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Consulting for Health Care Systems



Participant Testimonials

"I lost my Dad about 6 weeks ago - thankfully, he was able to be at home right up until the last couple of weeks - he spent some in rehab - and unfortunately, did not make it back home after a massive UTI/pneumonia bout. He would have been 96 this Sunday. I am fortunate to still have my mother. I use so much of the information you presented in my personal life - since my son and I are and have been the caretakers - we have appreciated all that you brought out in your classes - I have read and re-read so many portions of the published materials you sent with us. It has been very, very helpful in keeping them home and in keeping their quality of life what we would like. It also helped us say goodbye with no regrets. That is a gift I will always appreciate and I would like to thank you for helping us open our eyes and our hearts to the fullest. We all want to do our best for our parents - and in spite of years of nursing experience, it was your teachings that have helped me the most. The technical stuff is great - but the ability to help them enjoy life is a true gift." Tracey L. Merrett, RN, Campus Educator/Employee Health Officer, Weinberg Campus, Getzville, NY

"I truly enjoyed the three-day seminar and am enlightened on so many aspects of person-centered care. My staff and I look forward to applying the new principles." Jurgen Arndt, President/CEO of Niagara Lutheran Health System

"We are fortunate to have had someone of your professional expertise and credentials volunteer time from your busy schedule to address the volunteers and serve as a resource person." Melanie Keem, MSW, Ombudsman Program Specialist for the American Red Cross

"Thank you for the enrichment you've brought to long term care and the "Elders" of not only NYS but for all elders." Jackie Pappalardi, Director
Division of Nursing Homes and ICF/IID Surveillance
Center for Health Care Quality and Surveillance, NYS

Rhonda, I just wanted to take a moment to thank you for all the energy you have brought to the Alliance. So many in WNY are the better due to your fine efforts! On behalf of the Fox Run community – thank you! I wish you all good things in the coming year.
Warm Regards, Michael J. Maloney, Fox Run at Orchard Park

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“You have a gift for words. Thank YOU for your amazing work with the Alliance and then the Institute. Without your leadership we would not have made the progress we made.” – Kathy Nyquist, Administrator for Beechwood Continuing Care, Getzville, NY

Session Survey Comments:

“It was my pleasure to attend this workshop. It made me look deeper into myself and realize how I could make a change at my facility.”

“You encouraged me to keep going, not to give up. The people we serve and care for deserve it. It’s just too important.”

“Thanks for helping me to get in touch with my human side again. You have reminded me to treat everyone with the same respect I would give to an elder. I will always remember the lessons I have learned from you, and most of all practice them every day, hoping to change at least one person the way you have helped to change me.”

“This has been the single most powerful workshop I have ever attending in my professional career. You kept us entertained while delivering such a powerful message, I was never bored and was able to relate to so many of the medicalized institutional practices you spoke of. This has changed my way of caring forever going forward. Thank you so much!

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General Comments on the Person-centered Care Training Sessions

2011 / 2012 /2013:

This training has drastically changed my way of thinking; thank you Oishei for doing this for us!

It was an amazing journey for these last 3 days; the best program I have ever attended

Very motivating speaker. Really got everyone involved. A career changing experience

This was very interesting and I would hope all nursing homes make this their goal

Speaker was fantastic and very knowledgeable. Found training very informative, helpful, and positive

This was very helpful in opening my eyes to how elders should be viewed and cared for

Inspiring, hopeful, enlightening, life changing. I have learned about the importance of relationships outside of work as well

I work in acute care and see the detrimental effects of loneliness, helplessness and boredom. The climate can only change if the message is delivered to the caregivers and so many are set in their way of dealing with patients that change can be difficult

It was valuable to see the different theories of nursing and how I can apply them to my own practice Rhonda did a great job presenting. She kept the attention of the class and provided a different look on patient care. Mrs. Rotterman offered a new perspective about nursing. The insight that she offered made me think about nursing in a different way and has added to my philosophy of nursing

Staff over-all feel that if a resident is clean, dry and fed that they did a good job. This session argues it is only part of the person. The second part is how boredom affects sleep which increases behaviors or depression or appetite and how quickly healthcare professionals are to medicate residents problems away

Due to Ms. Rotterman's longevity in elder care and her extensive experience in many roles within that arena, she is very capable of delivering a solid message as well as a keen sense of dismantling barriers of why it cannot be done. Kudos to Oishei and the Alliance for securing such an individual to deliver this message. It would likely not be as well received without the experience to back it. She has excellent speaking skills and holds the attention of the group no matter how diverse.

