

THORNAPPLE

MANOR




SKILLED NURSING › REHAB › MEMORY CARE

www.thornapplemanor.com

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Home

This is your time. Live it to the fullest at Thornapple Manor, a supportive, vibrant skilled nursing facility that is centered around you.

From meals-on-demand to late evening movies, from whirlpool baths to bingo, your day is planned by you, for you.

Welcome home to Thornapple Manor.

Greetings



Donald A Haney, NHA, CMA, MBA
Administrator

LETTER FROM DON

WELCOME TO THORNAPPLE MANOR

I would like to welcome you to Thornapple Manor on behalf of our staff, residents, families, and volunteers. Please know that we are here to answer any questions you have about the services we offer. We are here for you.

Thornapple Manor is committed to improving the lives of those we care for. As you will soon see, our staff will do all they can to meet your needs and expectations.

Please take a moment to browse this publication about the home of our elders at Thornapple Manor. We hope you will feel a part of our community

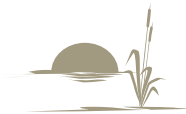
VISION & MISSION



As care providers, we accept a significant responsibility for enriching the lives of individuals in our community with respect to their medical, social or emotional needs. We will constantly strive to deliver care in a manner and environment that is nurturing and welcoming to all.



As we live our vision, we will promote quality in all that we do, see to serve the under served, offer a continuum of services, enhance the development of our staff and be financially responsible.



RECOGNIZING AND CELEBRATING EXCELLENCE

We are honored and humbled to receive the following awards and acknowledgments



We were proud to receive a new award in 2020, recognizing us as one of the best skilled nursing facilities in the U.S. Out of 15,000 skilled nursing facilities analyzed, Thornapple Manor has been recognized by Newsweek as an award-winner and ranked #16 in Michigan.



THE COMFORTS OF HOME

Since 1958, we've been providing residents the comforts of home with skilled nursing, rehabilitation, and memory care services. We care for a wide range of patients, those seeking skilled nursing assistance to those transitioning from hospital to home with a focus on returning to a normal, productive lifestyle. Patient care has been our priority, however, our commitment to quality care goes beyond the walls of our facility.



OUR FAMILY OF CARE OPTIONS

- Skilled Nursing
- Memory Care
- Palliative Care
- Inpatient Rehabilitation
- Outpatient Rehabilitation
- Hospice Care



THORNAPPLE

MANOR



We live in a small community, within a uniquely supportive county, surrounded by the natural beauty of water and woods, staffed by people who are your neighbors, your relatives, your friends and housed in a beautifully renovated, state-of-the-art facility.

Following a person-centered approach to care, Thornapple Manor strives to make each day special for our residents and patients. We believe that each moment in one's life is special, that each person is unique and deserves the individual care they desire.

By choosing Thornapple Manor, you can thrive in a community that respects you, assists in expanding your happiness, and fosters your sense of belonging. With a personalized care plan, we hope to bring out the best in you and allow you to live your best life!

SKILLED NURSING CARE

Our philosophy, as care providers, is ensuring that every person is given a safe haven for mind, body, and spirit. We recognize that every individual has worth, regardless of physical or emotional condition and create an environment which encourages life to be lived to the fullest capacity each and every day.



ALWAYS ENCOURAGING INDEPENDENCE

At Thornapple Manor, you live on your terms with just the right amount of support to enjoy the independence, enrichment, and pleasure you desire.

Residents enjoy licensed nursing care provided 24/7, restorative nursing services, an on-site registered dietitian, dental care, optometry care, podiatry care, social services, physical, occupational, recreational and speech therapy.

FIVE-STAR CARE

Consistently named and awarded, you'll see why Thornapple Manor is known as a 5 star facility. Not only with compassionate caregivers but with staff and attending physicians trained in major specialty and sub-specialty areas including complex medical health care for cardiac and stroke rehabilitation. Our facility is also home to The Cottages at Thornapple Manor, a state-of-the-art, secure, memory loss facility for those suffering from Alzheimer's and dementia.





SERVED OVER
10,000
FAMILIES



RECEIVED
12+
AWARDS



SATISFACTION
98.5%
RATING



MEDICAL CARE
34
FACILITIES IN MI

There are 34 Medical
Care Facilities in Michigan.
At Thornapple Manor,
we have been proudly
serving patients
since 1958!

ENGAGED EMPLOYEES

COMMITTED TO EXCELLENCE

Thornapple Manor's position as a premier provider and employer in the skilled nursing industry is fostered by our culture, hospitality, and engagement initiatives. Nurses, internal staff, and their colleagues are engaged employees who are at the top of their game and appreciate working for an employer where they are treated and respected as family, and where exceptional is the norm.

It is this same commitment to excellence that transcends down into the way each resident, patient, and family member is treated at Thornapple Manor. There are no 'numbers' here, only names and faces.

When we say "welcome home, where you'll be embraced as family", we truly mean it! We prove this with more than just our customer satisfaction and rates of success, we prove this by our daily high-quality, coordinated care.



