

# Life<sup>at</sup> Pennknoll Village

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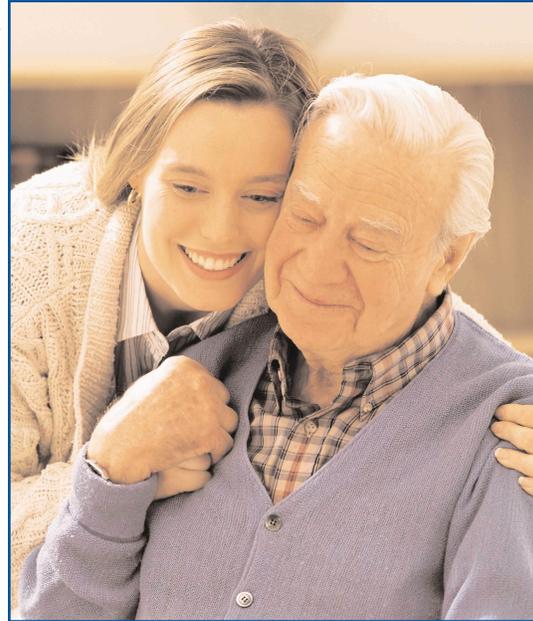
## Short-term admissions continue to rise

**Pennknoll Village's short-term rehab unit continues to outpace expectations** while serving the needs of Bedford County and surrounding areas.

In July, Pennknoll had 33 admissions. "Some facilities don't do that in a year," says Craig Instone, marketing/admissions director, adding that year-to-date admissions are at 197. "We've certainly become the provider of choice in Bedford County."

Although it took a while to get the word out, Pennknoll is now attracting "repeat" customers who

had a good experience and want to come back when they have a re-occurrence. "We're on pace to do 350 admissions for the year," Instone says. "It is a short term



***"...our goal is to get people home."***

unit and our goal is to get people home."

In addition to the quality of care received, short-term rehab patients choose Pennknoll Village because they can remain close to

home, family, and friends.

"I get a lot more phone calls from physicians [than when we first opened,]" says Instone. "They've grown to like us. For the local physicians, they get to follow their patient's care. It works out very nice."

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**A quarter century of care** (see Page 2)

# From the Administrator

## *Still going strong after 25 years*

**On July 26, Pennknoll staff members, residents, family members, and friends gathered for our annual picnic and employee recognition, at which we regularly celebrate our accomplishments and good fortune.**

This year, however, we had even more reason to celebrate—Pennknoll Village marked its 25th anniversary of service.

More than 300 people shared this achievement with us and participated in our rededication ceremony. Congressman Bill Shuster (R-Penn) used the opportunity to meet with constituents and pres-

ent Pennknoll with a citation for reaching this milestone. Also present were Bedford County Commissioner Dick Rice and Rep. Dick Hess (R-Bedford). Rice, who serves on our advisory council, presented Pennknoll with a proclamation from the county commissioners.

Several residents in attendance who always are worthy of special mention are original residents Anna Rose and Richard Stuckey, as well as Pennknoll's original administrator, Julia Reininger, RN.

While it is impossible to recog-

nize everyone with us that day, I think everyone who was in attendance had a personal stake in Pennknoll's performance and can proudly say that we are 25 years old and still going strong!

**—Marti Mosley,  
CNHA, LSW, RHP  
Administrator**



*Marti Mosley (right), Pennknoll Village administrator, enjoys the festivities with Julia Reininger, RN, Pennknoll's original administrator and a current resident.*



*Pennknoll Village's original residents, Anna Rose and Richard Stuckey, are recognized during the annual picnic and rededication ceremony.*



*Joining Marti Mosley (second from left) to recognize Pennknoll Village's 25th anniversary are Dick Rice, (left) Bedford County Commissioner, Congressman Bill Shuster (second from right) and Rep. Dick Hess.*

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*Pennknoll Village* is one of 21 retirement communities and facilities operated by Diakon Lutheran Social Ministries, which also offers a range of specialized programs for children, individuals and families.

Visit our web site at  
[www.diakon.org](http://www.diakon.org)





## Employee recognition awards

### 5 years

Jeanne Ebersole  
Virginia Lefler  
Brenda Harclerode  
Mark Hollar  
Kristen Instone  
Naomi Baker

### 10 years

Mona Carol Yankanich  
Carl Beegle

### 15 years

Juanita Platt  
Kandice Leonard  
Beverly Conrath

### 20 years

Shirley Heit  
Linda Smithberger  
Barbara Eschmann

### 25 years

Lorrie Hiteshew

## *Pennknoll stands tall following survey*

All nursing homes are inspected **annually** by the Pa. Department of Health in what is called a survey. The survey ensures that nursing facilities follow all state and federal regulations.

Surveys, which take several days to complete, are not announced in advance so nursing homes do not know when to expect them; surveyors may arrive at any time of day or night.

In July, the department arrived at Pennknoll Village for its annual survey and found the facility and its

staff in top form.

“Surveyors found only two deficiencies during their time here and they did not impact the care of our residents,” says Marti Mosley, administrator, who adds that the average number of deficiencies on annual surveys in Pennsylvania is six.

“I am really proud of our staff and have personally congratulated them on a job well done. This survey is one of the strongest indications available of the excellent quality of care we provide our residents.”