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Trainings: Subject Matter / Symposium Evaluations for 2011/2012 fiscal year

Date	Organization	Number of Participants	Overall Program Rating
2/16/12	Communication Styles	21	3.7 (on a scale of 1 – low to 4 – high)
3/8/12	Leading High Performance Teams	24	3.9 (on a scale of 1 – low to 5 – high)
4/19/12	Communication Styles	21	3.8 (on a scale of 1 – low to 4 – high)
5/1/12	Body & Soul Symposium	132	3.9 (on a scale of 1-low to 4-high)
6/26/12	Leading High Performance Teams	38	3.7 (on a scale of 1 – low to 4 – high)
7/13/12	Cohort Facility Session	24	3.9 (on a scale of 1-low to 4-high)
7/26/12	Using the New Dining Standards	30	3.9 (on a scale of 1-low to 4-high)
9/20/12	Leadership Soil Warming	45	4.8 (on a scale 1- low to 5-high)
Total Trained		335	

Instructor's Presentational Skill

Excellent	179
Good	7
Satisfactory	1
Poor	0
Terrible	0
No response	0

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Speaking Event Evaluations and Letters of Appreciation 2011/2012

Hello Rhonda,

Below is the feedback from you breakout session in April. Thank you again; everyone loved you!

	Not Sure	Agree	Strongly Agree
Overall I was satisfied with this session		11	11
The presenter was effective	1	9	12
I learned something I can use		11	11
Overall, objective of this session were achieved	2	9	11
This session was fair and free from bias		12	10
This session was free from commercial influence		12	10

Evals received: 22

Comments:

great communicator

sense of care was transmitted

Inspirational

good info

very nice perspective

a change in thinking and administrative initiatives are needed

great presenter

excellent presenter

very knowledgeable and engaging

Kelsey Harvey | Director of Education and Training

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Mr. Paul Hogan
The John R. Oishei Foundation
One HSBC Center, Suite 3650
Buffalo, New York 14203

December 8, 2011

Dear Mr. Hogan:

Last Friday I had invited a local nurse, Ms. Rhonda Rotterman, who is a graduate of Niagara University, to be a speaker in my introductory nursing class. She spoke about person centered care, which is so concordant with the approach we seek to develop in our students. The content of her presentation and the style of her delivery were so outstanding I inquired how I might acknowledge that in some way to her administrators. I was really pleased to learn that the "Person Centered Care" initiative for WNY's elderly was supported by a grant from Oishei Foundation. It is a most important project and is the kind of grass roots endeavor that can really make a difference in improving health care delivery in our region and beyond.

Ms. Rotterman was so knowledgeable and enthusiastic, my students just embraced her every word. She is a great advocate for the Person Centered Care program and for nursing in general. We will be very pleased to have her return and meet with our students on a regular basis as she has so much to offer. As a nursing professional and as a community member I am really happy to know that Ms. Rotterman is so willing to extend her knowledge and engage us in sharing her ideas. An approach such as this is taking health care in a much more positive direction than other challenges in recent years. Thank you for supporting this endeavor. I hope that you are looking forward to a wonderful Holiday!

Sincerely,
Frances E. Crosby
Dr. Frances E. Crosby
Chairperson

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November 4, 2011

Dear Rhonda:

Thank you very much for giving a presentation on PCC to our public health students last week. I think your presentation nicely made a compelling case for the need for such transformation in the care system, particularly in long term care. Your opening comments in which you shared the thoughts and experiences of a “typical patient” set the stage perfectly for the rest of your remarks. I also liked the way you addressed the competencies we are trying to develop in these students as part of their educational preparation.

I was at Niagara U. yesterday for a meeting with Fran Crosby and Dean Nancy McGlen. Your name came up in the conversation as a highly regarded alumna (deservedly so!). We are hoping to develop an articulation agreement with them between our MPH program and their nursing and other relevant programs.

Again, many thanks.

Sincerely,
Michael Noe
Michael Noe