

Andrew Connection — Summer 2025

Newsletter

Dedicated to our residents, their families, our partners, and our community.

Resident Quality of Life Survey: Results That Reflect Our Community

Each year, Andrew Residence participates in the Minnesota Long-Term Care Resident Quality of Life Survey, which is conducted by Vital Research on behalf of the Minnesota Department of Human Services (DHS).

The survey is completed through in-person interviews with residents and is designed to gather feedback on key aspects of their daily experience—including dignity, caregiving, food, autonomy, mood, and overall satisfaction.

This statewide survey is an important tool for understanding resident perspectives and identifying areas for growth. It also allows us to compare our performance to other facilities across Minnesota and ensure we are delivering compassionate, person-centered care.

Our survey took place in December, and the results were outstanding—demonstrating the compassion and commitment that define care at Andrew Residence. We outperformed the Minnesota state average in 7 out of 8 domains, and our overall score meaningfully increased from the prior year.

These results validate that our efforts are not just meeting standards—they are improving lives.

Highlights from the 2024 Resident Quality of Life Survey:

- Dignity Domain: 100% of residents said staff treat them politely and listen to them.
- Caregiving Domain: 96% of residents feel staff check in often enough to see if they need anything.
- 'Go above and beyond': 87% of residents said staff go out of their way to give them a good life—up from 65% in 2023.
- Food Enjoyment: 91% of residents said they enjoy the food—marking a significant increase over past years.
- Mood Scores: Our lowest scoring domain remains Mood, but the risk-adjusted score of 72.4% matches the state average. This is especially significant given our specialized population.

These results are a direct reflection of the extraordinary care, support, and meaningful relationships that define life at Andrew Residence.

Music as Medicine: Spotlight on MacPhail Partnership

This spring, Andrew Residence was honored to be featured by MacPhail Center for Music at their annual Music Matters Luncheon. Their donor-supported Music Therapy program continues to be a beloved highlight of life at Andrew—helping residents express themselves, build confidence, and connect through song.

Watch the resident choir in action: <https://vimeo.com/1077408593/4850ca6bde>

Meet Our Program Directors

Each resident floor at Andrew Residence is led by a dedicated Program Director—a licensed clinical social worker who manages the interdisciplinary team and oversees all aspects of resident care on their floor. Program Directors play a critical role in ensuring individualized, trauma-informed treatment planning and maintaining a therapeutic environment for both residents and staff. In addition to floor leadership, they are key contributors to our clinical leadership team, offering insight, supervision, and strategic direction across the organization.

Melissa Booth, LICSW – 2nd Floor | mab@andrewres.com

Melissa brings broad experience from community health and mental health programs and has held multiple roles at Andrew Residence. Known for her steady leadership and deep compassion, she is a trusted mentor and clinical voice on our team. Outside of work, Melissa enjoys attending concerts, traveling, cheering on local sports teams, hiking, and reading (over 100 books a year!).

Shayna Prochovnick, LGSW – 3rd Floor | sfp@andrewresidence.com

Shayna has nearly a decade of experience at Andrew Residence and has contributed across multiple departments. She values the long-term relationships developed in residential care and is passionate about integrated, team-based service delivery. In her free time, she enjoys tending to her many houseplants, exploring new restaurants, and taking long walks.

Jenna DeSmidt, LICSW – 4th Floor | JD2@andrewres.com

Jenna is a thoughtful, resident-centered leader with extensive experience in crisis response and long-term mental health services. She started at Andrew as a floor social worker in 2018 and quickly developed a strong connection to the work. Jenna values the unique opportunity to support residents in their own living environment. Outside of work, she enjoys watching reality TV, spending time with friends and family, and caring for her houseplants.

Claire Warren, LGSW – 5th Floor | csw@andrewres.com

Claire brings a strong social justice lens to her work, blending community-level advocacy with deep clinical insight. She was drawn to Andrew's friendly atmosphere and commitment to individualized care.

Claire helps ensure each resident's environment supports their goals and strengths. She enjoys gardening, dining out, and spending time with loved ones.

