



WASHINGTON CARE CENTER
Understanding your rehabilitation and long term care needs.

Connections

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Washington Care Center Gets “Deficiency-Free Survey”

At Washington Care Center (WCC) we have worked with dedication this past year to build a competent, compassionate team, who has embraced the value of resident-centered care, the rewards of teamwork, and the joy of exceeding expectations. Our efforts resulted in a “Deficiency-Free Survey” from the Department of Social and Health Services annual comprehensive review. Each skilled nursing facility has to be in compliance with more than 400 regulations. We’re grateful that efforts to make a difference in our residents’ lives have been rewarded in this exceptional way. Despite the well-deserved recognition, we also know we have areas to grow and develop, but I am confident we will continue to build on our strong foundation.

This year’s annual survey outcome is



Left to Right: LPN Wally Folarin, Resident Robert Williams, and NAC Almaze Weldmichael

an opportunity to strive for an even higher level of customer satisfaction and quality of care. Achieving this recognition must also be shared with the community that supports us. We rely on our physicians, ARNPs, referral sources, consultants, vendors, volunteers, and friends and families to assist us in creating a caring environment where high standards of practice are consistently applied.

Communication is essential for continued success. Our employees are appreciative when the community is involved and invested in helping us to advance excellence in the care and service to our residents, and everyone benefits with positive outcomes. Congratulations to everyone who brought their talents, can-do attitudes and solid team commitment!

Helen Sikov, Administrator

Greetings from Alaska!

I just want to let everyone know at Washington Care Center that I miss you all very much, and I most certainly miss our residents. Long-Term Care in Alaska appears to be several years behind the times compared to the standards we uphold at Washington Care Center. Our residents are very fortunate. When I started this new job in Alaska, I was floored. Many things fell through the cracks and I truly feared for our residents. I never worried over WCC residents or their care, especially with the members of the management team who are compassionate and have integrity. Here in Valdez, after several patient chart reviews, I was very fearful of the State putting the facility in "Stop Placement." That is another difference—the facility actually did fine. Even the surveyors seem to overlook many things. But the facility is now doing much better, and making strides toward excellent patient care. It is nice to be a part of that process. I do miss the diversity of our population. I think that is one of the things that make Washington Care Center stand out: the diversity of residents and staff. We can learn so much from each other's cultures. I miss that diversity. I want to tell the residents, families and staff that I miss you all very much. When I make it back to the "Lower 48," Washington Care Center will be one of my very first stops...after my grandbaby!

*Fondly,
Carol Bearman, LPN
Valdez, Alaska*



Management Team

Scott Hale
Executive Director

Helen Sikov
Administrator

Gary Engelmann
Controller

Eden Montalbo
Director of Nursing Services

Karen Aguilar
Director of Social Services

Mike Steiner
Director of Admissions and Marketing

Stacy Howard
Community Relations Liaison

Lori Graham
Dietician

Jerry Smith
Environmental Director

Richard Lowery
Director of Housekeeping/Laundry

Sharon Nienow
Health Information Services Director

Lora Ray
Therapeutic Recreation Director

Anita Lin
Rehabilitation Manager

Kathleen Mulron
Business Office Manager

Resident Recognition

Liliya Saakova

Each month, we recognize our residents, by sharing their personal stories. In reading our residents' histories, we come to appreciate even more each person's unique contribution, not only to our community, but often, nationally and worldwide.

Liliya Saakova has lived at Washington Care Center for five months. She is 50 years old and has already had an event-filled and remarkable life.

