

# THE QUARRY HILL Quarterly

## And the survey says...

FROM DEVON GALE SMITH, MARKETING

**T**hey say you can't please all of the people, all of the time. But just the same, when you've poured your heart and soul into caring for people and families for ten years running, as we have at Quarry Hill, you can't help hoping that you're pleasing at least *most* of the people, *most* of the time.

Which is why we were tickled pink when we saw the results of satisfaction surveys mailed to Quarry Hill residents and families in late 2012—results that place us within the top 10 percent of communities like ours nationwide.

According to My InnerView, the independent company that administers the surveys and analyzes the results, a resounding 100 percent of participating independent -living and long-term-care residents described their overall satisfaction with Quarry Hill as “excellent” or “good” and indicated that they would recommend our community to others. Nearly as impressive, fully 95 percent of those who received short-term nursing care at Quarry Hill in 2012 answered “excellent” or “good”



to the same questions, and surveys completed by residents of our traditional assisted living community yielded similar results.

Even more gratifying were some of the comments offered by those who completed the surveys. “I am in seventh heaven!” enthused one. Wrote another, “Compassionate staff! Wonderful care!”

Of course, not every respondent waxes so rhapsodic. But Quarry Hill executive director Bob McKeown says he welcomes even the less congratulatory feedback generated by the survey process.

“There’s always room for improvement,” he explains, “and residents’ suggestions help to ensure that the changes we make are in line with the expressed needs and concerns of the people we’re here to serve.”

So while the latest survey report comes as a fine birthday present in this, our tenth-anniversary year, we didn’t get this far by resting on our laurels. We know we’ll never please all of the people, all of the time. But that won’t stop us from trying.

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## Mary Lou Lundy Remembers the Train Wreck of '44

*"The trains came together and dcrashed with a sound  
That people could hear for miles around."*

**O**n the fog-shrouded night of September 14, 1944, student nurse Mary Lou Taylor lay sound asleep in a dormitory adjacent to Union Hospital in Terre Haute, Ind. Just after 2 am, the phone rang, waking her with a start. It was a hospital supervisor.

"Get your uniform on and report to your assigned floor at once!"

A farm girl reared to do what needed doing without drama or complaint, Mary Lou (now Quarry Hill resident Mary Lou Lundy) quickly rose, dressed, and, hurried to her floor. Outside, ambulances raced toward the hospital, sirens screaming. But the 19-year-old, like her classmates, remained calm. "Our one thought," she recalls, "was to carry out our duty."

None, though, imagined how heavy that duty would be. On the edge of town, disaster had struck: a passenger train carrying World War II Air Force servicemen, fresh from flying missions in Italy, had run head-on into a mail train. Twenty-nine men were dead, 42 injured. And of the latter, 20—all with fractures, some with internal bleeding—now lay on stretchers, clogging the entrance to Union's ER.

The situation might well have overwhelmed the resources at hand. "Medicine wasn't what it is today," explains Mary Lou. "Penicillin was restricted to military hospitals, and the sulfa drugs we did have weren't as effective against some forms of infection. So there we were, young students, left to provide the best possible care. And the hospital was already full."

But the nurses hadn't the time, let alone the inclination, to complain. Day after 10-hour day, six days a week, they threw themselves into an exhausting regimen of total patient care, compounded by an emotional strain few had the maturity to endure. Mary Lou remembers having to tell one man that his buddy had died—"gone west" was the euphemism of the day—at the site of the crash.

"We all had loved ones overseas," she said, "a boyfriend, a brother, lifelong friends. So this was personal to us."

Indeed, given the odds, it must have seemed a miracle that all 20 airmen recovered from their injuries. Mary Lou herself chalks it up to "divine guidance," plus the men's refusal to feel sorry for themselves or dwell on their afflictions. She went on, after the war, to care for young and old, ill and injured, before retiring in the 1980s and eventually moving (with her husband Warren) to Quarry Hill. And in all those years, she says, she never forgot what the airmen taught her about the importance of attitude.

*"Their pain was great, their injuries severe,  
But they took the pain and their minds stayed clear.  
To the nurse at their side, they would look up and say  
I'm alright, nurse, but is my buddy O.K.?"*

But if you could ask those same men what *they* think got them through the Wreck of '44, we doubt they'd boast of their courage or esprit de corps. They'd be too busy telling you about a group of remarkable young nurses. And perhaps one, especially, by the name of Mary Lou.

