to Kenny Jones of our maintenance staff who planted the flowers and made sure they were well kept. Despite the agonizing summer heat that ruined many lawns and flower gardens, the front lawn at the LHG nursing facility remained impeccable all summer long. Thanks to daily watering, fertilizing, weed removal and maintenance, we have one of the prettiest little corners in The North End.

**In Memorial**

The staff of LHG mourns the loss of beloved residents Willa McFarland, Norman Burton and Willie Mae Tyson. We send our condolences to their families and also to the family of LHG 1st floor LPN James Davis who passed away in August. Condolences also go out to the family of LHG facility Administrator Martha N. Little who lost her brother Willie Ray Wilson.

**Lakeshore Healthcare Group**

“Changing the Face of Healthcare in Metro Detroit”

**Skilled Nursing & Specialty Care Facility**

**Home Healthcare agency**

**Long-Term Care Pharmacy**

**Our Mission**

Our number one goal is to enhance the quality of life for our residents. We accomplish this by being a dynamic, quality-oriented and significant provider of long-term care in Detroit. We always implement high standards of professionalism, dependability and integrity. Every employee is encouraged to communicate freely with management on any issue in order to create an atmosphere of mutual respect. Working together we are an unbeatable team.

**Lakeshore Healthcare Group**

Lakeshore Healthcare Group

9146 Woodward Avenue•Detroit, Michigan 48202

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**Lakeshore Healthcare Group**

**The Ledger**

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**Coming Soon!** Health Education and Family Counseling Seminars. LHG’s Social Services Department under the direction of Dr. Laverne Young and Gwendolyn Malone, a series of topics including signs and symptoms of illnesses and disease will be discussed by guest speakers. The facility will also conduct special seminars on support services and insurance. Look for a schedule in our next issue of the Lakeshore Ledger.

**Thumbs Up for Green Thumb!** Despite the agonizing summer heat that ruined many lawns and flower gardens, the front lawn at the LHG nursing facility remained impecable all summer long. Thanks to daily watering, fertilizing, weed removal and maintenance, we have one of the prettiest little corners in The North End. Thanks to Kenny Jones of our maintenance staff who planted the flowers and made sure they were well kept.

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**SEPTEMBER/OCTOBER 2012 EDITION**

**In this issue**

New CEO/Chairperson
Home Health Agency
Dedication & Teamwork

Message from the President
Anthony Adams, Esq.
Achieving Excellence

Dedication & Teamwork
Trelia White, Director of Nursing
Fine Dining Program
Promotes Healthy Eating and Positive Social Interaction

“Professionalism is not measured by our credentials and efforts alone, but by the outcome of collaborative efforts toward obtaining and sustaining measurable goals that point to excellence. We must earn our wings daily to stay above the cutting edge and achieve a level of excellence that benefits our resident’s quality of life.”

**Compassionate Attention to Every Resident**

“The ultimate goal of any resident advocate is to assist the resident in expressing his or her medical needs and wishes,” said Gwendolyn Malone BBA, MM, LSST, Resident Advocate Director. “My objective is to get those needs and wishes met and work to ensure a seamless and smooth journey through oftentimes rugged healthcare terrain and life cycle span transitions.”

**Striving for Excellence in Quality Resident Care**

The topic of healthcare is one of the top concerns of Americans. What the future holds will depend on decisions made in our nation’s capital and the multi-billion dollar health insurance industry. Meanwhile, everyday citizens worry about the future of their elderly loved ones, hoping that private insurance and government assistance will be available for years to come.

This pressing issue is a constant concern among healthcare providers including Lakeshore Healthcare Group (LHG) which operates a skilled nursing facility, a home healthcare agency and a long-term care pharmacy.

Political uncertainty and an unstable job market has created a challenge for citizens and healthcare providers. LHG is preparing for any and all changes that may affect the healthcare industry after the 2012 Presidential election. Day-to-day processes have been amended to create best practices, and significant changes are being made to upgrade every level of administrative procedures. LHG’s various departments including Admissions, Social Services and Rehabilitation Therapy have exciting new approaches in place that will assure the best possible care for residents as well as well-organized inter-departmental policies. Under the direction of the dedicated Executive Team, the goal is to position LHG to become a leader in the Metro Detroit market.

