



LANCASTER

Rehabilitation Center

November 2018

Lancaster Rehabilitation Center patient Sharon Eisele, right, practices balloon tapping with Physical Therapist Rikki Lay.



Consistent care, convenience mark Eisele's stays

After Sharon Eisele had hip replacement surgery Sept. 12, she knew Lancaster Rehabilitation Center was the obvious choice for her rehabilitation needs.

Eisele's daughter, Denise Eisele Orick, said this is her mother's third stay at Lancaster Rehab. They returned because of the quality care and proximity to where Orick lives and works.

"It felt like going back home because we've been there before," Orick said. "We've always had good experiences with Lancaster Rehab. I like that Lancaster Rehab's team communicates well, and the nurses are accommodating. They take time to explain my mom's situation."

Eisele has been working on balance and hip strength twice a day with Physical Therapist Rikki Lay. She also works with Occupational Therapist Matt Buescher once a day to complete daily tasks such as putting on socks and shoes with a reacher and walk aid.

Though therapy is challenging sometimes, Eisele is confident the exercises will help her return to independent living in her apartment.

"I'm thankful I'm getting stronger," she said. "Everyone at Lancaster Rehab has been nice and helpful. My children are a big help to me, too."

Eisele's three children, Denise, Dave and Nicole, take turns caring for their mother now that she's 84. They all live in Lincoln, where Eisele made her career as beautician at Miller & Paine department store.

Orick said she's so pleased with the level of care her mother has received at Lancaster Rehab that she wouldn't hesitate to recommend the skilled nursing facility to others.

"If Mom would need long-term care down the road, I would really like to see her live at Lancaster Rehab," she said. "It's consistent and convenient for our family. I also know others who have had family there and like it."

Fish achieves 30 years in health care

If there's one thing Administrator Amy Fish's experience in health care has taught her, it's that the industry is built on human connection.

"It's all about relationships with our residents, our patients, our team, our family members and our providers," she said. "Being able to relate to people is crucial to hiring the best people, training great leaders and caring for our clients."

This idea remains a central motivation to Fish as she celebrated three decades in health care administration Oct. 31. She honed her skills in four facilities in Nebraska and Arizona, including a small rural hospital, a 110-bed Alzheimer's facility and a 200-bed dual licensed, newly constructed campus.

By the time Fish joined Lancaster Rehabilitation Center, Nebraska's largest skilled nursing facility, in July 2014, she was primed to lead the team



Amy Fish, Administrator

to implement an annual strategic plan.

Since then, Lancaster Rehab has become a five-star rated facility by the Centers for Medicare and Medicaid, earned the American Health Care Association Bronze Quality Award and averages 94 percent on customer satisfaction scores.

"Not only do we feel we're providing excellent care — our customers

say so too," Fish said. "Our success belongs to everyone because every person played a piece in getting us here. Let's continually ask how we can raise the bar."

The Council Bluffs, Iowa, native also credits strong family support in being able to reach this career milestone. Her husband, Bob, and two daughters, Ashlee and Annie, have stood by her as the industry evolves.

"Our elderly population is growing, and we'll keep pursuing the opportunities to better serve this group," Fish said.

For Fish, being a leader also means giving back to the community. She is an active member of the Department of Health and Human Services Nursing Home Administrator Board, North Lincoln Business Association and the Nebraska Health Care Association. She is also a licensed preceptor for the State of Nebraska, and she is active on the National Administrator Board.



Lancaster Rehabilitation Center Administrator Amy Fish, center, receives 2018 Nebraska Nursing Facility Association Administrator of the Year Award from Nebraska Health Care Association co-chairs, John Turner, left, and Jayne Prince.

Fish named *Administrator of the Year*

Congratulations to Lancaster Rehabilitation Center Administrator Amy Fish for being named 2018 Administrator of the Year by the Nebraska Nursing Facility Association!

"I was humbled to receive the award," Fish said. "It was very kind of the Lancaster Rehab team to nominate me, but I feel my success is a reflection of the team I get to work with. The whole team got me there, and I didn't stand on that stage by myself."

Fish received the award for making real contributions to the well-being of Nebraska's nursing facility residents.

"It is our pleasure to recognize Amy for her tireless efforts in providing high-quality care to Lancaster Rehabilitation Center's residents every day," said Heath Boddy, President and CEO of NNFA.

The award was presented to Fish Sept. 19 at the association's fall convention awards luncheon in Lincoln, Nebraska.

"I was humbled to receive the award and it was very kind of the Lancaster Rehab team to nominate me, but I feel my success is a reflection of the team I get to work with. The whole team got me there, and I didn't stand on that stage by myself."

