

SUB-ACUTE Connection

Back to What Matters!

SPRING/SUMMER, 2011

PATIENT SATISFACTION SURVEY RESULTS:

(October 2010 - January 2011)

Expectations of services met?	100%
Happy and would return to South Shore if needed:	100%
Questions/concerns handled efficiently and effectively?	100%

Departmental Satisfaction Ratings:

Admissions	100%
Administration	100%
Nursing	100%
Certified Nursing Assistants	96%
Recreation	97%
Fiscal Services	100%
Social Work	100%
Case Management	100%
Physical Therapy	100%
Occupational Therapy	100%
Speech Therapy	100%
Dietary/Food	95%
Housekeeping	100%
Maintenance	100%
Respiratory	100%
Overall Customer Service	100%

WAY TO GO!



Against The Odds ...

In early December, an old stent, placed five years prior due to an abdominal aneurism, suddenly slipped causing hemorrhaging, extreme pain and threatening the life of Mr. John Marra. At 72, Mr. Marra, an active resident of Malverne, was now hospitalized, in a very weakened state and unable to breathe on his own. In mid January, he was discharged to an area skilled nursing facility for rehab however, his health was continuing to fail.

Thankfully, on January 26th, Mr. Marra was admitted to South Shore Healthcare's top notch program. Still on a ventilator and unable to walk, the team immediately began working to get his strength back. Physical Therapy as well as the Respiratory and Nursing Departments worked together and wasted no time getting him moving.

Over the following weeks, Mr. Marra recounts how "with the constant support and encouragement of the great staff at South Shore, I began to improve." He was slowly weaned off the ventilator and continued daily therapy. Mr. Marra was extremely determined in working towards his own recovery and did as much therapy as he safely could. "Peter McEntee, Rehab Director, Rosie Zenny, Respiratory Director and Dawn Leone, PTA also of Rehab were all just great and really were helpful in my recovery." added Mr. Marra.



Mr. John Marra and wife, Jean practice ambulation prior to returning home.

Remarkably, in just over five weeks, Mr. Marra was discharged both walking and breathing on his own. Since returning home, he has continued his recovery and has been able to return to work in construction. "I would recommend South Shore to anyone who needs to have care and rehab. They did a great job and I returned home quickly because of them!"

What's New? ...

In March, the Nursing Department was inserviced on the use of our newest equipment, SPOT VITAL SIGNS, which automatically measures temperature, pressure, pulse rate and oxygen saturation. All values are displayed on a large, easy to read screen which makes recording vital signs easier.



Carlene Henry Palmer, (R) Certified Nursing Assistant practices with the new equipment with Althia Whittaker, CNA.

South Shore has been busy with other service enhancements for patients and residents. Some of the most recent include the purchase of eight new recliner chairs and four new rehab treatment tables. The new tables are currently in use in the rehab gym for physical and occupational therapy related exercise and gives therapists more opportunities to provide treatment.



Future plans include the placement of security cameras in all common areas of facility; the raising of all toilets in patient rooms, the renovation of the Lobby and Recreation Room bathroom, and all common bathrooms and shower/tub rooms to be updated with new tile.

South Shore Healthcare's commitment to caring for others goes far beyond caring for our patients.

Working in the healthcare field, one must possess certain characteristics that make an excellent employee as opposed to an average employee. Kindness, compassion, and generosity of spirit set our employees apart from the rest.

In February, one of our CNAs was the victim of an apartment fire that destroyed her home and all of her family's possessions. Thankfully, they escaped without injury, but the devastation to their every day life is unthinkable. The employees of South Shore Healthcare quickly rallied together and collected clothing and house wares for the family. A monetary collection yielded over \$600 to help the family get back on its feet. The kindness and generosity of our employees speaks volumes about their character.

And the caring goes far beyond the walls of South Shore . . . The employees of South Shore Healthcare have been participating in an ongoing fund raising campaign to benefit various health related charities. A list has been compiled and each month, a different organization has been chosen to be the recipient of our efforts. By donating \$5 on Fridays, the employee is allowed to wear denim to work that day. "Denim Days" is a simple thing that has afforded us the opportunity to donate over \$2,000 to the following charities:

October ~ Breast Cancer

November: Veterans' Hospital in East Northport

December: American Lung Assoc.

January: Alzheimer's Association

February: American Heart Assoc.

March: Parkinson's Foundation

April: LI2 Day Walk to Fight Breast Cancer. To benefit Long Island based support, research, etc.

May: National Kidney Foundation

UPCOMING: June: Leukemia / Lymphoma Society - July: Autism Awareness - August: Muscular Dystrophy Association

So if you see us "dressing down" on Fridays, it's not just about us being comfortable. We're "donning our denim" to help others!



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