



KIRTLAND

REHABILITATION AND CARE

SUCCESS

stories

W H A T ' S Y O U R S T O R Y



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REHABILITATION AND CARE

TESTIMONIAL

“These people are the reason I can go home again.”

— Jeffrey Shelden



JEFFREY

Jeffrey Shelden admitted from Lake West on 4/11/22 with multiple falls. He was at another nursing home, was unhappy with care, and came to Kirtland for support. Although the plan for Mr. Shelden was to be long-term care and eventually hospice, Kirtland trialed him under our therapy program to see if he could improve.

In a matter of two and a half months of intensive therapy and proper nursing care, Kirtland was able to rehab him to a level that got him walking again and sent home to live with his granddaughter.

In Jeffrey's experience, he stated: “when I first got here, I was not expected to live a week past admission. I was barely eating and I had no desire to continue. The people at Kirtland rallied behind me

and pushed me in every aspect. Christa and Cindy in therapy gave me my strength and coordination back. Larry got my legs back in two weeks, even though the doctor told me that they were not possible to rehab. The nurses Audrey and Chloey were constantly in my room and making sure I was okay. Amanda and Darnell are unbelievable aides and completed checks on me which felt like 100 times a day. Because of these people, I can go home again. I am a changed person and that is all due to the supportive and attentiveness of this culture. I have no others words but grateful.”

Jeffrey discharged on 7/19/22 with a full recovery to live an independent life in the community. We wish you the best and good luck Mr. Shelden!



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TESTIMONIAL

"I have not had these legs in 5 years. This is because of the physical therapy and nursing department. Truly wonderful staff."

- Carol Rode



Carol

Carol Rode admitted from Lake West 3/30/22 with weakness due to her autoimmune disease Bullous Pemphigoid, which consisted of excessive blistering and wounds on her legs. During Carol's length of stay, she had excellent care in all departments. She stated "my experience could not have been better. Therapy is excellent, especially Larry, Darrin, Greg, and Kenny. Larry is a one of a kind therapist. He is so patient and knowledgeable on physical therapy. He always gave me opportunities to ask questions. Regarding nursing, it is truly a

family atmosphere. Cathy, Darian, Porsche, Amanda, and Darnell were always smiling and willing to help me when I needed it. Between therapy and nursing, my legs and blisters healed. I can honestly say, I have not had these legs in the last five years of my life. Kirtland changed my life. I strongly recommend this facility to others" Carol discharged home on 5/7/22 with a full recovery.

Carol will always be a piece of Kirtland. Good luck Carol!



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TESTIMONIAL

“The staff is consistent and kind. They are pleasant and make you feel cared for”

- Aaron Goodman



Aaron

Aaron Goodman admitted from another nursing home on 2/28/22 with a need for therapy services. Aaron was weak and required extensive assistance when doing ADL's. During Aaron's stay, he explained "the food was phenomenal. I have a gluten-free allergy and the dietary manager, Tammy, worked around it and provided high quality meals that exceeded my dietary restrictions. As for the staff, they are exceptional. Denise, Sue, Brandy, Evan, and April were extraordinary. They always had a positive

attitude and were pleasant to interact with. Regarding therapy, Larry and Gregg were my favorite. Therapy is one of a kind. I plan on continuing my journey with Kirtland under outpatient services."

Charlene, Aaron's spouse, went on to say, "you can immediately tell these people love their jobs and where they work. When you walk around, everyone is so happy and kind. That makes a difference." Aaron discharged on 5/2/22 with a positive experience that will continue under outpatient. Goodluck Aaron!



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REHABILITATION AND CARE

TESTIMONIAL

**"The staff made my
experience worth while"**

- Frances Aylward



Frances

Frances Aylward admitted from Lake West on 3/16/22 with a mechanical fall that lead her to have severe issues when walking. Frances required therapy in order to get home to live independently. Frances stated, "therapy was wonderful. They were very kind and showed me techniques that matched my care level. Amanda, in nursing, and Ajua, in housekeeping, were exceptional. The facility is very clean and the staff are wonderful."

