



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

Connections

2821 South Walden • Seattle, WA 98144 • 206-725-2800 • www.wacenter.com



National Nursing Home Week!

By Lora Ray

National Nursing Home Week was May 10-16, 2009. Washington Care Center marked the occasion with many different activities and celebrations in honor of its amazing staff and wonderful residents!

The festivities started with a **sock hop** on Monday morning and a special guest appearance by Elvis! Students from the Franklin High School Public Service Academy were on hand to help serve root beer floats and dance to the tunes of the fifties with our residents!

Tuesday was **Hat Day** and both residents and staff showed off their finest head attire, some winning prizes for their efforts!

The **annual talent show** was held on Wednesday and we were entertained with singing, piano and guitar numbers and a magic show. The event culminated with an inter-departmental competition. Health Information Services narrowly defeated Activities and Therapies in the egg relay and musical chairs!

On Thursday the facility sponsored a **staff appreciation event** with delicious food made by the dietary department and a staff recognition ceremony.

The week ended with a special **Happy Hour** on Friday and a **Family Day** on Saturday. Residents and their family members were invited to make masks, enjoy a snack buffet and receive a massage, compliments of Vebona.

The community was also involved, with two guest artists, **Cathy Fields** and **Hannah Voss**, displaying their works in our lobby all week long.



Lobby decorations brighten NNHW celebrations



Elvis is IN the building!



Health Information Services takes the prize in musical chairs

Turn the page to see more highlights from NNHW!

National Nursing Home Week continued



Beatrice

Beautiful Ladies in Beautiful Hats Celebrate National Nursing Home Week!



Grace



Loretta



Artwork by Cathy Fields and Hannah Voss, displayed during NNHW

Management Team

Scott Hale
Executive Director

Helen Sikov
Administrator

Gary Engelmann
Controller

Betty Rogers
Director of Nursing Services

Karen Aguilar
Director of Social Services

Mike Steiner
Director of Admissions and Marketing

Lori Graham
Dietician

Ruben Santiago
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

Theresa Graham
Food Service Manager

Welcome Ruben Santiago!

Ruben Santiago has joined our team as Maintenance Director. Ruben held the same position at Bessie Burton Sullivan Nursing Home in Seattle for seven years, and came to WCC from Seattle University, where he was part of that organization's maintenance team.

"I prefer nursing homes because of the personal satisfaction I get from helping staff and residents. When I go home at night I feel like I've made a difference in people's lives," Ruben said. Ruben and his wife Jennifer, son Giovanni (age 7), and daughter, Gabriella (age 4), live in Covington. He said, "From the very first day, employees have made me feel welcomed. I thank Helen Sikov and everyone for giving me the opportunity to prove myself and contribute to this wonderful team."

Ruben's goal is to be responsive to the needs of staff and residents, and make sure the facility looks good. "It should be a pleasant environment for people to work, get better, and live."



Welcome Teresa Graham!



Teresa Graham has joined our team as Food Service Manager. She has more than 20 years experience in health care and came to WCC from Park Place Assisted Living.

"I had heard from people in the community how well residents are treated at WCC, and when I heard about the position I decided to apply. During my interview, Helen Sikov, Administrator, took me on a tour of the facility. I was so impressed that she knew everyone's name—employees, patients, family members—and she acknowledged everyone we met on our tour."

Her goal in food service is fourfold: food safety, resident involvement in choices, quality recipes, and presentation. "We use spices for flavoring, being mindful that many are on restricted diets, but still want food that is tasty." She says, "Food ordering is a challenge because we have a large resident population and so many different diet requirements. But, we've got a good team and a can-do attitude."

Teresa, her husband Cortez and her family live in Seattle; daughter Ashley is 20, daughter Summer is 13, step-daughter Corriisa is 16, and step-son Cortez is 7.

"I love the geriatric population, they have so many wonderful unique stories and life lessons to share. I can't say enough about how everyone at WCC has made me feel welcomed and a part of the team from the very first day."

Administrator's Corner

National Nursing Home Week is an opportunity to celebrate all those who live, work, volunteer, or visit Washington Care Center (WCC). It is an action-packed week with some traditional programs like our **Resident/Employee Talent Show** and new events like **Hat Day** and **Wii Olympics** (see our cover story!). At WCC, we encourage community involvement and invite local legislators to visit. Also this year, SEED arts contributed a lovely display of paintings in our lobby.



