

September 2014



As we turn the calendar to September we are ever reminded that we are blessed to be part of Potomac Falls Health & Rehab Center. 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



Two New Faces to Welcome

Mabel is our new Unit Manager for Piedmont & Tidewater

Santos is our new Director of Maintenance

Both joined us on September 2



August STARS of the Month



Hannah Farouk, C.N.A.

Peggy Hojnacki, Nurse Manager

Melissa Meyer, Dietitian



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)
and
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!

Happy Birthday to You!



September Birthdays

Craig Wilber 8th
Betty Holbik 11th
Harry Filiou 12th
Christopher Stine 19th
Virginia Shand 23rd
Kathryn Marinaro 29th

*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

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!!

- Deb Sorrentino – in spite of her busy responsibilities to all the patients in her area, she did take time to help me make it possible for one of our resident's cousin to speak with the doctor – something he had been unable to make happen up to that point. I am expressing my gratitude for the help I received from a very busy nurse.
- Jessica Dunshe – is very prompt and helpful. She is efficient, hardworking and caring. We appreciate her help.
- Bertha Batres – has been a wonderful care provider over the night. She is kind and responsive.
- Bethsheba Johnson – is friendly and quick with a smile. She is always ready with some TLC. We appreciate her help.
- Jose Ramirez – has been the only person in the maintenance department this month. He has taken care of the building and all the issues with a very positive attitude. "I'll take care of it" is Jose's response to every request. He does everything asked of him and always with a smile.
- Sam Bangura – his gentleness with his patients is unwavering. He is very kind and thoughtful with their needs. He takes his time with them and always goes above and beyond.



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



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 results to share.

Overall satisfaction is 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 some areas and we have developed some teams to work on these areas:

- Quality of activities programming: we provide activities program seven days a week by qualified activities professionals; (leading this team is Kayleigh Walker, Director of Activities and Service Excellence Advisor Michael Todd)
- 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 (leading this team is Jennifer Stiltner, ADON and Service Excellence Advisor Jessica Dunchee)
- Quality of meals and Quality of the dining experience: we offer buffet meal service in all four dining rooms, this allows residents to choose their meals at the time of meal; (leading this team is Cesar Roggero, Director of Dietary and Service Excellence Advisor Nooch Jones)
- Quality of laundry services: we service all linens and personal laundry on-site; (leading this team is Julio Mogollon, Director of Housekeeping & Laundry and Service Excellence Advisor Jennifer Beach)

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





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 & Laundry Director, Julio Mogollon

Maintenance Director, Santos Martinez

Nursing

Director of Nursing, Johanna Espinales

Assistant Director of Nursing, Jennifer Stiltner

Nurse Managers, Peggy Hojnacki & Mabel Brempong

Evening Nurse Supervisors, Leonorah Iglesias & Chuck Wyson

Night Nurse Supervisors, Anne Daly & Deandra Fennell

Wound Care Nurse, Arwa Landivar

Weekend Nurse Supervisors,

Laura McLaughlin & Kellie Schnebelen

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

Nurse Practitioner, Anya Howard

Social Services

Director of Social Services

Lindsey Alexander & Chandis Parris

Recreation, Activities & Volunteers

Director of Activities, Kayleigh Walker

Activities Assistants,

Mike Todd & Clare Mathews



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