



This edition of our Marquis Health Services Newsletter highlights all of our events and highlights that have occurred throughout the months of July and August.

Meet Senior Administrator — Sami Almadi , RN, BSN, MS, NHA

My name is Sami Almadi, Senior Administrator for the North End Rehabilitation & Healthcare Center located in Boston, MA. My healthcare journey began more than 25 years ago as Registered Nurse. Since that time I have served in many capacities starting as a night nurse and ending as a Director of Nursing Service shortly after I obtained a Master in Science Degree with emphasis on nursing administration. I worked in a multitude of settings ranging from: acute hospitals, LTACs, Home Care, and Skilled Nursing facilities. Over time, I transitioned into the role of an Administrator. During that transition, I further improved upon my clinical skills and financial experience by completing a second master in Management from Harvard University.



In early 2018, shortly after North End Rehab was acquired I began working for Marquis Health Services. The acquisition was a challenging and an exciting task. One of the many great things about North End Rehab is it's location; the facility is located in the heart of Boston. I can see Paul Revere's house from one of my windows and when I turn around, in one direction I face the amazing Boston's skyline and in the other direction my view is the famous Greenway Garden. The Garden, which once was the site of one the biggest engineering projects in the world, is called "the Big Dig".

The North End Rehab was created by its community and is telling of how instrumental they will be in our journey to succeed. Most of our residents are natives of the North End, which is often referred to as "Little Italy". It is very common to have relatives; a cousin, an aunt, or an uncle rehabbing at the same time and visiting each other in their rooms during their stay. Most days, when I am out and about in our neighborhood it is very common to have a community member or business owner ask about one of our patients/residents, receive a comment about our choice of a paint color, or receive a compliment regarding the care and staff.

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Knowing all that, we worked around the clock to create a culture enriched with knowledge, talent and experience. Our drive to deliver on Marquis expectations; exceptional care, specialized programs, efficient operations, and outstanding clinical outcomes is how we aim to position ourselves as the number one choice for Boston's Hospitals.

Our team is a "caring family", and is what distinguishes the North End Rehab from its competitors. We have recruited the best talents in the market to fill our leadership positions. At the same time, we have grown our talents of new graduates to serve on the front line. Starting from the receptionist to administrator; everybody works together to ensure that the best possible care is delivered.

The North End continues to adapt to changes in the healthcare environment by creating collaborative relationships with our neighboring hospitals. This includes onsite training, onboarding of specialty physicians, in-person handoff, and mutual case management site visits. By applying these initiatives, we have successfully become a part of three Accountable Care Organizations (ACO).

Aesthetically, the North End Rehab is second to none. The company has invested heavily in creating 44 private bedrooms, equipped with state of art equipment, modern furniture, piped-in oxygen and suction capabilities to further enhance our Cardiopulmonary Rehabilitation program.

I feel it is very rewarding to be part of the North End Rehab. The combination of our efforts and initiatives crafted by our leadership and executed by our team have landed us a 4-5 CMS star rating, excellent survey results and over the top customer reviews.



Welcome to our Community Corner



Recently, team members from our North End Rehabilitation & Healthcare Center located in Boston, were proud to Sponsor and Participate in the St. Anthony's Feast celebration this year. Staff and residents had fun singing and dancing to all the bands that stopped by the center and played. A special thanks to State Representative Aaron Michlewitz who set up a table with sandwiches and snacks for all of our residents.

To learn more about North End Rehab please visit their website:
www.northendrehab.com



Community Corner Continued



MONT MARIE

REHABILITATION & HEALTHCARE CENTER

It's amazing how much can happen in three short months! The little sunflower seedlings that we planted in May at our Mont Marie Rehabilitation & Healthcare Center located in Holyoke, MA are now taller than us! They really brighten up their courtyard garden.

To learn more about Mont Marie please visit their website:

www.montmarierehab.com



MEADOW PARK

REHABILITATION & HEALTHCARE CENTER

Chef Robert from our Meadow Park Rehabilitation & Healthcare Center located in Catonsville, MD always makes such wonderful food, so we wanted a behind the scenes look! Here he is preparing delicious Summer Peach Salads with Balsamic Chicken for us with Chef Tshana from Sodexo USA for their Chef Center Stage event earlier this week!