COMPASSIONATE CARE

At Thornapple Manor, we deploy a high set of standards when it comes to finding qualified, energetic, caring, compassionate, reliable, and trustworthy nurses, caregivers, and professional staff. We make it a priority to recruit and retain quality care providers. To meet these standards, we deploy a rigorous screening process, full evaluation, and certification requirements. This process allows for peace of mind with residents and their loved ones in knowing that they will be cared for with excellence.



RETAINING TOP TALENT

For more than 60 years, we have become the very best in choosing the right talent to welcome into our 'Thornapple Manor' family. This allows residents and family members the joy of building caregiver relationships. These same relationships allow Thornapple Manor skilled nurses the ability to create a daily life for residents that embodies happiness and wellness for the whole person.



THE EDEN ALTERNATIVE®

As a resident-centered community, we deploy The Eden Alternative®, a program designed to improve the quality of life for Elders and their care partners. At Thornapple Manor, each resident is offered meaningful choices and their decisions are honored. In partnership with The Eden Alternative philosophy, we assert that no matter how old a resident is or what challenges they live with, their life is about continuing to grow.



NEIGHBORHOODS

With seven unique 'neighborhoods', residents at Thornapple Manor experience close and continued relationships, meaningful interactions, and a rich and diverse daily life that promotes contact with plants, animals, and children.

WELLNESS FOR THE WHOLE PERSON

At Thornapple Manor, residents are encouraged to follow their passions. This approach, along with the guiding principle of spontaneity, Thornapple Manor is able to create a daily life that involves variety; an environment in which the unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom and one of the top principles for The Eden Alternative®; allow a resident to live a life of purpose and wellness.



LIFE ENRICHMENT

Social engagement, recreation and just having fun are the keys to life balance, stress reduction and health. At Thornapple Manor, our Life Enrichment Team understands that better than anyone! That is why we provide activities that are designed to enrich and promote the social, spiritual, physical, and intellectual wellness of our residents.



PERSON-CENTERED CARE

We help each person we serve find a voice. We spend time celebrating our unique residents and what they enjoy in life, while creating new memories to be cherished.

We know loneliness and isolation can be a declining factor in one's health. We overcome that obstacle by encouraging opportunities for friendships to form. We bring residents together through engaging activities and in our Main Street Café, an informal atmosphere ideal for coffee, cake, and conversation.

FOLLOW YOUR PASSIONS,
ALL OF THEM.





ENJOY MAIN STREET

Anchoring our seven unique neighborhoods, residents enjoy strolls down 'Main Street.' Main Street embodies that small town feel and includes a doctor's office, gift shop, chapel, Café, salon, and barber shop.

Residents and family members can enjoy a cup of coffee in the Café, grab a quick bite to eat, or enjoy some quiet time in the Chapel.

We encourage residents and visitors to experience some of Thornapple Manor's simple pleasures.



GOURMET MENUS

Directed by a professional dietary team and Registered Dietitian, Thornapple Manor delivers personalized food services designed around resident requests. This resident-centered approach allows diverse dining experiences – another key ingredient of a good quality of life.

Gourmet menu services ensure excellent, fresh food with balanced nutrition for each individual. Even with our restaurant-inspired experiences, our skilled dietitians still honor residents with special dietary restrictions or those who need one-on-one assistance.



MEMORY CARE DINING

Residents with Alzheimer's, dementia, and memory care concerns require a specialized nutrition approach. In The Cottages at Thornapple Manor, we address these concerns by delivering gourmet selections of classic favorites and regional dishes with healthy flavors from around the world. Our skilled culinary team delivers these gourmet selections with unique dining experiences for Cottage residents with dysphagia and other eating conditions, along with offering the flexibility to adjust dining choices based on changing cognitive conditions. We address all dining challenges related to confusion, distractions and memory care problems with respect and compassion. At Thornapple Manor, we know each resident is unique, so is our approach.

RESIDENT ROOMS

You'll discover all the comforts of home at Thornapple Manor with our private and semi-private accommodations. Residents enjoy large, bright windows, generous closet space, complimentary cable television, internet, and WiFi. Knowing that one's well-being encompasses the entire body, each gracious room offers scenic views for resident relaxation and rejuvenation. A lush, flowering courtyard, an outdoor patio, and the peaceful sounds of the Thornapple River also offer residents a calm escape to unwind and reflect. Residents are encouraged to add their personal touch — decorate and furnish your room to reflect your personality and preferences!



THE COTTAGES AT THORNAPPLE MANOR

With gentle guidance and visual reminders, The Cottages at Thornapple Manor offers private memory care rooms set up as safe environments. Residents enjoy a bright, comfortably elegant room specifically designed for sensory engagement while preserving a sense of self. Each room comes with generous closet space, an ensuite bathroom, complimentary cable, internet, and WiFi. With the comforts of home in mind, residents also enjoy a large common area and a four-season porch — perfect for watching deer, wild turkeys and birds.



THE COTTAGES

The Cottages at Thornapple Manor provide state-of-the-art Alzheimer's, dementia and memory loss care services. Offering a beautiful home environment with private rooms, The Cottages are designed to maximize independence, as well as provide the highest quality of care focused on the individual and on providing a safe, familiar, yet stimulating environment.

