



# LANCASTER

## Rehabilitation Center

March 2019



*Lancaster Rehabilitation Center patient James Backencamp, accompanied by his wife, Nancy, works with Occupational Therapist Lynn Fibich to regain arm strength.*

## Backencamps praise *compassionate care, teamwork*

Seeing how Lancaster Rehabilitation Center employees demonstrated empathy, compassion and teamwork impressed Jim Backencamp during his stay as a patient.

“Everybody works together and jumps in to do everything,” said Jim, who had been a high school teacher and principal several years before spending 45 years in the insurance industry.

Originally from Holdrege, Nebraska, Backencamp and his wife, Nancy, live in Lincoln.

On Dec. 4, 2018, Jim discovered an ostrich egg-size swelling in his groin as he headed out to run some errands. He called the doctor, who recommended that he come in for a checkup.

A Doppler and CT scan revealed an infection. Jim had

surgery at Nebraska Heart Hospital Dec. 7. Though briefly released for rehab, Jim developed double pneumonia after the surgery and had to return to the hospital for almost two weeks. The Backencamps spent Christmas at CHI Health St. Elizabeth before Jim went to Lancaster Rehab on New Year’s Eve.

Two hours of physical therapy and occupational therapy daily helped Jim build strength and stamina. The Backencamps said they were supported by staff every step of the way. They praised everyone from front desk, admissions and cleaning staff to dietary, therapy and nursing staff for going above and beyond to make their stay comfortable from admission to discharge.

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# Welcomes

## Director of Nursing Linda Thiede

Linda Thiede joined the Lancaster Rehabilitation Center team in January as Director of Nursing.

Linda has more than 25 years in nurse management across a variety of health care settings, including oncology/hematology, medical-surgical nursing, home health, hospice, assisted living, long-term care and rehabilitation.

Linda graduated from College of St. Catherine, now St. Catherine University, with a bachelor's of science in nursing and is certified in gerontology.

*Linda Thiede, Director of Nursing*



## Backencamps praise *compassionate care, teamwork*



*Nancy Backencamp, wife of patient Jim Backencamp, plays piano accompanied by Lancaster Rehabilitation Center resident Mack Thompson on the harmonica.*

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“I was impressed when I walked in and saw how beautifully Lancaster Rehab was decorated for the holidays,” Nancy said. “But what really impressed me was how the staff was so caring, loving and wonderful to Jim. I can’t say enough good about them. I give this place an A-plus plus plus.”

As Nancy visited her husband every day, she also discovered a community she loved. An avid piano player, Nancy and several residents and patients who sang and played instruments put together music performances to delight those around them. She’ll miss their little concerts, Nancy said, but looks forward to visiting her newfound friends.

Jim’s been home since mid-January and has resumed normal, retired life, which includes keeping up with the couple’s two sons, Jon and Mark, and three grandchildren: Madison, Nicholas and Mitchel. While he’s grateful for his comfortable stay during rehabilitation, nothing beats home sweet home.

“Lancaster Rehab’s food is good, but Nancy’s food is the best,” Jim quipped.

*“What really impressed me was how the staff was so caring, loving and wonderful to Jim. I can’t say enough about them. I give this place an A-plus plus plus.”*

— Nancy, wife of patient Jim Backencamp

# Q & A Exceptional People, Extraordinary Care

*Lancaster Rehab's recent Employees of the Month*



*Jen Olexo, Central Supply, January 2019 Employee of the Month*

**Jen Olexo**  
*Central Supply*

**How many years have you worked at Lancaster Rehab?**  
“In May 2019, it’ll be two years.”

**Where are you from?**  
“Panama, Nebraska.”

**What do most people not know about you?**  
“I love animals, especially horses. All of my hours after work are spent on horse rescue. I work with the Colorado Horse Rescue Network for horses that need help. I’m fostering 11 horses to get them healthy again.”

**What is the best part about your job?**  
“My co-workers and patients. I handle all ordering for the staff, so I try to meet everyone’s needs from ordering medical supplies and office supplies to maintenance supplies. It’s a fun environment, and everyone is a joy to work with.”

**What others are saying about Jen:**  
“Jen is always analyzing processes and recommending changes to create better efficiency while controlling costs. She also puts everyone before herself and expects nothing but a simple smile and ‘thank you’ in return. She is the kind of person who gives to give. She brought together many departments during the holiday season to create a festive atmosphere for all staff to enjoy.”



*Nate Swift, Dietary, February 2019 Employee of the Month*

**Nate Swift**  
*Dietary*

**How many years have you worked at Lancaster Rehab?**  
“I started in 2000, so 18 years.”

**Where are you from?**  
“I was born and raised in Lincoln, Nebraska.”

**What do most people not know about you?**  
“I like following the weather and talking about it. I’ve done that since I was a kid. Sometimes people here will ask me what the latest weather update is. If severe weather’s coming, I keep people informed.”

**What is the best part about your job?**  
“I love seeing smiles on the residents’ faces when I serve them food or bring drinks from the kitchen. I’ve known some of these folks for as long as I’ve been working here. We make sure they have snacks at night, too. It makes me happy just being around them.”

**What others are saying about Nate:**  
“Nate is a dependable and loyal team member. He is a person you can count on and always puts residents’ needs first. When meeting Nate in the hall, you can bet he will strike up a friendly conversation.”

