

CROSSROADS



Bethany Earns 2019 Bronze National Quality Awards

BETHANY RETIREMENT LIVING'S two campuses in Fargo have both been recognized as 2019 recipients of the *Bronze – Commitment to Quality Award* by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) for their commitment to improving the lives of residents through quality care. The distinction is the first of three progressive award levels through the AHCA/NCAL National Quality Award Program. The program, presented by the leading association in long term and post-acute care, honors association members across the country that have demonstrated their dedication to improving quality of care for seniors and persons with disabilities.

“This recognition of the outstanding care we provide our residents at both Bethany on University and Bethany on 42nd helps us stay on-track as we continually strive to improve services for our residents,” said Shawn Stuhaug, President/CEO at Bethany Retirement Living. “It allows us to compare ourselves against others in our market, as well as statewide and nationally. We are very proud of the work our employees do to care for the residents and patients at Bethany.”

The National Quality Award Program, established by AHCA/NCAL in 1996, is based on the core values and criteria of the *Baldrige Performance Excellence Program*, which also serves as the foundation for the metric-based AHCA/NCAL Quality Initiative. The Baldrige

framework helps organizations among different business sectors improve organizational effectiveness and achieve strategy-driven performance.

The Award Program has three levels: Bronze, Silver, and Gold. Providers begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision, mission statement, and key strengths and challenges. Bronze applicants must also demonstrate their ability to implement a performance improvement system. Trained Examiners review each Bronze application to determine if the center has met the demands of the criteria. As a recipient of the Bronze - Commitment to Quality Award, Bethany Retirement Living may now move forward in developing approaches and achieving performance levels that meet the Silver - Achievement in Quality Award criteria.

“I applaud Bethany Retirement Living for taking this important step towards quality improvement,” said the AHCA/NCAL National Quality Award Board of Overseers Chair Alana Wolfe. “I encourage Bethany Retirement Living to continue on its path to achieving the highest of quality care.”

The awards will be presented during AHCA/NCAL's 70th Convention & Expo in Orlando, Florida, October 13-16, 2019.



IN THIS ISSUE

National Quality Award.	1	Trustees Named	4	Wedge Fund	6
Paper or...?	3	Activity Professional Award	4	Expressing Our Gratitude	7
Chaplain's Corner	3	Pinnacle Quality Award	5	Please Consider Bethany.	7
Do You Like Us?	3	Salute To Volunteers	6	Five-Star Rating	8



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Mission Statement

To provide living opportunities in a senior community shaped by Christian values.

Values

BELIEVE: We believe in the power of the individual. Every resident is unique and special; every employee has the opportunity to make a difference. We believe in the power of faith.

ETHICS: Ethical behavior drives our daily decisions. We are open and honest with our residents, co-workers and the community.

TEAMWORK: We are a regional leader in long-term care because of the exceptional teamwork of our employees, working together to achieve our mission.

HOME: This is our residents' home. We will treat every resident with compassion, courtesy, dignity and respect. We provide excellent care for each based on his or her individual needs. Every decision puts the resident first.

ACCOUNTABILITY: We are accountable for our conduct and decisions.

NEW: We are consistently searching for new and innovative ways to meet the needs of our current and future residents.

YOU: You make a difference! Bethany is a community of individuals living and working together, enriching the lives of residents, employees, volunteers, visitors, and families.

Vision

Bethany's vision is to be the region's preeminent provider of senior living services.

About Bethany

Operation	Function	Established	# of Residents/Units
American Lutheran Homes			
Skilled I	Nursing Care	1979	65
	Transitional Care		31
Skilled II	Nursing Care	1968	76
	Towers		77
Towers	Assisted Living	1978	56
Bethany Personal Care Services		1986	
Bethany Foundation	Charitable Support	1986	
Bethany on 42nd			
Gables	Senior Apts & Assisted	2009	40
Skilled	Nursing Care	2009	103
TCU	Transitional Care	2009	13
Grace Pointe	Independent Housing	2016	58
Ethos Home Care	Home Health & Hospice	2015	

Bethany On-line

Information relating to all facets of Bethany's operations, as well as admission, employment and volunteer inquiries can be accessed 24 hours a day on-line at www.bethanynd.org.

Paper or...?