Helen Sikov, Administrator

Staff Appreciation is clearly a highlight for me because I have the honor of recognizing some very special employees. Since we only give the **Excellence in Care Giving Awards** twice a year, with usually six people selected, it is always enjoyable to learn how co-workers evaluate each others' performance. Although Department Managers have to agree with the selection, they typically allow others to choose who should be recognized. I like to remind everyone that the people chosen must meet certain criteria, but it doesn't mean the employees are perfect; they may continue to have areas of growth and compliance to achieve. Exhibiting leadership, communication and teamwork skills, consistently advocating for our residents, high standards of ethical practice, dedication to resident and facility goals, and representing WCC in a positive manner are examples of the criteria used to select the recipients of Excellence in Care Giving.

Those who received awards this National Nursing Home Week were: **Marla Viray**, Staffing Coordinator; **Dorothy Chappell**, 2-West Unit Secretary; **Netsenet Manyazewal**, Business Office; **Norlyn Josef**, LPN 2-West; **Jhessa Balaoing**, NAC 3rd Floor; and **Dr. Sue Ikai**.

It was unusual to have a physician as a candidate, but not only does Dr. Ikai medically manage a large number of our residents' care, she also involves her children in our community here, brings lunch for the staff, and helps tend our gardens.

Two-West is usually the first experience residents and families have with care at our facility. Two of those who received recognition are employees who clearly demonstrate the values of WCC, especially respect. Dorothy Chappell and Norlyn Josef, in their quiet, pleasant way, represent our facility consistently in a positive manner.

Netsenet Manyazewal has assumed many different roles in our organization. He has performed each with enthusiasm and sincere effort. His professional and kind manner is a pleasure to everyone.

Jhessa Balaoing is a night NAC. Her co-workers have found her to be a team player who communicates effectively with her supervisors and shows compassion to her residents.

Marla Viray is our Staffing Coordinator. Months before I requested nominations I received several letters from staff suggesting Marla receive an Excellence in Care Giving award. She is patient, fair, dependable, and everything a business could ask for if it needs to trust someone with important decisions. Marla is an obvious asset to WCC and deserves to be honored in this way.

Congratulations to each employee! I am so pleased to be able to acknowledge your contribution to WCC. I always look forward to National Nursing Home Week and the surprises that are inevitable.

—Helen Sikov

Rehab Expansion

It's not just an expansion of space and equipment, it's an expansion of commitment to helping patients and residents reach their potential. According to Anita Lin, Rehab Manager, "In nursing homes you'll often hear that services aim to help people reach their prior level of functioning. We want everyone to know that at WCC, by 'prior level of functioning' we mean the level for each person BEFORE he or she became ill or injured. Our goal is to help individuals realize a level of health and wellness functioning that means improved quality of life."



The new Multistation Gym

That commitment to improved quality of life is evident in the recent rehab space expansion, the implementation of an innovative individualized strength program, and the addition of new equipment.

More Space

The second floor rehab area is now totally dedicated to patient and resident services. Offices have been moved next door to free up space, not only for new equipment, but also for increased interaction between patient and therapist. There's lots more elbow room and you'll find residents working on their individual programs while socializing and encouraging each other to do "one more rep."



Resident Jean Gill on the new BioStep

Strength Circuit—It's More Than Equipment

Every person in the skilled nursing setting has a core strength deficit. This deficit can be a barrier to patient rehab progress. We've addressed this by putting in place a circuit strength program similar to those found in commercial gyms. According to Anita, "We can assess the individual's strength, establish a baseline, and design a circuit program that supports the overall rehab goals. We're seeing patients make not only more physical progress with the circuit program, but also gain more personal satisfaction about what they can achieve." Therapists use the circuit equipment as a complement to their individualized treatment programs.

The new BATCA X3 Multistation Gym

includes two upper body and three lower body stations. Patients repeat their core strength workouts—moving from station to station—every several days. As their core strength improves, so does their ability to successfully complete other rehabilitation assignments like walking and balancing. The station can accommodate

up to three patients at one time.

