

Dedicated to Caring



Annual Report 2010

Dedicated to

Caring

*for the body, mind and spirit
of our Grandvue family*

“Caring is a reflex... You live, you help.”

*~Ram Dass
Teacher and Author (1931-)*

WE BELIEVE IN OUR MISSION

Caring: it's what we do here. Our mission statement—created by our Grandvue family of residents, staff, family members, visitors, volunteers, and community members—spells it out clearly. It's not enough to meet the medical needs of the residents who call Grandvue home—we strive to provide personalized care that will maximize each individual's strengths, goals, preferences and choices.

ANNUAL REPORT CONTENTS

- Caring for Your Loved Ones, Grandvue's Residents
- Caring for Your Neighbors, Grandvue's Staff
- Caring for Your Community, Giving back to Charlevoix County
- Caring for Your Investment, Grandvue's Financial Overview
- Opportunities to Help Us Care

GRANDVUE'S LEADERSHIP TEAM

- Oral Sutliff, DHS Grandvue Board Chair
- Carl Bloom, DHS Grandvue Board Vice Chair
- Bill Olstrom, DHS Grandvue Board Member
- Joel Evans, Commissioner Liaison
- Kevin Evans, Grandvue Administrator

Caring

for your loved ones

“Caring for our seniors is perhaps the greatest responsibility we have. Those who walked before us have given so much and made possible the way of life we all enjoy.”

*~ John Hoeven
US Senator (1957-)*

WE BELIEVE IN PERSON CENTERED CARE

Simply defined, person centered care is a dignified approach to living and caring for elders to create long term care communities where elders choose to live their lives with staff members who enjoy assisting them. Person centered care allows our residents to maintain control over the decisions that affect each area of their lives. We work in collaboration with our residents to fill in the gaps of their abilities instead of simply doing tasks for them.

PERSON CENTERED CARE: IT'S WORKING

- In 2010, Grandvue achieved a 98% satisfaction rating in our annual Resident and Family Satisfaction Survey
- Grandvue exceeded budgeted census figures, achieving 98.49% census for the year
- Grandvue maintained a 5-Star Excellence Rating as determined by the Centers for Medicare and Medicaid Services
- Grandvue was listed as one of the best nursing homes in the nation by [US News and World Report](#)
- Our facility received national recognition from the American College of Health Care Administrators who awarded Grandvue their Facility Leadership Award for outstanding performance in long term care

Caring

for your neighbors

“Never believe that a few caring people can’t change the world. For, indeed, that’s all who ever have.”

*~ Margaret Mead
Cultural Anthropologist (1901-1978)*

WE BELIEVE OUR PEOPLE ARE OUR GREATEST ASSET

At Grandvue, we are thankful for the community financial support that allows us to offer wages and benefits to attract and retain quality staff. Each of our 200+ team members is a caring and highly skilled individual who is committed to providing our residents with the finest care and service possible. Continuing staff education and advancement from within are important components in our dedication to excellence. The trust we place in our staff of professionals is repaid with loyalty and longevity which in turn provide continuity of care for our residents.

THE REWARDS OF INVESTING IN PEOPLE

- Facility turnover has steadily decreased from 30% in 2007 to 17.7% in 2010
- 87% of staff members feel that Grandvue is headed in the right direction, as evidenced by the 2010 Staff Satisfaction Survey
- Grandvue had no lost time work related injuries in 2010
- 12% of our staff has been with Grandvue for more than 15 years of continuous service
- Staff members shed more than 200 pounds thanks to programming, health information and on-site exercise equipment available through Grandvue’s Wellness Team
- Administrator Kevin Evans was awarded the Leadership in Action Award by Aging Services of Michigan for dedication and advocacy in the long term care community

Caring

for your community

“Without a sense of caring, there can be no sense of community”

*~Anthony J. D’Angelo
Singer/Songwriter (1974-)*

WE BELIEVE IN REINVESTING IN OUR COMMUNITY

As one of the 35 not-for-profit medical care facilities in Michigan, we are grateful for the trust and support of the citizens of Charlevoix County and the greater Northern Michigan region. Our obligation to serve extends beyond providing outstanding care for our residents and year-round, stable employment for our staff to finding ways to give back to our community through educational offerings and other service efforts.