Thornapple Manor staff offer a helping hand, a listening ear and a serving heart to each of our residents — encourage independence and preserving dignity.

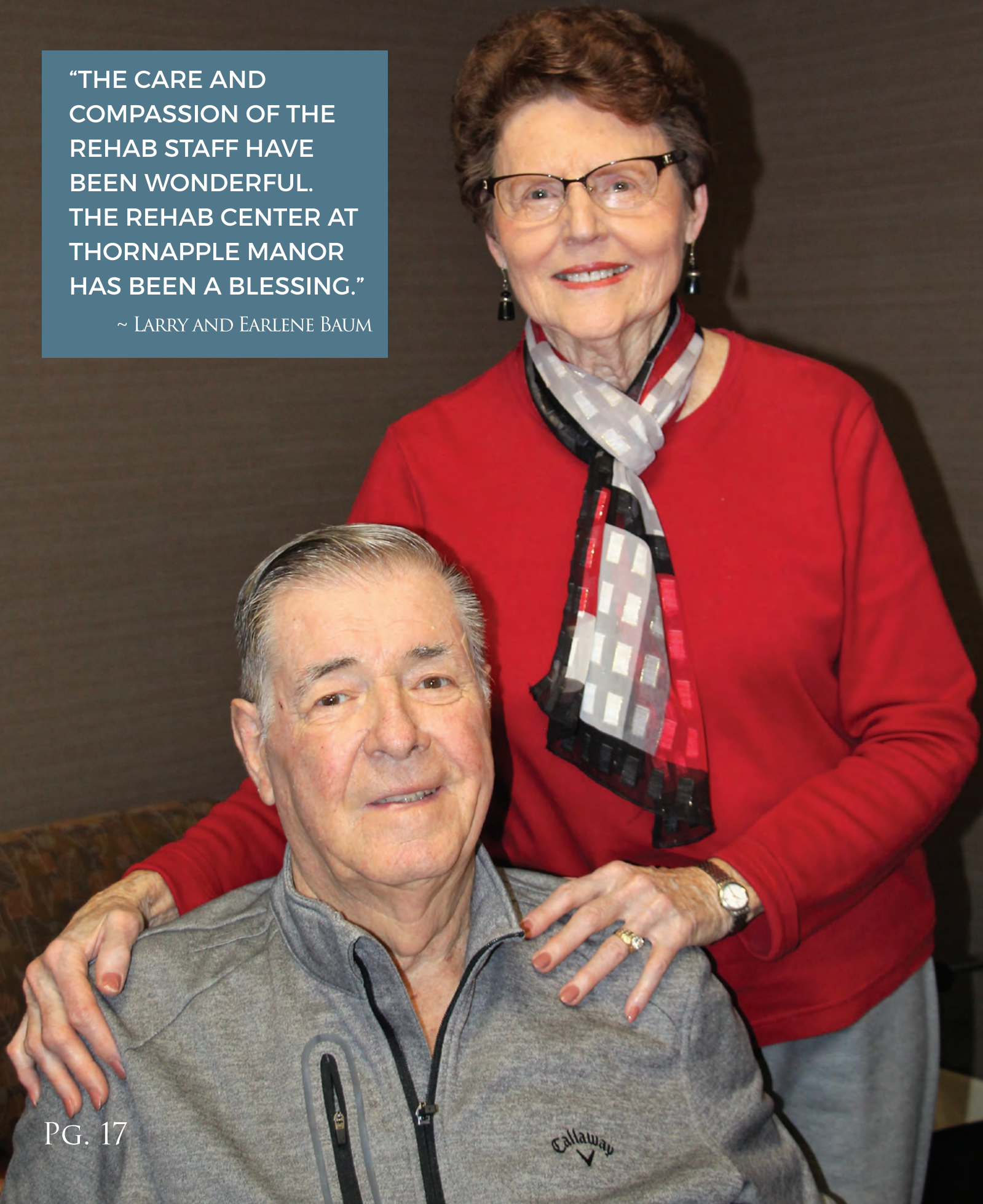


REMINISCING. FREEDOM.

The Cottages were built by a special visionary team to provide reminiscence, comfort and security in a homelike environment. As you enter The Cottages, you enter into a 'great room' designed to give the residents the feeling of comfort and enjoyment that one feels in their own home. Even as a secured facility, we know the importance of residents having access to a natural setting, this is why we built a special sunroom/patio. This freedom gives residents a sense of openness and liberty, reinforcing their knowledge that they still have control over themselves and their environment.

"THE CARE AND
COMPASSION OF THE
REHAB STAFF HAVE
BEEN WONDERFUL.
THE REHAB CENTER AT
THORNAPPLE MANOR
HAS BEEN A BLESSING."

~ LARRY AND EARLENE BAUM



LARRY & EARLENE BAUM

LIFE CHANGES IN A MOMENT

It doesn't take long to understand the deep and unconditional love that radiates from Larry and Earlene Baum. The long, long road they have been traveling since last summer has been daunting. Yet, perseverance and patience, along with a tremendous amount of work, has brought Larry measurable improvement each day.

