



*Marshfield Care Center*

In February 2015, Section for Long-Term Care Regulation Communications Representative Leslie Sebastian and I visited Marshfield Care Center and Marshfield Place. Marshfield Care Center is a 77-resident skilled nursing home and Marshfield Place, next door, is a 40-resident residential care home operated by Platinum Health Care, LLC.

In addition to long-term care, they also offer short-term rehabilitation services and outpatient therapy at the care center. The short-term rehabilitation neighborhood features all private rooms.

Marshfield staff members participate with Missouri's state culture change coalition, [MC5](#), and are on the culture change journey.



*Jordan Carroll, Social Services Director*

Social Services Director Jordan Carroll showed us around. Jordan and her husband both grew up in Marshfield. Prior to their moving back to Marshfield in 2011, they lived in Washington, where her husband served as a Survival, Evasion, Resistance, and Escape (SERE) instructor for the Air Force

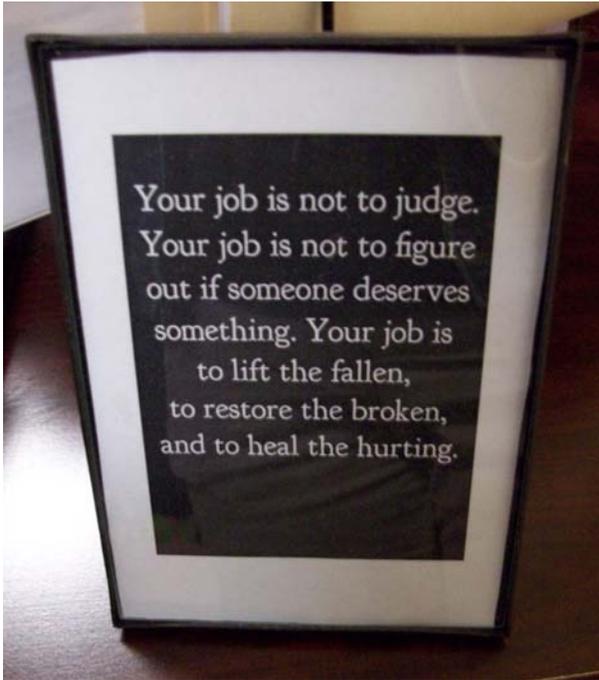
Jordan has served as social services director in long-term care homes since graduating from college. She especially enjoys the small environment at Marshfield, which gives her more opportunity to spend time with and get to know the residents and their families better. She enjoys applying lavender and coconut oil to residents' hands and feet. "It is relaxing." Her person-centered philosophy is apparent by her office decorations, which includes nicely framed photos of residents and a reminder of her mission to serve.



*Photos of residents displayed in Social Service Director Jordan Carroll's office*



*Photo of a resident displayed in Social Service Director Jordan Carroll's office*



*Social Service Director Jordan Carroll's office*

Jordan praises Platinum's leadership. "No idea is shot down. They say, 'give it a shot.'" Based on this philosophy, many changes are occurring at Marshfield. One that Jordan is most proud of is their new end-of-life program they started in October, which includes a new hospice room.

She works with residents and families before the end-of-life to learn how they want things to be and what is important to them. She is by their sides through it all. Sometimes she just does things like make difficult phone calls for them. She is "very thankful to be able to honor residents through the process."

They used to shut all the doors when a resident passed away and usher them to the nearest exit. Now, they let the resident's friends know, so they can say their goodbyes. The funeral home gives families and friends time before they move the person. They have also made pillows from deceased residents' donated clothing and given them to their families.

Another new program she is proud of is their new dementia simulation training. It helps staff better understand the difficulties that residents with dementia often experience. They wear special goggles that simulate vision impairment. They have fingers taped together and wear gloves with kernels of corn in them to simulate arthritis and dexterity difficulties. They wear headphones that play medical noises. They have to use a wheelchair and are instructed to navigate their way without assistance. Other staff members also move them without first asking permission.



