

# Caring Leading Visioning

**CCRC Living at Its Best...**  
at Carroll Lutheran Village

Reprints of  
Articles from the  
2010 and 2011 *Link*,  
the Newsletter of the Village

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# Rehabilitation at CLV ~ Focus on the Whole Person

Steve Bell, Director of Rehabilitation Services

When a physical or medical crisis affects you or a loved one, the consequences can be far reaching and the stress overwhelming. Following a broken bone, a prolonged hospitalization due to illness or a necessary surgery, many questions and concerns arise. Will I regain my strength? Will I be able to return home? And if so, how will I be able to care for myself? When faced with such concerns, patients and their families need to rely on experienced rehab professionals who are attentive to the whole person and focused on their specific needs and goals.



Steve Bell

In 1997, Carroll Lutheran Village established a Rehab Services program to do just that. Physical, Occupational and Speech Therapies became a focus of short term Rehab stays in the Heath Care Center. Soon after, an Outpatient clinic was also established on campus. And as with each new venture at CLV, the program was founded upon the mission and values of the Village, supporting the Ministry of Caring for our campus residents, but also reaching out to the greater community.

The Carroll Lutheran Village Mission states that we are dedicated to “fostering quality life and services for the whole person.” As Physical, Occupational and Speech Therapists, we certainly directly address the physical issues our patients face. But it is our holistic, collaborative approach to multidisciplinary care that makes our team special. “The easy part of our job is facilitating *physical* healing and recovery,” says Sherry Althoff, Rehab Services Aide. “Our staff realizes

that we are not just treating a hip or a knee, but a whole person. Just as important as the healing of that hip or knee is the recovery of the spirit, the will and the confidence needed to be able to return home safely and successfully, and once again enjoy the activities and lifestyle the person cherishes.”

The Inpatient and Outpatient programs at Carroll Lutheran Village provide a continuum for all facets of patient care. And there are many aspects of our Rehab Services and our approach to care that set us apart from other therapy programs:

- **Scheduling** in both clinics is arranged to maximize one on one, individual attention;
- **Encouraging** input from the patients and their families when establishing functional goals;
- **Performing** treatment sessions and home evaluations within the patient’s residence to ensure the return to the daily tasks and activities that are important to and necessary for each individual;
- **Collaborating** with Nursing, Social Work and Wellness staffs in both settings to ensure that all aspects of a resident’s wellbeing are addressed.

**The Inpatient Rehab clinic** is housed within the 103-bed Health Care Center at the Village. It is **equipped** with spacious treatment areas and accessible to a full bathroom and kitchen for functional training. The Physical, Occupational and Speech Therapy staffs have **extensive experience** in a vast array of clinical



Alice Saathoff with her therapist, Bob Kropkowski, PTA.

diagnoses including Orthopedic, Neurological, Cardiac and General Medicine conditions, as well as Wound care and Dementia care issues. **Services** for therapies are available up to 7 days a week as necessary and according to each patient’s tolerance.

The **focus** of Inpatient therapy at Carroll Lutheran Village is to first and foremost identify and understand the needs of the resident and the family, with the intention of designing a plan of care that will efficiently and effectively maximize function and independence. Each patient’s **Rehab plan of care** is developed according to a thorough, hands-on evaluation session, with full consideration of individual needs and expectations. **Daily treatment schedules** are developed to allow for the majority of the sessions to consist of one on one, therapist to patient treatment time, with clinicians devoting **individual attention** to each patient, creating a motivating and engaging environment, ensuring quality intervention and the

ability to progressively reassess the patient's needs daily.

Ms. Alice Saathoff of Westminster was a resident of the HCC for short term care and Rehab twice in 2010. When in the hospital prior to her first stay here, Alice asked the advice of "a very caring and loving nurse" for whom she had much respect. "I asked her 'If I had to press you into recommending a facility for short term Rehab care in this area, where would you suggest I go?'" Without hesitating, she answered, "Carroll Lutheran Village."

Following each stay here at the Health Care Center, Alice was able to return home successfully after diligent work with the Physical and Occupational Therapists of the Inpatient department, but fully credits the **attentive and individualized care** of the clinical staff for her recovery. "I found it very impressive how the therapists studied each patient individually and were so aware and sensitive to our needs. They explore each patient's problems, capabilities and personalities, and apply their expertise in each area. They desperately strive to keep us challenged with different activities and exercises that fit our needs and keep us personally motivated."

