Mission
In the spirit of Christ, the mission of Oklahoma Methodist Manor is to improve the quality of life for seniors by providing housing, nutrition, and health care services that meet the physical, emotional and spiritual needs of each Member.

Vision
Building on Christian principles and a commitment to continuous improvement, Oklahoma Methodist Manor will be the pre-eminent partner in offering a comprehensive care community for senior adults and their families.

Values
1. Dignity and Respect
Oklahoma Methodist Manor is a Christian ministry founded on the conviction that every person is created in the image of God and is therefore worthy of dignity and respect.

2. Customer Satisfaction
We are committed to delivering exceptional services and practicing Continuous Quality Improvement to exceed customer expectations. We provide personal and friendly attention to members, their families and friends. We recognize that customer service is the business of our organization.

3. Open Communication
We build trust, respect and loyalty with each other by sharing information, ideas and feelings. We listen carefully to each other and promote cooperation.

4. Good Stewardship
We take responsibility for our own actions and results. We uphold high standards of timeliness, quality and value. We understand that donors rely on us to be faithful stewards of their financial support. We acknowledge that a sacred trust is invested in Oklahoma Methodist Manor when families place their loved ones in our care.

5. Teamwork
We encourage teamwork by breaking down organizational barriers to solve problems and achieve common goals. We develop shared vision, mission, goals and clear roles.

6. Employee Excellence
We promote and support employee excellence by investing in employee training and education, recognizing and rewarding quality performance, identifying and addressing employee needs and expectations and providing employees with the tools to get the job done. We believe that our work at Oklahoma Methodist Manor should be a source of joy and inspiration.

7. Safety and Security
We place priority on the safety and security of members and staff.
A Vision for the Future

BY STEVE DICKIE & ROBERT E. FUNK

The theme for this annual report is A Vision for the Future. The cover photograph portrays one generation passing its blessings and wisdom to a succeeding generation. We are celebrating the treasures that have been passed on to us and we are reflecting on our responsibility to the next generation. Last year Oklahoma Methodist Manor passed a milestone: 60 years of serving Tulsa seniors in the spirit of Christ.

This year we are looking forward with a vision for growth and change that will be enabled by the Generation to Generation campaign. The campaign will help fund new assisted living accommodations and it will enable OMM to add memory care assisted living to the continuum of care.

In this report, the OMM story is told through interviews with the people who work, volunteer and live here. They recount the past year’s accomplishments and testify to how the mission of OMM is fulfilled in and through their lives.

Our program accomplishments include national recognition of our Healthcare Households with a “5 Star” rating awarded by the Centers for Medicare & Medicaid Services (CMS). More than one-third of the health care and assisted living caregivers are Certified Eden Associates, reflecting OMM’s commitment to person-centered care. The campus-wide focus on wellness enables the members of the OMM community to live vibrant lives.

Recently OMM launched the public phase of the Generation to Generation campaign. From now on every gift will count toward a challenge grant awarded by the Mabee Foundation. Every gift moves us closer to the $8.5 million goal and to moving forward with these “shovel ready” projects.

OMM is grateful for partners like you and for all the ways you give and serve in support of our mission. Thank you for sharing A Vision for the Future that will touch lives for generations to come.

Robert E. Funk, Board President & Rev. Steven H. Dickie, CEO
We had 36 new members move to residential living during the year. The total average number of people receiving services was 390, living in independent residential living, assisted living, nursing and rehabilitative care, and skilled memory care.

**Governance**

Difficult things we do quickly. The impossible takes a little longer.
-- David Ben-Gurion

Four new members joined the OMM Board of Directors: Larry Christian, Sarah Everett, Bob Perugino and Beverly Smith.

The Generation to Generation campaign will replace the current Assisted Living residences with a 3-story building that also will house the main kitchen, offices and an expanded dining venue. Additionally, OMM will build two memory care homes, each serving 12 residents.

The Member Council is comprised of representatives from each of the residential living neighborhoods (Felt House, Patio and Lakeside Homes, Villas and Crestwood). The Council advised the CEO on issues that affect community life and aided with communications and public relations. Officers during 2016 were, President, Steve Lance, Vice President, Richard Hedger, and Secretary, Howard Plowman. Officers elected to serve in 2017 are President, Vicky Langston, Vice President, Wayne Taylor and Secretary, Mae Timmons.

