



# The Eagle Newsletter



AUGUST 2019

Eastern Nebraska Veterans' Home, 12505 S. 40th Street, Bellevue NE 68123 402-595-2180



I hear this saying and I think it is quite appropriate. Whether St. Jerome or Tim Duncan said it is just for reference. It goes like this, "Good, better, best, never let it rest til (until) your good gets better, and your better becomes the best". I think about that a lot and have really tried to implement into my daily work. It is the same thought as I read through the Satisfaction Survey. First of all, thank you all so much for sharing your thoughts on our Satisfaction Survey. I want to share a snap shot of the results. In addition, I will provide the written copy in Town Hall for review.

There are four components. Results for Family from the Domiciliary Unit, Results for Members from the Domiciliary Unit, Results from Family from the Skilled Units, and Results from Members from the Skilled Units. Of the surveys returned 39% of the Family Domiciliary Unit were returned. Of the surveys returned 80% of the Members of the Domiciliary Unit were returned. Of the surveys returned 47% of the Families returned from the Skilled Units. Finally of the surveys returned 83% of the Members from the Skilled Units returned the survey.

To make it easier to follow I will discuss each of the four in separate paragraphs. First, we will start with Results of the survey completed by Families from the Domiciliary Unit. There are two questions of particular importance. Would you recommend the facility to others and 73% excellent category said they would compared to a comparison group across the country that reported 52% would recommend. And the overall satisfaction with the facility scored 55% compared to 49%. If we counted using the excellent and good criteria 100% was the result for both questions.

Now from the Members' standpoint. The question, would you recommend this Home to others is 63% excellent category compared to 48% of the national database. The overall satisfaction excellent category is 63% compared to 45% from the peer group. Same two questions using the criteria of excellent and good combined would be 100% from the Members, on the recommendation to others; and 95% on the overall satisfaction.

Moving on to the skilled units, the family question of recommendation to others scored 66% excellent category compared to 49% of the peer group. The overall satisfaction was 66% compared to 46%. Adding in the categories of excellent and good the recommendation was 97% compared to 86% of the peer group. The overall satisfaction was 97% compared to 87%.

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# Welcome to the Eastern Nebraska Veterans' Home



| Admit Date | Name      | Neighborhood |
|------------|-----------|--------------|
| July 26    | Lyle Kobs | Allegiance   |

Everyone enjoys this interesting and entertaining band! They want to be called: 3 Geezers and a Squeezer.

They will be at the Home on Tuesday, August 6 and Wednesday., August 14.

Both performances will begin at 2 pm inside the main Dining Room.

### 3 GEEZERS AND A SQUEEZER

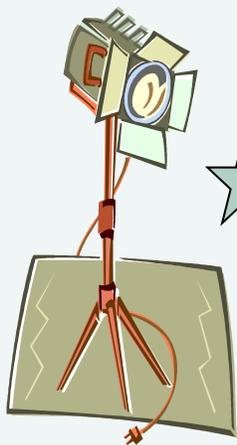




## Teammate of the Month

Thomas Dudderar

- Gone above and beyond in his position within the last several months.
- Has been the sole source of all ordering, creating PO's, research items for member needs, etc.
- Does the job normally 3 people do.
- Does it all with a smile on his face and can do attitude.



## Member Spotlight

We are shining a spotlight on.....

**Thank you for your  
service to the United  
States of America**

**We are honored to  
serve those who  
served!**

Robert Erwin.....Allegiance

Dale Pinneo.....Dedication

Willie Boyd.....Motivation

Gail Holmes.....Service

# August Birthdays

|        |                   |            |
|--------|-------------------|------------|
| Aug 05 | Ronald Redden     | Dedication |
| Aug 07 | Earl Holland      | Dedication |
| Aug 07 | Robert Erwin      | Allegiance |
| Aug 21 | William Hammond   | Allegiance |
| Aug 21 | Virgie Stamps     | Dedication |
| Aug 30 | Charles Schultz * | Motivation |
| Aug 30 | Kenneth Smith     | Allegiance |

\* age 95 +





**Certificate of Excellence:**

**Cookie Heithoff**

**Presented by: Member Council**

**President, Carroll Roberts**

## Dietary News:

Please ask if you would like a special order such as sandwiches, eggs, cottage cheese, salad, etc. for your meal. We are happy to assist and have most items in stock. If we don't, we can order it in within a week. Please note some products we cannot procure, such as rocky mountain oysters and lobster tails.

### Family Council Corner:

This is a wonderful group of family members who meet at the Home on the **2nd Thursday** each month at **10:00 a.m.**

They discuss many issues concerning members and their families. They are a good support system for each other.

**This month: Aug. 8, 2019**

**Next month: Sept. 12, 2019**

Please plan to join them and to see what it's all about.

Family Council President: Mrs. Jean Funkhouser

For more information, please contact Social Services by asking for Kari, Lynda or Paul

### Ombudsman's Corner:

Ombudsmen are dedicated to enhancing the lives of long term care residents.