During his recovery from major surgery, Larry suffered a stroke that changed their world. Their good friend Dr. Jim Atkinson (retired) sent Larry by ambulance to Spectrum Health Pennock but EMS was diverted to Grand Rapids because of the stroke. He was then sent to the University of Michigan, followed by a stay at Mary Freebed Rehab Center. Three weeks later he was able to come back to the community both he and Earlene love, to the Rehab Center at Thornapple Manor for continued inpatient rehabilitation.

Larry returned home with Earlene in August. His therapy has continued with outpatient speech therapy five days a week. It's a long road. Earlene and Larry both feel that, "Unless you have a direct need of services that are available at the Rehab Center at Thornapple Manor, most people do not know the blessing it is to our community. The support, knowledge, willingness to try new technologies, and programs, coupled with the care and compassion of staff has been wonderful. It has been such a blessing."

Larry and Earlene's imprint is all over the county and beyond. The Barry County Chamber of Commerce recently awarded the Baum's with the ROTH award for excellence in community impact. Earlene stated, "We love the community, it's been good to us and to our family. That we can give back is a blessing."

It would be very difficult to list each of the extremely generous donations they have made to our community. Each building, piece of equipment, sports field, amphitheater or vehicle has improved lives where they, and we, live. Words are inadequate to thank Larry and Earlene for all they have done to enhance the lives of others.

We recognize when someone suffers a medical issue, family members become part of the team that drive the healing process. We are proud to have been chosen to help them in his recovery.

FOR IT IS: YOUR CARE, YOUR COMMUNITY, YOUR CHOICE.

THE REHAB CENTER AT THORNAPPLE

MANOR



Since 1958, The Rehab Center at Thornapple Manor has been bringing to life a powerful vision of how expert care should be defined within an intimate, masterfully designed rehabilitation center. Constantly evolving and advancing, we provide patients with a breadth of expertise unrivaled in the area.

Our diverse team of experts include physical therapists, physical therapist assistants, nurses, certified nursing assistants, occupational therapists, occupational therapist assistants and speech language pathologists.

In addition to our in-house team of rehabilitation experts, we work with the finest internal medicine, orthopedic surgeons and family practice doctors in West Michigan – maximizing each patient's overall functional independence and recovery.

REHABILITATION

As Barry County's most trusted name in rehab, The Rehab Center at Thornapple Manor has helped thousands of individuals overcome the complex medical, physical, cognitive and vocational challenges that their conditions or injuries present. Today, we continue to provide the very best care and treatment through an unparalleled continuum of inpatient, transitional, and outpatient rehabilitative programs and services.



PATIENT-FOCUSED CARE

Walking with you hand-in-hand, our expert team provides rehabilitative healing and recovery in a compassionate environment that is nurturing and welcoming to all. Therapies are tailored to the needs and goals of each patient, and provided in a vibrant environment that incorporates the most advanced technology and equipment with expert care.

CUSTOMIZED TREATMENT

Whether you are recovering from an illness, or have undergone surgery, The Rehab Center at Thornapple Manor understands you want to reclaim your life as quickly as possible.

Our skilled rehab professionals work individually with each patient, their family, and their physician to design a customized treatment plan to get them back on the road to recovery. We are by your side from the moment you arrive.



REHAB PROGRAMS

CARDIAC REHABILITATION

Rehab for patients recovering from heart attacks, procedures and ventricular assist device placement.

ERGONOMICS

Rehab for repetitive-use and stress injuries.

LOW VISION REHABILITATION

Rehab for patients that suffer from low vision or surgeries.

LVST ® BIG / PARKINSON'S THERAPY)

LVST ® BIG training for individuals with neurogenic disorders affecting movement and gait.

NEUROLOGICAL REHABILITATION

Rehab for those recovering from traumatic brain injuries, neurological problems or Parkinson's disease.

POST-ORTHOPEDIC

Rehab for joint replacements and amputations to orthopedic trauma, arthritis and more.

SPINAL CARE

Back and neck programs to recover from spinal surgery.

STROKE RECOVERY / CVA

Rehab to improve functional performance at home and in a community setting.

THERAPEUTIC MODALITIES

Therapeutic modalities to help address pain, limitations in range, strength and swelling to promote optimum health.

VESTIBULAR REHABILITATION

Rehab designed to reduce vertigo, gaze instability and falls.

FULLY INTEGRATED REHAB CENTER

The Rehab Center at Thornapple Manor provides a private, comfortable environment where you can safely learn to manage day-to-day challenges. We offer the latest innovations to help shorten your healing time, increase your comfort, and improve your overall level of care.



CREATING THE CARE OF TOMORROW

There is no denying that healthcare is advancing at a remarkable pace. Science and technology are capable of making yesterday's miracles a more common reality of today. However, it is still the expert knowledge, skill, and personal human touch of the providers that impact patients the most.

We work diligently to ensure that no matter what healthcare changes may lie ahead, we continue to provide the highest level of care.

STATE-OF-THE-ART FACILITY.



OUTPATIENT REHAB

The Outpatient Therapy at Thornapple Manor provides a familiar option for individuals that require physical, occupational and speech therapy services. We combine our unstoppable spirit with our Thornapple Manor Rehab resources to provide the highest quality of care to our outpatients — providing the power of hope and self-reliance.