The Board of Reference, an advisory group of past board members, held their annual meeting in September, 2016. This body meets to receive an annual update of the organization and to provide input to the CEO and key staff.

**Wellness Programs**

The greatest wealth is health.
-- Virgil

The number of members using the Spann Wellness Center averaged over 1,200 visits a month. Classes cover a wide range of physical needs including balance, strength, range of motion, flexibility, arthritis, osteoporosis and endurance. Annual fitness screening gives a baseline for individualized program goals. Personal training services are also offered.

The Senior Fitness Test was administered to 87 people (58 women and 29 men). The test includes six stations: Sit to Stand, Up & Go, Arm Curls, 6 Minute Walk, Sit & Reach and Back Scratch. The test provides valuable information for those seeking to slow down the effects of aging.

**Health Care**

One person caring about another represents life’s greatest value.
-- Jim Rohn

All newly hired health care and assisted living caregivers participate in Eden training. OMM’s commitment to person-centered care is demonstrated through sponsoring these caregivers to go on to become Certified Eden Associates. (The Eden Alternative is dedicated to creating quality of life for Elders. http://www.edenalt.org)

Oklahoma Methodist Manor is the recipient of grant funding to participate in the Music & Memory Program, made possible by the generosity of LeadingAge Oklahoma and a grant from the Oklahoma State Department of Health. The grant has funded the purchase of 20 iPod Shuffles, a laptop computer to maintain the song library and training in the program for the staff members leading the effort.

The OMM Chaplain, Wellness Nurse, Social Services Coordinator and the Director of Members Services are certified leaders of “Powerful Tools for Caregivers” a course that promotes physical, emotional and social wellness for caregivers. OMM offered the 6-week course twice during 2016 and the course was attended by a mix of OMM residents and caregivers from the Tulsa community.

OMM served as a clinical site for students in OU, ORU and Tulsa Tech’s licensed nursing programs.

OMM served as a clinical site for Certified Nursing Assistant students.

There were 16 Medicaid recipients who received financial assistance from OMM’s Supplemental Aid Fund.
Deborah Kriegh, MDS Coordinator, was honored as one of Oklahoma’s “Top 100 Nurses”.

The American Association of Nurse Assessment Coordination (AANAC) recognized Rhonda Hanan as Director of Nursing (DON) of the Year. Deborah Kriegh, was chosen Nurse Assessment Coordinator (NAC) of the Year. The NICHE program (Nurses Improving Care for Healthsystem Elders) was recognized as the Best Practice of the Year.

OMM achieved a full “5 Star” rating as awarded by the Centers for Medicare & Medicaid Services (CMS).

OMM’s Arts & Crafts Show highlighted the creations of 17 members. Great Decisions discussion group had 12 Members participate. Twenty-two Members participated in the OMM Chorus. Two Members gave fascinating presentations on their own leadership involvement in significant moments in history: Donna Shirley as Manager of Mars Exploration when Mars Pathfinder and the Sojourner Rover landed on Mars and Kent Frizzell as lead U.S. negotiator in the standoff at Wounded Knee.

Community Partnerships

We are constituted so that simple acts of kindness, such as giving to charity or expressing gratitude, have a positive effect on our long-term moods. The key to the happy life, it seems, is the good life: a life with sustained relationships, challenging work, and connections to community. -- Paul Bloom

The residential community had 129 active volunteers serving in the Tulsa community and on campus.

OMM partners with other mission related organizations and charities for the betterment of the Tulsa community. These partners include United Methodist churches including Spot 31 tutoring program at St. Matthews UMC, Alzheimer’s Association, City-County Library system, Community Food Bank, Goodwill, H.O.W. Foundation, St. Francis Hospital Neonatal ICU, Neighbor for Neighbor, and others.

OMM provided housing for 13 college-age Project Transformation volunteers during their summer camp program for children from low-income communities.

Provided low-cost housing for a missioner on staff with Restore Hope.

Hosted a symposium on “Changing the Status Quo for People Living with Dementia” and The Eden Alternative for area providers, family caregivers and interested residents and friends.