To learn more about Meadow Park please visit their website:

www.meadowparkhc.com





Team members from our Crest Pointe Rehabilitation & Healthcare Center located in PT. Pleasant, NJ thought National Dog Day would be the best day to have a Doggy Fashion Show with their visiting Therapy Dogs! It was a fun day with all the dogs and they all enjoyed their home-made dog biscuits from our residents!

To learn more about Crest Pointe please visit their website:
www.crestpointerehab.com

#MarquisSpeaks

Be sure to take a look below to see what recent patients, residents, and family members are saying about our facilities according to Nursinghomes.com

KEARSLEY REHABILITATION AND NURSING CENTER

"My loved one says they are treating him well and every time I need to ask questions, there's someone there to answer. I really like this place, if I could live there I would!"

#KearsleySpeaks

According To NursingHomes.com

BLUEBERRY HILL REHAB & HEALTHCARE CENTER

"I knew as soon as we arrived it was going to be a good experience and my mother is very pleased with her experience, especially, with pulmonary therapy! This is one of the few places that actually offer it and they are absolutely fantastic."

#BLUEBERRYHILLSPEAKS

According To NursingHomes.com

MEADOW PARK REHAB & HEALTHCARE CENTER
 #MEADOWPARKSPEAKS

"I'm very satisfied with Meadow Park and I'm very pleased with the personnel. The physical therapy department is top-notch. All the people there are pleasant and helpful and they've made great progress on his physical behalf."

According To NursingHomes.com

RIVER TERRACE

"THE STAFF ARE THERE 24/7 AND ALWAYS COMING IN AND CHECKING ON HER. THEY ARE VERY PERSONABLE PEOPLE WITH GOOD ATTITUDES."

#RIVERTERRACESPEAKS

According To NursingHomes.com

According To NursingHomes.com

8 out of 10

Individuals surveyed would recommend Laurel Brook Rehabilitation & Nursing Center to a friend!

#LAURELBROOKSPEAKS

THE BRENTWOOD REHAB
 #THEBRENTWOODSPEAKS

"My mom has been to a couple of facilities, and this one has been more accepting. My mom seems to be feeling better and is happy. Everyone has been friendly and it's actually very clean."

According To NursingHomes.com

Spring Grove Rehabilitation & Healthcare Center Celebrates National Senior Citizens Day with Community Barbecue Feature In: TapInTo New Providence



NEW PROVIDENCE, NJ - Spring Grove Rehabilitation & Healthcare Center in New Providence welcomed the community to a barbecue on Wednesday, August 21 to celebrate National Senior Citizens Day.

In 1988, President Ronald Regan declared August 21 to be National Senior Citizens Day. The day is meant to increase public recognition of seniors' wisdom, accomplishments and contributions.

The seniors and their families enjoyed a full barbecue buffet that included grilled chicken, steak, fresh salads, corn on the cob and much more by Jason, Director of Culinary Services, and his staff. Even the Good Humor truck was on site handing out favorites like the chipwich, strawberry shortcake, and ice cream sundaes, to name a few of the treats.

The over 60 guests enjoyed their barbecue under a tent which protected them from the passing shower and the steamy heat that followed. HomeWell Senior Care coordinated the pianist performing iconic hits like Helen Reddy's "Delta Dawn" and Dean Martin's "That's Amore."

Erin Studt, Hospital and Community Liaison at Spring Grove, thanked everyone for coming out in celebration of National Senior Citizens Day. She told the guests that Spring Grove Rehabilitation & Healthcare was renamed when Marquis Health Services acquired the 106 bed facility last September from ManorCare Health Services. They soon after launched a \$4 million project to upgrade the facility.

"We are in the trenches of a \$4 million renovation -- we are making phenomenal progress," said Studt. The short term care units are in the finishing stages -- "we are upgrading the long-term care rooms, as well," she said. The renovations and improvements at Spring Grove include the addition of a new rehab gym with state-of-the-art equipment, and a complete overhaul and update of patient rooms, common areas and hallways to create a modern, home-like environment for their patients and staff.

Studt, who has been with Marquis Health Services since 2015, is proud of the facility's progress. "As the reputation grows and our renovation continues -- our occupancy is phenomenal," said Studt. "I love the organization and seeing the growth. -- Our occupancy is consistently maintaining over 100. We are so proud of that," she said.

She also said, several staff members have stayed on, which is a testament to the culture here. "A lot of patients come back, should they need us, because of our staff -- they make an impact here."

