

The Reporter
A Publication for Patients,
Residents and Families

August 2014



Are we there yet? Yes, we are!

Welcome to Potomac Falls Health & Rehab Center! It took almost four years but on Tuesday, July 1 we successfully moved 130 patients and residents and more than 190 staff to our beautiful new home. Moving day was a HUGE success as we had the support from staff from our 11 sister homes throughout Virginia and our home office in Roanoke. Our community partners, vendors and family members were there to lend a hand and assist us, too. It was a great day and a fantastic demonstration of teamwork and community!

Thank you for your interest and support. We are pleased to have so many amazing residents, patients and family members at our Center. As always, we realize you have a choice in places to live and work. We continue to be honored that you continue to choose us!

Take Good Care!

Zoie Barcus Nikov, MSA, NHA
Administrator



[A New Face to Welcome](#)

Cindy Weise – Cindy is our new Business Office Manager who joined us on July 15

[A Promotion to Announce](#)

Leslie Ruffner, NHA – Leslie was named Assistant Administrator on July 25. Leslie had been an Administrator in Training at the Center since last summer and she recently completed her program and passed the National Board of Nursing Home Administrator exam to become a licensed nursing home administrator. Congratulations Leslie!



Commonwealth Coordinated Care (CCC) is coming to Northern Virginia and Potomac Falls Health & Rehab Center is a resource to you as the program rolls out and implementation begins.

Commonwealth Coordinated Care is a new Virginia initiative that coordinates care for individuals who are currently served by both full Medicare (entitled to benefits under Medicare Part A and enrolled under Medicare Parts B and D) and full Medicaid and meet certain eligibility requirements. The program is designed to be the single entity accountable for coordinating delivery of primary, preventive, acute, behavioral, and long-term services and supports.

Current Medicare-Medicaid enrollees without coordinated care must use three ID cards for Medicare, Medicaid and prescription drugs; have three different sets of benefits; receive bills when they should not and are routinely frustrated over challenges in understanding which plan pays for which services.

The goal of this initiative is to provide Virginians with high quality, person-centered health care that focuses on their needs and preferences.

Benefits: The benefits of *Commonwealth Coordinated Care* include:

- ▣ One ID card
- ▣ One toll free phone number for 24 hours/7 days a week assistance
- ▣ A unified appeals process
- ▣ Person-centered service coordination/case management

Eligibility: Eligible individuals include those who:

- ▣ Are 21 and older
- ▣ Are enrolled in full Medicare and full Medicaid
- ▣ Live in designated regions of Virginia

Timeline for the Northern Virginia Region (including Potomac Falls Health & Rehab Center)

- ▣ May 2014: Voluntary enrollment began
- ▣ June 2014: Services/supports begin for those enrolled
- ▣ September 2014: Automatic assignments received by mail
- ▣ November 2014: Coverage for those automatically enrolled begins

Family Night
Thursday, October 2nd at 6:00 pm

Topic: Commonwealth Coordinated Care Program

**Speakers: Sarah Broughton, Outreach & Education Coordinator,
Virginia Department of Medical Assistance Services (DMAS)**

**Anita Squire, Coordinated Care Educator
Virginia Insurance Counseling Assistance Program
Department for Aging & Rehabilitative Services (DARS)**

Join us for an information session on this very important topic!



For Immediate Release
May 30, 2014

Local Contact: Zoie B. Nikov
703-834-5800

National Contact: AHCAPressOffice@ahca.org

Potomac Falls Health & Rehab Center Receives Bronze National Quality Award

*-- Virginia center recognized by national program
for commitment to quality care --*

Potomac Falls Health & Rehab Center has been recognized as a 2014 recipient of the *Bronze – Commitment to Quality Award* for its dedication to improving the lives of residents through quality care. The award is the first of three distinctions possible through the National Quality Award program, presented by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL). The program honors centers across the nation that have demonstrated their commitment to improving quality care for seniors and individuals with disabilities.

“I applaud Potomac Falls Health & Rehab Center for its commitment to delivering quality care,” said Mark Parkinson, President and CEO of AHCA/NCAL. “This award represents the dedication that each Bronze recipient has given to improve quality in the long term and post-acute care profession.”

Implemented by AHCA/NCAL in 1996, the National Quality Award Program is centered on the core values and criteria of the *Baldrige Performance Excellence Program*. The program assists providers of long term and post-acute care services in achieving their performance excellence goals.