Ombudsmen:

- Advocate for residents' rights and quality care
- Educate consumers and providers
- Resolve residents' complaints
- Provide information to the public

ENVH's Ombudsman:

Pat Holstein

402-444-6536

Continued from the front page.....Administrator's Comments

The last group was the members' response. The recommendation to others in the excellent category was 52% compared to 40%. The overall satisfaction was 41% excellent category compared to 38%. When you compare excellent and good ratings, that means that 93% would recommend to others compared to 85% with the comparison group. The overall satisfaction was 93% compared to the comparison group of 86%.

While I am very pleased with the results and by comparison ranks ENVH as one of the top 15% facilities across the NRC data base, there is, of course, work to do! If you look at my top paragraph, how do we make the good better? And once we get better, how do we make it the best. The survey gives us a snap shot of where we need to put more focus and we will. I assure you the comments and recommendations are first and foremost. We will determine our course of action to make ENVH better, and to let you know, the best is yet to come.

Sincerely ,  
David Williamson



Dog trainer: James Burden knows how to explain simple techniques to keep a dog doing the right things. He has offered his expertise to anyone who wants to learn more. We will be inviting James back, soon. Anyone can bring their dog (along with a current rabies shot record) for a free session with James.

**Yes,**  
I want to **STOP** my dog from,  
**being aggressive, chewing,**  
**digging, barking, jumping,**  
**biting, whining**  
And **All** other behavior problems!



Singer, song writer and guitar player, Teri Orr performs at the Home every other month. She brings a video to display words to the songs. She includes special tidbits of information during her performance on the big screen. She has become a favorite entertainer and we look forward to each show.



# Veteran's Memorial Garden Brick Form

## Eastern Nebraska Veterans' Home

Now is the time to purchase your brick to be installed in the Veteran's Memorial Garden at the Eastern Nebraska Veterans' Home.

Bricks may be purchased in honor or memory of a loved one, the name of your organization or business, or you may simply want to thank a veteran!

You may purchase your brick donation using the form below for \$100. There are 14 characters on each line and there are 3 lines on each brick.



.....  
Name of person donating brick: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Make checks payable to: **American Legion Benson Post 112/Memorial Brick Fund**

*Please provide the exact wording you would like on the brick:*

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Bricks may be purchased by mailing a \$100 check or money order per engraved brick to:

**Benson Post 112, American Legion, P.O. Box 4084, Omaha, NE 68104.**

*Contact Bruce Husted at 402-981-6820 with any questions.*



Elmer Wallahan's 102nd Birthday was in July. His daughter was able to attend as we served cake to honor him.

We were excited to celebrate Elmer's special and significant birthday!



Members and Volunteers visited the Strategic Air and Space Museum.



We were able to take some members to a baseball game at Werner Park. Everyone had an enjoyable afternoon at the ball park.



VFW Post #10727  
Gilmore Lake



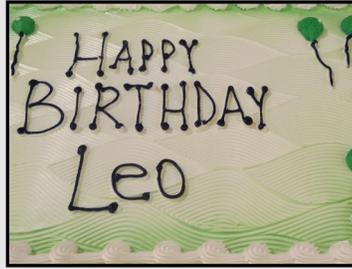
Members enjoyed the beauty of the outdoors while visiting VFW Post 10727 in Bellevue.

Several members got to fish too. The ladies auxiliary prepared a delicious lunch for everyone.

We enjoy going to Gilmore Lake at least once a month.

Thank you VFW Post 10727 for inviting us!





**HAPPY  
BIRTHDAY!**

Leo Bianchi celebrated his 101st Birthday in July. We were thrilled to help him celebrate with cake and best wishes!

## Chaplain's Corner

Chaplain

Dale Powell

**Weekly Services are held in the Chapel**  
(unless stated otherwise)

**Sundays:**

9:45 a.m. All Faith Service

10:45 a.m. Catholic Communion

**Mondays:**

9:30 a.m. Devotional Reading  
(held in Service Neighborhood)

10:00 am Devotional Reading  
(held in Allegiance Neighborhood)

**Thursdays:** 10:00 a.m. Bible Study

10:00 a.m. Memorial Services will be held as necessary on the first Thursday of each month.

1:00 p.m. Catholic Mass

**Fridays:** 10:00 a.m. Rosary

“But I will sing of your strength, in the morning I will sing of your love; for you are my fortress, my refuge in times of trouble. You are my strength, I sing praise to you; you, God, are my fortress, my God on whom I can rely.” (Psalm 59:16-17) “Satisfy us in the morning with your unfailing love, that we may sing for joy and be glad all our days.” (Psalm 90:14) “...in the morning...” is an important phrase! How do you start your day? What are your first thoughts as you begin your day? How we begin our day tends to set the tone for how the day goes. Starting the day with a prayer, a verse, a song, a reading that focuses our attention on God and His love and daily provisions can make a significant impact on how go through the rest of the day.