



## For Immediate Release

CONTACT: Sara Kuempel  
Director of Sales and Marketing  
Summit Pointe Senior Living Community  
3505 English Glen Avenue Marion, IA  
Cell Phone: 319-721-2107

## Summit Pointe Senior Living Community honored with 2 Quality Program Award

The Iowa Health Care Association (IHCA) recognized Summit Pointe Senior Living Community in Marion with 2 Quality Program awards at its annual convention of long term services and supports providers on September 28 in Des Moines. The Quality Program Awards recognize providers and individuals whose programs put quality into action in long term services and supports settings.

- **Quality Program Award for Employee Development:** *Personality Profile Retention Program*

Using results of a personality profile, staff members identified their personality type and were educated on the characteristics, strengths and weaknesses of each of the four different personality types. Staff name tags identify their personality type by color, and laminated cards helped coworkers identify the best ways of interacting with the different types.

The human resources manager first introduced the program to the department heads, whose buy-in was instrumental in its success with the staff.

Staff are interacting more effectively and efficiently with fewer misunderstandings among coworkers. As a result, staff is more stable and cohesive, and employee satisfaction has improved. Staff turnover has dropped from 80.5 percent to 55 percent in the first year of the program.

- **Quality Program Award for Life Enrichment – Program:** *Monthly Chef's Dinner*

This gourmet meal with a special theme gives residents an adventure without leaving the building.

The directors of culinary, marketing, life enrichment meet to develop the dinner theme and menu a month before the event. The theme transforms the dining room into an exotic location with decorations and props in a restaurant-style atmosphere. It may include an interactive murder mystery script with staff, tenants and guests in roles based on their real-life professions, or a guest speaker to transport residents to exotic locations or exciting events by sharing stories and pictures.

Residents can invite guests, and volunteers and staff are included too. The marketing director invites prospective residents, making it quite an event! The much anticipated dinners spark a lot of activity, socialization and reminiscing about past travels. It's a fun evening of entertainment without even leaving Summit Pointe!



**Photo caption: Cathy Weber, Summit Pointe Outreach Coordinator,** accepts the Life Enrichment-Quality Program Awards by Iowa Center for Assisted Living President Stacy Hejda (left) and Iowa Health Care Association President Mike Svejda (right). The award was presented in conjunction with the IHCA State Convention of long term services and supports providers in Des Moines, September 26-28.



***Photo caption: Tami Pickering, Summit Pointe Human Resources Director, accepts the Employee Development-Quality Program Awards by Iowa Center for Assisted Living President Stacy Hejda (left) and Iowa Health Care Association President Mike Svejda (right). The award was presented in conjunction with the IHCA State Convention of long term services and supports providers in Des Moines, September 26-28.***

Iowa Health Care Association, located in West Des Moines, is a nonprofit trade association that represents more than 730 nursing homes, assisted living programs, residential care facilities and home health agencies in Iowa. For more information on long term services and supports in Iowa, visit [www.iowahealthcare.org](http://www.iowahealthcare.org).