

Mercy Villa Springfield, MO



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Mercy Villa is 150-resident Medicare/Medicaid certified skilled nursing home located in Springfield. The building was constructed in 1980 but had been recently remodeled.

They have added new blinds, improved lighting and a new front lobby. They also have 18 private rooms.

ROOMS

Residents can move in their own furnishings. The home provides televisions and cable access for each resident. Pet therapy comes once or twice per week. They have Wi-Fi and community computers with internet access available. Washer and dryers are in each unit.

MEALS

The Dietician and Dietary Manager meet with each resident to identify and document their individual food preferences. The information is used during meal preparation to accommodate the residents choices. While I was visiting, they were preparing to increase their entre selection at mealtimes. A kitchen is available to residents and family members in the activity room. There is a resident use refrigerator and fully loaded pantries available to the residents at all times.

GUARDIAN ANGEL PROGRAM

They have a “Guardian Angel” program for residents who are fall risk. They place angels on the residents’ assistive devices to cue staff members to pay extra attention to the individuals’ at risk of falling. They also have a special evening program for the residents who are a fall risk. There is CNA in each unit assigned to the activity. The program has significantly reduced the number of falls. They also have a “Stronger Longer” exercise group that uses balance and stretching exercises to help keep residents strong and active.

THE CHAPEL

There is an on-site chapel and two full-time Chaplains. They have held funerals and weddings in their chapel. On one occasion, they had a resident who was not able to leave the home to attend his daughter’s wedding, so the wedding was held in their chapel.



When a resident passes away, they drape a quilt over the body, say a prayer, and escort him/her out. This is called the “Butterfly Program”. Each unit has a butterfly quilt that is put on the resident’s bed and left there until after the burial. A memory board is available on each unit and they hold an annual memorial service. Family members are invited back for the ceremony.

STAFFING

They try hard to meet each resident’s individual needs. They have consistent staffing assignments. The CNA’s and Chaplains attend care planning meetings. They have Bath Aides on each unit to accommodate the residents’ bathing preferences. Administrator Donald Swofford said, “Nobody walks past call lights.”



He also showed me a special tool that the Maintenance Supervisor made to accommodate a resident who had trouble reaching her faucet handles.

RESIDENTS

They have a resident who is a retired RN. He has his own nursing station near the main nursing station. He stays busy working on his own set of charts. They also had a resident who because of his medical condition hadn’t touch grass for years. They took him outside and put him on the grass.

They have an active Family Council and Resident Council. They also have a newsletter that goes to all the residents, as well as responsible parties.



During my visit, I spoke with Ora Blanchard, who has resided at Mercy Villa for almost seven years. Ms. Blanchard told me about her eight grandchildren, 17 great-grandchildren, and four great-great grandchildren. She said, “Life is good here, I couldn’t have a nicer place.” She also said, “They keep us busy.” They have a “wonderful activity program and there are lots of things to do”. “The Activity Director is always asking what they would like to do.” They take trips to see shows at Branson. They have a workout program geared toward their age. “We do a lot of balance and stretching exercises to keep us going.” She likes to read. She gets books from the home’s library and the public library also brings books in. She went on to say that the staff members are very accommodating. If she doesn’t care for the food that is being served, she can ask for something different.