*In November 1944, Mary Lou wrote "The Train Wreck," several lines from which are quoted here. The poem remains one of the few written records of the brave young men and their caregivers whose destinies collided on that fateful night in Terre Haute.*



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Call today to learn more.  
**230-6116**



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# SUPPORT GROUPS

## Parkinson's Disease

For people with Parkinson's disease, their families, friends, and caregivers. The **first Tuesday** of each month from **12 noon to 1:45 pm** at the Anderson Inn, Quarry Hill. Attendees should bring a bag lunch; drinks and desserts provided.

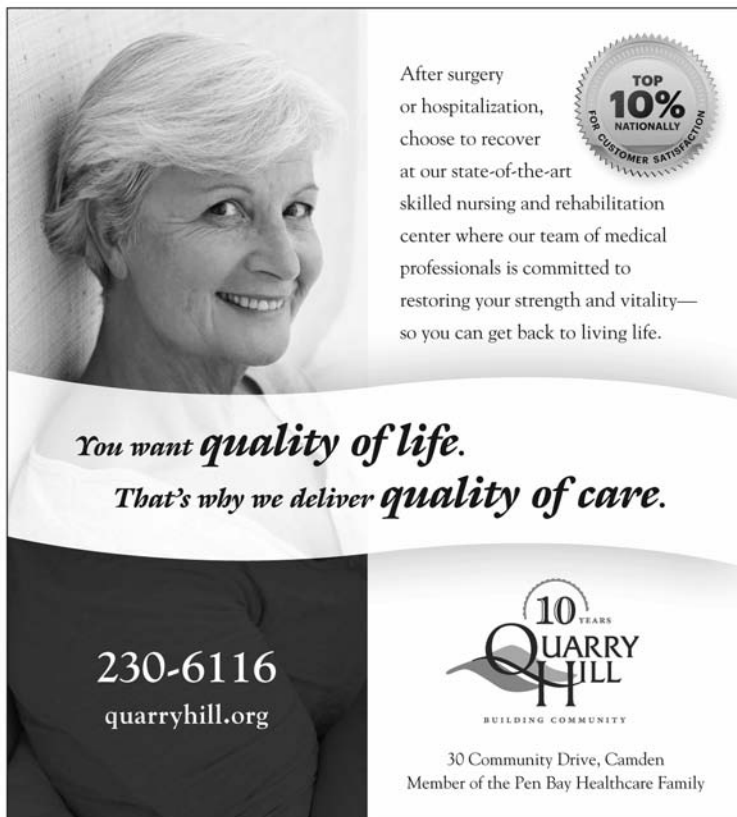
For details, call **Suzanne Miller**, RN, BSN, CCM, at **230-6224**.

## Alzheimer's Disease

Provides information and support to area residents who have loved ones coping with Alzheimer's disease or related dementias. Meets twice monthly:

- The **first Tuesday** of each month from **6 to 7 pm** at the Anderson Inn, Quarry Hill
- The **third Tuesday** of each month from **3 to 4 pm** at Knox Center for Long Term Care, Rockland.

Call **Cheri Alexander**, LSW, at **230-6237** for more information.



After surgery or hospitalization, choose to recover at our state-of-the-art skilled nursing and rehabilitation center where our team of medical professionals is committed to restoring your strength and vitality—so you can get back to living life.

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*You want **quality of life**.  
That's why we deliver **quality of care**.*

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**10 YEARS QUARRY HILL**  
BUILDING COMMUNITY

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# NOTEWORTHY EVENTS

## Going Strong Series

*As we age, many of us face new health and life challenges. Accurate, easy-to-understand information, targeted to our needs, is the key to overall well-being and continuing to enjoy later life.*

### Arthritis

**Monday, May 6, 10:30 am to 12 noon**

By Deirdre A. Gramas, MD, Midcoast Rheumatology, and Pauline Wilder, RN, MSN, AHN-BC, Holistic Health and Healing

During National Arthritis Month, learn how you can outsmart arthritis by gaining a better understanding of the condition. Discover ways to decrease pain, increase mobility, prevent and control symptoms, and improve your quality of life.

### Melanoma and Other Cancers

**Monday, June 24, 10:30 am to 12 noon**

By Dawn Murphy, MSN, RN, CRNP, and Ginny Vaitones, MSW, OSW-C, PBH Cancer Care Center

Deepen your understanding of cancer, and melanoma specifically. Melanoma is the most dangerous type of skin cancer and the leading cause of death from skin disease. Learn the risk factors. Find out what melanoma looks like and what you should do if you find "something." Explore diagnosis, treatment, prevention, community resources and more.