SERVING OUR COMMUNITY

- Grandvue hosted two Red Cross Blood Drives in 2010
- 83 community members received education through the Grandvue Nurse Aide Training Program
- Grandvue organized and hosted the Charlevoix County Health and Wellness Fair
- Members of Grandvue’s Wellness Team maintained a portion of Peninsula Road through the Adopt-A-Road program
- More than 450 community members were served at our annual Summer Picnic
- Grandvue staff members participate in Advocates for Charlevoix and Emmet Seniors, are members of the Human Services Coordinating Body, and serve on hospice and workforce development boards

Caring

for your investment

“One person caring about another represents life’s greatest value.”

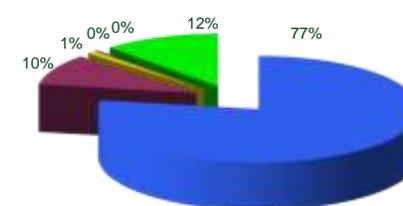
*~ Jim Rohn
Entrepreneur (1930-2009)*

WE BELIEVE IN GOOD STEWARDSHIP OF OUR FINANCES

At Grandvue, we value the trust our Charlevoix County neighbors have placed in us by allowing us to care for your friends, neighbors and family members. We also recognize the responsibilities we owe our community by wisely investing each and every dollar to ensure financial stability and continued excellence in care.

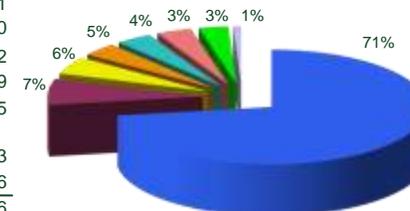
REVENUE AND INCOME

Net Service Revenue	\$10,191,676
Quality Assurance Supplement	1,264,880
Other Operating Income	105,824
Interest Income	42,151
Contributions	18,641
Tax Revenue	1,551,400
Total	\$13,174,572



EXPENSES

Salaries and Related Costs	\$9,261,770
Operating Supplies and Expenses	917,531
Quality Assurance Tax	811,950
Professional Services	588,412
Depreciation	494,539
Other (MOE, Staff Development, Minor Equipment)	429,725
Utilities	376,523
Repairs and Maintenance	97,336
Total	\$12,977,786



TOTAL DAYS OF SKILLED CARE PROVIDED

In 2010 Grandvue’s occupancy rate averaged 98.4%, and the facility provided the equivalent of 40,674 days of skilled care for our residents. Grandvue provided 24-hour care including meals, activities, therapies, laundry service, utilities and home maintenance for about \$13.29 per resident hour.

OPPORTUNITIES TO HELP US CARE

Our Grandvue family benefits from the time, talents and financial gifts donated by members of the community:

Volunteers enhance the lives of our residents by helping facilitate weekly outings, bingo games, and other group activities and events. They also assist with nail care, letter writing and other individualized activities. Many of our volunteers fill the role of a special friend for those who make Grandvue their home and provide comfort and companionship by sharing stories and memories.

If you are interested in becoming a Grandvue volunteer, please contact Mary Stahl, Activity Director, at (231) 536-2286.

The **Grandvue Auxiliary** was started on June 12, 1969, and has been active ever since in supporting Grandvue's residents. Over the years, the Auxiliary has held fund raisers to provide Grandvue with wheelchairs, lifts, physical therapy and safety equipment, rocking chairs, televisions, educational and training materials, blanket warmers and Wii games and equipment.

Please contact Ardith Hawley at 582-7880 or Peg Crozier at 582-9015 if you would like information on joining the Grandvue Auxiliary or making a donation.

The **Charlevoix County Community Foundation** manages two endowments for Grandvue. The Taylor/Grandvue endowment is targeted specifically for education and promotion of Alzheimer's and dementia related issues. The Grandvue Endowment is a new capital and operational endowment fund.

Donations for either endowment may be made at the facility or sent to:
Charlevoix County Community Foundation
507 Water Street
East Jordan, MI 49727



1728 S. Peninsula Road
East Jordan, MI 49727
231.536.2286
www.grandvue.org