The Outpatient Therapy at Thornapple Manor center is a Medicare Accredited outpatient clinic.



OUTPATIENT SERVICES

- **LSVT® LOUD and BIG Program:** Programs specifically designed for individuals with Parkinson's Disease or those with neurogenic disorders affecting movement and gait.
- **Visually Impaired:** Interventions for individuals with low vision to increase ease of activities of daily living. This program focuses on increased lighting, contrast, labeling, and use of adaptive devices to compensate for low vision.
- **Off-Road Driving Assessments:** Individuals who have experienced a physical, neurological, visual, or cognitive change in function that has impacted their driving performance benefit from this program. We strive to help return adults to as independent a lifestyle as possible for as long as they are safe to do so.
- **OTAGO Exercise:** A balance of strength and fall prevention program.

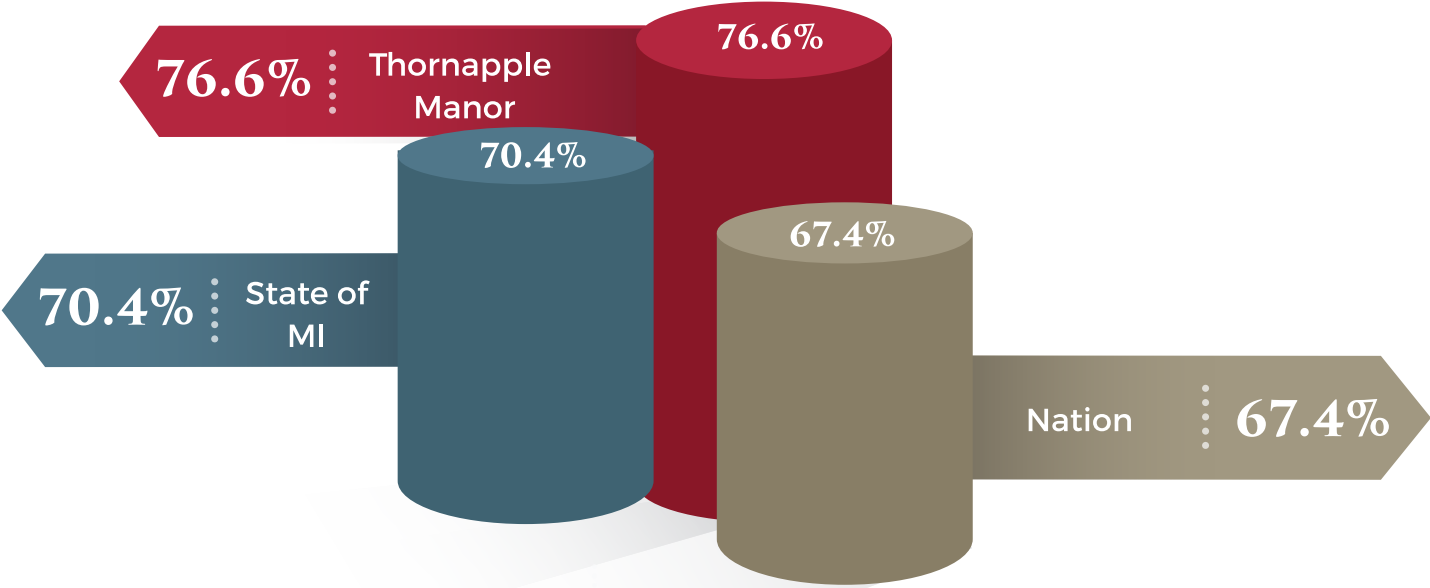
STRONG OUTCOMES

BY THE NUMBERS

Strong outcomes is more than just good business, its good medicine, and that is why our Thornapple Manor team works so hard to achieve it.

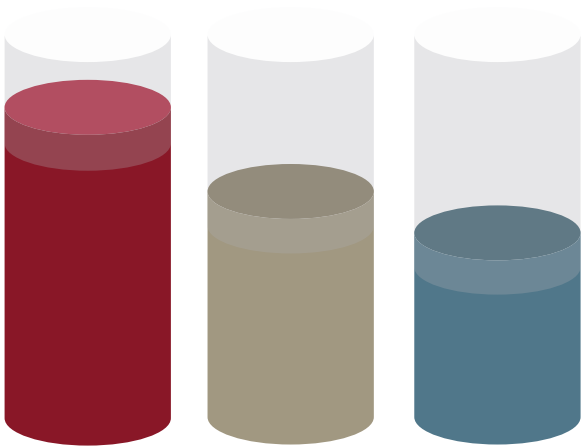
FUNCTIONAL INDEPENDENCE MEASURE

Percentage of Thornapple Manor residents who made improvements in function and independence.



473

Thornapple Manor had a total of 473 residents admitted [all facility] in 2019.