Life Enrichment

How old would you be if you didn’t know how old you are?
-- Satchel Paige

OMM celebrated its 60 anniversary with a big bash, birthday for Members and an open house for the Tulsa community

Lynette Bennett Danskin (member of the OMM residential community) was crowned MS Senior OK 2016.

The average total attendance at Life Enrichment activities was 1,035 per month.

There were 4 New Member Receptions, 16 theme parties, 25 concerts, 17 day trips, 26 lifelong learning programs.

OMM had record attendance of 417 Members and their families and guests during Christmas at the Manor.

Members enjoyed 2 overnight trips: Southwestern Oklahoma including Quartz Mountain and Northwestern Oklahoma including Roman Nose State Park. Twenty-two members attended each trip.
Sha Bramlett

“This is my comfort zone. I’m happiest here.”

“This is home.” That is how Sha Bramlett refers to her work at Oklahoma Methodist Manor.

“When you work with the same team every day,” said Sha, “you become a real family. Each household has its own team and I visit all six households every day. The elders know when I come into the house. They know my voice. I speak of this facility like it’s mine.”

Sha is a force of nature. She is also Assistant to the Director of Nurses for Oklahoma Methodist Manor. “I also do medical records and central supply,” Sha added, when describing her job. Her job responsibilities may be definable, but her influence is unbounded. Arriving at five each morning, Sha’s stated goal is to “assist people in any way I can to make their day go better.”

“I’ve been here since 1990,” Sha began. “I had ten years of working in a hospital before this. I was going to try this out. It was going to be temporary. So I have 27 years of temporary,” she said with a giggle. “I’ve seen a lot of change. I’ve seen it grow so much over the years.”

“I am attached to the young people working here,” said Sha. “I try to nurture them and share with them the importance of respecting elders, of creating an atmosphere of respect. You have to have the heart to do this work, I tell them. If you don’t feel it, don’t do it. Your elders can feel. They can detect you.”

Sha is a member of the Leadership Team and seems to have a natural gift for leadership. This may stem from her earliest beginnings. Sha is the oldest of 10 children, five girls and five boys. Caring also comes naturally. “I took care of my grand,” she said. “We had five generations in my household at one time. I’m used to being a nurturer.”

The oldest two of Sha’s children, a son and daughter, are grown and gone from home. Her youngest son is a junior in high school. Educating young people is a high priority for Sha.

“You must keep your awareness of teaching our kids to be caring, preparing them for the changes and responsibilities that will come in their future,” she said. Sha’s work ethic extends to all areas of her life. “When I spend time with my family, I try to put the same things into that, for them to feel nurtured, to care for each other.”

“We have to pass on everything we learn, so young people can grow even further, progressing generation to generation. Love for one another keeps you positive and healthy,” Sha emphasized. Pointing to a poster of the OMM mission statement on the wall in her office, she said simply, “I read it every day.”

“From the beginning when this was a nursing home setting,” Sha recalls, “most of the patients had relationships only with their family. As it grew, families began relating to staff. The Wellness Center was added and assisted living began interacting with longterm care. Those living independently are now doing volunteer work with longterm care Elders. Now, we’re just one big community. That’s the best thing for me,” said Sha, “how much we’ve grown.”

Some things, however, never change. “I was attached to a little school teacher,” Sha explains. “I watched her grandson build a house on the property for his mother, her daughter. So today, that daughter lives here in assisted living. Recently, I tried to jar her memory. ‘Your mother used to help my five-year-old son with his spelling words,’ I tell her. She gets bubbly when I remind her. Looking at her from the back as she walked, I could see no one but her mother.” The amazement in Sha’s voice is evident. “‘She spoiled you rotten,’ I say. ‘Because she just spit you out; cause you look just like her!’ I thought about that all day long,” Sha said, “because it was really a special moment.”