— Administrator Amy Fish

Q & A Exceptional People, Extraordinary Care

Lancaster Rehab's recent Employees of the Month



Station 4 Certified Nursing Assistant Kristi Britten was September 2018 Employee of the Month.

Kristi Britten

*Certified Nursing Assistant,
Station 4*

How many years have you worked at Lancaster Rehab?

"I've been here one year as of Labor Day weekend."

Where are you from?

"Omaha, Nebraska — not too far away."

What do most people not know about you?

"I like to go camping. We go to Louisville, Nebraska, a good halfway point between my family and cousins. Getting away from the city for a while is relaxing."

What is the best part about your job?

"I like building strong relationships with residents over time. The Station 4 residents are like my second family. I enjoy asking them how they're doing, and they love hearing what I've been up to lately."

What others are saying about Kristi:

"Kristi is dedicated and dependable. She has a great attitude and is always willing to lend a hand. She picks up hours to help other shifts and is an awesome team player."



Station 5 Qualified Medication Aide Nikki Calkins was October 2018 Employee of the Month.

Nikki Calkins

*Qualified Medication Aide,
Station 5*

How many years have you worked at Lancaster Rehab?

"I've worked here 20 years as of February 2018."

Where are you from?

"A small town called Douglas, Nebraska."

What do most people not know about you?

"I love antiquing at flea markets and garage sales. I collect unique art like handmade clay sculptures. For example, I have a clay bust of George W. Bush. I also like medical collectibles like apothecary jars, and I have a periodic table hanging on my living room wall."

What is the best part about your job?

"I love my residents and co-workers, such as Licensed Practical Nurse Kathleen Anderson. We try to be creative in bringing fun to everyone's day. There's never a dull moment around here."

What others are saying about Nikki:

"Nikki maintains a calm and positive attitude. She is a team player and an excellent leader. Nikki takes pride in her job and will do whatever it takes to meet the needs of the residents. She consistently demonstrates integrity, accountability and dependability. She goes above and beyond to make her station successful and leads by example, giving feedback and offering ideas and input for improvement."



Leader of the Quarter

Kudos to our fourth quarter 2018 Leader of the Quarter, MDS Coordinator Blair Kempcke!

What others are saying about Blair:

"Blair has been a Lancaster Rehabilitation Center team member for 17 years. Her role as an MDS Coordinator requires attention to detail and self-discipline. She is always willing to listen and help however needed. She never hesitates to help train and educate co-workers and other staff. Blair is always educating herself as well and gives ideas for how to tackle the new changes in the Minimum Data Set world. She is a valued leader in our nursing department."

MDS Coordinator Blair Kempcke

Make a Difference Award winners



SEPTEMBER

**CINDY BLANKENAU
REGISTERED NURSE,
STATION 3**

"Cindy is always smiling and attentive. This doesn't seem like much, but considering what some patients have been through, sometimes it is the one thing that helps. Cindy makes you want to get better."



SEPTEMBER

**DOUG KASSMEIER
VAN DRIVER,
TRANSPORTATION**

"Doug goes above and beyond on a daily basis and is willing to help out wherever needed. The residents and patients enjoy his company."



OCTOBER

**TAMMY COLBERT
LICENSED PRACTICAL
NURSE, STATION 2**

"Tammy is always willing to help out where needed. She goes above and beyond for her residents to make sure they are well taken care of. Tammy is a great nurse, and we are proud to have her on our team."



OCTOBER

**RENEE MARTIN
MEDICATION AIDE,
CERTIFIED NURSING
ASSISTANT & MENTOR**

"Renee is knowledgeable and has a good understanding of her patients' needs. Her compassion for her patients is second to none. Lancaster Rehab is lucky to have her on the team."

Diers celebrates 46 years

As she celebrates 46 years of service, Medical Records Assistant Barb Diers is most proud of the personal connections she's built with people of different backgrounds at Lancaster Rehabilitation Center.

"I'll never forget all the friends who I've made among co-workers, residents and families," she said. "I've been glad to keep our patients and residents comfortable and make sure their stay is a happy one."

Originally from West Union, Iowa, Diers had lived in Lincoln since she was 1. She started her career with the skilled nursing facility Aug. 23, 1972, when Lancaster County purchased the former Saint Elizabeth's hospital. She started as nursing assistant, and soon became medication aide in 1974. In 1992, she became what was then called a ward clerk.

Back then ward clerks took physician orders, transcribed them to medication sheets, and assisted nurses. Through digitization of information



Barb Diers, Medical Records Assistant

today, Diers still employs extraordinary organization to handle copious medical records: admissions charts, summaries and data input, reports and discharge forms.

