

## **INFORMATION ON LIFE AT THE MADISON LUTHERAN HOME**

### **ADMISSIONS**

Residents are admitted to the Madison Lutheran Home upon the written order of a physician licensed to practice in the state of Minnesota. An admission physical is required to be done within 5 days prior to admission or 72 hours after. A report of a standard Mantoux Tuberculin test or chest x-ray is also required at this time. Pre-admission screening by the county of residence must be completed in accordance with state and federal regulations. Pre-admission screening requirements should be discussed prior to admission with Madison Lutheran Home Social Service Staff.

### **ACTIVITIES**

An organized activity program is provided at the Madison Lutheran Home. The purpose of the activities program is to encourage residents to function at their optimal level of independence and maintain their normal level of activity. The types of activities provided are: handicraft, exercises, small and large group music, reading, and discussion activities, plus bingo and other programs provided by volunteers. Residents participate in activities of their choice. Many activities have therapeutic value to residents and are documented as part of the resident's plan of care.

### **PASTORAL CARE**

A chaplain is on the staff of the Madison Lutheran Home and provides spiritual support for residents and their family. The Chaplain is an ordained pastor who respects personal religious tradition. Worship services take place Sunday mornings in the spacious Madison Lutheran Home Chapel. Mass for Catholic residents is scheduled weekly with the Pastor of St. Michael's Church, Madison. Other denominations occasionally use the Madison Lutheran Home Chapel for worship services for members of their congregations who are residents of the Madison Lutheran Home.

### **NURSING CARE**

The Madison Lutheran Home maintains a trained nursing staff under the direction of the Director of Nursing. Upon admission, the health needs of the resident are evaluated. Following admission, a plan of care is based on the physical, emotional, social, spiritual needs and interests and other therapy. The involvement of the resident and family in the care plan is encouraged. The care plan is regularly reviewed and revised as needed. All questions regarding nursing care of residents should be directed to the Director of Nursing or the RN Clinical Care Coordinator in charge of the resident's station.

### **MEDICATIONS**

Medications will be administered per licensed staff, unless the resident requests to self-administer medications. If a request is made to self-administer medications, an assessment will be done to ensure proper self-administration. If the assessment shows the resident is unable to self-administer medications properly, the licensed staff will then administer all medications. Medications from home are not allowed due to Federal Nursing Home regulations. A resident may not have medications in their room without knowledge of the RN Clinical Care Coordinator. A resident who is able to self-administer medications must keep medications in a locked box in order to protect vulnerable residents from taking those medications. Medications will be ordered from the pharmacy of resident's choice.

## **THERAPIES**

When physical therapy, occupational therapy or speech therapy is ordered for a resident, the therapist or facility staff will notify the resident about services ordered and current rates for those services. Third party payment for services may be available. Contact the therapy department at any time for further information on available services and rates.

## **Restorative Care**

The Madison Lutheran Home offers a Restorative Therapy Program. The goal of Restorative Therapy is to achieve and maintain optimal physical, mental, and psychological functioning. Trained staff assist residents with maintaining balance and strength. Residents and their families should speak to the RN Care Coordinator for that resident to discuss the Restorative Care Program.

## **RADIOLOGY AND CLINICAL LABORATORY SERVICES**

Madison Lutheran Home residents have radiology services (such as x-ray) and clinical laboratory services (such as blood or urine tests) readily available at Madison Hospital. Third party payment for services may be available. Contact the resident's physician or nursing staff for information about current tests and results.

## **CALL LIGHT**

A nursing call signal device is located by each resident's bed. When a resident needs assistance they should push the signal button. A light then flashes outside the door and at the nursing station. An identical call system is located in each resident bathroom and is activated by pulling the cord.

## **VOLUNTEER SERVICE**

Madison Lutheran Home volunteers are an important part of our care team. They have flexible hours, challenging work, and the opportunity to work in their area of interest. The Activity Director at Madison Lutheran Home is responsible for recruiting and scheduling volunteers. Volunteers are available to read for residents, write letters for them or be regular visitors. Volunteers assist with many social events at the nursing home. They also serve as Cheer Ladies who volunteer their time to do hair care for women residents. For more information about volunteers, contact the Activity Department.

## **PROHIBITED ITEMS**

No electrical appliances such as electric blankets, heating pads, extension cords, or multiple outlet power bars are allowed to be used by residents. Minnesota regulations prohibit storage of aerosol spray cans, medications and alcoholic beverages in resident rooms.

## **DENTAL SERVICES**

Madison Lutheran Home staff will assist residents in obtaining regular or emergency dental cares. The resident's guardian or family may designate preference for a person dentist. Madison Lutheran Home maintains the services of a dental consultant for emergency resident dental needs. The nursing staff receives appropriate dental hygiene education according to state regulations.

## **VULNERABLE ADULT POLICY**

Madison Lutheran Home has established a plan to protect adults who are dependent upon others for their care and to provide a safe environment for them. Enforcement of this plan is the responsibility of the Administrator. Incidents or problems must be promptly reported to the Administration, Director of Nursing or Social Service staff.

All residents are evaluated following admission, and at least quarterly thereafter, for areas of vulnerability.

