

# HealthMatters

Volume 3, Issue 1, 2010

Leaders in Short-Term Rehabilitation

*Ambassador*  
NURSING & REHABILITATION CENTRE

313-821-3525



[www.AmbassadorHCC.com](http://www.AmbassadorHCC.com)

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313-291-6200



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313-874-4500



[www.StJosephsHealthCare.com](http://www.StJosephsHealthCare.com)

*Westland*  
NURSING & REHABILITATION CENTRE

734-728-6100



[www.WestlandCC.com](http://www.WestlandCC.com)



## Imperial Healthcare Centre Hosts Amputee Walking School

*By Heidi Caldwell, OTR, Area Manager, Encore Rehabilitation Services*

Imperial Healthcare Centre hosted an Amputee Walking School for amputees, therapists and visitors. The event was sponsored by Michigan

Orthopedic Services and focused on providing amputees an opportunity to learn techniques for increasing functional prosthetic control.

The event was led by two former Paralympic Gold Medal runners and Amputee Walking School co-founders, Dennis Oehler and Todd Schaffhauser. Both presenters previously won gold medals for sprinting in international track and field events.

Dennis Oehler, a "below-the-knee" amputee opened the program with a captivating discussion on how far he had come, from not being able to walk, to losing a professional soccer career due to the loss of his leg and how he made his incredible comeback as a Paralympic athlete.

The dynamic duo then presented several exercises for amputees to try. The goal of their program is to evaluate each participant's prosthesis, gait, balance, spatial orientation and strength and offer support, education, exercise instruction, and inspiration. Todd and Dennis then work with the



amputees on how they can walk, run and participate in physical activities more comfortably and successfully. One therapist stated, "It is so nice for our aging population to hear these inspiring stories. You can see the amputees have a new outlook on their future!"

The event, which was attended by over 50 therapists, amputees and visitors, was a huge success, leaving everyone with smiles and a renewed spirit.

## "Stepping It Up" in the Therapy Gym at Imperial !



## Look Who Was Awarded in 2010 for . . . . **Stepping It Up!**

The following three awards were presented to staff members at each of our five facilities for “Stepping It Up” in 2010:

1. **“Hospitality Award”** - was awarded to a special employee who is always positive, cheerful and makes “ALL” patients feel at home.
2. **“Above and Beyond”** - was awarded to a special employee who goes above and beyond the call of duty for their patients and someone who is willing to assist with whatever needs to be done.
3. **“Humanitarian Award”** - was awarded to a special employee who truly cares for the well-being of his/her fellow employees, as well as someone is mutually respected and admired.

### Ambassador NURSING & REHABILITATION CENTRE



Dana Greene  
“Hospitality Award”



Terrance Christopher  
“Above & Beyond”



Beverly Abrams  
“Humanitarian Award”

### Imperial HEALTHCARE CENTRE



Shawn French  
“Hospitality Award”



Andrea Jordan  
“Above & Beyond”



Della Pacey  
“Humanitarian Award”

### Regency HEALTHCARE CENTRE



Sandra Blair  
“Hospitality Award”



Louella Campbell  
“Above & Beyond”



Dawn Dent  
“Humanitarian Award”

### St. Joseph's HEALTHCARE CENTRE



Esther Albrecht  
“Hospitality Award”



Tia Hill  
“Humanitarian Award”

### Westland NURSING & REHABILITATION CENTRE



Ramona Burlea  
“Hospitality Award”



Antonio Hicks  
“Above & Beyond”



Charlotte Butler  
“Humanitarian Award”

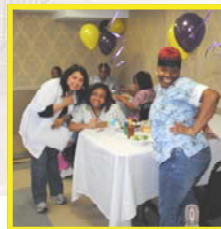
## Look What's Happening at . . . . **Ambassador Nursing & Rehabilitation Centre** **Ambassador Staff “Stepping It Up” in a BIG Way!**

*By Henry Conerway, Administrator*



It has only been a little over one year since Ambassador Nursing & Rehabilitation Centre joined

Olympia Group and it is with great pride and pleasure to announce that we have *exceeded* our census goals for the past year. “The facility hasn’t reached a census number like this in many, many years”, states Henry Conerway, Administrator.



Everyone has worked together as a cohesive team to be the best we can be. We are definitely “Stepping It Up!” and we will continue to strive for clinical excellence and to be recognized as the “Leaders in Short-Term Rehabilitation!” In recognition of a job well done, the staff was treated to a delicious steak dinner, with pineapple upside-down cake for dessert. A good time was had by ALL!



## Announcing the New Admissions Director!

*By Natalie Poole, RN, Regional Marketing Director*

We are pleased to announce Sharon Rucker, LPN, (pictured right) as the new Admissions Director, effective immediately. Sharon has been employed by Ambassador Nursing & Rehabilitation Centre since February of

2010, where she began as the Support Services/Nurse Manager. Sharon claims it is her goal . . .”to help make the difficult decision to place a loved one in a short-term care facility as pleasant as it can be!”