If the ultimate goal of therapy is to return home or to some other residential setting, treatment focuses heavily on those functional activities that the patient will need to master in order to do so safely and successfully. **Physical Therapists** address mobility, strength, range of motion and balance.

**Occupational Therapists** train patients in strategies for more effortless daily living and self-care activities such as bathing, dressing, and meal preparation. **Speech Pathologists** evaluate and treat speech, swallowing and cognitive deficits. In order to address these issues as they pertain to the patient's home environment, one or more treatment sessions and/or home evaluations can be performed in the patient's own residence here at Carroll Lutheran Village or in the greater community, a service rarely

*Terry Frock works on stretching exercises with Nicole Fertitta, COTA, while Sherry Althoff looks on.*



found in other Rehab programs.

"Initially, we can attempt to replicate our patients' home environment, practicing activities in our clinic's bathroom and kitchen, or in their room here at the Health Care Center," says Wendy Burnside, an Occupational Therapist here at CLV. "But the reality is that this is not their bed or bedroom, this is not their bathroom or kitchen, these are not their closets or hallways. Sometimes just entering or leaving their home can present a challenge, because of steps or the absence of walkways or railings. So, if we really want to be able to assess how successful they will be in *their* environment, there is no better way than to take them to their home to evaluate and practice those activities there. It gives us the chance to assess their potential for returning home, evaluate any tasks we may still need to address prior to their discharge, as well as any home equipment or services that may be necessary. And maybe just as important," says Wendy, "it gives our patients confidence and the chance to realize before going home, that, 'Hey, I can do this!'"

There are many facets of the Rehab Services program at Carroll Lutheran Village that differentiate it from others. Among them are the attentive, individualized treatment sessions, the diverse experience of the clinical staff, the progressive and challenging, yet

compassionate nature of care, and the ability to perform on-site home evaluations and treatments.

For Alice Saathoff, however, it was the more holistic, personal approach of those responsible for her care that made it possible for her to return to the life she continues to enjoy. "I had been in another facility just before my second stay here (at the Health Care Center). They had a beautiful therapy department with nice shiny equipment, but the care there was not like here. It was so impersonal, not like the attention I received at Carroll

Lutheran Village. The motivation that the therapists here cultivated in me was profound. I was able to bond with the staff in such a way that *I wanted deeply* to do what they were teaching me." She adds, "I have a deep respect for the therapists at Carroll Lutheran Village, but it is a mutual relationship. The motivation I had in therapy was borne from the kindness, attention and respect I received from them. It created an environment that kept me wanting to come back each day and do better than I ever thought I could. And *that is* why I have been able to return home."



*George Kauffman works on range of motion exercises with Julie Pittinger, PT.*

# Outpatient Therapy: The Transition to Wellness

Steve Bell  
Director of Rehabilitation Services

The Inpatient and Outpatient departments at Carroll Lutheran Village provide a continuum for all facets of patient care. The many aspects of our Rehabilitation Services that set us apart from other therapy programs include:



Steve Bell

- Treatment schedules in both clinics arranged to maximize one on one, individual attention.
- Input from the patients and their families when establishing functional goals.
- Performance of treatment sessions and home evaluations within the patient's residence to help ensure return to the daily tasks and activities that are important and necessary for each individual.
- Intimate collaborative relationships with Nursing, Social Work, Wellness staff and other care professionals in both settings to help ensure that all aspects of a resident's wellbeing are addressed.

In this article, we will focus on those therapy services provided to Residential and Assisted Living residents through the **Outpatient Rehab Clinic**.

Since 2001, the Carroll Lutheran Village Outpatient Rehab Department has offered comprehensive Physical, Occupational and Speech Therapy services to our Residential and Assisted Living residents. The clinic is located on the first floor of the Wellness Center directly across the hall from the Carroll Lutheran Village Medical Suite. This convenient location allows for communication and collaboration among therapists, primary care physicians and on-site specialists in areas of practice such as Orthopedics and Cardiology,

and is easily accessible for our Carroll Lutheran Village residents. The clinic is ably equipped to serve patients with a diverse array of diagnoses and conditions.

**Outpatient Physical Therapists address mobility, strength, range of motion, balance, pain management, as well as pre- and postoperative**

**conditions.** **Occupational Therapists** train patients in strategies for more effortless daily living and self care tasks such as bathing, dressing, meal preparation and home management activities, as well as providing splinting and joint care for arthritic or other hand conditions and injuries. Speech Pathologists evaluate and treat speech, swallowing and cognitive deficits. Treatment schedules are designed to maximize one on one, therapist to patient sessions, allowing highly skilled and experienced therapists to devote full attention to their patients, reassessing their progress and appropriately modifying their treatment plan with each visit. This personal care facilitates a more progressive treatment session and ensures the most rapid recovery possible.

