

Legacy

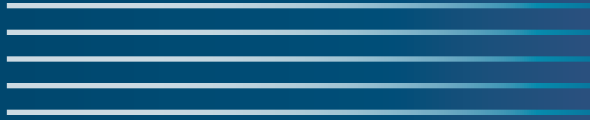
Investing Today to Impact Tomorrow



A Season of Change

“Fall has always been my favorite season. The time when everything bursts with its last beauty, as if nature had been saving up all year for the grand finale.” — Lauren Destefano

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A Grand Mission



The mission of the Grand Traverse Pavilions is to provide accessible, trusted and compassionate care that enhances quality of life for aging adults. As the region's first and only public nonprofit full-spectrum of care, the Pavilions features:

- Long-term Skilled Nursing Care
- Short-term Rehab
- The Wellness Center: Inpatient and Outpatient Therapy
- The Cottages: Independent and Assisted Living
- Overnight Respite and Adult Day Services



Among the top employers in Grand Traverse County with over 300 employees, The Pavilions injects more than \$30 million into the local economy making a significant economic impact in our community, while providing \$3.4 million worth of charitable care annually to some of the area's most vulnerable citizens.

With residents, participants, therapy patients, volunteers, and staff, Grand Traverse Pavilions is more than just a nursing home. It's a grand community of caring for generations.



Grand Traverse Pavilions

A COMMUNITY CARING FOR GENERATIONS

GTPavilions.org | 231.932.3000

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Legacy is a publication of the Grand Traverse Pavilions Foundation. If you no longer wish to receive mail from us or to change your contact information please contact Clayton Wagatha at crwagatha@gtpavilions.org or call (231) 932-3019.

We would also love to add you to our email list. Please share your email with us so we can keep you better informed of what's happening here at Grand Traverse Pavilions.



**Grand Traverse Pavilions
FOUNDATION**

1000 Pavilions Circle
Traverse City, MI 49684
(231) 932-3000

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Heading in the Right Direction

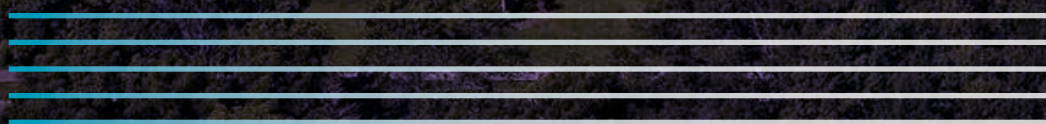
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Our thanks to our great staff during what has been a challenging time.

Heading in the **Right Direction**

Over the last several months the Grand Traverse Pavilions has made plenty of headlines in the local news...it's been a difficult time but we are working our way to becoming the premier care facility of choice in our area once again. I am excited to announce the Interim CEO/Administrator role was filled on October 7th by Mr. David Hautamaki, who brings extensive administrative experience from private, nonprofit facilities like the Pavilions. Mr. Hautamaki started on October 11th, and has been working hard to improve our organization, meeting with each department to see where improvements can be made. Dave is looking forward to serving the residents and helping the organization move forward to fulfill the organizational goals of the board. Meanwhile the DHHS board members and I are engaged in a search for a permanent administrator.

The administrative team has been working closely with the County Ad Hoc Committee to make sure the Pavilions' operations are trending in the right direction. The Ad Hoc Committee visited the facility in late September to discuss the current finances and tour the facility to learn more about the day-to-day operations and see how we are making progress in the areas that we received citations in the last state survey. The committee acknowledged our dietary team and the improvements they have made but understand there is still room for improvement in all departments.

Our Finance Department is working diligently to ensure we receive the more than \$14 million in funds we are owed. They are working on re-billing all Medicaid claims

since October 1, 2021, allowing us to bill at rate that covers our costs, resulting in the Pavilions receiving additional funds (for more information on finances - https://www.gtpavilions.org/media/uploads/website_q-jld_ed-its.pdf). The Pavilions now has a plan in place for the fiscal year 2024 and is working on the long-term strategic plan. The budget set is based on a census of 145 skilled care residents and 57 residents living in independent or assisted living cottages. Unfortunately, with the new budget there were some staffing cuts, I want to reassure you any positions cut did not affect our direct care staff that care for your family and friends. We are working through these tough times and believe that we are heading in the right direction to become the premier care facility of choice by providing accessible, trusted, and compassionate care that enhances the quality of life for aging adults in our region. Our thanks to our great staff during what has been a challenging time.

I would personally like to extend a sincere thank you to all of the sponsors, performers, volunteers and staff, who helped to make the 2023 Concerts on the Lawn season a success.

Now more than ever your donations and charitable support is needed and appreciated. If you are able, please consider a charitable contribution by visiting the Pavilions Foundation at <https://www.gtpavilions.org/donate/>.