# Make a Difference Award winners



**JANUARY**

**EVIE JONES**  
REGISTERED NURSE,  
STATION 2

*“Evie is so helpful to everyone she works with. She makes it a point to ask how everything is going and if anyone needs her help. Her positive attitude and compassion for her residents is contagious.”*



**JANUARY**

**GARILYNN TOPLEY**  
CERTIFIED NURSING  
ASSISTANT

*“Garilynn knows her residents well and makes sure any concerns are evaluated immediately. Her kind heart and caring nature shines through.”*



**FEBRUARY**

**KIMBERLY ROSS**  
LICENSED PRACTICAL  
NURSE, STATION 4

*“Kim is such a great team member. When needed, she will stay late and help. She is dedicated to her residents and goes out of her way to make sure that residents’ needs are met.”*



**FEBRUARY**

**ANDREW WESTENDORF**  
CERTIFIED NURSING  
ASSISTANT, STATION 2

*“Andrew goes out of his way to lend a helping hand and is always the first one to help in every situation. He has a kind heart and is good with the residents.”*

## Resident Profile

### Kay Miller

Lancaster Rehabilitation Center is home to more than 200 residents who benefit from long-term care. Here’s a little about Kay Miller on Station 1.

**Born in:** Duluth, Minnesota

**Occupation:** Teaching assistant

**Length of stay at Lancaster Rehab:** Three years, but it doesn’t feel like that long.

**Family:** Eleven siblings, a son, a daughter and a grandchild

**Interests:** Card games, bingo, singing, church, socializing and music

**Favorite food:** Blueberry pie with whipped topping

**Favorite movie:** I like many movies; I like them to have a good plot.

**Favorite music:** Classical music

**Favorite season:** Autumn

**Favorite place I’ve traveled to:** Colorado; I’ve traveled to most of the states.

**One thing I marvel at is:** People’s amazing abilities

**When I was younger, I remember playing:** Monopoly and card games like Smear.

**One of my favorite childhood memories is:** The love of my mother and family. I had a large family, and we had a large house with a big yard.



# Leader of the Quarter

Kudos to our first quarter 2019 Leader of the Quarter, MDS Coordinator Ashley Benes!

What others are saying about Ashley:

“Ashley goes above and beyond for our residents and fellow employees. Without being asked, she steps in to volunteer when others are gone because she knows her team members need her. She is kind to everyone and is extremely reliable and flexible when it comes to her work. Ashley helps to identify and improve processes that will enhance the quality of life for our residents.”

*Ashley Benes, MDS Coordinator*



## Telemedicine collaboration heightens care

Lancaster Rehabilitation Center's latest avenue to provide efficient, quality and compassionate care involves a cutting-edge collaboration with Bryan Health.

Lancaster Rehab is one of four Lincoln health care providers to be part of Bryan Health's Telemedicine service, which combines comprehensive consultation with convenience. The new technology allows patients to communicate via computer with telemedicine specialist Dr. Brian Bossard, co-founder and president of Bryan Telemedicine, and

others. Bossard is an internal specialist affiliated with Bryan Medical Center who has 32 years in practice.

Through the telemedicine process, Bryan Health physicians become an extension of Lancaster Rehab's team by allowing doctor and patient to converse and interact. Bryan medical personnel train Lancaster Rehab health care providers in the delivery of efficient, quality and compassionate care through state-of-the-art telehealth technology.

“We input our patient's information prior to the doctor's on-screen visit,

so they can review the details prior to the consultation,” said Jessica Wilcox, Nurse Manager at Lancaster Rehab.

For Lancaster Rehab patients, telemedicine aims to reduce health care costs by minimizing emergency room visits and removing potential obstacles associated with going to doctor's office visits, such as dealing with adverse weather conditions.

“These remote visits create the potential for great efficiencies,” Lancaster Rehabilitation Center Administrator Amy Fish said. “It's the latest example of our effort to further strengthen our collaboration and communication with area hospitals.”

Lancaster Rehab is participating in the CMS Bundled Payments for Care Improvement program, in which seven diagnoses created by Bryan Health fall into the payment bundle: two in orthopedic, two in cardiac and three in medical.

“Our first patient seen through the telemedicine service reported a positive patient outcome based on his visit to update his Chronic Obstructive Pulmonary Disease (COPD) condition,” Fish said. “We were encouraged by how well it went and are excited by what the future will bring.”

Lancaster Rehab is currently participating in a 15-month trial of Bryan Telemedicine. All cases involving telemedicine service administered to Lancaster Rehab patients require a physician's referral.



*Station 3 Nurse Manager Jessica Wilcox and Registered Nurse Meagan Budke assist Lancaster Rehabilitation Center's first patient to access Bryan Telemedicine, Thomas O'Brien, at his doctor's appointment reviewing his Chronic Obstructive Pulmonary Disease condition.*

For news coverage, contact Jaclyn at the newsletter office by phone at 402-475-6397, fax 402-475-6398, email [jaclyn.tan@newslink.com](mailto:jaclyn.tan@newslink.com) or mail information to 122 S. 29th St., Lincoln, NE 68510-1403. 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.

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# National Doctor's Day, March 30, 2019



*Dr. Ted Triggs and Registered Nurse Lisa Gallant*

We would like to recognize the physicians who work so closely with our team to ensure the best quality of care for our patients and residents at Lancaster Rehabilitation Center. We truly appreciate everything you do!



*Dr. Arif Sattar and Registered Nurse Mirla Coronado*

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