When **Hazel Rectanus** underwent a Total Knee Replacement she received her subacute Rehab in the Health Care Center after her discharge from the hospital, and after her return home, was referred to the Outpatient department for continued therapy. "I started Rehab in my own building, which was marvelous!" Hazel had received Outpatient therapy 12 years before for a previous knee replacement and was "apprehensive." "I had been through this before at another clinic. After going in and seeing a physical therapist once, I was immediately turned over

to a number of machines. There was no one on one treatment. It was up to the patient to do for herself. When I went to our clinic here on campus, treatment was mostly all hands on, one on one therapy, and they were constantly reevaluating me. Every exercise I did was explained to me as to why we were doing it and I could understand that, if and when I did the activities correctly, I was going to have good results. And that makes exercising easier."

**Ken Vrtacnik**, another resident, had been suffering from significant back and leg pain prior to receiving treatment in the Outpatient department. "I had never been to Physical Therapy before and I wasn't sure what to expect. I was immediately impressed with the skills and knowledge the staff possessed. They were also very compassionate. It was obvious that they truly wanted to help you." Ken's back and leg pain had significantly limited his function. "I had always been an active person. Before I

*Therapist Alyson Brown works with Maxine Parker on shoulder range of motion exercises.*



*Alyson works with Ruth Myers for her persistent back and leg pain.*



started with my problems, I was going to the gym, I worked one day a week in a dentist's office, rode a motorcycle, worked on cars and in my garden. But I had gotten to the point where my back was hurting so much that I could barely walk. Just getting up and down was almost impossible. The pain truly prevented me from doing many of the things that I liked to do." Ken tried other means of treatment prior to his Physical Therapy. "I had been to pain management, but by the end of that, I was in just as much pain as when I started." Ken was seen by the Outpatient staff for a number of weeks, but as he says, it was time well spent. "For years, my pain was so intense...I didn't think that I would ever get back to where I was. But the therapists were able to stop it. I was amazed! I got back on my motorcycle, I am going to the gym again, I'm back to work at the office. I'm not as fast as I was 20 years ago, but once again I am able to do the things I enjoy."

Outpatient therapies continue to focus not only on the healing and recovery of the physical complications, but also on the functional ability to return safely and successfully to the necessary daily tasks vital to the patient's success at home, and the recreational and social activities that bring pleasure to their lives. Through thorough evaluations, therapists initially identify and understand the expectations, needs and lifestyles of our patients in order to establish goals and a plan of care that will efficiently and effectively maximize their function and independence. Outpatient intervention, treatment sessions can be scheduled

in our residents' campus homes or apartments or in conjunction with the Village Wellness programs. This allows the clinicians to focus on and refine specific activities and tasks within the patient's own environment.

"Our patients come to us in Outpatient Rehab often with a variety of needs and goals, based on their previous level of function and lifestyle," says **Alyson Brown, P.T.** "We strive to help each of them achieve or even exceed the level of independence and lifestyle they enjoyed prior to their physical injury or illness. For some, that may mean directing our treatment activities toward a return to the golf course or tennis court, or to one of our many Wellness programs such as Line Dancing, Water Aerobics or Tai Chi classes. And for others, it may simply be the ability to once again walk to the Dining Room or Bistro, or use the campus shuttle or their personal scooter to travel across campus to visit friends or rejoin their weekly Bridge game. No matter what that level of activity may be, we focus our treatment plan on those activities."

Often, it is vital for patients to continue with progressive therapeutic activities to further the process of recovery once the need for skilled therapy services are no longer required or appropriate. As discharge from Outpatient therapies approaches, treatment sessions are often scheduled to take place in the Friends of the Village Fitness Center or pool. This gives the therapists the opportunity to begin developing a program that can utilize the resources of the Wellness Center to further the recovery of the patient after discharge and help maintain the level of function gained during Outpatient Rehab. Collaborating with the Wellness staff gives the therapists the ability to convey valuable clinical information to the instructor who will be monitoring their program after discharge.

