



Ozark Riverview Manor

Ozark Riverview Manor is a 90-resident skilled nursing home located in Ozark. It was constructed in 1991. They also have an attached residential care home, Riverview Residential Place. The skilled portion has 42 semi-private rooms and six private rooms. The residential care portion is licensed for 45 residents; however, they primarily rent private rooms so they typically have about 21 residents.

Residents are encouraged to bring in familiar furnishings and decorations. There is no overhead paging. While they do not have any pets that live in the home, they do have licensed pet therapy that visits regularly and several residents have family members who bring pets in for visits. Some residents enjoy doing volunteer work, such as raking the courtyard, sorting laundry, or whatever makes them happy.

They have open-dining. Residents are individually asked which items they would like from the day's menu. There is always at least one alternative offered for each part of the meal. If they are not satisfied with the menu options, there is always soup and sandwiches available. They have a kitchen and refrigerator available for residents use and there are snacks available at all times. Residents can also have their own private refrigerators in their rooms if they choose.

They have a completely remodeled spa with a whirlpool bath. The bathing schedule is based on residents' choices and they can take the type of bath they prefer.

They have consistent staffing assignments and 60% of their staff members have been there for more than nine years. Like many homes pursuing culture change, their occupancy rate is very high, 98%.

In addition to the changes they have already made, their future plans include making administrative workstations (front desk, nurse's stations) look less institutional.



Renovated Bathing Room

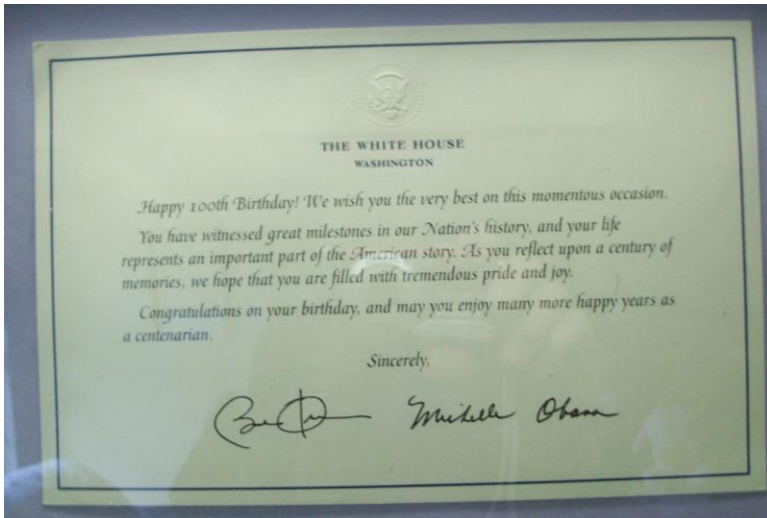
During my visit, I met 100-year-old resident Richard Gardner, who has lived at Ozark Riverview Manor for four years. He also lived at Riverview Residential Place for a year. When I entered his room, an aide was reading a letter to him, since his vision is poor. He was very complimentary of the care he receives and especially liked the food.

Mr. Gardner went on to tell me that he lived in Springfield all of his life. When he was young, he was a school teacher. He said, he “had a good looking gal” who wouldn’t marry him until he could afford it, so he quit teaching school and went to work for the Frisco Railroad. They got married in 1937. He worked for the railroad for 30 years and they were married for 45 years. They had two children, and I lost track of how many generations of grandchildren.

He told me about his first trip to the White River, which was in a covered wagon. It took two days to get there; it is now a 30 minute drive. His walls were decorated with family photos and important documents. He was especially proud of a resolution from the Missouri House of Representatives and a letter signed by President Obama and First Lady Michelle Obama, both in recognition of his 100th birthday. I was hoping that Mr. Gardner would let me in on his secret to longevity and good health, but he said he didn’t know.



Richard Gardner



Birthday wish signed by President Barack Obama and First Lady Michelle Obama



As you can see from this photo taken from the back deck, Riverview Manor lives up to its' name.