Frances went on to say "I am very

appreciative of the staff that supported and helped me get better. I was very weak when I came initially. The strength and assistance I received here was more than I could have hoped for."

Frances discharged on 4/2/22 with a full recovery. Frances left us strong, independent, and ready to take on her home routine. Goodluck Frances!



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“When I initially came to Kirtland, I was not sure if I would ever get better. Shmeka changed that outlook by working with me on a weekly basis to strengthen my abilities. Out of my entire experience, the therapy staff are what changed my life, specifically Shmeka. Shmeka was the reason I am the way I am today.”



LEE

Lee Gomez admitted in 2019 with extreme weakness in walking, transferring out of bed, bathing, grooming, and getting dressed. Lee required total assistance for her activities of daily living (ADL's) and overall care needs.

As her journey began in our rehabilitation department, she worked hard to regain her skills and has been on and off the therapy program as her abilities changed. Lee mentioned one very important therapist that has truly changed her life, Shmeka Lee.

Lee Gomez stated, “Shmeka gave me my confidence back. Shmeka pushed me to be a better person physically and mentally. Even on days I felt like I could not do it, Shmeka assured me I could. When I initially came to Kirtland, I was not sure if I would ever get better. Shmeka changed that outlook by working with me on a weekly basis to strengthen my abilities. Out of my entire experience, the therapy staff are what changed my life, specifically Shmeka. Shmeka was the reason I am the way I am today.”



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TESTIMONIAL

"The staff are one of a kind. I could not have picked a better facility to meet my needs"

- Gary Munich



Gary

Gary Munich admitted from Lake West on 2/2/22 for osteomyelitis of his right foot amputation. Gary was unable to go home due to his weakness and inability to care for himself. During Gary's stay, he stated "during my entire eight weeks of rehabilitation, I have not had one bad encounter. The staff was so kind and caring. April, Sue, Christina, and Cindy went above and beyond for me. There was never a moment when I felt that my needs were not being met. They gave me confidence to go home. I was so worried

about my state of health that I thought I could never recover. They changed my mindset and gave me my assurance that I can! Overall, everyone treated me in a positive and professional manner. I could not have picked a better facility. If I ever need anything, this place will be my number one pick without a doubt."

Gary finished his antibiotics and discharged home on 4/5/22. Gary was rehabilitated to go home and live a successful, independent life. Goodluck Gary!



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PATIENT TESTIMONIAL

“All the staff worked as a team to ensure my needs were met”

- Charlotte Bennett



Charlotte

Charlotte Bennett admitted from Lake West on 3/2/22 with right sided weakness from a fall that she had at home. Charlotte was afraid to walk and petrified to go home by herself. During Charlotte's rehabilitation, she stated, "therapy was amazing. They built up my confidence and strength to continue with my life. My fear of not walking again is completely gone. Christa, Anne, Cindy, and Larry showed me different workouts that I can do while at home in addition to completing them at the facility. They truly

pushed me to recovery. In relation to nursing, Margaret, Darnell, Amanda, and Derion were beyond stellar. They all met my needs and assured my call lights were answered timely. I truly have no concerns or better words for my experience here." Charlotte discharged on 3/15/22 with tools and techniques that she will continue to complete while at home. Her experience and stay at Kirtland has given her the chance to live an independent life back in the community. Kirtland cares about you!



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PATIENT TESTIMONIAL

"I am extremely happy I chose this facility and will recommend this place to my friends and family."

– Donna Butcher



DONNA

Donna Butcher admitted from the Cleveland Clinic on 11/9/21 with a right hip fracture. Donna stated, "I was very happy with my experiences at Kirtland Rehabilitation and Care. The nurses and aides were attentive and answered my call lights quickly. Specifically, both STNA's Sam and April were very compassionate and caring. Nurses Christina, Judy, and Sue were smart and alert to my needs when I spoke about my pain or concerns about my health. I could not have asked for better caregivers. As for therapy, words cannot describe my experience. Tom, Christa, Darrin, and Amy were fantastic in evaluating and assisting in meeting my therapy goals to go home. They were knowledgeable in their respective disciplines and taught me tips and tricks regarding exercises to do at home. The techniques and methods shown to me assisted in

the development of my hip muscles and ability to ambulate again. I am extremely happy I chose this facility and will recommend this place to my friends and family." Donna discharged on 12/9/21.