**Employee News & Future Events**

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New CEO/Chairperson - Hema Rachmale
Emphasis on Dedication & Teamwork

To all Lakeshore Healthcare Staff Members:
Thank you very much for the warm welcome extended to me. I am happy and excited about my new position as the CEO/Chairperson and look forward to working with all of you as a family, toward making Lakeshore Healthcare one of the best facilities in Detroit.
I am happy to inform you about the exciting plans we have for the near future. We are working on engaging reputable hospitals like DMC, Henry Ford and other neighboring hospitals and we are also looking at alliances with various doctors’ groups. We have brought in Rehab Masters to improve quality of service, and efficiency/independence of our residents, which should be cost effective for them and us.

A Message From Our President

Anthony Adams on Achieving Excellence

Achieving excellence is a state of mind, and not a fact of life. At Lakeshore Healthcare, we have to believe and accept the notion that to become a better facility, we must work towards and achieve excellence in all that we do. By maintaining high standards and attention to detail, we can embrace a culture of excellence that allows our facility to flourish and grow. It cannot be taken for granted that we are automatically good at all we do. In the daily repetition of work we often are lulled into a false sense of security because we know our jobs. Complacency often replaces competency. Yet, to move our facility from good to great, and from great to excellent, we must continually reevaluate what we do and how we do it.
Without self examination and reflection, a push towards excellence becomes nothing more than a thought, a desired goal we are never able to achieve.

Anthony Adams, President

Employee Profile

Trella White, R.N. – Director of Nursing

Q: What is your educational background?
A: I started out at JTPA school of practical nursing where I received my LPN license at the age of 20. I then practiced as an LPN until 2001 when I returned to school at Henry Ford Community College where I completed my Associates degree in applied science and sat for and received my RN licensure.

Q: Describe your job responsibilities:
A: Clinical management and coordination of care for the resident population. I am responsible for ensuring that all clinical needs are met appropriately including collaborating with all other disciplines as needed. For the staff, I am responsible for oversight of work performance, ensuring educational tools are in place and provided as needed. I provide any and all support that ensures the employee is happy and functioning at optimal levels, thereby ensuring that the residents receive the highest possible care delivered with unparalleled customer service. A “happy” employee will provide top notch care.

Q: Describe a typical day at work for you.
A: My workday begins around 7 am most days and it begins with ensuring staffing is appropriate for the day, that rolls over into the initiation of daily rounds on the units. I proceed with various reports, chart audits, employee counseling sessions as needed, resident counseling sessions as needed, troubleshooting family, resident and employee concerns as well as any other tasks scheduled and most that are impromptu. I wear many hats throughout the day and it is not uncommon from managing a clinical concern to troubleshooting a resident’s television issues, shopping for the residents or joining in on an activity session.

Fine Dining Program

A: Fine Dining Program

Mealtime at Lakeshore Healthcare Skilled Nursing & Specialty Care is more than just a time to eat. Breakfast, lunch and dinner are special times for residents to enjoy delicious and healthy foods while socializing with fellow residents. The majority of residents are able to sit comfortably in their wheelchairs in the dining rooms for their daily meals. They can choose from two different entrees cooked fresh daily. Those on special diets are also accommodated with the same fine dining approach which includes using fine china and real flatware. Unlike many nursing facilities that serve pre-made, re-heated meals, LHG’s Consultant Dietician Emma Williams is a firm believer that presentation coupled with good taste is what makes the facility’s fine dining program stand out.

Emma Williams presents her with daily challenges that allow her to keep her mind moving and engaged. As a young nurse it was the lack of support and encouragement from seasoned nurses due to age and as a whole, you have to contend with the knowledge that even with all your training and experience the circle of life will still occur.

Consultant Dietician Emma Williams greets resident about giving the residents choices and making them feel cared for by the staff,” says Williams. According to Ms. Williams, confers with the nursing staff on a regular basis, the choice of meals prepared on site versus ready-made tray style meals has made a big difference in the physical health of residents. "I told that fewer residents are experiencing weight loss and that their lab values have improved as well. Our dietary team works very hard to insure that the residents receive ample nutrition, and we encourage them to eat at every meal.”

Continued on next page