Celebrating our ICARE Winners



We'd like to give a HUGE congratulations to our most recent ICARE Award Winner:

Grace Slater, CNA

from our Willow Springs Rehabilitation & Healthcare Center located in Brick, NJ!

Grace is such a pleasure to work with and we couldn't imagine anyone who deserves this award more!

To learn more about Career Opportunities at Willow Springs please visit their Careers Page:

www.willowspringsrehab.com/careers



We would like to congratulate and celebrate our ICARE Award Winner for the month of July: Jennifer Terefenko!

Jennifer is an RN Unit Manager and she is always so selfless and kind to others!

To learn more about Career Opportunities at New Eastwood please visit their Careers Page:

www.neweastwoodrehab.com/careers



Marquis PDPM/ROP Retreat—Highlights

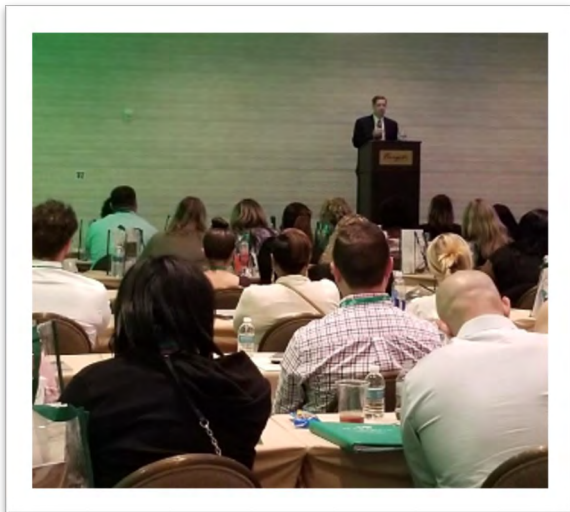


“Ability is what you’re capable of doing. Motivation determines what you do. Attitude determines how well you do it.” - Lou Holtz

Over the past year we have been dedicated to providing education surrounding the new Centers of Medicare and Medicaid Patient Driven Payment Model (PDPM) as well as the Requirements of Participation (ROP) for all of our leaders within our organization. In late August we invited leaders from each of our twenty-four centers though out the Northeast to learn, collaborate, and have fun with one another, at a two day PDPM/ROP Retreat held at the Borgata located in Atlantic City, NJ.

The first day opened with a presentation from our guest speaker Kevin Wanzer who taught us:

- ◆ Never ever let the person you are with, feel that you have something more important to do.
- ◆ Understand that in our differences we are all alike.
- ◆ Find what makes others happy and listen.



We then listened intently as, Jon Dolan, President & CEO of the Healthcare Association of New Jersey spoke about just how much kindness and compassion can make all the difference to all who we serve.