## **ROOM TRANSFERS**

The Social Service Department of Madison Lutheran Home tries to keep room transfers to a minimum. If a room is semi-private, compatibility is a factor in placement consideration. Transfers within the facility will be made for medical reasons or for resident welfare or that of other residents.

If another room is desired, inform the Social Service Director, as there may be a waiting list for specific rooms. Consideration for the rights of other residents may be involved.

Private rooms are available to any resident of Madison Lutheran Home by paying an additional fee per day.

Any resident who is a recipient of Medical Assistance may reside in a private room by the family agreeing to pay the private room fee.

Any resident who moves into a private room does so with the understanding that at such time they are unwilling or unable to pay the required fee, they will be required to move to another room at the convenience of the Madison Lutheran Home.

## **Food Service and Guest Meals**

Residents on a special diet may direct their questions to the Dietary Department Director. Food Service personnel will visit each new resident to discuss food preferences.

Should you have a guest that you would like to have enjoy a meal with you, please notify the charge nurse at the nursing station. We ask that you notify staff at least 24 hours in advance. You may make arrangements for your guests by contacting the receptionist during business hours or by speaking directly with the Dietary Department. Should you plan a larger gathering we ask that you contact food service 2 days in advance. There is an additional charge for guest meals, which may be paid at the business office or to dietary staff. Room reservations for groups should be made with the Activity Department. The Dietary Department can supply coffee carts upon request.

## **TELEVISION SERVICE**

Cable TV outlets are available in each room and arrangements can be made for cable service through the Social Service Department. The Business Office collects the monthly fee. You must provide your own TV and small portable TVs are recommended. A large screen TV is located in the lobby and numerous other lounge areas have consoles for resident and family use.

## **TRANSPORTATION**

The Madison Lutheran Home will arrange transportation to the doctor, dentist or other medical services within the Madison community. When transportation is needed outside of the community or for non-medical reasons, it is the primary responsibility of the family.

Residents may arrange for personal transportation to and from the facility for personal outings such as shopping, health care services appointments that are not paid for by third party payers.

Residents may also make arrangements with Prairie Five Rides, a local bus service that provides transportation for a minimal fee. The phone number is 1-320-598-3900.

Ambulance services are available by calling 911 or the local dispatcher at the Lac qui Parle County Sheriff's Office, 598-3720.

## **NON-DISCRIMINATION POLICY**

Resident will be admitted and receive care without regard to race, color, religion, sex, or national origin.

## **MAIL SERVICE**

Mail delivery and distribution to residents is daily, except for weekends and holidays. Assistance in opening and reading mail will be provided upon request. If a resident is unable to handle business matters, it is the family's responsibility to receive this mail. All mail is delivered uncensored unless a legal guardian requesting otherwise makes a written request.

Mail and packages may be sent and received, and stamps may be purchased at the Madison Lutheran Home main reception desk.

## **PERSONAL READING MATERIAL**

Local newspapers are available for resident use in the Madison Lutheran Home lobby. Contact the Activity Department to arrange delivery of a personal copy of newspapers or magazines at resident expense.

## **LAUNDRY SERVICES**

The Laundry Department provides clean linen and a personal laundry service. A laundry marker is given to families to mark clothing until nametags are received. All clothing must be marked before being put in closets or drawers. Madison Lutheran Home is not responsible for lost items that have not been marked.

Dry cleaning is not provided. Clothing articles in need of dry cleaning must be sent to a dry cleaning service. Dry cleaning must be billed directly to the resident by the dry cleaning service.

## **PETS**

Pets are permitted to visit Madison Lutheran Home. These pets should be house trained and in good health. They should be current with all vaccinations. Please supervise your pet while visiting. Usually visiting pets are limited to cats and dogs. Please contact a staff member if you have a special request.

#### **NO LIABILITY FOR CERTAIN LOSSES OR INJURIES**

Madison Lutheran Home provides secure storage for the resident's small valuable articles and resident fund accounts for limited amounts of money for the resident's use. If the resident keeps valuables and money in the resident room, the resident voluntarily assumes responsibility for their safekeeping.

Madison Lutheran Home shall not be responsible for the resident's health, safety, or personal property at any time the resident is not under the direct supervision of the Madison Lutheran Home.

#### **CLOTHING AND PERSONAL ARTICLES**

Incoming residents are asked to bring sufficient articles of clothing allow frequent changes. We do not provide nightgowns or pajamas. We recommend a 3-4 day supply of each type of clothing. Clothing needs include: slacks, dresses, shirts, pajamas, bathrobe, sweater, undergarments, comfortable shoes, coat, and scarf, hat, gloves, etc. It is preferred that clothing items be easily laundered.

All clothing must be marked with you name prior to admission and thereafter, as you add to your wardrobe. The Social Service Department orders nametags for you.

Upon admission to the Home, we will help you complete a list of your personal items. This list will be maintained in your medical chart. You may update this list as changes occur so that all of your belongings can be accounted for.

The resident is responsible for purchase of personal clothing. Clothes catalogs, including some with adaptive features comfortable and suitable for resident wear, are available from the Social Services Department staff who will assist with ordering clothes.