*Some of the dementia simulation training equipment in Jordan's office*

Those who have completed the training have gained a greater empathy and understanding of how their actions impact residents. One powerful example can be observed in this [video](#) of staff members participating in the training. After experiencing being “parked” in front of the bird aviary, both staff members’ perception of the length of time they had been there was dramatically exaggerated. Referring to a resident who is oftentimes put in front of the aviary by staff, one of the participants tearfully questions, “Can June even see those birds?”

Yet another new program is personalized music. She works with residents and family members to set up individualized play lists. They also have generic play lists available with specific genres of music. Providing personalized music has had a profound effect on residents. One example is Betty. Betty lives with dementia and is no longer able to clearly communicate. However, with her favorite music, she sings the entire song from start to finish. Here is a [video](#) of Betty enjoying her music. One family was so impacted by the personalized music program that they donated iPods and headphones so that it could be expanded. Others in the community have donated iTunes gift cards.

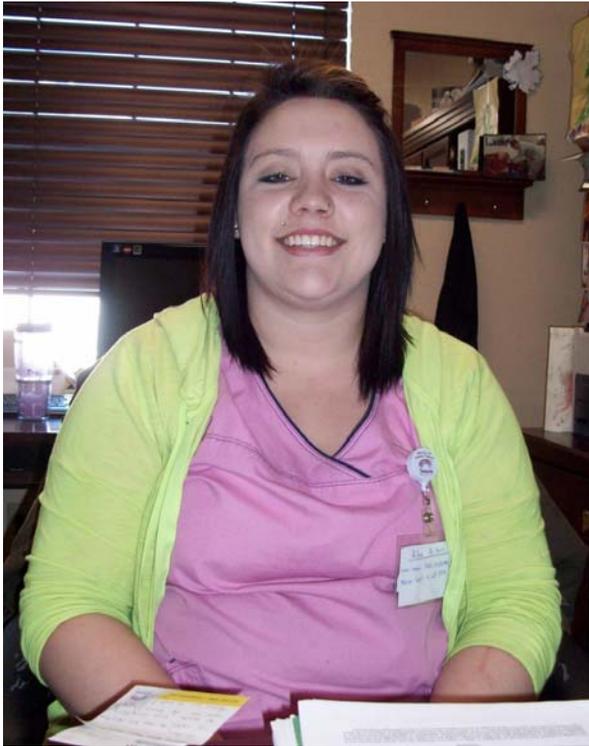
They have also instituted “Culture Dining.” They used to have specific meal service times. Now they have two-hour windows of time for hot meal service. In addition to two main meal options, there is a list of options that are always available. Cold food items and snacks are available at all times. Residents can also have personal refrigerators if they wish.



*Resident Carol Siebert with her son and daughter-in-law Rick and Miriam Siebert after being crowned Ms. Valentine*

Jordan introduced us to Carol Siebert, who was enjoying a visit with her son and daughter-in-law Rick and Miriam Siebert. Rick was a football coach in Marshfield for 30 years and was her husband's coach. Miriam also worked at their high school in the guidance counselor's office and helped her fill out her college application.

Carol lives with short-term memory loss and needed long-term care after having issues at home with taking her medication properly and falling. She moved to the care center last June. She is extremely happy. Rick and Miriam said they felt comfortable right away and couldn't be happier. "There is a home environment. It isn't institutional." "You can decorate however you want. If you want to put a nail in the wall, that's okay." "Everyone is kind and pleasant. They joke and visit with the residents." They specifically enjoy the residents' bell choir.



*CNA Marrison Coble*

We also met CNA Marrison Coble. Marrison moved with her mother from Buffalo to Marshfield 14 years ago to be closer to her mother's job at the care center. She is married and has a 2 ½-year-old son. She enjoys spending her free time with them, going to parks and just spending time outdoors.

She has worked at the care center for 2 ½ years. In addition to her mother, her mother-in-law and three sisters-in-law have also worked there. She cares about the residents like they are her own family. She enjoys getting to know them and spending time with them. She also said her co-workers are like sisters to her. Everyone helps everyone and they do whatever the residents need.