## *Smith recognized for outstanding job*

**CURA Hospitality recently awarded Pennknoll Village’s Barbara Smith, director of dining services, with its Management Excellence Award.**

In addition to a monetary reward, Smith received a plaque that reads “for the director who consistently performs at a high level of excellence, achieving positive relations with clients, customers, staff and peers.”

Smith, who was recognized during a regional meeting, was taken by surprise by the honor. “I had no idea I was getting it,” she

says. “I was just trying to do my job.”

According to Scott Shuster, regional director of operations for CURA, “Barb’s hard work and determination are what made the difference,” he says. “She has such a great work ethic. We are real proud to have her on board.”

Members of CURA’s operations support team annually nominate staff members for the Management Excellence Award. The final outcome is determined by the vote of an executive committee. CURA Hospitality provides dining services to all Diakon facilities.

## Mosley gains RHP certification

As part of her continuing effort to reassure residents and their families as well as regulators that she is committed to continuing education, Pennknoll Village administrator Marti Mosley recently earned the Retirement Housing Professional (RHP) certification.

Mosley spent six days in Columbus, Ohio, attending classes and completing three comprehensive exams before successfully earning the designation.

Awarded to professionals who strive for excellence, RHP identifies an individual who is trained in facility management, is committed to a philosophy of excellence and

has mastered the principles, philosophy, and practice of facility administration for older adults.

“I went after this certification because it shows that I am com-

*“...I am committed to gaining additional knowledge when it comes to serving seniors in any setting,”*

mitted to gaining additional knowledge when it comes to serving seniors in any setting,” Mosley says.

Originally developed by the American Association of Homes and Services, the RHP program is administered by the University of North Texas. Highly qualified leaders in fields ranging from manage-

ment, gerontology, and finance to marketing, architecture, and law serve as faculty for the program.

Pennknoll’s administrator since early 2000, Mosley holds a bache-

lor’s degree in psychology from Waynesburg College and a

master’s degree in social work with an emphasis in healthcare from West Virginia University. She also completed her nursing home administrator work at Slippery Rock University before becoming certified by the American College of Healthcare Administration.

## Farewell...

*It is with mixed emotions that I leave Pennknoll Village to become the administrator at Susquehanna Lutheran Village, another Diakon Lutheran Social Ministries retirement community in Millersburg, Pa.*

*My time here has been wonderful and challenging. We have accom-*



**Marti Mosley**

*plished much together, and I will miss the staff, residents, and families. Your kindness and support of me were greatly appreciated. This is a good community.*

*I am also filled with anticipation for the*

*new challenges ahead of me. My journey of life has never been long without unexpected opportunities. I have learned to embrace change. And, I guess, that is especially appropriate at this time of year. As with every autumn there comes a bright spring.*

*God bless!*

*Marti Mosley*

# Opportunity draws Miller back to Activities

**For Drena Miller, Pennknoll Village's activities director, things have come full circle.** "I joined Pennknoll in August 2002 as a part-time cosmetologist," she says, adding that she had spent 13 years in activities before rearing her children. "When the position came open for activities director, I felt the pull [to come back.]"

Enrolled in an activities director certification course, Miller has been keeping residents busy with a variety of programs, many of which include animals. "I grew up on a dairy farm and we have a lot of rural people here," she says, adding that there is a lot of research about the therapeutic benefits that ani-

mals have on children and adults. "The animals bring comfort. They

offer unconditional love."

Since spring, residents have

been treated to visits from cows, pigs, goats, ducks, and sheep. One resident, a retired dairy farmer, had to make a special effort to see the cows during one visit. "When he petted a five-month-old calf, he said 'That was worth it all,'" remembers Miller.

In addition to animals, Miller also plans to incorporate activities in which residents interact with children from nearby schools.



Drena Miller (left), activities director, and Rachel White, director of housekeeping, play with White's puppy, "Fiona," the unofficial Pennknoll Village dog. White started bringing Fiona to visit residents not long after she got her. According to Miller, the relationship is good for residents as well as Fiona who has learned how to calmly visit residents while sharing her boundless affection.

## Staff member remembered

Pennknoll Village staff members have added the name of Tina Helsel, R.N., to the village's Tree of Life and made a donation in her name to the village and Shriners Hospitals for Children. The 26-year-old rehab-unit nurse was killed in a car accident this summer. The village also held a memorial service for her.

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# Residents encouraged to dine together

**Late last year, Pennknoll Village began offering residents buffet choices in its dining program, so**

it is only natural that the staff would encourage residents to leave their rooms for dinner. Residents receive an actual invitation at admission, which encourages them to visit the dining room where they can choose meal selections from the buffet and the “always available” menu.

“The dining experience gives residents an opportunity to socialize and is an integral part of their plan of care toward rehabilitation and quality of life,” says Carrie Baumgardner, rehab coordinator,

adding that because dinner is served by staff and residents have choices, the atmosphere is more like that of a restaurant.



Encouraging residents to leave their rooms for dinner is promoted by Diakon throughout its residences and is recommended for its ability to improve independence, environment, and socialization.

“We want to encourage a normal lifestyle for our residents by promoting independence and exercise,” says Baumgardner. “It makes a big difference for residents and our short-term rehabilitation patients.”

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