Cecil McNally
Chair, Department of Health & Human Services



PointClickCare

Effective September 1st, Grand Traverse Pavilions has switched to a new Electronic Health Record (EHR) software, PointClickCare. PointClickCare is a leading healthcare technology platform that enables meaningful collaboration and access to real-time insights at every single stage of the patient's healthcare journey. By connecting care services, billing, and administrative processes across one platform—it gives us real-time visibility into the entire operation, while allowing our team to see any changes in resident records to help improve billing accuracy and decision-making capabilities. Staff have worked hard to implement the new system over the last several months. PointClickCare education for Grand Traverse Pavilions' staff continues to take place to allow us to work towards using the system to its full potential.

Real-time info being accessible on one platform gives our direct care staff the most recent resident information, allowing them to care for residents in the most effective and efficient way. The efficiency that this technology provides will allow staff the ability to spend more time with our current residents and will make continuing to grow our census more feasible. All members of the interdisciplinary team will be able to use this platform, allowing us to enhance performance outcomes and improve financial

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results. PointClickCare also has the capability to simplify current tasks and processes being completed in other software programs used throughout the facility. For example, the kitchen uses different software that creates individualized menus for residents based on their prescribed diet, allergies, and preferences. Previously this would all have to be entered into the dietary program, but now the two are linked eliminating the manual input of data into two separate software programs used by different members of the interdisciplinary team.

There were also changes to Minimum Data Set guidelines effective October 1st. PointClickCare is committed to staying current with all Minimum Data Set guidelines which allows us to complete Minimum Data Set assessments as accurately as possible. PointClickCare commitment to staying current with all Minimum Data Set requirements is valuable to our organization because Minimum Data Set assessments directly affect our reimbursement rates and quality measure scores. Quality measure scores directly affect our star rating. Grand Traverse Pavilions believes PointClickCare is a tool that will aid in achieving a higher overall star rating. Achieving a higher star rating will allow us to be the premier care provider of choice in our area. PointClickCare also provides technical support 24/7,

allowing us to work through any issues when needed, another improvement from our previous software's customer support. As we continue to learn and grow with PointClickCare we are excited to see how the new software will positively impact our organization.

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- Retirement plans



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Please visit
gtpavilions.org/jobs
to submit an application.



Concerts On The Lawn

The 2023 Concerts On The Lawn free outdoor music series offered by the Grand Traverse Pavilions Foundation was a great success with eight weekly concerts featuring amazing local talent performing on the Grand Lawn under the Hayden Family Gazebo. This year we experienced some questionable weather on four Thursdays, resulting in the cancellation of two out of nine concerts. Luckily one of the two concerts was able to be made up and resulted in a wonderful end to the 2023 concert series with ReBooted featuring Judy Harrison on a beautiful mid-September night. We were happy to bring back a crowd favorite in Moomer's ice cream and were even able to provide concessions ourselves for the first time since pre-pandemic to help raise additional funds with the help of our dietary team Forefront! Each week Forefront offered a new special to showcase the quality food they provide daily for our residents. Dishes ranged from brisket tacos and cherry bratwursts to walleye fish and chips and more!

The annual concert series has built up quite a following, however, the Pavilions often reminds visitors that it has never been the Pavilions intent to be a "concert venue". The focus is to provide an enjoyable evening, utilizing local talent who understand the importance of offering songs that will spark memories for the residents, and offer them the opportunity to sing and dance along to some songs that bring them joy and take them back in time. Each year, Title Sponsor Serra Subaru of Traverse City, and grant support offered by the Michigan Arts & Culture Council/Northwest Michigan Arts & Culture Network, help fund the bands, which provides welcomed income to local performers, many who have been performing on the Grand Lawn for decades. We would also like to thank our headline sponsors listed on our flyer for their continued support and role played in a successful concert series. Plans are already in the works for the 2024 season, and we hope to bring back some fan favorites and fill the Grand Lawn!

Volunteer Spotlight

If it's a Thursday night in July or August, you know where to find Jack (Goofy) and Bette Armour, right here on the Grand Lawn cooking for the community. Jack and Bette have been volunteering for the Grand Traverse Pavilions at Concerts On The Lawn for 18 years now, and they hope to continue for many more. This year they celebrated their 47th wedding anniversary with us doing what they love most, cooking on the Grand Lawn followed by a concert. I asked what they like most about volunteering for concerts every Thursday. Jack said "It's just fun to be outdoors and see all the people enjoying themselves no matter the age. I see people out in public and they ask where my hat is?" he chuckled. "We still see friends we made while volunteering over 10 years ago that now attend the concerts and are surprised to see us still doing it every week, but we love it, we look forward to Thursday nights."

