



Annual Report is designed and printed in-house with photographs of Grandvue's staff and Residents courtesy of Aran Kessler Photo Imaging.

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Grandvue Medical Care Facility

2021-2022 Annual Report

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Dedicated to Caring for the Body, Mind and Spirit of Our Grandvue Family



**"Life doesn't get easier or more forgiving, we get stronger and more resilient."
- Steve Maraboli**



Joe Taylor, Administrator

Hard to believe that this is now our third annual report with a focus on COVID-19. While we see COVID restrictions lifting in other arenas, the virus is still a lively and active threat to the vulnerable citizens living in long-term care. Masking, social distancing and other infection prevention measures are still very much a part of our daily lives. Although our Residents can now entertain guests in person, the days of expansive community picnics and all-facility celebrations remain on hold. Mandatory COVID vaccination, daily screenings and weekly (or more often) testing for every Grandvue employee present challenges to our recruitment and retention efforts not experienced in other fields.

It's easy to dwell on the negative but better to focus on the Grandvue heroes who have stuck it out through the pandemic to provide service and companionship to those who call our facility home. Every day I see heroes at work getting their jobs done while taking the time to provide the little extras for Residents that make life worth living. I witness a lot of joy and laughter that tell me that the Grandvue spark is still here.

Grandvue heroes are all around us. After a long period of restricted visitation, we were understandably nervous to "open" again, not knowing how visitors would react to testing requests and masking mandates. Our Activity Team members, shown above, have become safety and public relations specialists as they greet families and visitors, offer and perform COVID testing, and connect Residents with their visitors. We are grateful to this team and to the members of the public who take the time to test before visiting with their loved ones. Of the COVID-positive visitors we have tested, many were asymptomatic and unaware that they could be bringing the virus inside to our residents and staff members.

While our nursing leadership team of Shannan Butler, Director of Nursing, and Assistant Directors of Nursing Scott Southwell and Danielle Karlosky have worked diligently to learn and interpret the latest COVID rules and guidelines, inform and educate

employees, monitor infection prevention measures and seek out industry best practices, we still had four outbreaks of the virus in 2022 impacting five Residents. Thanks to astute nursing observation and immediate testing, we were able to quickly detect, diagnose, contain and mitigate the consequences of the outbreak. I am very proud of our heroes in the affected neighborhoods who donned N95 respirators, surgical masks, face shields and gowns and still managed to serve their residents with a smile.

Grandvue has not been exempt from the "Great Resignation," and we have experienced staff departures without a commensurate increase in applications for new employees. We were able to manage attrition while admissions were on hold, but our current staffing levels are now impacting our ability to provide housing and care to outside community members in need. In order to attract new staff and retain current care partners, we have increased our shift premiums, adjusted our pay scales, and continue to provide bonus pay for hours worked. Heroes in every department have stepped up to fill needs by volunteering to take on additional shifts and learning new roles in Resident care/service. Lines between departments and roles have blurred as support services staff have become certified to assist with dining needs and members of leadership fill in for absent members of their teams. Call it teamwork or cooperation—I call it heroism.

Like every family, our Grandvue family isn't perfect; sometimes we're tired, we snap at each other or long for a well deserved day of rest. Stan Lee said, "That person who helps others simply because it should or must be done, and because it is the right thing to do, is indeed without a doubt, a real superhero." I'm grateful to the superheroes within our four walls and the support from our community heroes who have never forgotten our Residents and staff members. Volunteers are returning to share their time and talents, and many others have supplied cards, letters, words of support, treats and gifts to let us know we are not alone. Thank you for your continued support; working in long-term care isn't easy, but there's no place I'd rather be.

Sincerely,

Joe Taylor,
Administrator





"There is nothing more beautiful than someone who goes out of their way to make life beautiful for others." - Mandy Hale

We are grateful for the generous donors in our community who have helped to improve the lives of Grandvue's Residents. Through charitable donations, Grandvue is able to invest in educational opportunities for staff, purchase equipment for the benefit and comfort of Residents and their guests, and support improvement projects. The Grandvue Terrace and Recreation Park is a wonderful example of how our Northern Michigan and long term care communities came together to provide an outdoor retreat for the elders who call Grandvue home. With its accessible planters, butterfly gardens and shady picnic pavilion, the Park provides Residents the opportunity to commune with nature, their families and each other. This was especially important over the past three summers when visits beyond the facility were limited. The Park was financed through grants, monetary contributions and in-kind service and material donations.

Seen at the right is a special addition to the Park: a sculpture titled "Out of Nowhere" by artist Jim Wolnosky. The sculpture was donated in 2022 by the Solgot family of East Jordan in honor of Karen and Warren Solgot.

