



**Potomac Falls**  
Health & Rehab Center

# THE REPORTER

A PUBLICATION FOR PATIENTS, RESIDENTS, AND FAMILIES

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## THE POWER OF MUSIC & MEMORY

Have you ever witnessed a person who can no longer speak in a full sentence, but still can sing an entire song? Or have you ever listened and watched as a person with advanced memory loss beautifully plays an entire piece on a piano?

Some of the best memory care approaches are designed to tap into the retained abilities of the person with memory loss, focusing on their remaining strengths rather than their losses.

Current research, also explains that the brain processes music in multiple areas. Interestingly enough, those areas tend to be less damaged by Alzheimer's disease. A great way to put this concept into practice is to include music into your loved one's day to bring them moments of enjoyment, familiarity and well-being.

Music energizes the body. Playing rhythmic music while exercising helps to make it more upbeat and also may help to ease fatigue. Music with a beat or tempo that matches the pace of the exercise also helps to make the repetitive exercises more enjoyable. The simple act of singing itself has some physical benefits, such as improving the flow of oxygen in the body, which can lead to improved alertness, motor control and coordination.

Music nurtures the spirit. Whether you are a music lover or just occasionally listen to the radio, most would agree that music can affect your mood. Music can calm and comfort a person and there is research that indicates that it can reduce pain.\*

Bring music when you visit and witness for yourself the power of music.

\*The Powerful Effects of Music in Memory Care, Rita Altman, RN Huffington Post Healthy Living



## Administrator's Desk

Potomac Falls is pleased to welcome Andrew Heishman as the new Assistant Administrator. Andrew earned his Bachelor of Science in Health and Exercise Science from Bridgewater College in 2012. He completed his Administrator in Training program and served as the Assistant Administrator at Skyline Terrace Nursing Home in Woodstock, Virginia and most recently as the Administrator at Autumn Care of Madison in Madison, Virginia. Andrew is relocating from Barboursville, Virginia and joined the Potomac Falls team on July 27th. Please give Andrew a warm welcome!

Sarah Garner has been promoted to Director of Admissions at Potomac Falls! Sarah first interned with the Center in the summer of 2014. The team saw greatness in Sarah and she was quickly hired as the full-time Receptionist. Her talents were noticed once again and she was promoted to Business Office Assistant. All the while, Sarah had been most interested in spending more time with patients, residents and family members so she applied and was promoted to the Director of Admissions role on July 24th. Congratulations Sarah!

Kate Maerki has served as our Director of Admissions since May of 2014 when she graduated from Mary Baldwin College with a degree in Health Care Administration. Over the last year, Kate has been very successful in the admissions office but all along with aspirations on becoming an Administrator. In early June, Kate successfully obtained her Nursing Home Administrator License. With this achievement, she was offered and accepted the Assistant Administrator position at our sister Center in Fairfax – Commonwealth Health & Rehab Center (soon to be moving to Herndon and become Dulles Health & Rehab Center). Kate will assume her new role on August 10th. We are very proud to have played a role in her success and we wish her all the best!

From the Administrator

August already? Where does the time go? In any event, as the “dog days of summer” are now upon us we are every so appreciative of all the support and well wishes we received in July as we celebrated our First Anniversary in the Center. We have come a long way since move-in last year and we could not have done it without the great Potomac Falls Family – patients, residents, family members, staff and community partners. Thank you all!

A special THANK YOU to all those who completed the satisfaction survey in July. We are anxiously awaiting the results in early August. Once we have the results we will then be sharing more information with you on what we're doing well and what opportunities we have for improvements. We feel strongly that the feedback we receive from you will help us deliver quality health care services.

We know that you all have a choice in employers and we appreciate that you continue to choose Potomac Falls Health & Rehab!

Zoie Barcus Nikov, MSA, LNHA



## Stars of the Month

Ophelia is a wonderful nurse and a great human being. One of our patient's family member noticed that although Ophelia was not scheduled to take care of his loved one she visited her just to check how she was doing. This shows compassion and the fact that she cares about the person not just for the patient.

*Ophelia Arthur, RN & Jazzlyne Ellis, CNA*

Jazzlyne is a very passionate CNA. She truly cares for every resident that she attends for. She is hardworking, always smiling while assisting others. Most recently many noted her efforts organizing a party for one of our patients; it really made the patients happy and feeling special. Jazzlyne is also a great team player; she supports her peers and gives them a helping hand without hesitation.