Kermit, Donna's husband, stated that everyone was very pleasant to deal with while he was here. He never had any issues when visiting and was impressed at the smooth transition to the community. He had no issues and appreciates all the help he was given from the beginning.

Donna's outcome from our nursing and therapy team at Kirtland strongly shows our commitment to patient centered care and our focus to meeting resident needs.



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"I was greeted with people in the hallway saying hello and waving to me as I was wheeled to my room. I felt welcomed right away. The NURSES and STNAS were GREAT. My stay was wonderful. The PT and OT staff WERE FANTASTIC. Speech therapy staff also. I would not be going home tomorrow if it wasn't for all of them."

– Terry Nichols



TERRY

Terry Nichols admitted from the Cleveland Clinic on 10/21/21 with encephalitis and generalized weakness when ambulating. Terry was having a variety of difficulties that hindered his ability to return to his home. Terry stated "from the moment I walked into the facility, I was welcomed with open arms. The nurses and aides all showed me to my room. Physical therapy, occupational therapy, and speech therapy all visited me on the first day to see where I was and what my goals were to go home. The food was wonderful and the support could not have been better."

Terry discharged home on 11/18/21 knowing he had developed a supporting family and care team.

Robert, Terry's nephew, stated "my experience with Kirtland was all around perfect. From the start, I could tell that Kirtland genuinely cares for the person, not just the patient. The care and support never stopped. Even after Terry was discharged, I have been in touch with the team regarding follow up calls/emails and communication to see how he was doing at home. Tiffany, Evan, Denise, and Sam were wonderful. I could not have picked a better place for my loved one."

Terry, along with his family, had a positive experience, specifically in shaping his outcomes that will guide him in maintaining his care needs while at home.



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PATIENT TESTIMONIAL

"What is like most about Kirtland is their physical therapy department. It is phenomenol, especially Greg and Tom. I have been given therapy 45 minutes for three days a week from my broken hip. In addition, the activity director truly cares and takes time with the patients to make sure they are enjoying themselves. They have music, art, various outdoor events, and much more. I strongly recommend!"

– Alicia Wills



ALICIA

Mrs. Wills came to Kirtland originally in August of 2021 suffering from sciatica, which is nerve pain. Her sciatica was in her back and created weakness in her ambulation. After extensive therapy from our team, Mrs. Wills was discharged home feeling strong and resilient.

Three months later, Mrs. Wills went to the hospital to have hip surgery. Because her past experience with Kirtland was excellent, she decided to return for additional care services. In this instance, Mrs. Wills was

weaker and needed additional assistance with bed mobility, walking, stairs, safety awareness, body mechanics, and endurance. Again, Mrs. Wills worked closely with the therapy department to regain her strength and ability to return to her place of residency.

Mrs. Wills discharged with another excellent experience and strongly encourages Kirtland Rehabilitation and Care to any person requiring therapy services.



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PATIENT TESTIMONIAL

“The Therapy Department was great...I never could have gotten through this without them.”

– Bruce Carter



COVID-19 RECOVERY SUCCESS STORY

Bruce came to Kirtland Rehabilitation and Care for short term rehab following a battle with COVID-19. Bruce was on a ventilator and received artificial nutrition through a tube during his hospitalization.

Once he was medically stable, received a negative COVID-19 test, and no longer contagious, he admitted to our facility to regain the strength and skills needed to return home to his wife.

Bruce worked hard with the therapy team to begin eating, walking, and caring for himself

again. In one week of therapy he was able to start eating regular, tender foods again. By the second week he was walking over 200 feet, up and down a flight of stairs, and drinking regular liquids. After a total of 19 days at the facility Bruce walked out of our doors and back into the arms of his loving family.

