



Sunset Lake News

MAY 2018

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Introducing ... the Five-Star Care Center at Sunset Lake

Dan Hust, S.C. Director of Communications

Liberty, NY – Legislators and staff of the Sullivan County Adult Care Center gathered under sunny skies today to celebrate the new name, logo and branding of the facility, now known as the Care Center at Sunset Lake (CCASL).

Drawing upon the name of the town road and County-owned lake which sit immediately adjacent, the Care Center at Sunset Lake re-branding is intended to highlight and reinforce the facility's commitment to quality long- and short-term care, comfortable surroundings and compassionate service.



"We realize that even though this is a nonprofit, publicly-operated facility, we are in a competitive environment with other nursing homes and short-term physical rehabilitation centers in the region," noted Sullivan County Manager Josh Potosek. "So we are embarking on a campaign to remind people why selecting the Care Center at Sunset Lake is a wise choice where they can be confident they and their loved ones will receive the treatment they deserve."

"We have spectacular care here," added Health & Family Services Commissioner Joe Todora, crediting the staff with ensuring such. "The jobs you folks do are wonderful, and our residents are great people. We want to make sure we match that with the way we're going to look going forward."

"I know how important it is to make sure we care for our seniors. As a nurse and a daughter of people I took care of, you deserve quality care," Assemblywoman Aileen Gunther told the crowd gathered in front of the new welcome sign.

"This is an exciting and long-awaited day here in Sullivan County," remarked District 2 Legislator Nadia Rajsz, chair of the Legislature's Health & Family Services Committee. "The employees are the heart and soul of this place. They are professional and dedicated. It's tough, demanding work, but under the team approach of our Administrator Frank Murphy, they raised our federal rating from three stars to five."

"This is a much-needed, well-run facility that the Town of Liberty is very happy to have within the township and is an asset to the County," affirmed Liberty Town Councilman Russell Reeves.

"I could not be prouder of this place," said Frank Burbank, a representative of the independent Family Council (which advocates for residents and the Center) and a former short-term resident of CCASL himself. "People coming here get care from people who care, and that comes from the top down."

"These are the people who make this place work," pointed out CCASL Administrator Frank Murphy, gesturing to the assembled staff. "We're looking forward to another great year!"

The process to find a new name began approximately six months ago, where first staff and then the public were asked for ideas, and over 100 potential names were submitted. A new logo, created by Dorene Warner of Barryville-based W Design, was approved by the Legislature last month.

The Care Center at Sunset Lake remains under County ownership and operation, and more information on its services and staff can be found at <http://co.sullivan.ny.us/Departments/DepartmentsAM/HealthandFamilyServices/AdultCareCenter/tabid/3122/Default.aspx> or by calling 845-292-8640.



Keep a look out for more positive changes...

The Care Center at Sunset Lake Advances to Top Five-Star Rating

Dan Hust, S.C. Director of Communications

Liberty, NY – Sullivan County proudly announces that the Adult Care Center (ACC) has earned the topmost ranking – five stars – in the federal government’s Five-Star Quality Rating System. This comes on the heels of a four-star rating reached in March.

“I am thrilled and delighted with this rating, which reflects the care and attention given to both long- and short-term users of the Care Center,” affirmed Sullivan County Health & Family Services Commissioner Joe Todora, under whose division the ACC operates. “Congratulations are in order for our compassionate, dedicated staff, who under the leadership of Administrator Frank Murphy, ensure every day that we provide the utmost in service.”

“The citizens of Sullivan County can be assured that the ACC is the right choice for quality, first-rate care, whether for a short stay for physical rehab or a longer stay for skilled care,” said District 2 Legislator Nadia Rajs, chair of the Legislature’s Health & Family Services Committee.

“When the four-star ranking was announced in March, I was confident it would not be long before the skilled team with whom I work would achieve five stars,” explained Murphy, who began leading the ACC last summer. “We’ve hit the high mark – and we aim to stay there, day in and day out. I encourage everyone to schedule a tour of our facility, where we can prove this ranking in person.”

The Centers for Medicare and Medicaid Services created the Five-Star Quality Rating System to help consumers, their families, and caregivers compare nursing homes more easily and identify areas about which they may want to ask questions. Each nursing home is given a rating of between 1 and 5 stars. Nursing homes with 5 stars are considered to have much above average quality, and nursing homes with 1 star are considered to have quality much below average.

Factors involved in the ranking include staffing levels, reported or observed healthcare deficiencies, and the amount of successful community discharges, functional improvement, new/worsening pressure ulcers, antipsychotic medications, urinary tract infections, hospital readmissions, mobility decline, physical restraints, moderate/severe pain, catheter usage and injurious falls.

Details on the Five-Star Quality Rating System can be found at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/FSQRS.html>.

The ACC later this month will be renamed the Care Center at Sunset Lake, and a new logo and signage will debut. It will remain under County ownership and operation, and more information on the ACC, its services and its staff is available at <http://co.sullivan.ny.us/Departments/DepartmentsAM/HealthandFamilyServices/AdultCareCenter/tabid/3122/Default.aspx> or by calling 845-292-8640.

Family Council

News

Frank Burbank, Family Council Member

While the main purpose of the Family Council is to serve as advocates for residents and for the Care Center at Sunset Lake as well, the Council sponsors and participates in activities related to the Center. With that in mind, May has been somewhat of a busy month.

On May 11 Council members attended and participated at the unveiling of the new sign and logos at the Center. Closely working with county officials, Council members were involved with the selection of the sign design and logo since nearly the beginning. Deputy County Manager Dan Depew and County Communication Director Dan Hust met with Council members on several occasions to inform them of the project and to update them on any and all progress.

The culmination of these efforts was the unveiling attended by Council members, County and State officials and members of the administration, staff and residents.

Council member and former resident in the Short-Term Rehabilitation Unit, Frank Burbank, commented on the new name "The Care Center at Sunset Lake," by explaining he knew from personal experience, "the Center provides care that is given by people who care from the Administration down to the rank-and-file employees."

Council's second May activity came on Sunday May 13, Mother's Day, when members presented carnations to residents, visitors and staff members to commemorate the holiday. Through the efforts of the Center's Culinary Department, Council members also served coffee, tea and cake to visitors and staff.

The Council undertook the same program last year when they distributed 4-dozen individual carnations. This year's Mother's Day gifts of carnations surpassed the previous year's efforts when 6-dozen carnations were gifted! We are planning to continue this annual effort.

Discussion is also underway for an activity to honor those fathers who are residents. This activity has not yet been finalized, but is scheduled for 2018 Father's Day, June 17.

We are always open to new ideas and to hear of any concerns from families about residents. Anyone with concerns and/or ideas may contact Family Council President, Robert Konvalin (845) 439-5401.



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Call Kristen to set up a visit, 845-513-2117

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