#### **BEAUTY AND BARBER SERVICES**

The Madison Lutheran Home has an up-to-date beauty shop located on the north wing of Station II that is used by licensed beauticians Monday through Thursday who provide hair care for residents. The costs are \$7.00 for hair set, \$7.00 for haircut, and \$35.00 for permanents. Residents have the option of having weekly appointments scheduled with the beauticians, making their own arrangements for hair care, or utilizing free hair care provided by volunteers, known as Cheer Ladies, who are available most Fridays.

A local barber is scheduled monthly. Cost for a haircut is \$9.00.

#### **SMOKING**

Madison Lutheran Home is smoke-free. For the benefit of everyone at the facility, smoking is not permitted. Residents may smoke outside the facility in a designated area.

## **CHECK CASHING – BANKING SERVICES**

Residents may cash personal checks up to \$25.00 at the Madison Lutheran Home Business Office. There is no fee for this service.

Klein National Bank provides banking services weekly.

## **VISITING HOURS**

Visiting hours are unrestricted for the resident's family and pastor. Visiting hours for other persons are from 10:00 a.m. to 9:00 p.m. There are several areas in the nursing home where visiting may take place. If a private area is desired, please contact the charge nurse. The privacy needs of our residents will be respected at all times. Arrangements can be made to reserve a room for special occasions by contact the Activity Department in advance. Residents going out for visits are asked to sign out and in at the nurses station. An extended stay away from the facility should be cleared with the resident's RN Clinical Care Coordinator. Home visits, etc. for medical assistance program. It is necessary, periodically, to restrict visits during the cold and flu season for our resident's protection.

## **RESIDENT RIGHTS**

Madison Lutheran Home adheres to Minnesota State and Federal regulations stating that interests of each resident will be protected. These rights include, but are not limited to the rights enumerated in the Resident's Bill of Rights Pamphlet. Each resident is given a copy of the Resident Bill of rights upon admission. We encourage you to read this carefully. The facility social worker is available to assist you in reading or interpreting your rights. Every effort is made to assist residents to exercise these rights throughout independent personal decisions and knowledge of choices.

## **SOCIAL SERVICES**

The Social Services Department at Madison Lutheran Home addresses residents' social and psychological needs. A qualified social worker acts as an advocate on behalf of the residents using the multi-disciplinary team approach. Resources within and outside the facility may be utilized.

## **PHYSICIAN SERVICES**

Each resident is seen by his/her physician every 30 days for the first 90 days. Thereafter, the resident is seen every 60 days unless waived by mutual agreement of the resident and the physician. Emergency physician services are available 24 hours/day.

## **ADMINISTRATIVE SERVICES**

The Madison Lutheran Home is a health care facility licensed by the State of Minnesota Department of Health. The administrator as well as the business office staff is available to answer questions related to charges or administrative matters. Inquire at our front office in the main lobby if you wish to visit with the business office personnel.

## **TELEPHONE SERVICE**

Telephones for residents' use are available throughout the building. Residents may also use the phones on each station designated for them. At admission, staff will identify the

closest telephone for resident use. Long distance calls can be made with personal calling cards. Ask your nurse for access to the phone device for the hearing impaired.

Residents wishing to have phone service in their rooms may do so by contacting the phone company. (Frontier 1-800-435-1504) The telephone company will bill you directly for all charges related to private telephone, including installation costs, monthly fees, listing, individual services, and disconnecting fees.

The social worker or business office staff may clarify the room locations with current phone service.

### **RESIDENT COUNCIL**

Representatives of the resident population meet monthly to discuss topics regarding resident life with a purpose of expressing concerns and making suggestions for improvement of quality of life. A member of the activity department serves as moderator for the group.

### **FAMILY COUNCIL**

The Family Council was established as an avenue for family members of residents to be involved in enhancing resident quality of life. Approximately 12 people serve on the Family Council on a voluntary basis. During the monthly meetings issues pertaining to nursing homes and the Madison Lutheran Home in particular are discussed. The Family Council sponsors occasional events, such as the annual Animal Fair, as a way to enrich the lives of resident. A member of the Social Service Department serves as the facilitator for the group.

### **GRIEVANCE PROCEDURE**

Residents and family members are welcome to discuss problems or concerns with the social worker, appropriate department manager, or administrator. If they continue to have concerns, they may choose to use the formal written grievance procedure. The Social Service Department will give specifics on how this is done at the time of admission.

### **AUXILIARY GIFT SHOP**

The Madison Health Care Auxiliary manages a gift shop located in the front lobby area of the Madison Lutheran Home. It is open daily from 2-4 p.m. and has small gift items, candy, greeting cards, and other sundries for resident, visitor, and employee convenience.

### **BILLING FOR SERVICES**

Monthly rates are determined by physical dependencies and nursing care needs and are based on the State of Minnesota Case-Mix system. The social services staff can explain this process to you. If you have specific questions about billing, the business office personnel can help you.

If you have other questions other than what is covered in the above information, please do not hesitate to call us.

Madison Lutheran Home

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[www.madisonlutheranhome.com](http://www.madisonlutheranhome.com)