IV. SERVICES PROVIDED BY NURSING FACILITIES

KEY POINTS

• **Nursing care is the foundation of what and who we are.** Registered nurses, licensed practical nurses and certified nurse aides provide comprehensive medical and personal care 24 hours a day, seven days a week, 365 days a year. The younger you are when purchasing long-term care insurance, the lower the cost.

• **The safety and care provided by the state’s most highly regulated industry** can’t always be found at home. The burdens of maintaining a home and all the related responsibilities can be at least temporarily lifted for a resident.

• **The skilled nursing profession has developed the unique skills** necessary for providing the highest quality, most cost effective and comprehensive alternative for intensive rehabilitation and post-acute care. Today, we are the leading provider of this service.

Grayling Nursing and Rehabilitation, Grayling
Dear Westland Nursing & Rehabilitation Centre Staff,

I wanted to say thank you for the wonderful care that you provided for my aunt, Judith Horton. You allowed her to be herself and die with the dignity she deserved. I have never experienced a home such as yours, filled with kindness and compassion and true love for your residents. My aunt really enjoyed living there and I now understand why.

I came there to be with my aunt and cousin to give the strength and comfort I felt they would need, only to find your staff there taking care of them, as if they were their own family. Your home touched me and made me believe that there are truly good, caring people that work in nursing homes. Thank you again for everything and may God bless each and every one of you!

Sincerely,
Wendy Cooper (Judy’s Niece & Goddaughter)
NURSING CARE IS THE FOUNDATION
of what and who we are. Registered nurses, licensed practical nurses and certified nurse aides provide comprehensive medical and personal care 24 hours a day, seven days a week, 365 days a year. Skilled nursing facilities provide the most comprehensive level of care services. We are responsible for many facets of care that together provide for the individual needs of our residents and an improved quality of life. This involves medical and personal care, as well as emotional support. Many residents find the social interaction with other residents and care providers adds significantly to their quality of life. The safety and care provided by the state’s most highly-regulated profession can’t always be found at home - especially for the indigent population. The burdens of maintaining a home and all the related responsibilities can be at least temporarily lifted for a resident.

Medical and Personal Care Supervision
Nursing and rehabilitation facilities provide constant care involving all of the activities of daily living including toileting, bathing, feeding and dressing.

Norlite Nursing Center of Marquette
IV. SERVICES PROVIDED BY NURSING FACILITIES

The facilities also provide skilled nursing care, which includes monitoring and dispensing medication, as well as end of life care. Residents must also be under the care of either their own physician or one through the facility. The principal doctor in a facility is the medical director. Facilities must have a doctor available by phone or on hand 24 hours a day.

Dietary and Nutritional Care

High quality meals are very important parts of our residents’ daily lives. Proper nutrition and hydration are paramount in the coordination of care to the healing and rehabilitation process. Many facilities recognize the importance of nutritional care and have renovated their kitchens, dining rooms and service options. Room service with fine linens, 24-hour food service and numerous buffet choices provide plenty of dining options for residents.
More and more facilities are utilizing “buffet style” dining, which provides real resident choice and increased satisfaction. Another option some HCAM facilities have embraced is the five meals a day program, trading the traditional oversized breakfast, lunch and dinner for smaller meals throughout the day which is compatible with the resident’s schedule.

Rehabilitation Therapy

The skilled nursing profession has developed the unique skills necessary for providing the highest quality, most cost-effective and comprehensive alternative for intensive rehabilitation and post-acute care. Today, we are the leading provider of this service. Assisting and enabling an individual’s rehabilitation and recovery is a source of pride and accomplishment for those in our profession. Rehab teams evaluate cognitive level, range of motion, functional mobility and activities of daily living. Occupational, physical, and speech and language therapists contribute to the short-term health and vitality of residents. All three disciplines – physical therapy, occupational therapy, and speech and language therapy – work together to consider the patient as a whole.

Bay Shores Senior Care and Rehab, Bay City
Therapy should be functional – improved arm strength is important, for instance, to a resident’s ability to hang up clothes or perform other necessary daily chores – as well as creative. To create a dynamic therapeutic environment, a range of programs may be implemented, including ageless yoga, cooking, leisure and sporting activities. Treatment sessions ensure every resident is treated individually with care and compassion.

Secure and Safe Environment

The residents we serve and their families, need to know they are in a safe and secure environment. This includes technology to track “wandering” residents, which is often a symptom of dementia, and monitoring systems to control access to the facility. Additionally, skilled nursing provides 24-hour supervision of residents’ needs, while maintaining their privacy and creating a home-like environment.

Social Activities

Before coming to nursing and rehabilitation facilities, residents - in many cases - were very active in their local communities in numerous ways. They may have been volunteers in various charitable organizations, supporters of the arts through museums, theatres and the like which contributed greatly to their quality of life through a feeling of belonging and worth. Although they may now face certain physical limitations that affect their ability to continue in these pursuits as before, our activity departments are doing an outstanding job keeping the connection between residents and the community viable.

Federal regulations state a facility must provide an ongoing program of activities designed to meet the interests and the physical, mental and psychosocial well-being of each resident. The intent of this requirement is that the facility identifies each resident’s interests and needs and involves the resident in an ongoing program of activities. This is designed to appeal to their interests and to enhance the resident’s highest practicable level of physical, mental and psychosocial well-being.
IV. SERVICES PROVIDED BY NURSING FACILITIES
As we enter an era of rapid growth for our aging population, Michigan is being challenged along many fronts to provide an expanded array of long-term care services. Today's nursing and rehabilitation facilities are very different from the nursing homes of just a few years ago. Residents have a broad array of services and supports available to them. Many are there for short term rehabilitation visits. Others with more complex or chronic medical conditions are there for longer term care. Quality improvement is an important part of operating today's nursing facility. Person-centered care is delivered by a skilled work force. Resident, family and employee satisfaction is measured and used to improve patient care. Michigan leads the country in new construction and renovation of nursing facilities. Nursing and rehabilitation centers are the common thread throughout every county and community in our state and the need for twenty-four hour, quality, skilled nursing care remains and will continue to be a core government responsibility to its senior citizens.

HCAM is a statewide trade association representing Michigan's long-term care providers since 1948. Our membership continues to grow and now includes skilled nursing and rehabilitation facilities, county medical care facilities, hospital long-term care units and assisted living facilities. HCAM represents 260 nursing facilities. Whether a member or not, the Association through its efforts had a direct impact on all of Michigan's 400 facilities employing more than 40,000 dedicated workers caring for nearly 40,000 of Michigan's elderly citizens every day of the year. In 1999, HCAM established an affiliate association to serve assisted living communities: the Michigan Center for Assisted Living (MCAL). Its growth continues and now represents 98 communities throughout the state.