



Madison Medical Center

In August 2012, I visited Madison Medical Center in Fredericktown. Madison is a hospital based, not-for profit, county owned, Medicare/Medicaid certified intermediate care and skilled nursing home. They participate with the Southeast [MCS](#) (Missouri Coalition Celebrating Care Continuum Change) regional group and their Culture Change Committee is leading many quality of life improvements. They are licensed for 119 residents, but only have 70 because part of the building shut down for renovation. They currently have eight private rooms but are planning to convert to private rooms with private baths. Director of Nursing Kristen Starkey showed me around and told me about all of the changes they are making.

Person-Centered care begins from day one. Personal information and preferences are gathered upon admission. The Social Worker writes the resident's life story and places it in front of the care plan. This helps the caregivers to get to know the residents and has improved staff interest in the care plans.



Social Worker's Office

Neighborhoods Eagle Ridge, Cardinal Hills, and Canary Cove used to be North, South, and The Unit. The new names were chosen by residents, families, and staff members. They plan a full remodel of the neighborhoods, including removal of the nurses' stations in 2013, but have already begun updating and painting resident rooms.

There are many accommodations to make visitors feel welcome. There is a guest room for those who would like to spend the night and a residential laundry available to residents and their visitors. They have two community computers with internet access. The intercom system was removed in 2009, so there is no overhead paging to detract from the home environment. Residents and family members can also visit the gift shop that is just a short walk through the hallway that connects to the hospital.



New living room

They recently completed major renovations near the main entrance. What used to be offices is now a beautiful new living room and activity center. The activity center was very busy during my visit. Residents were making shish kabobs, which they then took to the courtyard and grilled. They sure did look and smell good.



Shish Kabobs on the grill



Activity center with kitchenette available for residents' and families' use

Some of the more popular activities include outings to go fishing, attend Cardinal baseball games, or to the movies. The annual Family Day Barbecue with mule drawn wagon rides and the big Christmas party are also favorites. I noticed that most residents' beds were made with beautiful quilts. Kristen told me that they give nice quilts as Christmas gifts to residents who don't already have them. She also told me about the personal birthday parties and how residents choose their own birthday cakes that are baked in the Activity Center.



A Resident room



Television outside of Activity Center that provides schedule of events and activities, as well as other information such as menu choices and introductions to residents



Residents' refrigerator in the Activity Center

Their volunteer program, which is shared with the hospital, is a great benefit to the residents. They have 30 volunteers, who Kristen referred to as the "Pink Ladies." Many of them come every day. They conduct fund raisers, make quilts, operate the gift shop, and work in the Activity Department. There are also several high school seniors who do volunteer work in activities and dietary.

Dining is another area where they have made positive changes. Dining hours have been expanded and residents now choose their meals from a menu. Additionally, food is prepared in the Activity Center, which includes a residential style kitchen that is available to residents and families and a resident refrigerator. Residents can also have personal refrigerators in their rooms if they wish and snacks are available at all times at no additional cost. This fall they plan on adding a fast-food option to the menu.

I-Care Plans are used to direct residents' care. Staff members are consistently assigned and aides attend the care planning meetings with the residents they care for. Learning Circles have also been implemented to improve the way care is provided. Some changes that have resulted are that the residents are no longer awakened on a schedule but go to bed and wake up when they choose and residents are also no longer awakened in the early morning for blood draws.

Residents are assisted with bathing based on their choices. One resident chooses to have a bath every day at 4 a.m. They currently only have showers, but they are renovating their bathing rooms in October and are adding whirlpool tubs. They are also adding towel warmers.



Left-to-right: CNAs Angela Cox, Tina Crump, and Kinsey Mills

I spoke with CNAs Angela Cox, Tina Crump, and Kinsey Mills. They have all lived in Fredericktown all or most of their lives. Angela has worked at Madison for four months, Kinsey has worked there for six months, and Tina has been there four years. They all enjoy working at Madison and were complimentary regarding Madison's commitment to residents' rights and choices and agreed that Madison is constantly improving. Kinsey said, "It is a home." Tina, who has been there the longest, said she has seen a lot of changes. She specifically mentioned that residents have more choices regarding what to do and what to eat.



Resident Patty Brooks

I also had a good conversation with Resident Patty Brooks. Her story was so interesting. She was adopted as a small child and grew up in St. Louis. She did not know that she had a twin brother until he showed up on her 18th birthday. Shortly after meeting him, she moved to Fredericktown to be with him and has lived there since.

She has lived in three good nursing homes and has been at Madison for about a year. She said, "Life here is great." She enjoys crafts, painting, playing games and outings to Cardinal baseball games and bowling. She also enjoys the yard sales they put on once in a while. "Around here you don't get bored, because they always have something to do." She was also complimentary of the food choices. Most of all, she is happy that her brother lives nearby and visits often.