**Jenn Deskiewicz, PTA**, who has worked in both Inpatient and Outpatient Rehab, has seen how the opening of the Wellness Center has greatly benefited Carroll Lutheran Village residents in conjunction with Outpatient therapies. "It's a tremendous advantage for us to be able to actually bring our patients to the

Fitness center for some of our scheduled therapy appointments. We can use these sessions as an adjunct to our traditional treatment activities in the clinic, and it also serves as a strong transition to a Maintenance or Wellness program that our patients can continue long after therapy is finished."

Jenn also points out the benefit of collaborating with the Wellness Team. "Being able to communicate with the Wellness instructors during those sessions gives us the confidence that our patients will continue to progress through and refine their recovery. And under their supervision, there is certainly less risk of recurrent or associated injury. Most importantly, this transition to a Wellness program can significantly decrease the amount of time and visits a patient may need to spend in Outpatient therapy."

**Hazel Rectanus** experienced this benefit first hand. "That transition was very important in my recovery. I was able to go through a remarkable, well thought out progression from my Rehab at the Health Care Center, to that in Outpatient therapy, and finally being able to go to the Fitness Center on my own again. Now I do water aerobics, I go to the gym, I walk a mile and half on days that I don't go to the gym. I have had a fantastic recovery and it was due to the tremendous therapy department and Wellness program we have here at Carroll Lutheran Village."



*Rita Bonin received therapy from Jenn Deskiewicz to strengthen and stretch her knee prior to knee replacement surgery.*

# Wellness for All Its Worth

Lynn Glaeser, Wellness Director



Lynn Glaeser

The Wellness experience at Carroll Lutheran Village is unique. Wellness staff strives to address the total well-being of residents by providing a wide array of programs to maintain and improve physical, social, emotional, intellectual, vocational, and spiritual wellness. This holistic approach to Wellness encourages participants to achieve their personal, healthy aging goals in all areas, at any age, and at any level of residency. It is not a single program but a culture that permeates the campus.

## Diven House and Health Care Center

In fact, Wellness staff members take classes to both Diven House and the Health Care Center. Weekly arthritis, fall prevention and Wii bowling sessions are held in both locations. One on one coaching is available to residents interested in the cognitive fitness program. Residents may also take advantage of personal training either at home or in the Friends of the Village Gym.

## COLLAGE

The Wellness Center staff is trained to tailor and develop a personalized health and wellness program for each individual. In 2009, CLV became a member of COLLAGE, a nationwide consortium of CCRC's dedicated to providing a scientific basis for helping residents achieve healthy aging and wellness goals. COLLAGE begins with a one on one conversation with a Wellness coach. This conversation is confidential and thorough. Together the resident and coach agree on healthy

aging and wellness goals. The information collected from COLLAGE conversations is used to develop data based, resident driven programs as well as each participant's individual healthy aging plan.

Participant Gloria Pierce comments, "Having goals from our COLLAGE

conversation motivated me to come to the gym. I have macular degeneration and the staff helps me set up the machines. I have been on several trips and because I exercise I had the energy to do lots of walking. I also have met many nice people in the gym." The opportunities are endless.

## Fitness for Body and Mind

From the state-of-the-art gym to the warm, saline pool, residents can be found actively engaging in the numerous classes and trainer supervised programs for all fitness levels. Wellness staff is continually researching new programs for the well being of every resident. As Susan Ridder explains, "I am currently enrolled in the Core Concepts class which

has improved my balance and is lots of fun. I never thought I'd look forward to getting up and going to an exercise class!"

Outdoor amenities include a paved Fitness Trail, a tennis court that is also used for Pickle Ball, shuffleboard, and a putting green. To support intellectual endeavors, classes are held collaboratively through McDaniel College and Carroll Community College. Art, genealogy, history, pottery, jazz appreciation, and brain fitness classes are held on the CLV campus.

The Wellness Team and Food and Dining Services have addressed resident interest in personal nutrition. Basic nutrition and healthy lifestyle courses are offered, focusing on the many ways they can positively influence your health.

These courses have included information on how to pursue a healthy diet, separating nutrition fact from fiction,

Gloria Pierce



exercise, and stress reduction.

