

Dr. Norman Chien Brings Expertise to Mission Care as New Medical Director



Norman T. Chien, M.D.

Mission Care is excited to announce the new medical director and geriatric specialist, Norman T. Chien, M.D., the Director of the Comprehensive Geriatric Center at Huntington Memorial Hospital. A certified medical director for skilled nursing facilities, he also is a private practice physician of internal medicine—practicing in Pasadena for over nine years.

As medical director, Dr. Chien will oversee, coordinate and direct medical services at Mission Care. He graduated with his doctorate degree from the National Taiwan University College of Medicine and completed his internship and residency at St. Mary's Health Center and fellowship in geriatric medicine at St. Louis University Health Sciences Center.

"We are honored to have such an outstanding geriatric specialist to share in our vision to provide world class service and superior nursing care," said Scott Porter, administrator. "He values the personal contact he has with each patient and sincerely strives to help them progress. Dr. Chien is an outstanding symbol of what we are working to achieve here at Mission Care."

Mission Care & Kiwanis Help Protect Our Community Against Flu

All Mission Care residents and staff that consent, will receive the vaccination this season and will advise of exact dates and processes very soon. In addition to taking care of our residents, Mission Care is joining forces with Kiwanis International as part a first-ever national program to promote flu education and vaccination called "THRIVE" (Tackling Health Risk of Influenza with Vaccinations & Education).

All interested are encouraged to reserve their vaccination over the phone with Bryce Porter (626-607-2411) or at the educational meeting that will take place in the social hall of the Mission Care campus Thurs., Oct. 20, at 10 a.m.



"TAKE ME OUT TO THE BALLGAME, TAKE ME OUT TO THE CROWD..." Mission Care staff and family enjoyed a baseball game at Dodger Stadium on Sept. 26 and were treated to a rare Dodger victory. One resident that is a loyal Dodger fan had not been to a game in 30 years. All enjoyed the atmosphere, game, peanuts and crackerjacks

The flu vaccinations are free for those with Medicare Part B and will be offered at Mission Care on Thursday, Nov. 10, from 9 a.m. to 1 p.m. All other vaccinations cost \$20.

OCTOBER 2005

Formerly California Christian Home

New management and improved services:

- All Medicare & Medi-Cal certified beds
- 58 beds—16 Private rooms, 21 double occupancy rooms
- All rooms have electric beds, cable TV & private phone availability
- Full in-house rehab unit —PT, OT, ST
- 24 hour, 7 days a week admissions
- 16 hours RN, remaining 8 hours on-call
- Beautiful 5.5 acre campus shared with residential and assisted living

OUR LEADERSHIP TEAM



Cindy Ayala, Activities Director, received her degree in theater from San Antonio College and her Activities Director certificate in 1997. A native from Texas, Cindy is a life-long entertainer and became an activities director over nine years ago. She is an avid Mary Higgins

Clark fan and nothing beats her ham and potato salad—'southern style.' Cindy has jump started the activities in such a short time and her energy and excitement has captured the love and appreciation of both the residents and families.



Charlene Cole, Social Services Designee, received her degree in sociology from the University of Washington, and is currently working towards her masters of clinical psychology at Pepperdine. Char is excited to be so close to Disneyland and just recently experienced the

joys of an In 'N' Out burger. She also loves theater, ballet, 80's new wave and has a weakness for really good cheesecake. Char is committed to the residents and is a calming presence in the facility.



Dulce Quezada, Dietary Supervisor, comes to us with over 13 years of experience in healthcare, three in nutrition. Dulce is very meticulous with her work and has a great rapport with the residents. Born in Guatemala but raised in nearby Inland Empire, Dulce enjoys dancing, most Asian food and watching her 12 year-old son Raymond play for his soccer team.

My Question Is...

How often will a physician or health professional visit my loved one?

Physicians generally see residents upon admission and once every 30 days thereafter. However, our nursing professionals are in constant contact with all of the physicians that visit the facility. Some insurance companies require that physicians visit more often.

Can I take my loved one home for a visit?

Residents may have a leave of absence only with MD authorization, which can be arranged through nursing staff. The resident or responsible party upon arrival and departure must sign the leave of absence book, located at the nursing station.