Balance System SD

We're pleased to be one of only three locations in Washington State to have the new Biodex

SEE **REHAB** ON PAGE 6

>REHAB FROM PAGE 5

Balance System SD. This system allows each individual to establish a “balance baseline” and then participate in a program that improves proprioception (personal sense of body position), stabilization, range of motion and weight shift capability. This is a wonderful way for therapists to assess an individual’s fall risk and develop a program to address specific fall-related problems.

New BioStep

This is an improved semi-recumbent elliptical which is great for cardiac and orthopedic rehabilitation. It incorporates both the upper and lower extremities into the cycling motion; patients experience less muscle fatigue. Features include a large easy-to-use Quick Start display, a heart rate monitor, continuous smooth elliptical motion, and an articulation foot plate which mimics natural walking patterns and reduced Achilles tendon stretch.

The Atmosphere is Inspiring

The WCC rehab gym is not only a place for serious rehabilitation, but also for socialization, as a number of patients work on our state-of-the-art equipment, watch each other progress, and respond to the cheers of fellow patients.



*Rehab Aide
KC Lym tries
out the new
Balance System*

Rehab Results are In!

Pinnacle Consulting, in Salt Lake City, Utah, is a firm that specializes in customer satisfaction measurements in the health care industry. They were hired through our rehab partners, Infinity Rehab, to conduct a survey of WCC rehab patients and families. According to Helen Sikov, WCC Administrator, “We regularly ask patients and families how we’re doing, but this formal, independent process gives us good qualitative feedback so we can celebrate our successes and make improvements where needed.”

The results of the most recent Pinnacle survey are in—on a 5 point scale with 5 being the very best:

| | |
|------------------------------------|--------------|
| Quality of Service | 5.0 |
| Understood Procedures | 4.8 |
| Dignity and Respect | 4.8* |
| Response to Concerns | 4.8 |
| Involvement in Goals | 4.75 |
| Pace of Progress | 4.4** |
| Results Achieved | 4.6** |
| Atmosphere Therapy Area | 5.0 |
| Equipment Quality | 5.0 |
| Knowledge/Skills Therapists | 5.0 |
| Recommend to Others | 5.0 |

Sample comments:

- “I already told our good friends about Washington Center”
- “I value their caring towards all of the patients, not just toward some of them.”
- “I value that they help me add many more quality years to my life.”

**100% reported treated with dignity and respect*

***Participants reported pace and results were related more to medical complications than the therapy they received.*

Volunteer Appreciation Event

This year's Volunteer Recognition was an evening event on June 2nd in the 2-West Dining Room. A delicious buffet was provided by the new Food Service Manager, Teresa Graham, and her staff. "The Chronic Quintet" entertained with live instrumental jazz, and accolades were given to all of those who donate their valuable time and talents to help enhance the lives of our residents.



A great turnout for WCC's Annual Volunteer Recognition



Volunteer Margaret Belote



Evonne Kong and Virginia Locke, volunteers from Beacon Lutheran Church



Have a Great Summer!



(Note: Kay Kubota has passed since this interview was conducted. We are printing this short biography in his honor.)

In Memory Of Kay Kubota



Kay Kubota has been a resident of Washington Care Center since May 5th of this year. He is 68 years old and is a member of a prominent Seattle family.

Kay was born in Seattle, went to Franklin High School, and attended the U.W., pursuing studies in Political Science, Mathematics, and Science. Kay indicated, however, that marrying his wife Carole was the smartest thing he ever did! When not in school, he worked for 15 years in the family business, landscaping the beautiful Kubota Garden, founded by his grandfather, Fujitaro Kubota, who lived into his late 90's. Kay's favorite flowers are rhododendrons, dahlias, and azaleas. Kay advised: "Stay away from family businesses!"

Kay's hobbies are fishing and gaming. He liked to fish for fresh and saltwater fish, like halibut, ling cod, and salmon. Kay fished all over the Northwest in lakes, rivers, the Columbia River, Puget Sound, the Inside Passage, and Alaska, which he particularly loves. His biggest fish was a 50 pound salmon caught near Neah Bay 10 or 15 years ago. His most dangerous boating incident was when the quickening tide almost forced him to collide into the Columbia River Bridge.

When asked what advice he would give to a young adult leaving high school, Kay replied: "You must be careful, or you will pay the price."

To learn more about Kubota Garden, go to www.kubota.org/history.htm.



WASHINGTON CARE CENTER

Understanding your rehabilitation and long term care needs.

2821 South Walden
Seattle, WA 98144