the approximate value of the need. If you would like to designate your gift for a particular "Wish List" item, please list it on the return envelope that is enclosed with this newsletter. We will make every effort to apply your gift to the Wish List item of your choice. At times, we receive an overabundance for a particular item or it is underfunded, in which event, your gift will be applied to the general fund to support the vital mission of RHC. Thank you for your thoughtfulness and generosity.

ACTIVITIES DEPARTMENT

- CD Players – \$50 each: Residents love to listen to music and recorded books on CDs. Community CD players can be passed around to residents.
- DVD Players – \$75 each: Residents, who are less mobile, take pleasure in watching movies in the quiet and privacy of their rooms.
- Garden Equipment – \$200: Many residents enjoy walking around the various gardens at RHC. Many plant their own flowers and vegetables. A wheelbarrow and gardening tools would come in very handy. They are also in need of decorative plant containers for the garden .
- Utility Carts – \$200: Needed to transport supplies and crafts to and from resident activity events.

PASTORAL CARE DEPARTMENT

- Advent Candles for 2014 – \$75
- Easter Candle for 2015 – \$200
- Hosts for one month – \$100
- Wine for one month – \$65
- Sanctuary Lamps for one month – \$15

RESIDENT MAINTENANCE AND SAFETY

- Digital Camera – \$250: Please consider donating a gently used camera in good working order or funds to purchase a camera.

GENERAL REQUESTS

- Renovation of third Floor Resident Spaces: TV room is in need of new comfortable chairs – \$500 each; Update countertops in bathing rooms – \$500



REGINA HEALTH CENTER

A Ministry of the Sisters of Charity Health System

Regina Health Center has chosen to print responsibly on paper containing post-consumer recycled fiber.