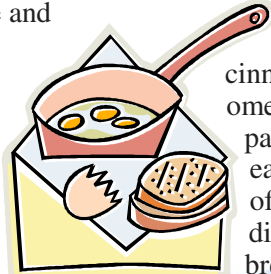
# Look What's Happening at . . . . **Regency Healthcare Centre**

## “Stepping It Up” with Gourmet Made-to-Order Breakfast for Patients

*By Elisabeth Pressley, CDM, CFPP, Director of Foodservice*



Gordon Food Service (GFS) will be bringing in three people and four burners to prepare made-to-order omelets for our patients on the second and fourth floors. The Director of Foodservice, Elisabeth Pressley, and a cook from Regency will also assist, along with three burners and prepared foods for the omelets. GFS will arrive to set up at 6:45 a.m. in both Dining Rooms. We will begin serving patients at 7:30 a.m. and we will continue to serve until



around 8:30 a.m. on the 4<sup>th</sup> floor. We began serving our gourmet made-to-order breakfasts with Texas French Toast, complete with powdered sugar and cinnamon. The following week, we served custom omelets, Belgian waffles, pasteurized eggs for over-easy, up, or poached eggs to offer our patients a more diverse selection of delicious breakfast foods.



For additional information, please contact Elisabeth Pressley, Director of Foodservice at (734) 287-4710.

## Welcome to New Staff Members at Regency Healthcare Centre

*By Chris VerHulst, LPN, NHA, Vice President of Business Development*



We are proud to welcome two new staff members to the team at Regency Healthcare Centre. Varsha Pandya will assume the role of Administrator and Scott Blackburn was promoted to Marketing Director, effective immediately. Varsha has had a successful track record in the healthcare industry for the past 26 years (pictured above). Varsha shares her goal for Regency, “...to create a wonderful place for our patients

to enjoy living in and a great work environment for the staff to work in.” Scott (pictured right) has been with Olympia Group, since June 2002, where he was originally hired as a Dietary Aid. Through a lot of hard work, dedication and devotion, he has worked his way up through the ranks to Marketing Director of Regency Healthcare Centre. Scott proudly admits, “I’m excited to get started as the new Marketing Director and I look forward to creating many new relationships.”



## Loving Couples Share Romantic Meal on Valentine's Day!

*By Simone Heath, Regional Nutrition Director*



On Valentine's Day, spouses and significant others of our patients were invited to enjoy a romantic meal with their loved ones. The facility provided red roses for visitors to

present to their loved ones. The ambience in the dining room was created with festive decorations in red and pink and the wait staff (pictured above) treated the loving couples with warm and friendly service. The delectable menu included succulent prime rib, which was beautifully paired with chilled champagne and a decadent heart-shaped dessert. Husband Don came to dine with his wife of 48 years and Regency patient, Connie (pictured center). After Don



presented her with the rose, he raised his glass and stated, “She is still the most beautiful woman I have ever seen.” Connie teared up after her husband's lovely toast. The Gonzales couple (pictured right) commented on how beautiful everything was. Mrs. Gonzales claimed it was one of the most extraordinary culinary experiences they've ever had. “This was a perfect Valentine's Day for us. Thank you for making it possible to spend this time with my husband; I love him so much”.

The Regency staff considers it an honor to care for your loved ones. It gives us great pleasure to coordinate these very special events for our patients.

# Look What's Happening at . . . **St. Joseph's Healthcare Center**

## Short-Term Rehabilitation Unit Steps It Up with a Fresh New Look

*By Mary Hoskins, MS, NHA, Regional Compliance Director*



St. Joseph's Healthcare Center is "Stepping It Up" by upgrading and renovating its 28 bed Short-Term Unit. On this unit, the patient rooms will be given a facelift, through bright and cheerful colors, paired with more soft and natural

colors to create a vibrant and harmonious space, designed to uplift the spirits of both patients and staff.

Matching window treatments and lighting will present a setting of unique charm. Flat screen televisions will be provided for each patient that will display daily events and menus for the day and week through cable television.

Existing furniture, including beds, night stands and over-bed tables will be replaced with new and more modern styles. Electric hi-low beds will also be

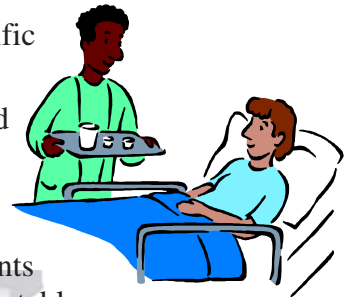


added to accommodate specific patient's needs.

Olympia Group is committed to providing the necessary resources for all of our facilities to keep up-to-date, as well as ensuring our patients feel special and comfortable.

It is also our commitment to maintain a fresh look and create a lasting first impression for our visitors, potential patients and their family members. We know how important it is for family members to find placement for their loved ones in a facility that is attractive, home-like, comfortable and updated.

Upon completion of all the renovations, an open house will be planned, where the community will be invited in to check out all the exciting upgrades.



## St. Joseph's Healthcare Center Welcomes New Administrator

*By Mary Hoskins, MS, NHA, Regional Compliance Director*

We would like to welcome Patrice Farmer as the new Administrator to the team at St. Joseph's Healthcare Center. Patrice brings with her an array of experience in the healthcare field. She was previously an Administrator for nine years, a Dietary Manager, an Environmental Service Supervisor and an Admissions Coordinator.



