



# PALM VILLAGER

A PUBLICATION OF PALM VILLAGE RETIREMENT COMMUNITY

## The Staff Makes the Difference in PVRC Rehab Department

**Compliments are common when Palm Village residents speak of the special relationships they have with their Rehab therapists.**

As a 'Continuing Care' facility, Palm Village is able to provide many levels of health care to treat residents as their individual health needs change. This "continuum of care" is critical to providing a high quality of life, and our Rehabilitation Department is at the very heart of this system.

Rehab Director Dora Provencio leads a licensed and highly-trained staff of up to 12 professionals who have one goal in mind – to return each patient to their prior level of functionality in the shortest amount of time. "We start looking at their prior level of function from the day they arrive," Provencio said, "it's important for both the therapist and patient that we get them back to prior levels of mobility as soon as we can."

The three different levels of residency at Palm Village work together in the continuing care environment, and the rehab Department is the catalyst that keeps the system working. Provencio cited the case of Eleanor Boettcher a current RCC Resident who has



**Resident Harold Kleinsasser** says the Palm Village therapists encouraged him to do his exercises which allowed him to eventually use a walker and then a cane. Today, Harold is very happy to be able to ride his bicycle again.

been a rehab patient on different occasions. "Eleanor has been back to our department three times," explains Provencio, "and each time we returned her to an Independent Living lifestyle."

Boettcher's recent comments about her therapy in the Rehab Department confirm the wonderful work that Provencio's staff does, and also shed light on a reason why many area Hospital Discharge Planners

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have acknowledged the department's high success rate.

"They helped me do my exercises, and I couldn't even walk before therapy began, said Boettcher. "I am very satisfied with the way I was treated, and now I can walk with a walker. My Therapists were nice and friendly, they were sweet and encouraged me, they even gave me hugs! My niece has visited many Rehab centers and says that Palm Village's is the best one she has ever seen."

### **What our residents are saying...**

"They were wonderful to me."

– Ester Englund

"The therapists were nice and friendly! They were sweet and encouraged me, and they gave me hugs."

– Eleanor Boettcher

"The therapists treated me like a queen. I respect them very highly."

– Mary Derksen

"The therapists became my buddies."

– Harold Kleinsasser

The secret to the Rehab Department's success is the people they hire, reports Provencio. "When we are hiring, we look for people who are compassionate – we need to hire people who really care about their patients. Sometimes it can be quite humiliating for a patient to not be able to take care of their own hygiene needs. We look for people who will let that patient know it's going to be O.K." The department's dedicated staff on any given day will include 4-5 licensed Physical Therapists, 3-4 full-time

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## **The healing takes place because our staff cares**

**David Reimer**  
President and CEO  
Palm Village

The human body was created to do many tasks. The body can walk, sit, stand, work, exercise (well some of us do!) and sleep. When we injure our body, it can do something amazing, it repairs itself. How we work with our body in this process is important. If we work diligently with our healing body, it means we will be free of pain, lasting loss of physical ability, and we are able to resume all of our activity prior to our injury.

Over the years, Palm Village has developed a good reputation for helping people heal. To help people heal, we not only have good equipment and facilities, but most important, we have dedicated staff members that care very much about how well people heal. The staff that works at Palm Village takes a sincere interest in encouraging people as they regain strength, rebuild stature, and resume their lives. Palm Village is able to provide rehabilitation services to people who choose to reside in their home in the community as well as our own residents.

I trust that when the time comes for you or a loved one to seek help in healing, you will enjoy working with someone at Palm Village. You will see that they care about you and your health.

**Rehab Department**, from inside front cover

licensed and registered Occupational Therapists, one Speech Language Pathologist, and several Certified Therapy Assistants.

Provencio adds that besides having a compassionate staff, one of the other keys to a successful department is communications. “Before we begin treatment, we meet with the nursing staff and administrators to learn all the background information on that patient.

When a therapist possesses a long history on a particular patient, good results can happen quicker, says Provencio. “Knowledge of the patient is critical to a speedy recovery. Because PRVC therapists work with the patient from start to finish, there are no steps backwards, all steps are forward.”

This is not always the case in a nursing situation that does not offer continuing care. “Typically a patient living in their own home may enter a skilled

nursing facility, and after rehabilitation, be returned to their home, explains Provencio. “Even if home health care is available, it will not be provided by the same health care professionals that treated that patient in rehab. But at PVRC, the same therapists work with that patient all the way through.”

The goal of providing a high quality of life extends past the patient to their family as well. When Rehab can treat the patient and get them back to the prior level of mobility, the patient feels better, but the family can also rest easier.

Everything that Palm Village’s Rehabilitation Department does is based around the simple belief that patients in their 70s, 80s and 90s are still interested in maintaining a life filled with happiness. And just because someone has reached a certain age,

says Provencio, it doesn’t mean they don’t have lots of living left to do.

“We want the same thing that our patients want, and that’s for them to live free of the burdens of diminished health. We’re all aiming in the same direction, which is why we so often achieve our goals.”

– Dora Provencio  
PVRC Rehab Director

## PVRC Draws on Experience to Coordinate Admissions



Ellen Graham

Ellen Graham, Palm Village’s new Rehabilitation Admissions Coordinator, retired from PVRC in 2001 after working as Director of Nurses and Administrator of the Health Care Center. She has worked a few months a year since then, but returned to the PVRC staff in May, 2006. “I’m very happy to be back at Palm Village,” Graham said, “to do what I can for the residents. It always feels good when our department can get someone up and about again.”

In her new position, Graham makes visits to area hospital Discharge Planners and Physician’s offices to inform them of the rehabilitation services that Palm Village offers. She also coordinates admission of residents to the Rehab Department.



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RETIREMENT COMMUNITY

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**Welcome Ellen Graham**  
**Rehab Admissions Coordinator**



## **Palm Village's sparkling Fitness Center offers something for everyone!**

*Resident Irma Toews loves the support she receives from the trained staff when she exercises in our new Fitness Center. Irma also likes the friendship that's shared by other residents who choose to work out together or in small groups. The Fitness Center offers a complete selection of weight machines as well as a stationary bicycle, treadmill and helpful wall charts with plenty of tips for healthy living through exercise.*



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