



# KIRTLAND

REHABILITATION AND CARE

## 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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“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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“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!