“I’ve seen generations come through here,” Sha says of her tenure at the Manor. “I have special feelings for this place, having served generations. I tell our staff it is important to stay present and stay focused. That’s the main reason I come here, to make everybody love each other. We’re back again for another day,” she coaches. “Let’s go after it!”
Lynn and Elizabeth Bartlett were high school sweethearts. Both are creative and talented enough that they might have had careers in the crafting arts, but in the early years of their marriage, both worked at Aberdeen Proving Ground. Lynn worked in the aeronautical part of the Army facility and Elizabeth typed classified and technical reports. In 1966, the couple moved to Tulsa and Lynn continued in the aeronautical field, working for American Airlines until his retirement. Lynn and Elizabeth’s lives have been full and busy throughout the years.

Eight years ago, the Bartletts moved into the Manor. Although they are anything but retiring, Elizabeth says Lynn “can hardly keep a smile off his face when grounds crews are working around here.” Having someone else to do the yard work frees Lynn up for his many other activities.

In the Bartletts’ living room, a small table sits beside the couch. On the table is what looks to be an army of tiny, stuffed teddy bears, all in various stages of completion. Elizabeth explains the bears are made to welcome new health center or rehabilitation residents. Elizabeth, who is dubbed “Momma Bear,” promoted a project to the Chaplain and the Spiritual Life Committee that became known as the Manor Bears. Now, Elizabeth and three other women busily sew bears for the project. “The team takes these bears to the health center every week,” says Elizabeth. “We put a Bible verse in each bear’s pocket.”

The Manor Bears is only one of Elizabeth’s many activities. All are aligned with the OMM mission, “Service in the Spirit of Christ.” Elizabeth started a United Methodist Women’s group here; she and Lorraine Goodson “inherited” a library, though neither are trained librarians; Elizabeth works two afternoons a month at the Bargain Basement, with proceeds going to help people whose funds have run out; and once a month, she personally writes an average of 50 thank-you notes for the Eastern Oklahoma Food Bank to send to their donors.

Elizabeth and Lynn are well-suited in their volunteer and creative energies. Everywhere one looks in their home, there are exquisite examples of Lynn’s woodworking skills. Elizabeth’s favorite is the Hoosier cupboard in the kitchen. Equally beautiful is the hand-crafted Mesquite-wood rocking chair that Lynn made using only hand tools. When prodded to describe some of his projects for the Manor, Lynn said, “I made the cross by the gazebo; did the trim work around the stained glass window in the Chapel; made the frame for the Tin Man stained glass; and made three podiums.”

“I am a volunteer worker with Habitat for Humanity two days a week, and I volunteer at the airport information desk once a week,” said Lynn. Adding one more thing to his list of responsibilities, the task of getting people together for Bridge group has recently fallen to him. “Oh, they’re serious about their Bridge,” Elizabeth said from the sidelines.

Lynn and Elizabeth clearly enjoy the social contact their volunteerism and activities provide. What they’ve said about others is true as well for them — They are interesting people and, though they are retired, they are still contributing.
Charlene Fabian

“To me it’s not a job,” she said, “it’s a vocation.”

My mother taught me to have a generous heart. In small ways, with modest means, she helped people to grow their hearts toward God.” Her mother’s philanthropic philosophy made a lasting impression on Charlene as she grew up. “I gravitated toward a career that I would really love and that would fit my lifestyle,” she recalls. I started as a volunteer for organizations such as the Junior League and the Rotary Club, then worked in non-profits.

Her personal reward is also inspired by others. “I love to see the joy in people’s eyes when they make a heart-felt gift,” Charlene explains. “The job here at the Manor was appealing because I saw an opportunity to help grow this place. Steve Dickie (chief executive officer) has been a wonderful partner and there are great people on the board.”

“We decided to do a feasibility study regarding a capital campaign that would become the Generation to Generation campaign. One of the first major gifts came about before the campaign even began.” The story goes that Charlene was reporting on the feasibility study to one of the participants who then said he wanted to make a gift. Charlene remembers thinking she wanted to go to the board and get their gifts first, but the man did not want to wait. “His heart was burning with his desire to help. It wouldn’t have mattered the size of the gift,” says Charlene. “It’s amazing to see someone be generous. I love the transformational aspect of asking and giving. The growing from a mindset of scarcity to one of generosity moves me.”

