



Medicalodges Nevada

Medicalodges Nevada is 100-resident Medicare/Medicaid certified skilled nursing home. The building was constructed in 1967 and has the typical floor plan of a nursing home built at that time. Medicalodges Nevada is very involved in the culture change movement. Administrator Susan Houser is the [MC5](#) (Missouri's culture change coalition) Route 71 Regional Coordinator. All department heads and some CNA's are also involved with MC5. All department heads are required to utilize the [Artifacts of Culture Change](#) tool to monitor their culture change progress.

At first glance, the building gives the impression of a home at the early stages of culture change. However, it didn't take long for me to realize that they are further down the road. Just inside the front door I was greeted by a gentleman in a wheelchair wearing a red, white, and blue hat. He shook my hand and asked me questions about my patriotism and religious beliefs. As I toured, I was greeted by several residents and staff members who expressed how much they enjoyed life there. Assistant Office Manager, Sheri Lukenbill said, "They are our family, residents call staff members mom or grandma." Ms. Houser's father is actually a resident. Along the way, residents stopped her to speak about things they were doing and one gave her a hug.

All staff members, including department heads, answer call lights and are involved in direct resident care. At least one CNA attends each care planning meeting and CNAs are encouraged to add to the care plans as they learn more about the residents. They have an activity aide assigned to the evening shift and each department head is also responsible for leading an activity group. The Dietary Manager is leading a group that is making a quilt and the Maintenance Manager is leading a gardening group.

There are several staff members who have worked there 20 + years. Ms. Houser shared with me that they have a three-step hiring process for new staff members. There is the initial interview, the home tour, then a peer interview. The interviewee must pass all three phases of the hiring process to be considered for employment. The part of the process that I thought was the most unique was what they called "the three smile rule". A prospective employee will not be hired unless they engage with and smile at a minimum of three residents during the tour. Of course they are not told about the rule until after the tour.

They have open-dining and residents rise when they choose. They have had buffet style dining for seven or eight years and according to Ms. Houser, "The residents eat well." They have implemented consistent staff assignments, which has made a big difference helping residents to feel more comfortable with receiving care.

The residents are very active. Many do volunteer work in the home. Some help during meals by serving as a greeter, passing out food or clothing protectors for those who want them, or helping pick up dishes afterward. Others help with activities by helping to cook for food activities, calling bingo, or helping when supplies come in.

Residents can furnish and decorate their rooms how they choose. They can have refrigerators in their rooms if they like. Many have their own computers with internet access. There is no overhead paging, except in emergencies. Residents may have personal pets on a case-by-case basis. There are birds and fish and staff members are encouraged to bring their pets to work with them.



Resident Room



Friendly Forest Neighborhood

They have done some minor remodeling, including upgrading their shower rooms and have transferred the halls into neighborhoods. One neighborhood, Friendly Forest, was named after Roderick Friend, who was the administrator in the 1970' and later a resident. Their future plans include removing the nurses' station and transforming a storage closet into a nurses' work area. Their goal is to transform the neighborhoods into individual homes, each with their own care teams.

During my visit, I spoke with 82 years-old resident Sally Howrey, who has lived at Medicalodges almost 27 years. She was very proud of the fact that she has survived two cancer surgeries. She is the current Resident Council President. She told me how much she likes everyone there and how good the care is.



Resident Sally Howrey