Liliya was born in Baku, the capitol of Azerbaijan, which is one of the 15 Republics of the former Soviet Union. It is located north of Iran on the Caspian Sea. Liliya lived there from 1957 to 1989. A war developed about this time between the Christians and the Muslims. Liliya was married and had two young boys. On one fateful day, the Muslim Faction killed her husband, burned her house and all her possessions, and then took her hostage. Her children and parents were left behind. Held captive, she suffered many atrocities for one and a half years, until she was traded to the Christian forces in exchange for Muslim hostages. She developed post-traumatic stress disorder after her captors mistreated her. It took many years of therapy before she could resume a somewhat normal life. As soon as she could, however, she began looking for her family with the help of the Red Cross. Finally, after four years, she located her parents and her two sons in a remote area of Russia near Siberia. She went to meet them and barely recognized her sons—it had been five and a half years since she had seen them! This part of Russia was bitterly cold and used as a nuclear waste dump site. Liliya attributes her illness, in part, to



the time she spent in this polluted region.

After reconnecting with her family, Liliya (who was desperate to get out of Northern Russia) requested an interview at the American Embassy. Granted refugee status, her family moved to the U.S. in November, 1993 with only the coats on their backs. They spoke no English. The family ended up in Bellevue, WA, where Liliya became a registered nurse, in addition to attending Bellevue Beauty School. She was already well-educated, having earned an advanced degree from the University of Human Civilization in Moscow. She also opened her own beauty salon which catered to seniors.

Three years ago, Liliya developed a severe infection, which she's still battling.

Her boys entered middle and high school in the U.S. Liliya worried about the difference in the educational systems at the time. In Russia, children had only one course of study and had to pass everything before being allowed to move on. They all wore the same uniform. In the U.S., they could choose their classes, and clothes, and had cell phones, cars, etc.

Liliya's sons are still in the area. One of them is 25, married with one child, and works as a manager for Seattle City Light. The other is 28, married with two children (and one on the way), and works as an interpreter. Liliya herself speaks four languages: Azerbaijan (a Turkish dialect), Armenian, Russian and English.

Liliya is a well-educated, multi-lingual, well-traveled, extremely resilient and beautiful woman. We are honored to call her one of our residents here at Washington Care Center.

Ruby's Recipe

Asian Chicken Salad

20 minute prep time
(makes 4 servings)

- 1 lb. boneless skinless chicken breasts
- 2 Tbl. sesame oil
- 2 minced garlic cloves
- 2-3 chopped romaine lettuce hearts
- 1 cup shredded carrots
- 1 bunch chopped green onions
- ¼ cup chopped cilantro
- ½ cup fried chow mein noodles
- Oriental sesame dressing

Place the chicken in a Zip-Loc bag with 2 tablespoons sesame oil and 2 garlic cloves. Let marinate for 20 minutes. Grill chicken breasts until no longer pink. Cool and slice into strips. Toss romaine, carrots, cilantro, and green onions, then add chicken and fried chow mein noodles and toss with dressing until well-coated. Serve and enjoy!

Wellness Center



Residents and staff can enjoy a massage, acupuncture and other amenities, now being offered in our facility.

Every other Wednesday, **Molotov Pauling**, owner of Zavago's Hair Salon and Spa, visits Washington Care Center to provide services to residents. They can choose from cuts, color, permanents, and other hair options.

Renee Ellis, owner of Vebona Wellness Center and Spa, offers a wide range of massage treatments, manicures and pedicures. She's here several days a week, and honors most insurance providers.

Dr. Xiapin Song also provides residents and staff with acupuncture services on the second and fourth Thursdays of each month.

Appointments for any of these services can be made at Washington Care Center's front desk.

Volunteer Help Needed

Washington Care Center has several volunteer opportunities available! These positions include:

1. **Snack Shack Operator:** 1-3 times per week (Monday, Wednesday, Friday, 4:30–5:00 p.m.)
Sales of snack items to residents, staff and visitors
2. **Library Cart:** 1 day per week, your choice of time
Wheel library and supply cart room to room to provide reading and arts and crafts materials to residents
3. **Decorator Extraordinaire:** once a month
Comes in near end of month or 1st day of new month to change out decorations and calendars on all floors

Keeping in Touch: For Family and Friends Who Live at a Distance

Up until the second half of this century, most families remained in the same community from generation to generation. As children grew up, they married and found jobs within the same area as where their families lived. It was not uncommon for the family home to remain in the family from one generation to the next, and to house three or even four generations within it at the same time.