Some people tell her they can’t ask others for money. “Yes, you can,” Charlene replies. “You are asking people to partner with you and your organization.” She works to overcome the cultural resistance to talking about money, reminding people of the importance of staying focused on mission support. “I lift up what we do as a standard to the community. Our buildings are where we can care for people in ways they deserve. We want to ensure the same benefit for generations to come. Most of this campus was built with philanthropic dollars.

Charlene’s personal mission is clear. “I do believe in giving back to God through charity,” she says. “When I first came here, I made a bequest. The importance of OMM’s mission will be one of the last things that my children learn about me.” Many may not know that Charlene is a Benedictine Oblate—“an ordinary person living in the world who takes vows of humility, hospitality, and obedience.” She has been following this way of life for ten years. “I’m focused on finding the Christ in everyone; our mission here at OMM is to serve elders in the spirit of Christ. It’s very apparent that the team lives that mission—the staff, the board, the management. I wanted to be a part of it.”

“I’ve used service ministry as one of the highest levels of vocation. Christ taught us that.” And now, Charlene is extending that vocation by acquiring and training a therapy dog for service at the Manor. Elle, pronounced “Ellie,” is a gray, standard poodle, which is one of the smartest, non-allergenic, non-shedding breeds. She is the right size for people to pet her at their bedside, or to pet her without having to bend over. “Elle will be beneficial to residents and staff alike,” Charlene explains. “Frontline work in the healthcare system is very stressful. The HR Department has issued Elle her own name badge.”
Philelle McBrayer

“Here, there is no need to be lonesome”

Philelle McBrayer remembers the early beginnings of Oklahoma Methodist Manor. It is part of her family’s history. Her father, a Methodist minister, was very much in favor of turning the Frances Willard Home property into a retirement community. To start with, there was basically a red brick building in the middle of green grass. Soon the OMM superintendent built the first cottage on Sandusky, and gradually throughout 60 years, much has been added.

Philelle, a namesake of both her father and mother, Phil and Estelle Deschner, is happy to be a second-generation resident of the Manor. “The Oklahoma Methodist Conference had the foresight to see that Tulsa needed a retirement community,” Philelle said of the Church’s organization. “I am very proud of the Methodist Church for starting it.”

Phil and Estelle Deschner built a cottage on the campus and lived there for several years. During the last three months of Estelle’s life, she received care in the nursing center. “Dad moved to the main building after that,” Philelle explained. “He also spent the last three months of his life in nursing care at OMM.”

“My brother and I were so pleased and appreciative of the care they both received. How happy they were with residents and staff at the Manor. My husband Charles and I decided that’s where we wanted to be when we retired.”

Unfortunately, Charles died before a place became available. This left Philelle to move in alone. Certainly there was a potential for loneliness, but Philelle has led an active and social life at the Manor for nearly 23 years. She is a music teacher and talented pianist. “I play piano for many things,” she said. “for holy week and for memorial services, as well as for my Sunday School at Boston Avenue Methodist Church.”

Philelle recalls how she came to play duets and two pianos with Ann Dorff. “Ann was on staff here for quite a while,” Philelle says. “About ten years ago, she heard me play and mentioned she’d like to do a duet with me sometime.” That began a joyful collaboration between the two women. Ann Dorff retired last year, and she and Philelle still play together.

In addition to her piano commitments, Philelle maintains a full social life. “I Wii Bowl, serve pizza on pizza/movie night, attend many of the excellent programs provided for us, and participate in activities at the Spann Wellness Center. Spann has added a dimension to the Manor that was much needed. All of the classes are just great.”

“The big thing that most of us feel is that the people here are a very special group, and this makes for a nice atmosphere. It is like an extended family,” Philelle explains. “I think the Manor is a very nice size. There are a lot of people here, but it’s not huge. You can get to know each other. It’s interesting to find out what some of these people have done.”

“My family is very pleased that I am living here,” Philelle said. “My older son remembers the Manor from when his grandparents lived here.” Philelle’s family has expressed their gratitude through membership in the Tin Man Society, to help secure OMM’s future. “My son Charles and his wife Candy are members of the Tin Man Society, as was my brother Phil H. Deschner, before he passed away. We support the OMM mission (Service in the Spirit of Christ), and I think Dub Ambrose does a wonderful job as chaplain. It speaks well for the Manor,” Philelle concludes, “that there are quite a few second generations here.”
Mary Bundren

“My service on the board is a tribute to my parents’ longtime associations and missions with the local, state, and global United Methodist Church.”