Zoila often goes out of her way to ensure that everyone's dining needs are met in the eating area. She provides the refills and encourages every resident to eat. Zoila delivers great customer service with compassion, kindness and cheerfulness that is so important when taking care of the elderly and infirm.

*Zoila Diaz, Dietary Aide & Alicia Kasey, CNA*

Alicia's performance throughout the last month shows consistent diligence in her everyday work. She is a great CNA who really cares and is concerned about our residents. She often goes above and beyond in her everyday duties to provide the best customer service. She is always open to learn new approaches in order to work with her team in more sufficient ways.

## Upcoming Events

### This Month in Activities

Music is featured this month with a Musical Chimes Program and our newest music programs - Just Playn Music – Blue Grass & Old Favorites  
And Charlie Lopez Karaoke

We also have our usual's Music Therapy with Rachel, Dave Lovins,  
Steve Gellman and Pam Butler.

We have two outings planned for this month. Washington Nationals Game  
and Walmart Shopping.

Summer Festival – August 26 will include old time games, food and fun.  
Join us in the courtyard!

Several programs include lemons as August is 'Make Lemons into Lemonade Month'



Ruth Gorondy	8/6
Hungpin Chen	8/6
Hubert Bass	8/8
Mahin Sohi-Omidi	8/9
Miles Eisele	8/11
Nasrin Nemati	8/18
Saundra Shifa	8/20
Theresa McQuillan	8/22
Gordon Redmond	8/23
Eleanor Pepio	8/25
Winifred Quamina	8/26

# SURVEY RESULTS



## 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 collection process has now been completed for the July survey and we're reviewing the results of YOUR feedback. We have a lot of data to review and we're pleased that so many of you took the time to tell us what you think. Here is what we heard ...

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

Our STRENGTHS = YOU told us we're doing WELL with:

Resident-to-resident friendships  
RN & LPN care  
Respect for privacy  
Commitment to family updates  
Safety of facility  
Cleanliness of premises

Resident-to-staff friendships  
Security of personal belongings  
C.N.A. care  
Respectfulness of staff  
Rehabilitation therapy

We also have areas for improvement that YOU told us about. We' are forming work teams to address YOUR feedback and make things better for YOU. Here is what we are going to work on ... all based on YOUR feedback.

Quality of dining experience  
Responsiveness of management  
Attention to resident grooming  
Adequate staff to meet needs

Quality of meals  
Competency of staff  
Meaningfulness of activities  
Religious/spiritual opportunities

Our teams are forming now, working to find ways to solve the issues and make the necessary improvements that will better serve you. We have managers, supervisors and staff from all departments along with residents and family members on what we need to do and how we are going to do it.

In the coming months, we'll be reporting back on our progress. THANK YOU AGAIN for trusting in us and completing your survey! YOUR FEEDBACK really does count!!

# Potomac Falls Health & Rehab Center

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## Administration

Administrator, Zoie Nikov

Assistant Administrator, Andrew Heishman

Human Resources Manager, Olga Klein

## Business Office

Regional Business Office Manager, Jaime Mattran

Business Office Manager, Hala Elkahlout

## Facilities

Housekeeping Director, Fares Iglesias

Maintenance Director, Siroos Abdollahi

## Nursing

Director of Nursing, Phyllis Harris

Assistant Director of Nursing, Johanna Espinales

Nurse Managers, Peggy Hojnacki & VACANT

Evening Nurse Supervisors, Charlotte Nkepang & Chuck Wyson

Night Nurse Supervisors, Anne Daly

Weekend Nurse Supervisor, Laura McLaughlin & Kelly Schnebelen

Wound Care Nurse, Arwa Landivar

## Admissions

Director of Admissions, Sarah Garner

Admissions Coordinator, Rachel Williams

## Dining Services

Dietitian, Melissa Meyer

Director of Dietary Services, Michelle Board

Dietary Supervisor, Noochnart Jones

## Medical Services

Medical Director, Dr. Jay Rana

Physician, Drs. Ayele & Behiri

## Social Services

Director of Social Services

Chandis Parris & Gina Damiano

## Recreation, Activities & Volunteers

Director of Activities, Barbara Eastman

Activities Assistants, Camryn Burton &

Jennifer Beach



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