In addition to our Program Directors, Andrew Residence is fortunate to have a dedicated team of clinical leaders who support resident care through supervision, training, crisis management, and policy development. These roles are vital to ensuring clinical quality, regulatory compliance, and meaningful engagement with residents and staff alike. Whether guiding treatment planning, responding to resident concerns, or mentoring fellow clinicians, they help shape the day-to-day experience of life at Andrew with compassion, insight, and steady leadership.

Christie Matts, LICSW - Clinical Development Coordinator

Christie is a calm and steady presence who brings warmth, insight, and deep clinical knowledge to her work. She's someone staff turn to for support, guidance, and sound judgment—especially in complex situations. Christie's quiet leadership shines through in the way she mentors social workers, reviews treatment plans, and helps shape our training efforts. She played a vital role during our 2025 Joint Commission survey, offering reassurance and direction during a high-pressure process. Her ability to ask the right questions and offer thoughtful solutions makes her an invaluable part of our team.

Mary Pat Roschen, LICSW - Clinical Coordinator

Mary Pat brings heart, creativity, and a strong sense of responsibility to her work. She takes initiative, offers support without hesitation, and approaches challenges with thoughtfulness and care. Residents know they can turn to her and feel heard, and staff appreciate her calm presence during crises. Whether leading Social Work meetings, updating policies, or responding to resident concerns, Mary Pat's compassion and thoughtful approach help foster trust and connection throughout the building. And yes—her name is *Mary Pat*, not just *Mary*—a distinction she handles with good humor and endless patience!

Promoting a Culture of Safety

Earlier this year, Andrew Residence completed our annual Safety Culture Assessment, which gathered feedback from staff across all departments. We saw a 20% increase in participation over last year, including more responses from support services and night staff—giving us a broader and more accurate view of our organizational strengths and opportunities.

The results showed meaningful improvement in several key areas, particularly teamwork, communication, and resident safety practices. Staff reported feeling more confident in raising concerns, contributing to solutions, and working collaboratively across disciplines. These gains align with recent initiatives, including the expansion of our QAPI program, the return of regular all-staff meetings, and the introduction of bi-monthly direct service staff forums.

This feedback helps guide our ongoing efforts to foster a safe, supportive, and empowered workplace—one where all staff are partners in resident well-being and quality improvement.

Strengthening Our Foundation: Facility Assessment & Prevention Planning

In 2025, Andrew Residence deepened our commitment to proactive care by expanding the Facility Assessment and Vulnerable Adult Abuse Prevention Plan. This comprehensive tool is now more robust than ever—designed to meet the increasingly complex needs of our resident population and align with updated Minnesota Department of Health (MDH) guidance.

The assessment now incorporates input from residents, families, staff across all departments, and external stakeholders. It's built on real-time quality improvement data, incident tracking, and regulatory updates. This dynamic process ensures our operational planning—staffing, training, emergency preparedness, clinical services, and infection prevention—is aligned with person-centered, trauma-informed best practices.

Ultimately, the assessment is a tool for safety, empowerment, and innovation. It helps us meet each resident where they are, and strengthens our ability to plan for evolving needs with compassion and purpose.

Family Education and Support

Treatment Planning Review Meetings

Every three months each resident participates in a meeting to review the progress and challenges of the last quarter and plan for the next.

We consider you an important part of the treatment team. With your family member's permission we welcome your participation in these meetings. Please talk to your family member or staff on their floor for more information.

Family Contacts

Two family members currently serve on our Advisory Board. Please contact Nikki (below) if you would like a family perspective on life at Andrew

Nikki E. (952) 933-5320

Family Council

Although we have an active Community Council in which residents are involved, we do not have a Family Council at this time.

Please contact Mary Pat Roschen at (612) 333-0111 if you are interested in starting one.

Education and Support

The following organizations provide support groups, educational resources, and advocacy for people who are experiencing or affected by mental illness.

NAMI-MN

Local Office: (651) 645-2948

Toll Free: 1-888-NAMI-HELPS

Helpline: (651) 645-2948, Ext. 117

NAMIhelps@namimn.org

Mental Health Minnesota

Local Office: (651) 493-6634

Toll Free: 1-800-862-1799

mentalhealthmn.org

Emergency Preparedness

For information regarding Emergency Preparedness and Coordination Management Plan please visit our website.