The program has three levels: Bronze, Silver, and Gold. Centers begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision and mission statements and an assessment of customers’ expectations. Bronze applicants must also demonstrate their ability to implement a performance improvement system. Trained Examiners review each Bronze application to determine if the center has met the demands of the criteria. As a recipient of the *Bronze - Commitment to Quality Award*, **Potomac Falls Health & Rehab Center** may now move forward in developing approaches and achieving performance levels that meet the criteria required for the *Silver - Achievement in Quality Award*.

“This award demonstrates that **Potomac Falls Health & Rehab Center** is committed to striving for quality improvement,” said Ed McMahon, Ph.D., Chair of the AHCA/NCAL National Quality Award Board of Overseers. “**Potomac Falls Health & Rehab Center** has laid a strong foundation for continuing on to the Silver and Gold levels.”

Did you notice the new Headboards and Footboards?

The week of August 4th new headboards and footboards were installed on all resident and patient beds throughout the entire Center. This is another example of our commitment to continuous quality improvements for those we care for. Enjoy the new look!!

Happy Birthday to You!



**August
Birthdays**

Masoud Sharghi 3rd
Jackeen Reilly 4th
Thelma Wills 10th
Hubert Bass 13th
Saundra Shifa 20th
Gordon Redmond 23rd
Cordie Anthony 25th
Virgie Day 26th
Winifred Quamina 26th
Emile Antoun 27th
Serafind Cirolini 28th

*Wishing you happiness to welcome each morning,
Wishing you laughter to make your heart sing.
Wishing you friendship; sharing and caring,
And all of the joy the birthday can bring!*

Time to Renew Your Medicaid?

Please contact the Business Office so we may assist you with all the required paperwork to ensure your benefits continue and there no complications with your renewal.

Thanks, Cindy Weise/Business Office Manager



Stars of the Month - August 2014

Leslie Ruffner, Assistant Administrator

Jennifer Stiltner, Assistant Director of Nursing

You Got Caught Caring

The following staff was recognized by residents, family members, visitors and other staff. Thank you for taking the time to appreciate our staff!!

While I was passing medications out of the goodness of his heart Ibrahim Kargbo helped me to pass the morning meds on Shenandoah after he had already done his turn on Allegheny. What a great employee and team player!

Hanaa Farouk takes excellent care of my mother. She is gentle and conscientious, treats my mother with kindness and compassion. She entered my mother's trust which is not an easy thing to accomplish. She enjoys Hanaa's company and looks forward to seeing her. Even though they don't speak the same language they communicate with humor... It gives me and my family great comfort to know that my mother will be properly taken care of whenever Hanaa is on duty.

My wife lives happily at the Center. We would like to especially thank Simret Negatu for being so nice, caring and attentive. We really appreciate her professionalism.

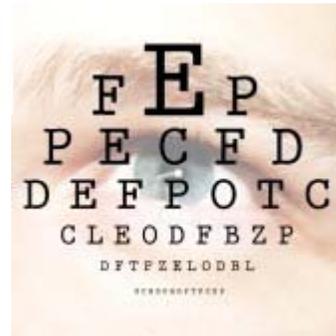
Potomac Falls Health & Rehab Center
is proudly recognized for its dedication to improving
healthcare outcomes and resident satisfaction.

The National Nursing Home Quality Care Collaborative and
Virginia Nursing Home Quality Care Learning Network
February 2013 – July 2014

Virginia Health Quality Commission

Cook Out - August 21
Join us for Lunch!

BBQ grilled chicken
Hamburgers
Hotdog
Cole slaw
Potato salad



Senior Vision Services will be at Potomac Falls
on Tuesday, August 26

Please see Chandis or Lindsey in the Social Services Offices to
schedule your appointment

Congratulations Dr. Jay Rana!

Dr. Rana has been selected as a Top Doctor by the International Association of Internists (IAI). This honor will be spotlighted in the renowned publication, *The Leading Physicians of the World*.

Dr. Rana is the Medical Director at Potomac Falls and the Medical Director for all twelve CCR Centers throughout the Commonwealth of Virginia



Survey Results...thank you for participating!

We are so fortunate to be able to formally ask for your feedback every six months during with our satisfaction survey process. The survey results are in for the July survey and we have some preliminary results to share.