60.7%

Thornapple Manor

54.6%

Nation

49.5%

State

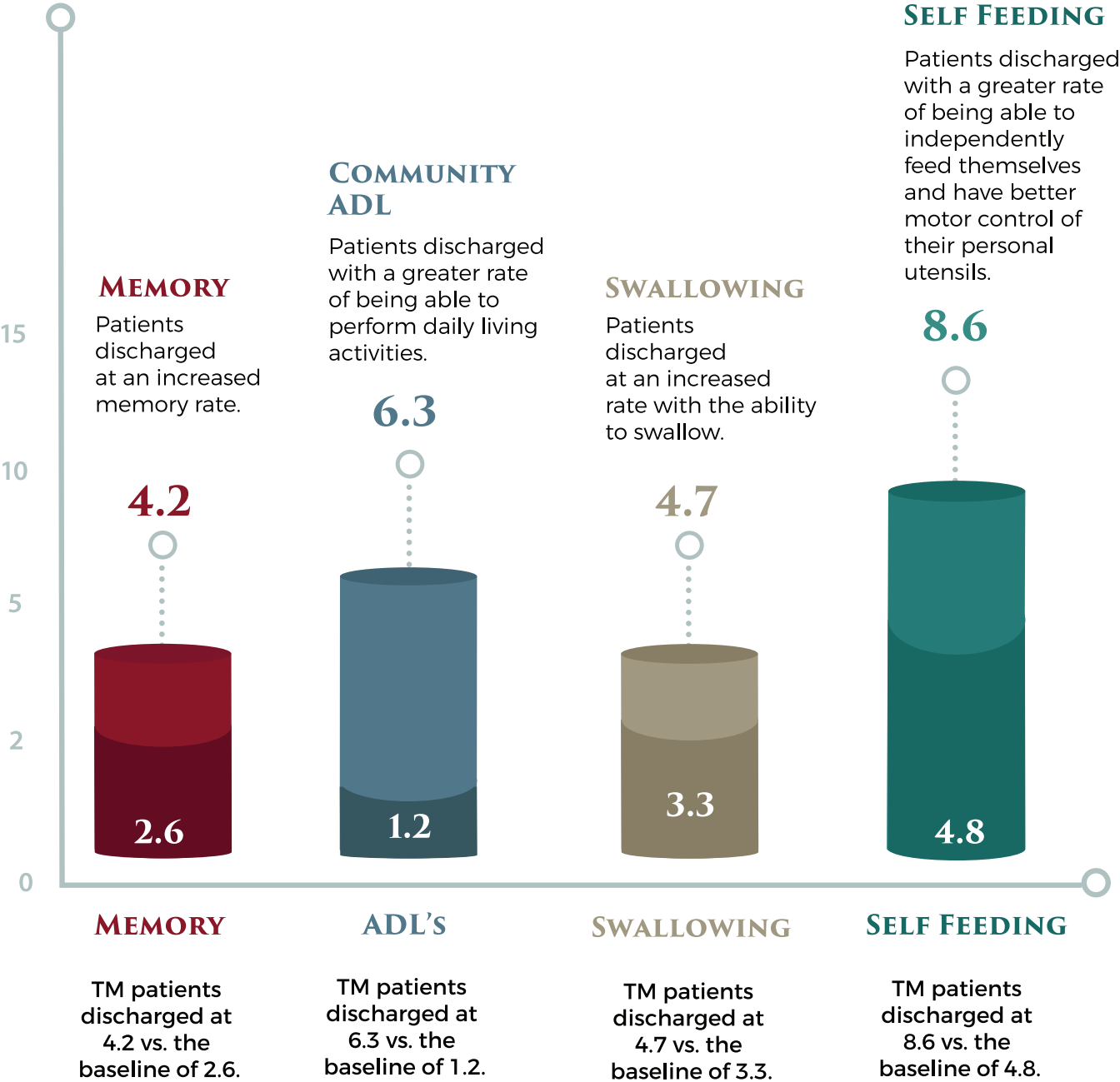
DISCHARGE TO COMMUNITY

Percentage of Thornapple Manor patients returning to a home or community setting.

CLINICAL OUTCOMES

MAXIMIZING QUALITY OF LIFE

At Thornapple Manor, we know you want to make your own choices, maintain control over your life, and have independence as you age. Our clinical outcomes reflect on how developing a rehabilitation plan and maximizing your quality of life helps you to be the best you can be.





17.5 DAYS

AVERAGE LENGTH OF STAY

In The Rehab Center at Thornapple Manor, we are proud to offer a lower length of stay, with an average of 17.5 days!

