

# Heather Bartell named new Shorehaven administrator

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Heather Bartell is the new administrator at Oconomowoc's Shorehaven. She replaces Lorna Gartzke, who is retiring. Heather Bartell of East Troy is Shorehaven's new administrator, replacing retiring administrator Lorna Gartzke.

Bartell has worked in long-term care for more than 18 years. Starting in social work in 1998, she became a licensed nursing home administrator in 2009.

Bartell served as administrator in a skilled nursing facility for eight years. The facility achieved five deficiency-free surveys in a row under her management.

Bartell coordinated the household model concept and focused on delivering person centered care. "Person-centered care and quality is of utmost importance to me," said Bartell. "I love seeing residents smile, and know that we are enhancing their lives to the fullest.

"My passion will always be geriatrics, as this population deserves the most respect and best care possible. We owe it to these seniors, because throughout their lives, they have positively impacted our communities. I am blessed to become part of this amazing family at Shorehaven."

Bartell said she will continue to uphold the household legacy and the best care possible at Shorehaven. "I want to continue to provide residents all the amenities and activities shared across the campus. Having close relationships with staff and families is also my continued goal."

Bartell's hobbies include serving as a kickboxing instructor, wakeboarding, fishing, hiking, baking and spending time with her children at various sporting events.

The new administrator outlined her staffing philosophies: "Empowering the staff and creating an innovative environment is key. Team work is also very important. I believe that mentoring programs are necessary as it helps with retention and satisfaction."

Bartell compared Shorehaven's mission to a favorite biblical reference: "May the Lord direct your hearts into God's love and Christ's perseverance." (2 Thessalonians 3:5) "As stated in this Bible verse, we are to direct our hearts into God's love despite difficulty," she explained. "At Shorehaven we encourage our staff, residents and families to reflect on Christ's love. Life can be difficult, but prayer and perseverance can help us through these times.

"I personally believe in the power of prayer and often pray for my own friends and family, as well as Shorehaven residents, staff and families. We are very blessed that we have the resources for our seniors to live an active lifestyle, and that we can keep them in the least restrictive environment. We do all this and more, while reflecting Christ's love."