When Mary Bundren was approached, about three years ago, to serve on the board of Oklahoma Methodist Manor, she was not looking for more to do. “My commitment to my family was foremost in my mind,” she recalls. As a practicing attorney, married to a fertility doctor, there is little enough time to enjoy with their three grown children and their grandchildren. “I probably would have said no to any other opportunity but I said yes, to honor my parents. They were very involved with the United Methodist Church for 70 years,” Mary explained, “so I’m a cradle Methodist.”

Mary’s mother died seven years ago and her father passed away last December. The pain of this most recent loss is evident in Mary’s voice. “I don’t know how I drew him,” she mused, “but I got the best dad!”

Mary’s father-in-law, John Bundren, lived at OMM 2 years before his death in April. A 40-year research chemist for Phillips Petroleum, John had been living independently in Bartlesville. Shortly after Mary joined the OMM board, John became very ill, was hospitalized, and required skilled nursing care. Naturally, the Bundren family chose the Manor for his long-term care. “All of the Baby Boomers are going through this,” Mary said, referring to the challenges of caring for elders.

Mary and her husband both had single fathers. “I think it was a God-ordained experience,” she said of her invitation to serve on OMM’s board of directors. “The opportunity to work with eldercare came at a time when our parents were in care.”

“Obviously, some of my role as a member of the board is to help with legal matters, compliance issues, and direction for educational opportunities for the board. In my legal practice,” Mary notes, “my role is to be a problem solver. I am decidedly not good at being involved in the financial arena. I’m a liberal arts person. I bring skills in networking with community resources and bring people together to further the goals of OMM. I’m interested in the creative aspect of how to launch ourselves into the future to meet greater needs.”

“We all bring certain talents to the board, with some overlap,” Mary continues. “It is extremely important to have a diverse membership. Aging doesn’t select out for or discriminate against any people groups. Preparing for the future as a board means we cannot afford to be stagnant. You can stagnate yourself out of existence.”

The Generation to Generation Campaign aligns with Mary’s philosophy of forward movement and expansion. “Standing still is not an option. You’ll become irrelevant,” she warns. “Because of its mission and its environment, OMM is a special place. Everyone is treated with respect. Whatever your job is there, it is respected. It is easy to make statements; harder to live them.”

“My philosophy is, we all should have a mission to promote our faith and in doing so, every once in a while we should open our mouths, but not often. The actions are what speak loudest,” says Mary. “How we treat the residents, how the management and administration treat the staff—I think you have to look far and wide at OMM to see hypocritical behavior.”

“Oklahoma Methodist Manor has an extraordinarily active and generous board. It’s probably because they feed us,” Mary says with a grin. “The food at the Manor is terrific.” Then on a more serious note, Mary adds, “Steve Dickie is invested. He makes the board want to be invested.”

Mary acknowledges there will be unprecedented numbers of Baby Boomers entering eldercare soon. “The breadth and depth needed to manage their care requires resources, leadership, vision, creativity, and hard work.” Even then, she says, “it’s just a raindrop in the ocean.”
Financial Statement

Throughout the year, the community maintained stabilized occupancy ranging from 92% to 94% occupied. Several times the residences on campus were sold out. Increased revenue and cash balances contribute to sound financial stability and help provide a safe and secure place to live.


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OMM’s Vision for the Future: Generation to Generation

Oklahoma Methodist Manor launched the Generation to Generation Campaign to help fund replacement of outdated facilities and expansion of the continuum of care available on the campus. The projects will include construction of a three-story building that will provide 40 assisted living residences, a new main kitchen and a new dining venue. Also planned are two memory care assisted living households that will add a new level of specialized dementia care.
The designs of the Assisted Living building and the Memory Care households will incorporate innovations in architectural design that enable person-centered care practices to evolve even further. The priority becomes living life with meaning, and building upon the person’s remaining abilities. This reorientation has been recognized to improve the biological, psychological, social and spiritual well-being of the individual.
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