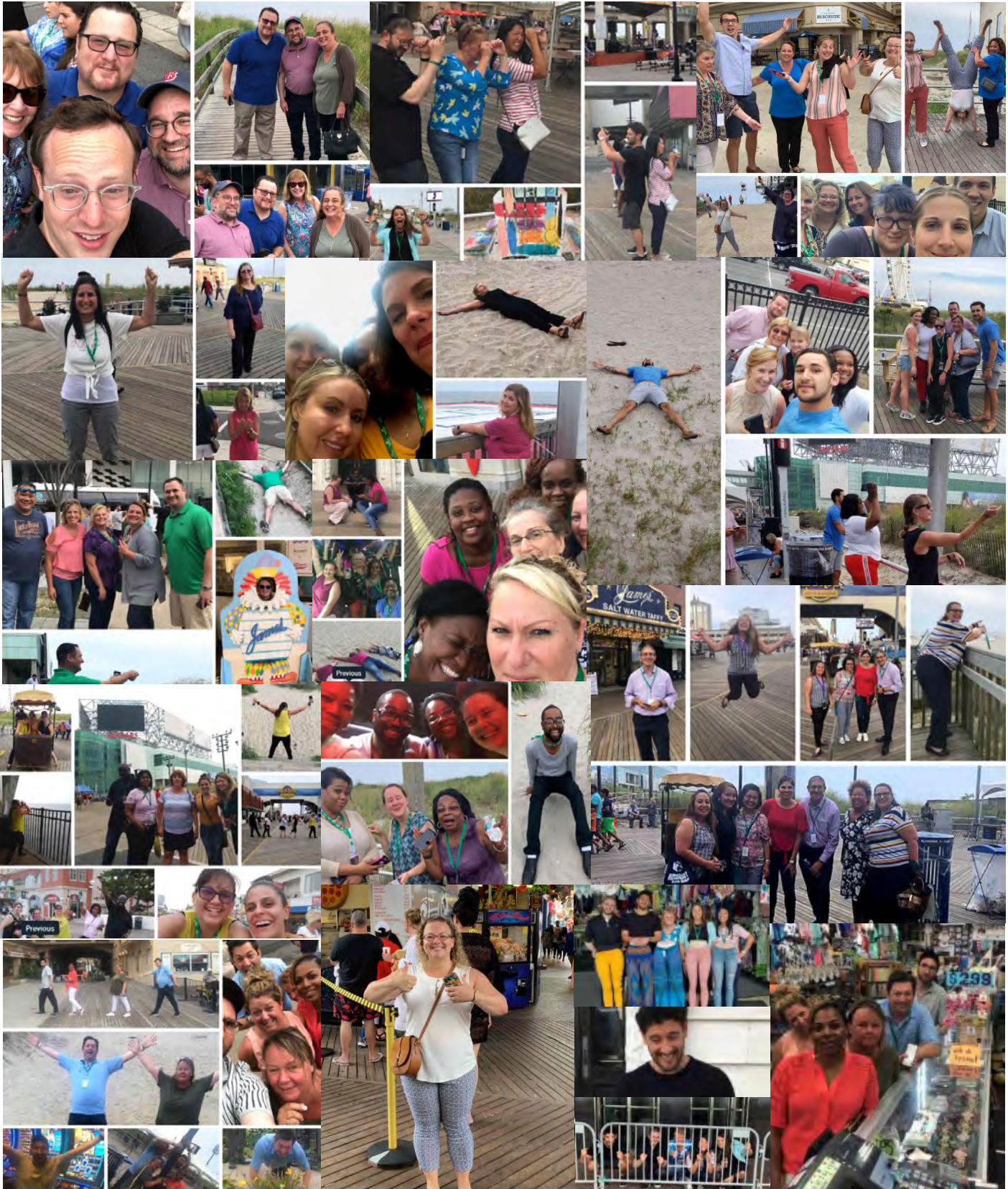
“The difference between good and excellent: the details..” - Unknown—We learned where overall experience fits in to our patients’ and residents’ journey as VP, Business Development & Marketing, Jennifer Hertzog and Director of Pulmonary Services from our New Eastwood Rehabilitation & Healthcare Center, Tricia Heller discussed our Specialty Programs.



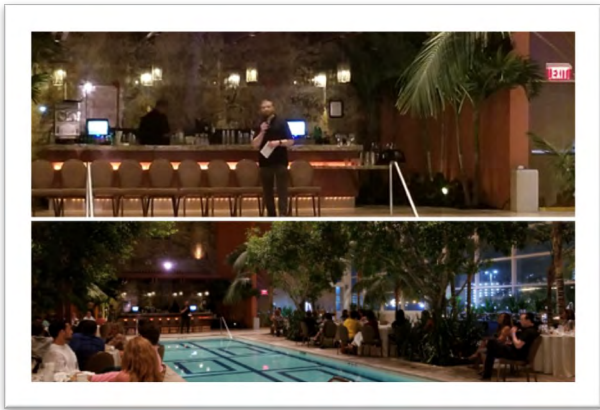
PDPM/ROP Retreat—Scavenger Hunt



As the first day of learning had finished we moved onto a fun team building Scavenger Hunt that had all of our team looking for clues up and down the Atlantic City boardwalk.



PDPM/ROP Retreat Highlights—Continued



Our Marquis PDPM/ROP Retreat opened with our CEO, Norman Rokeach and a presentation from VP of Human Resources, Adam Goldman on the State of Employment in 2019.

Our Chief Operations of Officer, Barry Munk spoke about Leadership and qualities leaders should strive for during that evening's dinner this evening.