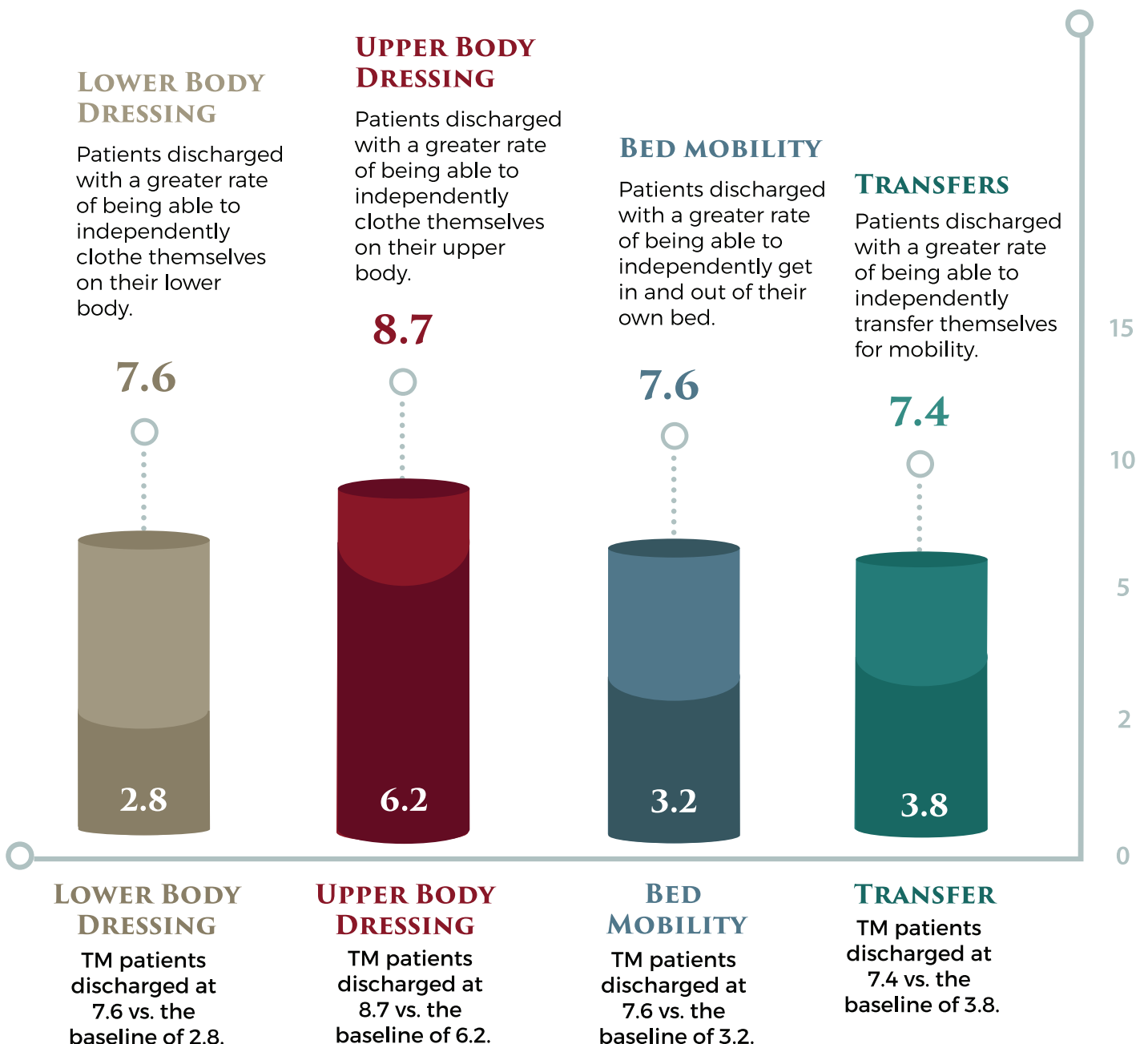
TOP SATISFACTION SCORES

100% Patients say they were encouraged and motivated during rehabilitation

98.5% Patients would recommend The Rehab Center at Thornapple Manor

97% Clean and orderly facility

96% Above average rehabilitation staff



ADMISSIONS

The Rehab Center at Thornapple Manor has made the admissions process as simple as possible for our patients, their families, and referral sources, including physicians, and insurance or managed care companies.

Where a patient chooses to do their rehabilitation makes all the difference in their recovery, and we are glad that patients choose Thornapple Manor. Whether this choice encompasses inpatient or outpatient therapy, it means you will become a patient that receives compassion, respect, and honest communication.

To begin the journey, a referral for rehabilitation care can be made by a patient, a family member, physician, a case manager or a social worker. To initiate a referral, please contact our Admissions Department.

Rehab Admission Department Contact Information •Phone: (269) 945-2407

After admission referral paperwork, a Thornapple Manor Admissions team member will get a patient settled in quickly and comfortably. There will be a number of forms to be signed and information to be shared. Patients are also required to provide copies of insurance details so that coverages and billing can be confirmed.

INSURANCE ACCEPTED

Thornapple Manor participates with Medicare and Medicaid and most major insurances, worker's compensation, auto and managed care plans.



GOING HOME

Even after discharge, our relationship doesn't stop. Our interdisciplinary team conducts home evaluations to help ensure patients will be able to safely return home. The Social Services department also provides connections to community support to help ensure a smooth transition. We ensure that when patients return home — they do so with confidence!



GENERAL FAQ'S

Skilled Care Services Are Available 24/7

At Thornapple Manor, we offer around the clock personal assistance to each of our residents.' General examples include protective oversight, on-going medication management, nutritional support and personal assistance with bathing and dressing.

Who Keeps 'House'?