# CLASSES

## Dancing Chi Qong

A series of 12 gentle, easy-to-learn movements performed to music, Dancing Chi Qong supports the body's natural ability to keep itself in balance and promotes the health of mind, body, and spirit.

**Thursdays, 8:00 to 8:30 am.**

## New Pathways for Parkinson's

This holistic fitness program is designed specifically for persons with Parkinson's and their caregivers. Instructor Carol Woodbury Witham, a clinical exercise specialist, leads the class on **Fridays, 10 to 11 am.**

Events and classes at the Anderson Inn, Quarry Hill. Free.

Registration required for events only.

Call 207-230-6114 or email [qhinfo@penbayhealthcare.org](mailto:qhinfo@penbayhealthcare.org).



# Adventures in Living Well

WINTER/  
SPRING  
2013

## FREE PROGRAMS

designed to enhance your health  
and vitality after age 55

### Betting the Farm

Wednesday, April 17

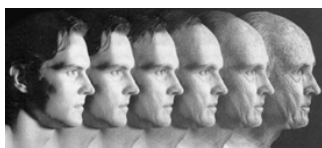
1:00-3:00 pm • Camden Public Library  
Presented by Cecily Pingree, filmmaker  
and cinematographer, and others

Cosponsored by Camden Public Library



Dropped by a national milk company, a group of Maine dairymen decided to launch a company of their own with zero experience and even less capital. Pingree and others present an inspiring documentary and talk on the “udderly” unlikely enterprise known as MOO (Maine’s Own Organic) Milk.

### Moving Beyond Traditional Thoughts of Aging



Wednesday, May 15

10:30 AM-12 noon • Quarry Hill

Presented by Cynthia Seefahrt, RN,  
Health Services Coordinator, Quarry Hill

Breaking from traditional, linear models, Seefahrt explains how nurses are leading the way to a more dynamic understanding of the human lifespan, and how we can use it to redefine well-being as we age.

### Memory Loss: What You Need to Know

Friday, June 21

9:00 AM-1:00 PM • Penobscot Bay YMCA

Featuring nationally known dementia authority

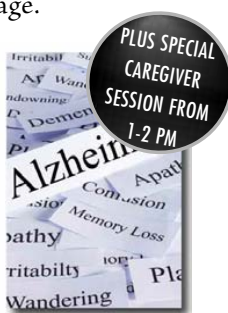
Dr. Laurel Coleman & other specialists in  
dementia care and education

Cosponsored by Midcoast area nonprofits serving seniors

Arm yourself with the latest information on Alzheimer’s and other forms of memory loss in one eye-opening half-day. Multiple sessions, presented by local and other experts, will bring you up to speed on everything from prevention and diagnosis to treatment and caregiver support. Complimentary breakfast and lunch included.

**SEATING IS LIMITED. RESERVATIONS ARE NECESSARY.**

**Call Quarry Hill today at 230-6114!**



PLUS SPECIAL  
CAREGIVER  
SESSION FROM  
1-2 PM



Last spring, we rolled out an updated version of our Cottage Cash program —this time with a “Cherry on Top.” Since its inception, the program has certainly sweetened the deal for several folks who are now enjoying chore-free home ownership at Quarry Hill. And because the program has proven so successful, it’s been *extended through 2013*.


How does Cottage Cash work? It’s simple. Just sign an agreement to purchase one of our cottage homes by December 31, 2013; then choose one of these options:

A \$5,000 allowance to put toward whatever custom options you desire, like a chef’s kitchen, a built-in entertainment system, or floor-to-ceiling shelving for your library.

or

Up to \$5,000 to offset your documented moving expenses.

Give us a call at 207-230-6116  
to learn more about Cottage Cash  
with a “Cherry on Top.”