Marrison told us about several changes that have been occurring. There used to be more of an institutional schedule. They had a "get-up list" and started getting residents up at 4:45 a.m. Now, they don't bother the residents until they want to get up. "They push their call buttons and we go help them when they are ready."

She described how impactful the dementia simulation training is. She wore goggles that impaired her vision, headphones with random noises, had fingers taped together and wore gloves with kernels of corn to simulate arthritis. Other staff members fed her pureed food and thickened liquids. "They aren't delicious at all. It has no flavor or texture. It is just mush. It's disgusting!" She was pushed in a wheelchair to a bed and had to try to get into it by herself. "I didn't know it but I hit 12 different objects." "You see shapes and hear all these noises and don't know which one to focus on." "It sucks! It is awful! It helps you to understand what they are going through." "You respect and understand a lot more."

Marrissa also really likes the new personalized music program. Residents who get anxious or upset really benefit. One resident, whose wife recently passed away, was confused and really upset. He began yelling and screaming and became combative. When they turned on the music, he completely changed.

Another change that she really likes is huddles. She shared how everyone huddles if a resident falls. They get everyone's input about why they think the fall happened and how to fix it.



*Marshfield Place*

Jordan also showed us around Marshfield Place. Many of the residents enjoy doing volunteer work for local churches. They especially enjoy making diaper cakes for the crisis pregnancy center. They have also held a can drive for the center. We didn't see them, but Jordan told us that one resident has two cats that live with her.



*Marshfield Place living room*



*Marshfield Place Resident LaVern Gisselbeck*

While at Marshfield Place, we met soon-to-be 86-year-old resident LaVern Gisselbeck. LaVern told us about growing up on a 2000 acre farm in NE South Dakota, along with his three sisters, and five brothers. He began milking cows when he was just five-years-old. They also raised beef cattle and sheep and grew corn and beans. In 1938, he was in the third grade when his family moved from one farm to another 17 ½ miles apart. He walked the entire distance driving sheep. He also drove cattle in the road ditches when they were low on pasture. One of his favorite things was riding on their horse-drawn sled in the wintertime. It was a good wide sled that couldn't tip.



*Photo displayed in Resident Gisselbeck's room.*

He showed us a photo of his father driving a 29D tractor on the farm he grew up on. When I asked who was driving the horse team, he corrected me and informed me that the hired hand in the photo was driving a “four horse hitch.” A team is only two horses.

LaVern lived in California 20 years, where he operated dozers and loaders working at a lignite mine. He moved to Missouri in 1973 and lived in Lebanon 20 years. He continued operating large equipment, “scrapers, D9 dozers, stuff like that.” He told us stories about maneuvering a crane around high-powered electrical lines.

The most riveting story was when he told us about losing his leg from stepping into an auger that someone had left uncovered at a fertilizer plant. He was unloading a load of fertilizer, a task he had done many times before. On many occasions, he was alone at the plant. Fortunately, this time someone else was there to shut off the auger and retrieve a hack saw. The man was so shook-up though that he was unable to operate the saw. LaVern had to cut himself free.

His leg had to be amputated. He spent ten days in the hospital and was back to driving his truck on the 11<sup>th</sup> day. Less than a week later, he was back to work. He had to turn his backhoe business over to one of his three sons though. The boom was foot-operated and he no longer had the ankle action that was necessary to maneuver it.

LaVern’s is “kind of a tractor collector. He said, “If you can count the tractors you have, you’re not a collector.” He has six real John Deere tractors and many toys. He also enjoys putting together 1,000 piece puzzles. He just finished one of a John Deere tractor and has already started another one in the dining room. It usually takes him a couple weeks to put one together. The last one took over a month.

He moved to Marshfield Care Center for therapy after having a stroke. At first, he had to eat pureed food and “it wasn’t good at all.” With the therapy, he was able to regain the ability to eat solid food. He still has to be careful, especially when drinking coffee. During a visit home, he choked on a marshmallow. His son had to do the Heimlich maneuver on him. His son is big and strong and he hurt for six weeks after the incident.

After completing the therapy, he moved to Marshfield Place. He was very complimentary of the staff and the care he receives. “All you have to do is push a button and they come right down.”