SOME OF BETHANY'S FRIENDS enjoy receiving the Crossroads newsletter in print form (like this issue, for example.) Increasingly, though, readers of the newsletter prefer to receive and read the newsletter on their computer, tablet or phone. It's convenient for the reader, they can take it with them should they want to refer to something and it can arrive more quickly. From Bethany's perspective, sending the newsletter electronically saves printing and postage costs and can reach readers in a more timely fashion. If you would prefer to receive the Crossroads newsletter by email rather than by mail, please contact Grant Richardson at Bethany (701.478.8910 or grichardson@bethanynd.org) to make the switch.



Chaplain's Corner

"Let us run with perseverance the race that is set before us, looking to Jesus, the pioneer and perfecter of our faith..."

Hebrews 12:1b-2a

Dear Christian Friends,

It was a high school track meet. Our small school had entered into the mile relay event. I was to run to last leg of the race. The other

teams all finished before I got the baton! I didn't want to run my portion of it at that point. But our coach encouraged me. Then, he even ran along beside me on the side of the track. Only his encouragement and participation with me allowed me to finish that race.

One of the most beautiful qualities of those who surround our lives is perseverance. Not only is it inspiring to see in our Christian context, it greatly helps us when we would rather not "finish the race".

Our Lord was faced with many obstacles, even death itself on a cross. As one of us, He struggled, praying that God would remove the cup of suffering. Yet, for us and our salvation, He endured.

You may face things that cause you to doubt the worth of continuing the race. God's word encourages us to keep running. When we do, by the grace of God, we come to realize that Someone is running the race with us. And He is the One who has suffered and died for us to take away our every sin, and also the One who is risen over death and the grave, which has now lost its power over us.

Romans 5 reminds us that the continued "running of the race" of faith and life, even when we'd rather not, is the seed of hope. "...suffering produces endurance and endurance produces character and character produces hope, and hope does not disappoint us, for God's love has been poured into our hearts through the Holy Spirit that God has given to us." (Romans 5:3b-5)

God bless your race – whatever form it is taking!

In Christian Love, **Pastor Phil Larson**, *Chaplain*

Do You LIKE Us?

BETHANY RETIREMENT LIVING is taking advantage of social media to tell our story, share information about activities at Bethany, enlist employees and volunteers, provide health information and feature employees and residents. We post something interesting nearly every day to both Facebook and Twitter.

You are encouraged to "like" us on Facebook or "follow" us on Twitter to get the latest information from Bethany.

 <http://www.facebook.com/BethanyND>

 <https://twitter.com/BethanyND>

Bethany Trustees Named

DELEGATES FROM SPONSORING congregations convened at the Annual Meeting of Bethany Retirement Living on Tuesday, April 9, 2019, at Bethany on University. Joining the Board of Trustees for three-year terms are Paulette Amundson, Dan Beauchamp, both of Fargo, and Ben Carlsrud, of West Fargo. Mary Johnson, Oxbow, was elected to a second three-year term.

Paulette Amundson is a retired Health Care Executive for Sanford Health. She is a former member of the American Organization of Nursing Executives, American College of Health Care Executives, National Rural Health Association and the Medical Group Management Association. Paulette and her husband, Loren, have two adult children and five grandchildren and are members of Hope Lutheran Church.

Dan Beauchamp is Senior Director Facilities and Ancillary Support at Essentia Health. He is president of the North Dakota Healthcare Engineering Society and a member of the American Society of Healthcare Engineering. Dan and his wife, Deb, have four children and are members of Sts. Anne & Joachim Church.

Ben Carlsrud is President of Network Center, Inc. Ben and his wife, Amy, have three children and are members of First Lutheran Church.

Mary Johnson, CPA, is President of Union State Bank,

Fargo. She has served on numerous community non-profit and civic boards, including MeritCare Foundation, Vocational Training Center and the Growth Initiative

Fund and is a member of Fargo West Rotary. In her past employment with Banner Health System, she worked with healthcare facilities in several states.

Officers elected are Charlotte Rusch, Fargo, Chair; Jack Rydell, Fargo, Vice Chair; Mary Johnson, Oxbow, Treasurer; and Lianne Rockstad, Walcott, Secretary. Other Trustees include Bruce Davidson, Neal Eriksmoen, Martha LeClerc, all Fargo, and Dr. David Glatt, West Fargo.

Al Erickson, Stacie Heiden and Linda O'Halloran retired from the Board.



Paulette Amundson



Dan Beauchamp



Ben Carlsrud



Mary Johnson

Bethany's Bryn Named NDLTCA Activity Professional of the Year



Vanessa Bryn

VANESSA BRYN, Community Life Coordinator on Willow Lane Memory Care Unit at Bethany on University, has been selected a 2019 Activity Professional of the Year by the North Dakota Long Term Care Association. She was honored at the Association's recent Spring

Convention in Bismarck.