Patrice admits she is very excited to become a part of the Olympia Group family, where each and every employee takes an active role in providing the quality of care for our patients that we take such great pride in and which, undeniably, sets us apart from our competition.

Be sure to stop by and meet Patrice Farmer!

## Celebrating Valentine's Day Like a King and Queen

*By Debra Smith, Activities Director*

The Activities Department at St. Joseph's Healthcare Center sponsored a fundraiser throughout the month of February to help the patients celebrate Valentine's Day. The Activities staff offered *Sing-A-Grams* for patients and other staff members. During the Valentine's Day Party, the patients who received a Sing-A-Gram, were presented with a box of chocolates, while the Activities staff serenaded to them. Here are just a few of the songs

that were performed: "You Are My Sunshine"; "I've Got Sunshine on a Cloudy Day" and "Wild Thang." The patients laughed, cried and were very thankful that someone thought of them on this special day. It was a fun-filled day that concluded with the crowning of our



Valentine's Day King and Queen!

## LEADERS IN SHORT-TERM REHABILITATION

# Look What's Happening at . . . . **Westland Nursing & Rehabilitation Centre**

## “Stepping It Up” . . . . The Irish Way!

*By Debbie Bellovary, Director of Rehabilitation*



The Therapy Department at Westland Nursing & Rehabilitation Centre celebrated the luck of the Irish on St. Patrick's

Day this year. Group activities for the patients in therapy consisted of cookie decorating, “Irish Bingo”, green balloon toss, group exercises, t-shirt painting and everyone was encouraged to wear green. To spread good cheer and help all the other patients in the facility partake in the festivities, the patients decorated their walkers and



wheelchairs and marched in line in a St. Patrick's Day Parade throughout the facility. A great time was had by all.



According to Debbie Bellovary, “Our Rehabilitation Department typically schedules group celebrations each season. It allows them to engage in fine motor, cognitive and therapeutic activities in a fun and social setting.”

## Stepping It Up with the Hospitality Program

*By Linda Chon, Nurse Educator, RN, BSHA*



Westland Nursing & Rehabilitation Centre staff are dedicated to embracing our patients with compassionate care and superior rehabilitation services. We strive to meet the needs of all individuals

entrusted in our care. We are driven to be the best in our field. Each day, we have committees working together to achieve the best results for our patients and families.

The Hospitality Committee at Westland Nursing & Rehabilitation Centre is our newest committee. It consists of dynamic people challenged to exceed the industry's expectation for customer service in short-term and long-term care facilities. Hospitality is traditionally defined as “... the quality and disposition of treating or receiving guests and strangers in a warm, friendly and generous way.”

This year, the Hospitality Committee is committed to “Stepping it Up” to provide outstanding customer service every day. The committee is motivated by a family who stated, “Your outstanding efforts, exceptional kindness and willingness to go above and beyond the call of duty in so many ways, meant a great deal to us and especially Lois. Keep up the great work.”



The committee has already initiated “Hospitality” training for all departments. Throughout the year, the staff will continue to participate in customer service training, covering pertinent areas to ensure our facility makes each person's stay welcoming and comfortable, with the help of supportive healthcare professionals.

We are a facility proud of serving surrounding communities, residing patients and their families with exceptional services and care.



## A Friendly Reminder for Patients and Patient Advocates . . . .

Please notify the Business Office immediately with any changes in a patient's insurance plan, to prevent any billing issues or uncollected fees, as well as any changes in address, phone number, etc. If you have any questions, please feel free to contact the Business Office at (734) 728-6100.

# LEADERS IN SHORT-TERM REHABILITATION

## NEWS & NOTES

*Keep up with the Latest Happenings*



The new *Pre-Surgical Specialty Program* being offered through the **OLYMPIA GROUP** facilities is designed to provide benefits before, during, and after surgery. A specially trained nurse meets with the patient at their home, prior to

surgery to provide education, expectations, discuss environmental barriers, and review rehabilitation options post-discharge from the hospital. The same nurse visits with the patient the day after surgery at the hospital and helps coordinate their rehabilitation recovery stay. Customized care and direct communication with Physicians for their specifications allow us to decrease length of stay and infection risk factors, while increasing surgical wound healing . . . providing positive patient outcomes.

When patients are educated about their surgery and post-operative program, they are less anxious and more comfortable, allowing them to focus on their recovery. Just another way we are Stepping It Up in 2011!

For additional information, please contact Chris Verhulst (pictured above) at (734) 558-0288.

## *Just A Reminder...*

....We offer a comprehensive list of Payer Acceptance Sources, so our patients will never have to make another move. Below is a list of Insurance Partnerships currently associated with Olympia Group Healthcare Network, which are offered at all of our facilities:

Aetna	Humana
Autos	IHG
Bankers	Medicare
BCBS	Medicaid
BCN	Midwest
Care Sources	Molina
Cofinity	Multi Plan
Corvel	NPPN
Galaxy	Omni Care
Great Lakes	TRPN
HAP	Total Health
Health Plan of MI	



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