Our nursing and therapy teams combine their efforts with each patients specific case to reach their personal goals, and Bruce was a perfect example of our exceptional care. Best of luck Bruce - it was a pleasure working with you!



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“This place really made you feel like you were achieving something.”

– Ronnette Strand



RONNETTE

Ronnette Strand admitted from Lake West on 12/27/21 with a need to regain her stamina back from her triple bypass surgery. Ronette stated “when I admitted to Kirtland, I was certain that I would have been here for the long haul. With the status of my health at that point, I had extreme weakness, no appetite for food, unresponsive, and not in a good place. I was convinced my stay would have converted long term after therapy was over.” Ronette discharged on 1/14/22 with a full recovery and a short and aggressive two-week therapy regime.

Ronette had very positive experiences that she had at Kirtland. She stated “I thoroughly enjoyed the people the most. From the start, I was happy. I was welcomed by the nursing staff and felt comfortable right away in my room. April, the STNA, and Christina S, the registered nurse, were extraordinary in meeting

my needs and answering my call light in a timely manner. Regarding therapy, Tom was very informative on workouts while Amy and Christa were intuitive to my therapy goals and how to achieve them. I was encouraged and pushed to achieving my outcome of going home. I strongly encourage this place to others.”

Rosemary Johnson, Ronette’s niece, stated “when Ronette admitted to Kirtland, we wondered if she would have been able to go home. Less than 2 weeks later, we are already discharge planning. Hats off to the nurses and STNA’s on east division.”

Ronette’s positive experience has a great impact on her overall success at home and will follow her while she continues to prosper. Kirtland cares about you!



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PATIENT TESTIMONIAL

""Words cannot describe the kindness and support I have been shown while I was here. The staff are wonderful.""

- Joyce Smith



Joyce

Joyce Smith admitted on 6/11/2019 with edema in both legs, hypothyroidism, and confusion. Joyce needed speech therapy and physical therapy to get back to her baseline. Joyce stated "the people were the best at Kirtland. April was a sweetheart and consistently showed me kindness. She was always smiling and going above and beyond for me. Regarding therapy, I would not give up any of them for the world. They were attentive and very gentle, especially to my feet. I have too many words for the kindness

and support of everyone."

Joyce went on to say "the food was delicious. I especially loved the homemade chicken and potatoes. I was always excited when I knew we were having it."

Joyce discharged on 3/1/22 with a full recovery. Joyce ended up going to an assisted living where she will prosper from her rehabilitation at Kirtland.



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"My two favorite things about Kirtland is their dental care and socialization of staff. Nobody ignores me when I am walking down the hall. It is such a friendly environment for patients. I highly recommend this facility to others who have the same needs I did."

– Diana Delsanter



DIANA

Diana Delsanter admitted from Lake West with psychological needs that stem from mismanagement of her own medication. Diana was having a hard time keeping track of her medications, when to take them, how much to take per dosage, and what pills to take per doctor's order.

With respect to Diana's experience, she stated "the staff were wonderful. They were welcoming and helped me with any needs I had. Tom and Cindy in therapy were kind and encouraged me to exercise, even on days when I was at my lowest. They gave me a positive outlook on my quality of life and even supplied me with yoga techniques.

In regards to the physicians, the in-house psych nurse practitioner closely oversaw my care. She always asked me my input on my medications and adjusted them based off my needs. Along with her, the medical director was so kind, Dr. Donca. She was always compassionate and listened to me. She came in twice a week and sat with me. No other physician as done that for me before."

Diana discharged with a complete change of pace on her mental health. Diana was stabilized, put on a proper medication regime, rehabilitated to optimum level, and sent home to continue to live a successful life with her family.



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"Every need I had was answered timely. Whether it be a simple or difficult task, I was confident they would take care of me. All staff were so gentle and firm with me. I could not have had a better experience."

– Janet Radwanski



JANET

Janet Radwanski admitted from Lake West with difficulty and generalized weakness when ambulating. Janet was unable to walk more than 5 feet and needed rehabilitation to go home.