Bryn began working as a Community Life Coordinator on Willow Lane 2nd (Memory Care

Unit) at Bethany on University in December, 2005. She previously worked as both an activity assistant and in dining services in a Grand Forks nursing home where she served in the dementia unit which sparked her passion for and interest in working with residents who live with dementia.

Bryn graduated from the University of North Dakota with a bachelor of science degree in Recreation & Leisure. She is certified as a Therapeutic

Bethany Earns Pinnacle Quality Awards

BETHANY RETIREMENT LIVING has been awarded seven Customer Experience Awards from Pinnacle Quality Insight. Qualifying for the awards displays a continued dedication to providing Best in Class senior healthcare services.

The Skilled Nursing facility at Bethany on 42nd was recognized in two categories: Cleanliness, and Safety and Security. The Towers Assisted Living at Bethany on University was recognized in five categories: Personal Care, Dining Services, Dignity and Respect, Communication, and Move-In Process.

Shawn Stuhaug, President/CEO of Bethany Retirement Living, describes receiving the awards as an honor, stating that, “Long term care facilities across North Dakota – and the nation, for that matter – participate in the ongoing Pinnacle survey process to gauge the opinions of those who live at their facilities. To be measured against such a yardstick and come out on top speaks very well of the people we have taking care of our residents and our facility.”

Throughout its 80-year history of serving the

community, Bethany Retirement Living has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2018, a sampling of Bethany’s residents and their families have participated in monthly telephone interviews that include open-ended questions, as well as the opportunity to rate Bethany Retirement Living in specific categories. Every month, Bethany has gathered real-time survey results in order to gain a better understanding of the residents’ needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award, Bethany Retirement Living has satisfied the rigorous demand

of scoring in the top 15 percent of the nation across a 12-month average. Clients have the opportunity to achieve Pinnacle’s Best in Class distinction on a monthly basis in many categories designed to accurately reflect on each resident’s experience. Pinnacle conducts more than 100,000 surveys a year and works with more than 1,100 clients in 47 states, Canada and Puerto Rico.



Recreation Specialist and is also certified through the Activity Professional Board. As part of the certification process, Bryn looks for opportunities for in-services and community conferences to maintain and advance her knowledge in resident/dementia care.

Bryn participates in the Fargo “Walk To End Alzheimer’s” as part of the Bethany team which is consistently the top fundraising team. Her family also participates in the walk. She walks in memory of her grandmother and in honor of the residents she cares for daily.

Maren Johnson, Director of Community Life at Bethany on University, remarked “Vanessa champions

best practice with residents in her care every day. Everything from stopping in the middle of a task to comfort a resident who is upset, to leading an activity that several residents are captivated by, to visiting and consoling with a resident family member as they watch their loved one decline in their dementia process. She does it all with grace, kindness and a willing spirit. She continually seeks out new ways to engage her residents, visits with their families to learn their loved one’s past and present interests and strives to make their quality of life the top priority. She has worked at getting Facetime and Skype to work so that residents can see family members who are far away and also watch family events, they wouldn’t have otherwise been able to attend.”

Bethany Salutes Volunteers



Craig Whitney

CRAIG WHITNEY, President/CEO of the Fargo Moorhead West Fargo Chamber of Commerce, addressed the 2019 Volunteer Appreciation Luncheon at Bethany Retirement Living. The event was held April 24 in the Mavis Whiting Chapel at Bethany on University and hosted nearly 90 volunteers.

Whitney's background in political campaigns, community organization and chambers of commerce has provided him with a strong awareness of the important role volunteers play in communities and organizations.

In 2018, volunteers at Bethany gave 17,571 hours of time to support the residents. The estimated value of volunteer time for 2018 is \$25.43 per hour, according to Independent Sector, a coalition of charities, foundations, corporations, and individuals that publishes research important to the nonprofit sector. Thus, the dollar value of our volunteers' efforts in 2018 was approximately \$447,000. But the TRUE impact is the impact their assistance has on the quality of life for our residents.