"My job is to make sure we have all

the documents we need to give our residents and patients the best care," she said. "I also help nursing staff with reports, orders and questions — anything that will help them serve our clients."

Diers plans ahead for the facility's patients and residents. She schedules 30-day, 60-day and yearly visits from primary care physicians and nurse practitioners who come to the facility. She arranges twice monthly visits from a vision service and podiatrist. She also works with Transportation to coordinate off-site appointments.

Working with others has always been her favorite part of the job. The people at Lancaster Rehab are family, Diers said, in addition to her significant other of 30 years, Ted, and cats, Calli and Willi.

"I encourage employees to treat our patients and residents as if they were your own mother, father, sister, brother," she said. "Spend some time and get to know them. They're full of history; I've learned so much from them."

We salute *Lancaster Longevity*

Lancaster Rehabilitation Center is proud to retain talented employees who have honed their skills throughout decades. This September, we celebrated Life Enrichment Associate Laura Gilloon-Wilhelm, who achieved 38 years of service Sept. 15, and Medication Aide Patty Hickman, who achieved 36 years of service Sept. 30.



*Patty Hickman,
Medication Aide*



*Laura Gilloon-Wilhelm, Life
Enrichment Associate*



'Hunting for a Cure' at Walk to End Alzheimer's

The Lancaster Rehabilitation Center team went "Hunting for a Cure" at the Walk to End Alzheimer's Sept. 16 at Holmes Lake Park.

"Thank you to everyone who gave time and money to support the cause," said Nurse Manager Kristin Crouch, who staffs Station 5, Lancaster Rehab's memory care unit. "We see how Alzheimer's impacts our residents and their loved ones, so we're passionate about this cause."

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For news coverage, contact Jaclyn at the newsletter office by phone at 402-475-6397, fax 402-475-6398, email jaclyn.tan@newslink.com or mail information to 2201 Winthrop Rd., Lincoln, NE 68502-4158. This material is intended to be an overview of the news of the Lancaster Rehabilitation Center. If there are any discrepancies between this newsletter and any collective bargaining process, insurance contracts or other official documents, those documents will govern. Lancaster Rehab continues to maintain and reserves the right, at any time, to alter, suspend, discontinue or terminate all plans and programs described in this newsletter. This newsletter is not an employment contract or any type of employment guarantee. Any photo submitted may be used. Anyone who submits a photo retains all rights to the image. However, by submission you give the newsletter permission to use your photo(s) in all related media. Thanks to everyone who contributed to this newsletter.

LANCASTER REHABILITATION CENTER
1001 SOUTH ST
LINCOLN NE 68502-2251

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'Hunting for a Cure' at Walk to End Alzheimer's

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Staying true to their theme, about 30 staff, family members and friends sported duck quackers and purple Lancaster Rehab T-shirts at a tailgate lunch before the walk. They also handed out lucky duck prizes, such as lip balm, dusters, duck quackers, hand sanitizer, sunscreen and cooling towels — which helped walk participants keep cool on the hot, sunny day.

About 60 Lancaster Rehab team members raised \$2,285 for the Alzheimer's Association event organized to raise awareness and funds for Alzheimer's care, support and research.



LANCASTER REHABILITATION CENTER *Contacts*

Administrator

Amy Fish
402-441-7101 ext. 200
administrator@lancasterrc.com

Associate Administrator

Courtney Zemunski
402-441-7101 ext. 208
assistadm@lancasterrc.com

Transition of Care Coordinator

Brianna Henry
402-441-7101 ext. 277
Cell 402-470-1767
admissions@lancasterrc.com

Business Development Coordinator

Darcee Fricke
402-441-7101 ext. 201
bd@lancasterrc.com

Community Relations Liaison

Sharon Schweitzer
402-441-7101 ext. 223
admit@lancasterrc.com

Director of Nursing

Sandra Hovis
402-441-7101 ext. 225
don@lancasterrc.com

Financial Services Director

Crystal Schell
402-441-7101 ext. 206
bom@lancasterrc.com

Food Service Director

Nick Kavan
402-441-7101 ext. 212
dietaryl@lancasterrc.com

Environmental Services Director

Michael James
402-441-7101 ext. 217
hskp@lancasterrc.com

Human Resources Director

Angie Nutter
402-441-7101 ext. 203
hrdirector@lancasterrc.com

Maintenance Director

Bill McCarter
402-441-7101 ext. 264
maint@lancasterrc.com

Therapy Services Program Director

Chad Schlueter
402-441-7101 ext. 210
chad.schlueter@rehabcare.com

Director of Life Enrichment

Jen Graff
402-441-7101 ext. 243
socserv2@lancasterrc.com