**WELCOME**  
**QUARRY HILL'S**  
**NEWEST**  
**RESIDENTS**

Gilman & Mary Carlson  
Milton & Sylvia Goss  
Herbert Nightingale  
Rachel Riefe  
Jonathan & Hayden Williamson

from the **Recipe Box**



## Hot Crabmeat Dip

Submitted by resident Flo Wurzburg

- Ingredients:**
- 1 8 oz. pkg cream cheese
  - 1 C flaked crabmeat (6 oz fresh crabmeat)
  - 2 hard-boiled eggs, chopped
  - 1 clove garlic, crushed
  - 1/8 tsp salt
  - 1/4 C mayonnaise
  - 1 tsp onion juice
  - 1 tsp prepared mustard
  - 1 tsp powdered sugar

**Directions:**

Place ingredients in a saucepan and mix well. Heat thoroughly on stovetop on medium low. (Alternatively, place ingredients in a microwave-safe serving dish, mix well, and heat on half-power until creamy and bubbly, 1-2 mins.; stir after one minute and when done.) Serve hot, with crackers or crudités.

**TIPS & TRICKS**  
*for Happy & Healthy Living*

## Colds & Flu: What You Should Know

BY DEVON GALE SMITH, MARKETING

Your muscles ache. Your throat feels like you swallowed a razor blade. Is this the flu that's swept the nation in recent months? Or just a nasty cold? And why should you care, so long as it goes away?

Knowing which bug is to blame for the misery you're in can have important ramifications for your health and the health of those around you. If what you have is a cold, a few days' TLC may be all you need. But flu is a bug of a different color. It can lead to hospitalization and even death, so experts advise a more aggressive approach.

Use the table at right to get a handle on what ails you. Then help yourself get well and stay well with these tips.

- Frequent handwashing is one of the most important things you can do to protect yourself from any kind of infection.
- Germs enter your body most easily via your eyes, nose, and mouth. As much as possible, avoid touching these areas.

Symptoms	Cold	Flu
Fever	Sometimes, usually mild	Usual; high (100°F to 102°F; occasionally higher, especially in young children); lasts 3 to 4 days
Headache	Sometimes	Common
General Aches, Pains	Slight	Usual; often severe
Fatigue, Weakness	Sometimes	Usual; can last 2 to 3 weeks
Extreme Exhaustion	Never	Usual; at beginning of illness
Stuffy Nose	Common	Sometimes
Sneezing	Usual	Sometimes
Sore Throat	Common	Sometimes
Chest Discomfort, Cough	Mild to moderate; hacking cough	Common; can become severe

www.webmd.com, January 2013

- Give your immune system a hand. Get the annual flu vaccine. Get enough sleep, exercise, good nutrition, and water. Avoid people who are coughing and sneezing.

Most folks needn't call a doctor at the first signs of a cold or flu; the best treatment is to get rest, drink plenty

of fluids, and take acetaminophen (e.g., Tylenol) for body aches and fever. However, if your symptoms worsen, last longer than a week, and/or develop into high fever, nausea, vomiting, shaking chills, chest pain, or a cough that brings up thick, yellow-green mucus, by all means call your physician.



30 Community Drive  
Camden, Maine 04843  
CHANGE SERVICE REQUESTED



[quarryhill.org/cottage-for-sale](http://quarryhill.org/cottage-for-sale)



## “Seamless” Healthcare: At Quarry Hill, It’s in the Bag

When we welcome a new neighbor to a cottage or apartment at Quarry Hill, we welcome him or her with some pretty nice stuff—a shiny set of keys, a resident’s handbook, and a basket full of housewarming gifts. And then we offer our newcomer something else: something that could, quite literally, prove a life saver.

It’s a canvas satchel we call the emergency tote bag. It contains key information that paramedics or other responders would need to care for the resident in the event of a medical emergency. Included are the individual’s health history, medication list, the names of physicians and emergency contacts, copies of Medicare and insurance cards, and any completed advance directives (e.g., living will, healthcare power of attorney, do-not-resuscitate orders).

The bag is designed to hang on a hook inside the resident’s front coat closet, where it’s easily accessible to emergency responders. Our health services coordinator updates the bag’s contents as necessary as time goes by.

The tote-bag concept arose out of Quarry Hill’s commitment to ensuring seamless, high-quality care for residents as they move from one care setting to another within the Pen Bay Healthcare system. In an emergency, the bag becomes its owner’s “voice,” providing the information needed to register at the hospital and allow emergency-room caregivers to begin their assessments. When residents are admitted to the hospital, the details help caregivers get to know their new patients as individuals and begin laying plans for their successful return home or transfer to Quarry Hill’s skilled-

nursing center.

In the months ahead, as our state moves toward a system that will give healthcare providers online access to patients’ health information, the bags’ role may change. But we’re confident that the noble emergency tote bag will continue, in its own low-tech way, to promote the sense of security that our residents and their loved ones deserve.

