

SUB-ACUTE Connection

Back to What Matters!

FALL/WINTER, 2010

PATIENT SATISFACTION SURVEY RESULTS:

(APRIL - JULY, 2010)

Expectations of services met?	95%
Happy and would return to South Shore if needed:	93%
Questions/concerns handled efficiently and effectively?	93%

Departmental Satisfaction Ratings:

Admissions	100%
Administration	100%
Nursing	98%
Certified Nursing Assistants	100%
Recreation	100%
Fiscal Services	100%
Social Work	100%
Case Management	100%
Physical Therapy	100%
Occupational Therapy	100%
Speech Therapy	100%
Dietary/Food	98%
Housekeeping	100%
Maintenance	100%
Respiratory	100%
Overall Customer Service	100%

WAY TO GO!



Against The Odds ...

This past year, complications from emphysema started a six month ordeal for Maureen Guiliano of East Meadow that almost ended her life. At 67, her kidney had shut down and she became paralysed from the waist down thinking she would never walk again.

After many months in a variety of hospitals, she was admitted to South Shore Healthcare for rehabilitation and skilled nursing care. When she first arrived, she required the assistance of six people just to stand and was oxygen-dependent. Worse was that she had completely lost her will to live.

Over the following weeks, Mrs. Guiliano recounts that “slowly and with the constant support and encouragement of the amazing staff at South Shore and my wonderful family, I began to

improve and decided that I could get through this.” She tells of how Gina and Mary in Rehabilitation, whom she calls “Angels of the Rehab” along with Rehab Director Peter were really fantastic and provided constant encouragement. She pointed out Helen K. RN and Executive Director Cathie Doyle as examples of many other staff members who were part of her success. Amazingly, she not only recovered much of her own



Mrs. Maureen Guiliano with Certified Occupational Therapy Assistants, Mary Dobin (L) and Glenda Lee Foon.

mobility but also became a “cheerleader” and helped motivate others as well!

After only a few months, Mrs. Guiliano returned home to husband, 6 adult children and many grandchildren. Recently, she even went shopping with her son... something she thought she would never do again.

We extend our wishes for continued health and happiness!

Accomplishments!



Congratulations to Helen Kiernan, RN Staff Development Coordinator at South Shore Healthcare. One of only eighteen nurses in New York State who completed the Nurse Educator Program in 2010.

South Shore Healthcare's own Helen Kiernan is one of only eighteen nurses from across the state that have completed the most recent Nurse Educator Program. This quality program was first piloted in 2005 by the Foundation for Quality Care's Long Term Care Leadership Institute.

Congratulations Helen!



Congratulations to Araseli Osson, RN, Assistant Director of Nursing (NEED MORE INFO. ON HER ACCOMPLISHMENT)

A New Space...



The staff of the South Shore Healthcare Business office enjoys their beautiful and more spacious 2,500 sq. foot space. The office is now located at 264 W. Merrick Road, directly next door to South Shore Healthcare. The new office provides easier and more convenient access for patients and families and gives the staff an opportunity to provide even better service. Shown above (L-R) are Natalie Santiago, Patient Account Representative; Business Office Manager, Ester Paez and Diana Shivgolam, Patient Accounts Representative. Also part of the team are Freda Amon, Payroll Coordinator and Teri Rottkamp, Sub-Acute Insurance Verification Representative.



Staff Spotlight!

Jane Williams, MSRD, serves as South Shore Healthcare's Registered Dietician. Relatively new to South Shore, her vast experience and love of working with older people brought her to the facility in January of 2010.

In her role as dietician, Jane works with the residents and patients on nutrition, food preferences, dietary restrictions, to provide them with healthy and



enjoyable meals. She also monitors weight and lab values for each resident/patient and works to maintain a healthy balance. When patients are ready for discharge, she provides dietary counseling and advice as to recommended food choices, dietary concerns and nutrition. "I like working at South Shore very much!" stated Jane. "Cathie is very involved and is really knows what's going on with each patient and resident and the staff is terrific!"

South Shore offers lots of food choices including one main meal, a hot substitute meal and many cold choices at each sitting. Holiday events offer plenty of delicious food options and the facility also offers a very popular H.O.M.E. (Happy On My Exit) Brunch for discharging short-term patients.

A graduate of SUNY Oneonta and the University of Maryland, Jane presently resides in New Rochelle. Thanks for all you do Jane!



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Executive Director

Cathie Doyle, M.P.A., L.N.H.A.

Director of Sub-Acute Services

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www.southshorehealthcare.net

Medicare/Medicaid Certified
Most Insurance Accepted

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