Honoring Outstanding Customer Service

We sincerely thank family and friends for visiting our residents. Because you are intimately aware of the service and care our staff provides, we ask your help to recognize those who give extraordinary care to your loved ones!

There are two ways in which you can honor our staff by either a Moment of Truth or All-Star Employee recognition. A **Moment of Truth** is when an employee takes an opportunity to serve a resident or guest in a way that is considered above and beyond the call of duty. **All-Star Employees** meet exceedingly high standards of professional performance, trust, safety, customer satisfaction & service.

Each employee that receives a Moment of Truth or All-Star recognition will have the opportunity to be honored with the **Golden Pineapple Award**—awarded quarterly. The honored employees are awarded a Golden Pineapple pin to wear and is provided the opportunity to be honored with the Moment of the Year or All-Star Employee of the Year Award.

We welcome family, friends and all guests to submit an employee's name for either recognition to the charge nurse or administrator.



GUITARISTS HONOR GRANDPARENTS

John Axume and Julio Soto shared their musical talents with the residents and staff of Mission Care. The duet played a beautiful variety of classical guitar music for over an hour to honor "Grandparents Day"—Sept. 11.



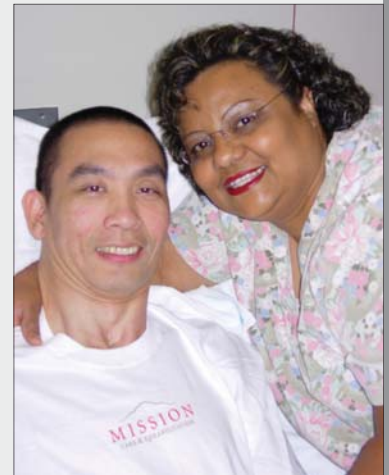
The Legendary Pineapple

According to legend, sea captains who sailed the Caribbean would spear a pineapple outside his home to signal his safe return and to invite them to visit. In colonial times, the pineapple was such an uncommon and coveted commodity that it became symbolic of royal privilege and synonymous with the highest level of hospitality—representing human warmth, charm and family interaction. Its rarity, expense, reputation and striking visual attractiveness made it the ultimate exotic fruit—and therefore appropriately chosen as the symbol of **Mission Care's highest employee recognition, the Golden Pineapple Award.**

Moment of Truth

We are committed to providing world class quality care. We believe in going the extra mile to ensure an outstanding experience for residents, family and visitors. We recognize our staff members that help us exceed your expectations.

Maria Cruz, CNA, does so much more than what is required of her. She loves her job and also loves the residents for whom she renders care. When bathing residents that are completely bed-bound, Maria does not just clean them, she cares for them. Following what would ordinarily be a routine cleaning for most, Maria spends additional time massaging the residents' feet in a warm tub of water. She also rubs lotion and ointment into their feet while she talks with them. It may seem like such a small thing for most of us but to her residents, it makes a world of difference and makes their stay with us that much more enjoyable. One evening, after Maria finished massaging one resident's feet with lotion, he said: "I've never been in a place where the nurses took the time to do that. They're usually too busy, but not here."



If you know of a "moment of truth" when we went the extra mile, please share it with us so we can appropriately honor our staff members.

UPCOMING ACTIVITIES

for our residents

- Thurs, Oct. 6, 2 p.m.** — Outing to San Gabriel Valley Humane Society
- Tues, Oct. 11, 9:30 p.m.** — Fire Prevention Seminar with Los Angeles Fire Dept. Captain
- Thurs, Oct. 20, 11:30 a.m.** — Lunch at Tia Gladys Mexican Restaurant
- Sat, Oct. 22, 4 p.m.** — Musical Concert
- Fri, Oct. 28 All Day** — October Resident Birth-Day-Long Celebration. Cake served at 2:30 p.m.; families encouraged to come.
- Mon, Oct. 31 All Day** — "Monster Mash Bash" featuring Haunted House, Costume Contest & elementary students' Trick or Treaters'
- Every Friday in Oct.** — Fabulous Friday Concert Program