But today, we live in a more mobile society. Families are often spread out geographically because of employment, educational opportunities, marriage, and choice. Children often move miles—even continents—away from the area where they were raised. Or sometimes the children stay and the parents move upon retirement!

When a person chooses a long-term care facility, location is an important factor. Sometimes a facility near children or other family members is the best choice, even if it means moving away from the person's hometown. Other times, even if family live elsewhere, the person opts to remain in his or her home area to be near old friends, familiar social organizations, and other support systems. If this is the case, staying in touch can be a challenge for family—a challenge well worth meeting in creative ways.

Contact with family and friends provides many benefits to our residents. It is an important source of self-esteem and a feeling of well-being. And even though physical distance may limit visits, close relationships can be maintained, allowing you to continue to provide much-needed support and assistance to your loved one. Here are some special considerations if you live at a distance from Washington Care Center:



Keep in touch with the care team

- ❑ We know that you support our goal of providing the highest possible quality of care to your resident—and your help and involvement are vital. We welcome your calls about the resident's condition and treatment, and about any concerns or questions you might have. (Do check ahead to find out a good time to talk to the staff member who is best able to address your questions.) We are also glad to arrange telephone care conferences if you can't attend in person.
- ❑ If the responsible family member lives out of town, we ask that a designated local contact person be named—another family member, a friend, a neighbor, or perhaps a case/care manager or other care professional.

Keep in touch with the resident

- ❑ Call on a regular basis. You can set up a regular schedule of calls so that the resident can anticipate them just like he or she does when a visit is planned. (Do arrange for a time when the resident is not likely to miss a favorite activity, therapy, etc.)
- ❑ Our residents look forward to the arrival of the daily mail. Old-fashioned letter writing is never out of style, so take the time to write frequent letters to keep the resident close and up-to-date. Your letters will be read again and again!
- ❑ Send photographs and grandchildren's artwork. Our residents proudly display these visual reminders of caring loved ones.
- ❑ What about "video visits"—videotapes that the resident can watch again and again? And have you considered sending audiocassettes greetings for residents who are visually impaired?

These ways of keeping in touch take little time, but contribute so much!

Commitment to Leadership

Department and Nurse Managers have made a commitment to leadership. We realize that leadership involves several qualities, including: **character development, communication, competency, common sense, a can-do attitude, courage, inspiration, creative problem-solving and building trust.** Each week, someone on the team has the opportunity to give a leadership presentation. For example, Lora demonstrated how an acceptable activity can become exceptional by simply being more thoughtful, creative, and motivated to excel. Stacy wrote a personal reflection of someone she considered courageous. Mike spoke about the importance of professionalism and communication, and Eden focused on the necessity of teamwork, and recognition for individualized contributions to resident-focused care. Most recently, Sharon contributed the following comments to our leadership dialogues, from her years of experience and observations:

“Leader’s Spirit.”

It’s the spirit that you exude from the moment you walk into the building until the time you leave that sets the tone for others. This vibrant spirit touches the hearts of our residents, families and the interdisciplinary team, creating a positive environment that is almost palpable.

This spirit is helping us to focus on the mission of our facility, to exceed the needs and expectations of those whom we serve (residents, families, employees, community and regulators).

This mission requires dedication and involves every level of the facility staff, therefore

SEE **LEADERSHIP** ON PAGE 7

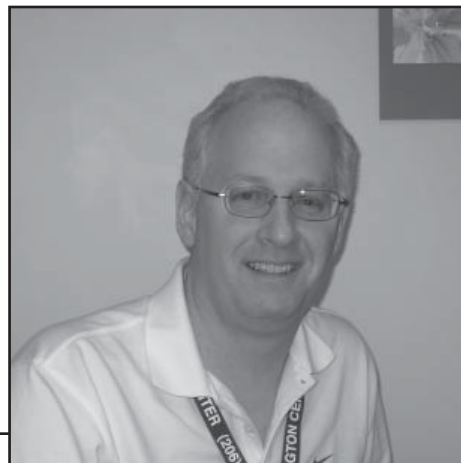
Welcome!