Volunteers recognized for milestone hours of volunteering include:

<p>100-249 HOURS Judith Dolan Pam Finley Patty Fox Kathy Fredette Carolyn Grimmet Nancy Keatings Debbie Olson Brodie Underdahl</p>	<p>Cheri Martin Cheryl Morrison Jayne Robinson Myrtle Robison Jo Satrom Carlotta Spelhaug Brenda Thompson Tamara Thompson Carol Wagner Ella Weller</p>	<p>Helen Hagel Mary Ann Hansen Chuck Lyche Joanne Molstre Gayle Nesemeier Heather Nelson Taylor Nelson Brenna Pallum Ann Perrizo Jane Radig LaVonne Rustad Sue Uhler</p>	<p>Marilyn Kram Tanner Pris Inez Roth Judy Wager Mark Wager Marian Zimmerman</p>	<p>2,000+ HOURS Cheri Martin Gary Sollid Masayo Sollid</p>
<p>250-499 HOURS Isaac Halle Mary Hallquist Jan Kjesbo Melissa Larson</p>	<p>500-749 HOURS Becky Anderson Kathy Blumeyer Brenda Carlson</p>	<p>750-999 HOURS Janice Hoff</p>	<p>1,000+ HOURS Benard Benson Dirk Brevik Marsha Grams Dee Johnson Maxine Mattson Betty Schoephoerster</p>	<p>5,000+ HOURS Judy Pris</p> <p>9,000+ HOURS Ann Selensky Diane Pearson</p> <p>16,000 HOURS Krissy Sonewald</p> <p>19,000+ HOURS Carol Perry</p>

Wedge Fund Benefits Bethany

THE FRANK L. WEDGE MEMORIAL FUND, administered by the North Dakota Long Term Care Association, has awarded Bethany Retirement Living a grant of \$10,000 to support the development of a leadership training program for charge nurses. Half of the grant was awarded this year and the balance will be awarded in 2020.

Leadership sets the tone for the overall operation of a nursing facility. Good leadership strengthens the team and enhances the quality of residents' lives.

The grant provides funding to design and implement a comprehensive program of leadership training for Charge Nurses. The success of this group of internal

leaders is critical to the success of their teams and the organization. They are responsible for the provision of resident care and manage the work of caregivers. Thus, the development of Charge Nurses' leadership skills will have a broad-reaching impact on the staff and the quality of care we provide our residents and patients.

Among the topics to be addressed are communication, coaching, expectations, motivation, leading by example, and attitude. Funding will be used for purchasing materials and contracting with speakers.

We gratefully acknowledge the following gifts received between March 1, 2019 and June 30, 2019. Memorials of \$100 or more are listed in two places.

CURRENT GIVING

\$2,500 or more

Olivet Lutheran Church,
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Shawn & Tanya Stuhaug

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- Doug Tveiten

Please Consider Bethany...

Your will (or living trust) indicates your intentions, then provides the power to accomplish them. This document remains the key element in most estate plans. Bethany Retirement Living depends greatly on outright gifts and

unconditional bequests so that it can faithfully serve our residents. An example of a charitable bequest favoring Bethany is as follows:

I give, devise and bequeath to Bethany Homes, Inc., a qualified 501(c)(3) non-profit corporation in Fargo, North Dakota, \$_____ (or ___% of my residuary estate) (or description of in-kind property) to be used by Bethany Retirement Living.



Bethany Retirement Living
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Fargo, North Dakota 58103

701.239.3000
www.bethanynd.org

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Bethany Keeps Five-Star Rating

ON MARCH 5, 2019, the Centers for Medicare & Medicaid Services (CMS) announced changes to its Five-Star Quality Rating System and changes were implemented April 25, 2019. Nationally, 30% of skilled nursing facilities were projected to lose one or more stars, but Bethany Retirement Living's two campuses, Bethany on 42nd and Bethany on University, continue to hold strong as five-star facilities.

Changes made to the rating system reflect CMS' ongoing effort to improve the information consumers receive about skilled nursing centers. The star ratings of nursing centers now reflect new thresholds for both the staffing and quality measures

components that caused many providers to suddenly lose stars.

For the staffing component, CMS adjusted ratings to provide a greater emphasis on registered nurse staffing and gave a one-star staffing rating to facilities that report four or more days without an RN onsite in a quarter. For the quality measure component, CMS added two new measures – long-stay hospitalization and long-stay Emergency Department visits, dropped one measure – long-stay physical restraints, and replaced two measures with newer versions – short-stay pressure ulcer and short-stay discharge community will be replaced with Quality Reporting Program measures.

Please write to us at our address if you wish to have your name removed from the list to receive fund-raising requests supporting Bethany Retirement Living in the future.

In the event that you contact us with this request, all reasonable efforts will be taken to ensure that you will not receive any fund-raising communications from us in the future.