

Salter HealthCare



ABERJONA | WINCHESTER | WOBURN
REHABILITATION AND NURSING CENTERS

Health *Watch*

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Dr. Liberman, Attending Physician, with former patient Rose Mozzetta.



Thoughts from Dr. Robert Liberman on the Art of Listening

"Patients appreciate respect, time and attention from their healthcare providers."

— Dr. Liberman, Attending Physician



I once heard a story about a Healer and his Apprentice who lived on a hill at the edge of town. One cold day a woman walked up the hill to the Healer. He invited her in, had her warm up by the fire and offered her tea. The Healer then asked her why she came to see him. She showed him a rash on her hand. He took a thorough history and then gently and carefully examined her hand. He then told her to wait a moment, went into the back room and returned with a cream. The Healer instructed her to apply the salve to the rash twice a day and asked her to return in two weeks

if the rash was not better. The woman left very satisfied.

About an hour later, a man walked up the hill. From the window, the Apprentice noticed the man had a rash on his hand just like the woman's rash. The Apprentice told the Healer that he would take care of this visit. The Apprentice went into the back room, prepared the salve and greeted the man at the door. He told the man to apply the cream twice a day and return in two weeks if the rash persisted. The man left very displeased.

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Art of Listening

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Although the story is fictional, the sentiments ring true. The Healer welcomed the woman, listened to her and spent time with her, but the Apprentice rushed the man's visit. Patients appreciate respect, time and attention from their healthcare providers.

In the current age of insurance restraints, increased paperwork

and pressure to be more productive, doctors have many reasons to spend less time with patients. As physicians, however, we need to move beyond our restraints. When we spend the time and connect with our patients, we can be true healers.

Dr. Liberman, Attending Physician at Aberjona and Winchester Rehabilitation and Nursing Centers, is affiliated with Lahey Clinic. His focus on the quality of the

relationship between doctor and patient at the Salter Healthcare facilities sets the standard for staff in their daily interactions with the residents. Appreciation of the benefits of a mutually respectful and listening relationship enhances the experience for both the caregiver and the resident.



Community "Health Watch" Programs

For more information about these programs, please call Beverly Stoebel, Director of Marketing at 781-994-2122.

Nutrition

Winchester and Woburn Rehabilitation and Nursing Centers host a series of monthly cooking demonstrations for seniors who are affiliated with the Woburn Senior Center. Lunch is provided to all attendees. Transportation is offered from the Woburn Senior Center.

Jessy McNeil has provided nutrition lectures to the seniors at Arlington, Burlington, Medford and Woburn Senior Centers, along with the Jenks Center in Winchester. Check your local newspaper and senior center newsletters for her next presentation dates and topics.

Topics include

- The Importance of Fiber
- A Healthy Heart
- Diabetic Diet Simplified
- How to Read Food Labels
- Bone Health and Nutrition
- Can Minerals, Vitamins and Herbal Supplements Harm You?



Jessy McNeil, Registered Dietician.



FACT: Flax is rich in fiber and Omega 3 fatty acids. It is associated with lowering cholesterol levels and reducing the risk of heart attack and stroke.

TIPS: Flax comes as seeds or flax meal, which is ground flax. Flax meal must be stored in an airtight container in the refrigerator. Ground flax is more easily absorbed than whole flax seeds.

Try flax meal in yogurt, baked goods, cereal, salads, or your own favorite casserole or dessert recipes.

Salute to Nurses



Woburn staff members Cheryl Evangelista, Dee Thompson and Regina Kanaru.

The nursing staff at **Woburn Rehabilitation and Nursing Center** was recently nominated to the Eighth Annual **Salute to Nurses** that was featured in the *Boston Globe*. Readers were asked through posters and announcements to nominate their favorite nurse. Veronica Andrews, whose mother is a resident at the

Woburn facility, jumped at the chance to have the nursing staff recognized for their selfless commitment to the population they care for and to thank them for being 'angels amongst us all'. "As mother to a special-needs son and daughter to a mother who is a resident at the **Woburn Rehabilitation and Nursing Center**, I want to shout from the rooftops – Thank you, Thank you, Thank you! As I wander in and out of the nursing center daily I see aides, secretaries, doctors, nurses, room cleaners, maintenance personnel - all doing their jobs. They not only do them well but they also have the personality, joy and smiles necessary for this kind of work. As Alzheimer's patients extend a feeble hand they take it and guide them to where they should be. They listen continually to unintelligible

babble and stories of long, long ago. They don't interrupt, don't turn and walk away, and don't diminish the elderly. They listen, they giggle, they smile and then they resume their jobs. In the very difficult situation of end-of-life gloom, they keep up, keep positive, and keep the atmosphere and conversation light as much as possible. To all who care for those who need assistance and help, I am indebted and appreciative. Thank you for never treating the elderly less respectfully than you would want to be treated yourselves and for being the 'angels amongst us all'."

—Article appeared in the *Boston Globe* on May 2nd.

Staff Profiles

Intern Pursues Her Dream

Allison is 22 and in her last year of the Master's Program for Speech Therapy at Northeastern University. Allison has an older sister with Down's Syndrome and knew in high school that she wanted to focus on special education, perhaps speech therapy. She went to Peru for four months, learned to speak Spanish and worked with children with autism and Down's Syndrome. This experience helped her understand patients with aphasia – "the language is lost, but not the intelligence."

Allison has found working with the elderly to be very rewarding. She is able to work with her patients daily, monitoring their progress and seeing

that her efforts make a difference. Betty Trembly, her placement supervisor, provides her with mentoring and training and treats her as a peer. Allison says, "I have LOVED my placement and working with older adults. They are very engaged in the process and willing to work hard to accomplish their goals. It is exciting to see and hear the results of my treatments." She also stated, "I wanted to do something different and challenging. **Salter Healthcare** helped me accomplish that."

Allison Neff was recently hired as a Speech Therapist with Salter Healthcare.



Allison Neff, Intern and Betty Trembly, Speech Therapist.



SALTER HEALTHCARE



Bob O'Connor with Michelle Theriault, Physical Therapist Assistant.

Back In The Swing

"The time came when I could no longer enjoy a game of golf with my sons," says Bob O'Connor. "The pain in my knees was so acute that simply walking up the stairs or out to the car was exhausting. I knew surgery was in my immediate future."

After talking to a few other folks who had had the same type of knee replacement surgery Bob needed, he quickly realized it was a two-step process. The first step was finding the best surgeon; the second step was finding the best rehabilitation facility. In the end, he was very satisfied with both of his choices.

"Dr. James DeVellis, with Excel Orthopedic Specialists, did an

excellent job repairing the years of damage to my knee. The rehabilitation team at the **Aberjona Rehabilitation and Nursing Center** helped me get back to the place where I could move around pain-free. The gentle push, and sometimes the not-so-gentle nudge from the therapists, got me up and going. I had heard from others that getting moving again was not an easy task after knee surgery. I was happy to have a great team of experienced therapists that made both the process and the outcome extraordinarily positive."

Best of all, Bob and his sons are back on the golf course.

MEDICARE AND YOU: 2010 EDITION

To receive your **FREE** copy of the *2010 Medicare and You* guidebook, contact Deborah Hansen at 781-994-2134. *2010 Medicare and You* is a brief and easy-to-read explanation of how Medicare works.