While making sure I saved their spot for next season Bette shared, "We encourage everyone to try volunteering here at least once. You might find you love it and see how rewarding it is. You might even end up doing it for a couple decades like us. If it's not for you, you've at least helped make a difference for an organization that has helped so many in this community." We are grateful for the friendship we have with the Armour's and thankful for their continued support. Looking forward to sharing another season with Goofy and Bette next summer.

Thank You Sponsors!

Title Sponsor



With Support From



In Kind Sponsor



Headliner Sponsors



Courtyard Updates

In a previous Legacy issue, we shared plans for our interior courtyards after Curb Appeal Design Services of Traverse City created a design plan that would include colorful perennials that bloom at various times of the year to ensure constant enjoyment. We were able to secure funding for 4 courtyards through generous donations from the Nesvig family, Barton J. Ingraham and Gail G. Ingraham Foundation, Julius H. and Barbara B. Beers Family Foundation, and several other smaller donations specifically for updating the Courtyards. In early August our Environmental Services team was able to complete the Cherry Courtyard with new irrigation, sod, and flowers/plants with the help of our dedicated gardening volunteers. The now finished area has been wonderful for residents, as it allows them to enjoy the fresh air, sunshine, and listen and watch wildlife without having to be signed out or accompanied by a family member or staff--giving them the freedom to go on their own timeline. On the other hand, the courtyards provide a nice area for families and friends to visit with loved ones without having to go too far.

The Grand Traverse Pavilions adopted the Eden Alternative and a cornerstone of the Eden Alternative concept is

The now finished area has been wonderful for residents, as it allows them to enjoy the fresh air, sunshine, and listen and watch wildlife without having to be signed out or accompanied by a family member or staff.

that residents should have close and continuing contact with as much human habitat as they choose to embrace. The raised garden beds allow residents who use wheelchairs the opportunity to get their hands dirty and do something they enjoy without being too difficult. The Cherry residents even planted some vegetables in their raised garden bed including tomatoes and squash. The courtyards are a perfect place for residents to enjoy their freedom and not lose sight of being able to enjoy the outdoors while in a beautiful environment.

Our next steps in the Spring will be to finish the irrigation in the Birch and Dogwood Courtyards and plant grass so all 3 of the interior courtyards mirror each other and the initial plan draft. We will need even more volunteers to assist with the ongoing maintenance and pruning of the courtyards when spring comes around. We are extending an invitation to area Garden Clubs or Master Gardeners who would like to offer their "green thumbs" to bring joy to our residents and staff.

To contact the Pavilions for volunteer opportunities, call Volunteer Coordinator Clayton Wagatha at 231-932-3019.



Lights of Love

Dear Friends of Grand Traverse Pavilions

When there are challenges and uncertainty in our lives we can often find comfort in family, community, and traditions! We hope the Grand Traverse Pavilions Foundation's Lights of Love celebration will become part of your Holiday gift giving tradition.

We invite you to join us in supporting Lights of Love with a gift in honor or remembrance of a parent, spouse, friend or caregiver who has made a lasting impression on your life. Each gift of \$25 or more will be represented symbolically on the beautifully

decorated Holiday Tree in the main lobby of Grand Traverse Pavilions.

The tree will be adorned with lights and holiday ornaments, each a symbol of remembrance, love and honor for someone special. A listing of gifts made will be included on the Grand Traverse Pavilions Facebook page as part of our Holiday Well-Wishes.

In appreciation for your generous support, we hope you will find comfort in knowing that your gifts will allow us to hold a special Holiday "Tea and Treats" for our residents on Friday, December 22, 2023. We look forward

to the opportunity to provide our residents with a wonderful celebration of community and remembrance during this upcoming holiday season.

We hope you will agree... "Giving brings healing and hope... while helping others." As funds raised will allow us to purchase Holiday Gifts for our Pavilions and Cottage residents who may not be able to celebrate with family or friends this season. Thank you in advance for your thoughtful consideration to support the Pavilions Lights of Love Holiday Celebration.

Warm Holiday Wishes

Lights of Love

Lights of Love 2023

Please complete this form and send to:
Grand Traverse Pavilions
1000 Pavilions Circle
Traverse City, MI 49684

Please check desired ornament(s):

- \$500 - Angel
- \$250 - Silver Star
- \$100 - Red Heart
- \$75 - Gold Star
- \$50 - Silver Heart
- \$25 - Lights

Check/Cash: \$ _____
is enclosed.

(Please make checks payable to Grand Traverse Pavilions Foundation)

Or visit our website to submit request:
<https://www.gtpavilions.org/donate/>

Your Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

Please clearly print your commemorative message(s) below:

In Memory of: _____

In Honor of: _____

In Celebration of: _____

Person(s) to be notified of your commemoration gift:

Name: _____

Address: _____

City: _____

State: _____ Zip: _____