Overall satisfaction 83% and 81% would recommend the Center to others

YOU told us that our **primary strengths** are:

C.N.A. care	RN/LPN care
Competency of staff	Care/concern of staff
Safety of the Center	Choices & preferences
Respect for privacy	Cleanliness
Commitment to family updates	Religious/spiritual opportunities
Respectfulness of staff	Resident-to-staff friendships

YOU told us that we can improve in the following areas and we intend to get to work on finding ways to make things better:

- Adequate staff to meet needs: we are focused on hiring to fill the open positions we have now that the move is completed; be on the lookout for some new faces as we conduct a “new employee orientation” every two weeks
- Attention to resident grooming: we’ve been working on this but we’re not quite there yet so our focus team will continue to make improvements in this area
- Security of personal belongings: with our move we now have furniture that allows for patients to secure their belongings in their room and can install a lock on any furniture that does not already have a lock; just let the front desk know and we’ll ask the maintenance department to install a lock
- Quality of meals and Quality of the dining experience: with our move we are now able to offer buffet meal service in all four dining rooms, this allows residents to choose their meals at the time of meal; now, it’s a new program for us and so we’re still learning and adjusting ... each day gets a bit better and we appreciate your patience as we adjust to the changes
- Responsiveness of Management: this is another area that we’ve been focused on and have continued opportunities to improve; we are working to create increased management coverage seven days a week in all departments; we are developing “family nights” that will begin this fall and provide additional education and information to our family members; in addition, we have a concern process in which we record all concerns, investigate and respond within 48-72 hours, if there are any issues or concerns that you have, please let us know so we can address them for you
- Quality of laundry services: with our move we are now able to service all linens and personal laundry on-site which we were not able to do at Cameron Glen; this has also been a new process and system for our team to learn and we’ve had some growing pains; like the new dining program we are getting better each day and appreciate your support

THANK YOU for helping us by telling us what you think. YOUR feedback helps us identify where we can improve and we appreciate it!



The Alzheimer's Association Walk to End Alzheimer's® is the world's largest event to raise awareness and funds for Alzheimer's care, support and research. Held annually in more than 600 communities nationwide, this inspiring event calls on participants of all ages and abilities to reclaim the future for millions.

Potomac Falls Health & Rehab Center will be participating in the Walk to End Alzheimer's on September 28th, 2014 at Reston Town Center. We are currently taking donations and accepting team members to join us for this important cause. Residents, staff, and family members are all welcome to join!

Last year we had more than 75 residents, staff and family members participate on our team and we raised more than \$750. We want to have a larger team this year and we want to raise more money. We need your help!

If you would like to join our team or donate money, please contact Kayleigh Walker, Director of Activities, at 703-834-5847 or kwalker@potomacfalls-rehab.com



Activity Department Highlights for August

- Aug. 6th – Wal-Mart Outing at 10:30am
- Aug. 13th – Target Outing at 10:30am
- Aug. 20th – Picnic at Claude Moore Park at 11:30am
- Aug. 21st – August Birthday Party at 2:30pm
- Aug. 26th – Potomac Falls 1st Annual Dog Show at 2:30pm
- Aug. 27th – Breakfast at IHOP at 8:00am
- Aug. 29th – Mary Kay Makeovers with Peggy Mitchell at 2:30pm



Potomac Falls Health & Rehab Center
46531 Harry Byrd Highway, Sterling, VA 20164
703-834-5800 Phone

Administration

Administrator, Zoie Nikov
Assistant Administrator, Leslie Ruffner
Human Resources Manager, Olga Klein

Business Office

Business Office Manager, Cindy Weise

Facilities

Housekeeping Director, Julio Mogollon
Maintenance Director, VACANT

Nursing

Director of Nursing, Johanna Espinales
Assistant Director of Nursing, Jennifer Stiltner
Nurse Managers, Peggy Hojnacki
Evening Nurse Supervisors, Leonorah Iglesias & Chuck Wyson
Night Nurse Supervisors, Anne Daly & Deandra Fennell
Weekend Nurse Supervisor, Laura McLaughlin
Wound Care Nurse, Arwa Landivar

Admissions

Director of Admissions, Katelyn Maerki
Admissions Coordinator, Rachel Williams

Dining Services

Dietitian, Melissa Meyer
Director of Dietary Services, Cesar Roggero
Dietary Supervisor, Nochnart Jones

Medical Services

Medical Director, Dr. Jay Rana
Physician, Drs. Aggarwal & Ayele

Social Services

Director of Social Services
Lindsey Alexander & Chandis Parris

Recreation, Activities & Volunteers

Director of Activities, Kayleigh Walker
Activities Assistants,
Mike Todd & Clare Mathews



Potomac Falls Health & Rehab Center
<https://www.facebook.com/PotomacFallsHealthRehabCenter>