If you would like to become a part of Grandvue, there are several ways you can contribute your support:

- A Gift to the Grandvue Endowment Fund at the Charlevoix County Community Foundation is invested for the long-term and provides for annual distributions in support of Grandvue's operations and capital projects. Because only a portion of the fund balance is distributed each year, the Fund grows over time through investment income and additional contributions.

For more information or to make a donation, please visit www.c3f.org or call the Charlevoix County Community Foundation at (231) 536-2440.

- A gift to Grandvue is put to work today by supporting operational costs that allow us to fund special programs such as tuition reimbursement and wellness activities through the Grandvue Memorial Fund. If you are interested in learning more, please contact the facility at (231) 536-2286.





"How important it is to recognize and celebrate our heroes and she-roes!"
- Maya Angelou

As stated in Plante Moran's 2021 Financial Report of Grandvue Medical Care Facility, staffing is the biggest limiting factor for senior care providers today. In a survey by the American Healthcare Association and National Center for Assisted Living (AHCA/NCAL), 58% of nursing home respondents said they were limiting new admissions due to staffing shortages. Grandvue has not been immune to staffing challenges. Attempts to recruit and retain staff members have included financial measures such as increased shift differentials, adjustments to wage scales, and bonuses paid for hours worked.

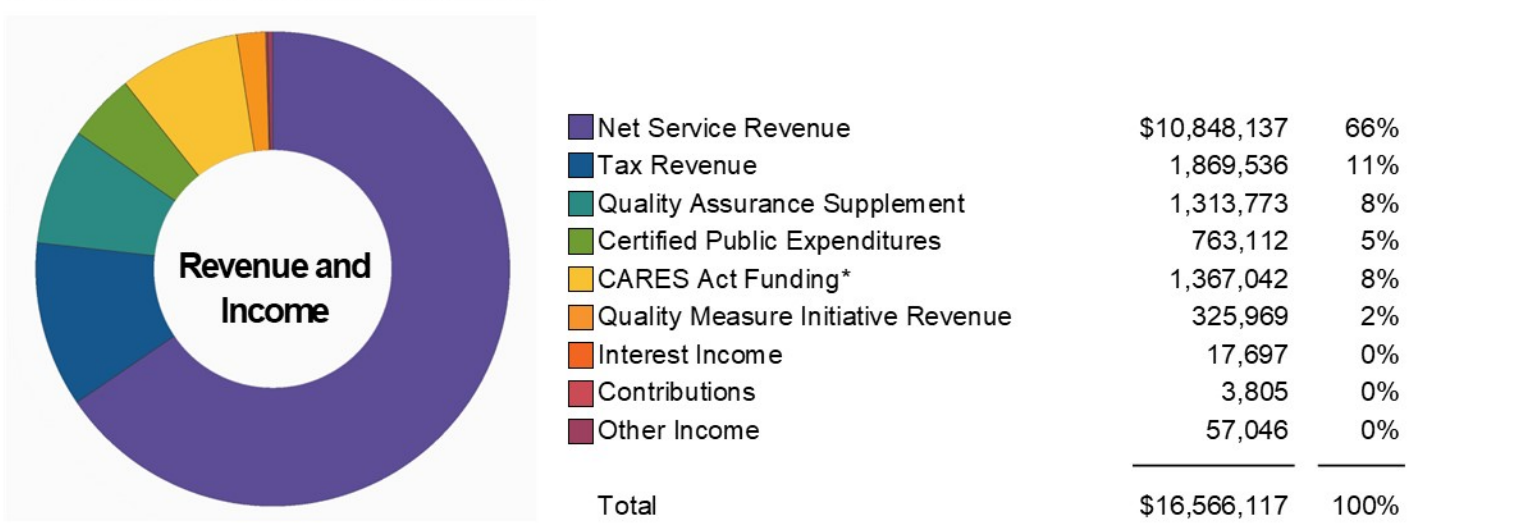
Staffing incentives beyond the paycheck have included updating the staff fitness/wellness room, offering Friday smoothies; providing free healthy snacks every day; and monthly celebratory meals, free tee shirts, gifts and prizes.

In a time when we are focusing on cost-control efforts while making investments that will provide long-term benefits, we will continue to find ways to recognize, celebrate and support Grandvue's most important asset: our healthcare heroes.



Steve Hoffman, Financial Services Director

Financial Information from Independent Audit prepared by Plante Moran



*Includes CARES Act Provider Relief Funds and revenue from the Michigan Department of Health and Human Services, mostly related to COVID-19 testing reimbursement and direct care wage reimbursement. Requirements for the uses of the CARES Act Funds are subject to change and are open to interpretation and clarification and, therefore, may result in changes. Any changes in amounts recognized as a result of new guidance, interpretation, or clarification will be recognized in the period in which the change occurred.