Edzel Gordones joined Washington Care Center three months ago, as our staff development coordinator and third floor resident care manager. A licensed nurse of four years, Edzel says she takes pride in helping people and building relationships with residents. In her spare time, she enjoys spending time with her husband and two-year-old son.



Admissions/Marketing Department Expands

Mike Steiner joined the Admissions and Marketing team in February. He has worked in health care for more than five years, most recently at the skilled nursing facility Bessie Burton Sullivan. Mike previously worked in the printing business for 23 years. In his spare time, he enjoys spending time with his wife and two kids, and watching baseball. He says he likes working at Washington Care Center, because of the interaction he gets with residents, families and the community.



Mike Steiner

From the Administrator's Office

May 13 through the 18 was **National Nursing Home Week**. Washington Care Center celebrated each day with a different event, in order to make it an extra special time for everyone in our community. Last year we initiated the “*You Make a Difference*” Award, and eight employees were selected for their unique contribution to our facility. The recipients were selected because they contribute something special to our facility and to high standards of excellence in resident services. It is not intended to imply that these employees are without areas where they need to continue to grow and learn, but that someone outside their department has recognized that they bring qualities that make a difference in the quality of life for people in our community. These employees are recognized for consistently being here, focused on positive outcomes for our residents, a high level of customer satisfaction, ethical practices, and promoting our facility in a constructive manner. No matter who you are, or what your back-

ground, you will be treated with respect and dignity by these people, and our common human spirit is embraced. This year the awards went to **Marsha Smith**, Resident Care Manager 2 West, **Helen Williams**, NAC, **Lucila Egipto**, Restorative NAC, **Louvine Wright**, NAC, **Rosie Lopez**, Recreational Therapy, **Estine Ervin**, LPN, **Prisca Ramos**, RN, and

Eaysu Mesheasha, NAC. Some of the

words used by their colleagues to describe them were: *exceptional, enthusiastic, caring, kind, respectful, team-spirited, communicative, positive, pleasant, professional, and dedicated*. When employees listen to our residents, families, and to each other, people take notice. When people are willing to help out even when it might not be their particular assignment, it is appreciated. So, each of us has an opportunity every day to make a meaningful difference to this community and to our business. I wish to thank the award recipients for striving to make Washington Care Center not just a nice place to work, but going the extra mile to make us shine and stand out in the community as a provider of choice.

—Helen Sikov, Administrator

> **LEADERSHIP** FROM PAGE 6

uniting us, and aligning the facility management and staff, in a common goal to provide the best quality of care and life possible for our residents.

To reach this goal, we must have several approaches including:

1. Good rapport with each other, as well as our staff.
2. Support each other's goals and efforts by being part of the team.
3. Listen.
4. Communicate with sincerity.
5. Be visible to residents, families and other staff.
6. When communicating with others, allow yourself to interact positively.
7. Be approachable and facilitate a positive exchange of ideas whenever possible.
8. Deal with problems quickly—if possible, reconcile them when they happen. Be sure to follow-up to ensure problem was really resolved.
9. Recognize when your staff member does an outstanding job.

I could probably go on and on, but ultimately these strategies help us and others reach and maintain success. Success is a process that requires diligence, leadership and dedication to our mission of providing quality care. Each of us must be willing to change, evolve and grow, within the process.

—Sharon Nienow, Health Information Services



Success Stories

Claude Lindsey

At Washington Care Center, we're proud to continue helping residents heal and move to a setting of lesser care, or transition into our long-term program. Our team of nursing, rehab, and recreational therapy focuses on improving our residents' quality of life. But it takes the hard work of our residents, which helps them tell their own success stories.

Congratulations to **Claude Lindsey**! He came to the facility in April. Upon admission, Mr. Lindsey needed assistance with ambulating. Just a few months later, he's able to walk on his own.

"Therapy was very uplifting," Lindsey said. "I learned a number of things...that despite the pain, you actually benefit."



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