## Rehab to Wellness

Strong relationships among the CLV Wellness and Physical Therapy staff, as well as Carroll Hospital Center's cardio/pulmonary rehab team, facilitate a smooth

transition for residents/members of the community when being discharged from rehab into a maintenance program. The Cardio/Pulmonary Rehab program at Carroll Hospital Center recommends the Village Wellness Center programs to cardiac patients, many of whom are not Village residents, to



Priscilla Teeter

continue their fitness regimen once they leave the hospital program. The Wellness Nurse at the Village works closely with the patient, the hospital staff, and physician to provide a suitable follow-up program, with the aim of maximizing recovery and independence. Westminster attorney Bill MacDonald came to our program after completion of CHC's rehab program. He



*Susan Ridder (right) enjoys the Core Concepts class with instructor Sherry Stick.*

says, "I was not one to enjoy exercising, but knew I needed to continue after rehab. This is a wonderful program for me. It makes me feel more energetic and the people make it a lot of fun!"

The transition for patients from skilled, out-patient rehab therapy to an individual maintenance program in the Wellness Center is enhanced by the

*Resident Fran Bartlett joins Margaret Martin (from greater community) in the whirlpool treatment.*



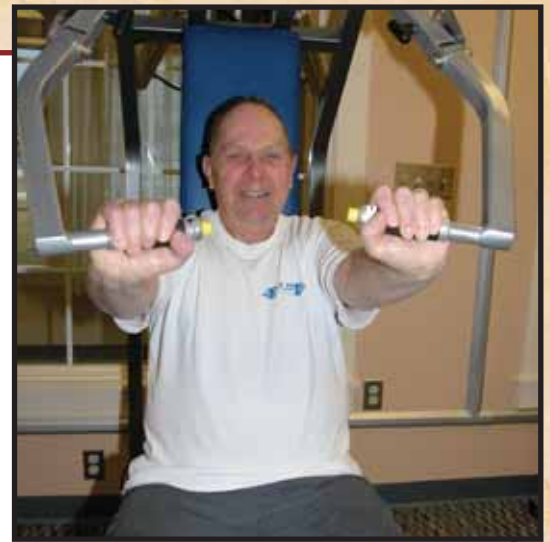
*Bill MacDonald*

collaborative work of the Rehab and Wellness teams. Wellness trainers are able to observe the therapists work with each patient in the gym and learn about each individual's physical and medical history. Wellness trainers receive vital information from the therapists during these sessions regarding restrictions of activity, range of motion limitations and important quality of movement guidelines that are helpful in planning wellness sessions. The opportunity to question and confer with the therapists assures the trainers that they can provide the patient with appropriate progressions and modifications to their recovery program. This collaboration between therapist and trainer does not cease at discharge. The Rehab team is always available for

consultation with Wellness trainers regarding patient progress.

### Community Outreach

As Carroll Lutheran Village's wellness programs have been developed over the past several years, community outreach has been a priority. There is an ongoing effort to share the Village's wellness philosophy and knowledge and its state-of-the-art facilities. Guest memberships are available to qualified, outside members.



*Howard Cramer participates in the Guest Program.*

## Wellness Center Guest Membership

**\$75.00 – 25 visits**

Includes gym and pool membership  
Wellness Center Guest Membership expires in one year and is non-transferable. Signed Physician Referral Form and Informed Consent and Release Form are required.

Additional fitness classes are offered ~  
Prices vary by class and length of session.  
For additional information,  
please call 443-605-1070

This year, the Wellness staff began a Health and Wellness Open House series, indicative of the desire to incorporate new programming on an ongoing basis. The series included:

- **Fall Prevention**
- **Diabetes**
- **Arthritis**
- **Stressors of Aging**

While there are a myriad of specific aspects of Wellness programming that cannot be addressed here, the Wellness philosophy permeates all aspects of campus life and reaches out to the greater community with opportunities to participate. The Wellness experience for all its worth or value, however, can only benefit people when they take advantage of it for all it's worth!



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### *Mission Statement:*

*Carroll Lutheran Village is a Continuing Care Retirement Community dedicated to the ministry of caring in a Christian atmosphere fostering quality life and services for the whole person.*

Carroll Lutheran Village is a fee-for-service continuing care retirement community in Westminster, MD, licensed by the Maryland Department of Aging. It is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) – Continuing Care Accreditation Commission (CCAC). As a member of LeadingAge, the Village is also rated a Quality First facility.

The residential living community of the Village consists of 100 homes and 298 apartments with many services and amenities that appeal to discerning consumers looking to “live” their retirement years. Diven House for assisted living features 50 suites of various sizes to accommodate individuals and couples in a residential atmosphere. The 103-bed Health Care Center, providing long-term care, also specializes in Alzheimer’s/dementia care and in rehabilitation therapies designed to return residents to their homes. All levels of care promote health and wellness in all its dimensions including physical, social, intellectual, emotional, vocational, and spiritual.