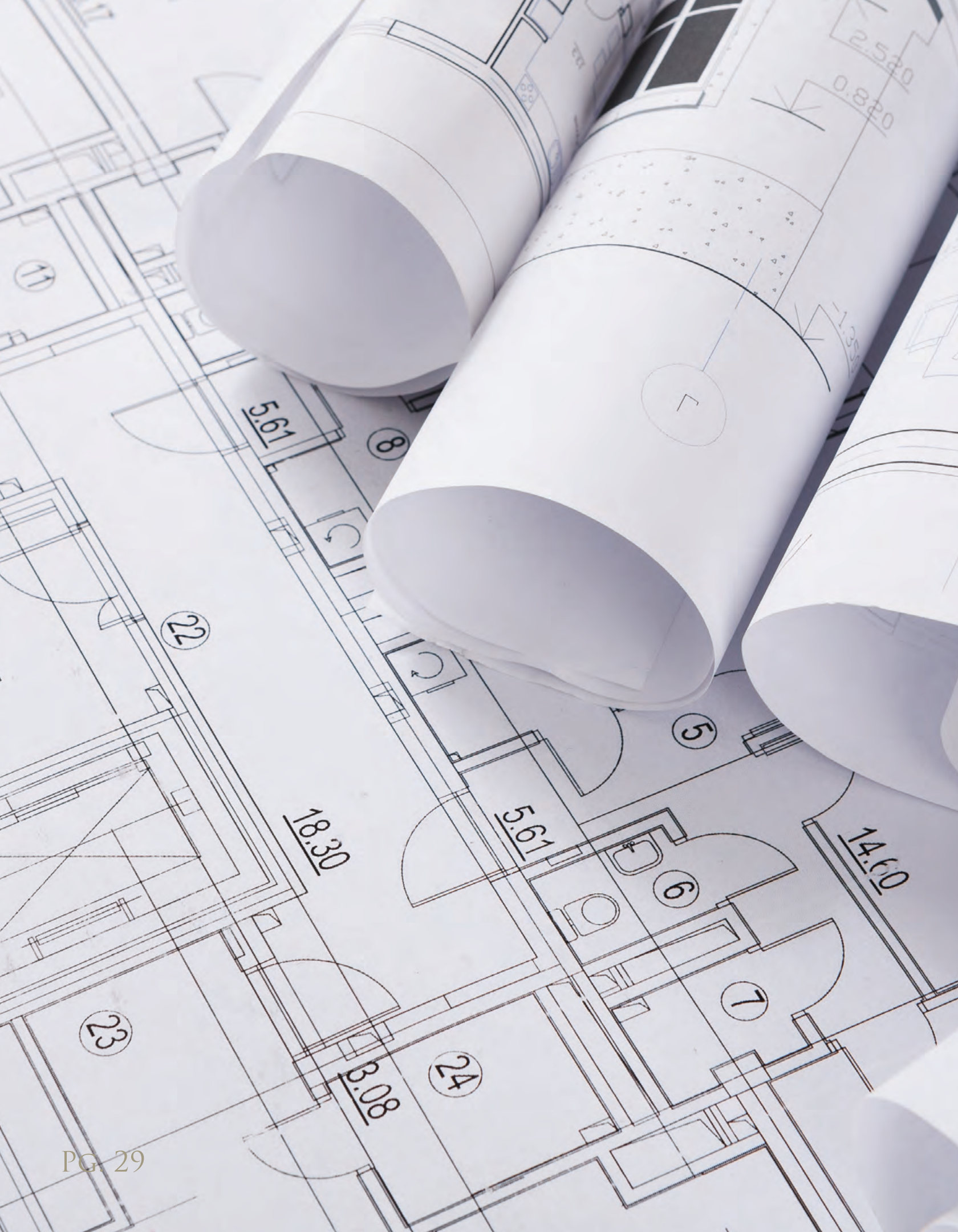
We take pride in ensuring that we come through daily to "tidy" things up. In addition, we offer a regular schedule of routine deep cleaning in each room. Our goal is to live up to your own high standards, including treating your space with extra care.

Will I Have Access to Medical Care?

Thornapple Manor employs full-time, licensed nurses who oversee all aspects of care, including assessments, medication assistance and communication with family and physicians. Should you require outside medical assistance, we have long standing partnerships with our local physicians and hospitals, all of which are easily accessible and transportation is available. Our partnerships also allow for certain services to be performed right on-site, these services include hearing, vision and dental care, behavioral health, mobile x-ray, and ultrasound services.

Is There Access to Transportation?

Yes. At Thornapple Manor, we provide our own van and scheduled transportation services with wheelchair accessibility. Located in one of America's Top 100 Best Small Towns, residents have the opportunity to visit our local library, movie theatre, go shopping downtown, attend medical appointments or become involved in various local community activities.



Always Moving Forward

Thornapple Manor is relentlessly ensuring our services not only meet current needs, but are at the forefront of data driven quality care.

Where appropriate, we incorporate the latest technology and techniques to meet the needs of our residents we care for.

We know that serving you and your loved ones is a privilege and we do not take that lightly.

Working collaboratively with our community partners, we are continuously exploring how we may best serve our community, including housing opportunities for seniors in Barry County.

**YOUR CARE. YOUR
COMMUNITY. YOUR
CHOICE.**



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