During Janet's stay, she expressed "I was surprised on how fast therapy here would get me back on my feet. Through every step of the way, I was encouraged and pushed to improve and progress. Even on the days that I was unmotivated and did not want to participate, I was given reinforcement and reassurance on my goals. The therapy team at Kirtland is one of a kind, especially Amy, Tom, and Larry. In addition, the aides Amanda and Darnell were

superstars. Every need I had was answered timely. Whether it be a simple or difficult task, I was confident they would take care of me. All staff were so gentle and firm with me. I could not have had a better experience."

Janet went on to say "the food at Kirtland is delicious. Even when I did not prefer an item, there was always a substitute." James, Janet's husband, explained, "I was happy with the overall experience. I have no concerns or issues. I am so happy Janet is back on her feet."

Janet regained her strength to go home and live her life as she did prior to her hospital stay. Kirtland is proud of you!



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TESTIMONIAL

"Kirtland is truly a wonderful place. The therapy changed my life."

- Valarie O'Brien



Therapy changed my life

Valarie O'Brien admitted from Lake West on 7/1/22 with extreme weakness from alcohol abuse. Valarie needed extensive assistance with walking and getting out of bed.

Valarie said: "When I first got here, I was very sick. I am a current recovering alcoholic and am working through getting better. They personalized my therapy to meet my needs. All the therapists were wonderful but Greg was my favorite because he would play my favorite music while I was riding the exercise

bike and walking up the stairs. The nurses and aides were great. The aides were quick whenever I pulled my call light. I never waited long for anything. In addition, the aides always gave me the option to request alternatives for lunch or dinner. Before I left, Denise set up home health care to ensure I would continue my progression while at home. I strongly recommend this facility to other alcoholics and abusers. If anyone in a similar situation as me needs help, this place is where you want to go."



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"You can tell these people truly care about you"

- Shyla Marlow



Shyla

Shyla Marlow admitted to us on 7/5/22 with generalized weakness and a need for hospice care. Shyla was experiencing many issues that did not allow her to return home. In Myla's experience, she stated "the staff here are very friendly. It never feels like you are walking into a business office. I have been in many homes but I like this one the most. The therapy was very good. They really work with you hands on. The nurses are kind and ask many questions. They actually spend time with you. You can tell they really care."

Instead of going hospice, Kirtland's therapy program worked with Shyla in creating a therapy regime that worked for her.

Shyla discharged on 8/13/22 with a stronger physical and mental state. Her rehabilitation gave her the ability to live a life at home again.



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TESTIMONIAL

“Therapy is one of a kind”

- Scott Dellarocca



Scott

Scott Dellarocca admitted on 6/20/22 with severe depression, alcohol abuse, and extreme weakness when ambulating. During Scott's experience at Kirtland, he stated "the staff were very attentive to my needs. They have a quick response time, especially Darnell. He was always kind and made my day. Regarding therapy, they are the reason I can walk again. Therapy has sped up my healing process and ability to get out of bed. Without them, it would have taken me longer than 2 months."

Scott discharged on 10/14/22 with a full recovery and functional ability to walk independently. Scott stated "I strongly recommend Kirtland for therapy. There were no issues during my stay."

Kirtland is grateful for the opportunity to be a part of your journey and recovery. We wish you best!



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REHABILITATION AND CARE

TESTIMONIAL

"The nurses and aides are very competent"

- Robert Dolezal



Robert

Robert Dolezal admitted on 9/26/22 with an acute kidney injury and extreme weakness when ambulating. Robert was a maximum assistance when getting out of bed and could not perform any activities of daily living on his own. When Robert was admitted to Kirtland, his journey began. During his experience, Robert stated "the therapy is very good here. People I worked with most were Christa and Stephanie. They actually listened to my problems and got my answers when I needed them. Their therapy

technique and routine is the reason I got on my feet again." In addition to therapy, Robert had a strong experience in nursing. He went on to say "the nurses and aides are very competent. Darnell was a huge help and was always there when I needed something. He was always willing to go out of his way to care for me." Robert strongly recommends Kirtland Rehab for their care, especially in relation to their therapy department. Robert discharged on 12/9/22 with a full recovery. We wish you the best Rob!