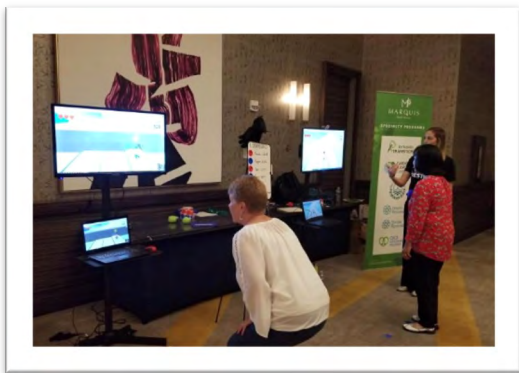


We then dove deep into the PDPM Action with our VP, Case Management Andrea Gele.



We finished the education for the day with a presentation from our VP, Clinical Services, Dina Harman who spoke on the Requirements of Participation and Regulatory Environment

We then enjoyed testing our skills with our new partner from RESTORE—Skills.



We ended the day with lots of laughs and fun from participating in The Big Game Show which tested our team's knowledge from all that we learned during the retreat.



"The staff is so dedicated and never leave us hanging. I just love the nursing staff. Stephanie one of the Registered Nurses who cared for me is so kind, and no matter how busy she was she was always so calm, cool, and helpful. She has a way with people. She can calm them down while making them feel special. The other nurses, Mary and Ester are amazing as well. Rich a nurse on 3-11, is funny and always made us laugh.

I wouldn't hesitate to come back to The Brentwood if I ever needed rehab again."

-Mary Jenkins

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56 Liberty Street, Danvers, MA 01923
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A Proud Member of Marquis Health Services



"Hi, my name is Nancy and I am currently a resident of the River Terrace Rehab in Lancaster, MA. This is my third bout with pneumonia, and my choice of residency. My usual stay here is about three weeks before going home. While here, I get the best care of all, from staff down to cooking and PT. Let me tell you everyone here is so full of compassion, love and kindness. They can fix anything from a toe nail to a broken heart of loneliness and confusion. There isn't anyone who won't or can't help. The kitchen staff is great and tries their best to deliver healthy, delicious meals three times a day. Social Services are available to residents and family anytime. Head staff is also available when ever needed.

If you want a home away from home with all the love of home, check us out. We welcome you with open arms and a warm heart. Give us a try, you won't be disappointed. Yes, I do say us and not them because I feel such a part of the River Terrace family."

- Nancy O'Kane



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1675 Main Street, Lancaster, MA 01523
(978) 365-4537 • RiverTerraceRehab.com
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To Mrs. Kathy,

Words cannot express how comfortable and relaxing your staff made me feel. All the nurses were really on point: Shout-out to Ellen, Ms. Sherill really needs to wear diamonds because she is a diamond in the rough. Ms. Gracie is such a lovely and hands-on woman. Ms. Regina, such a young spirit, is so helpful and unselfish with what she does. Mr. Pierre, what a true gentleman. When I rang, he was right there for all my needs. Kim is so nice and kind! The PT Team they know their purpose—from Marma, Paul, and the Lady with Long Blonde Hair...They make you feel you can do all things. My room was clean and tidy and neat. I got my rest. You work is professional and spot on. Thank you Ms. Kathy for helping this lady from NC on her journey.

Love & Prayers,
Barbara Dickerson

To Mrs. Kathy,

Words cannot express how comfortable and relaxing your staff made me feel. All the nurses were really on point: Shout-out to **Ellen**. **Ms. Sherill** really needs to wear diamonds because she is a true diamond in the rough. **Ms. Gracie** is such a lovely and hands-on woman. **Ms. Regina**, such a young spirit, is so helpful and unselfish with what she does. **Mr. Pierre**, what a true gentleman. When I rang, he was right there for all my needs. **Kim** is so nice and kind! **The PT Team**, they know their purpose – from **Marma, Paul** and the **Lady with Long Blonde Hair** . . . They make you feel you can do all things. My room was clean and tidy and neat. I got my rest. Your work is professional and spot on. Thank you **Ms. Kathy** for helping this lady from NC on her journey.

Love & Prayers,
Barbara Dickerson



1049 Burnt Tavern Road, Brick NJ 08724
(732) 840.3700 • willowspringsrehab.com
A Proud Member of Marquis Health Services

“Before the social worker at St. Agnes Hospital even opened her mouth to give me choices for rehab centers, I assured her “I choose Westgate Hills!”

I have had such great experiences each time I come back for rehab at Westgate. I am treated so well, get along with all of the employees, and have a good time joking around with the rehab therapists. Ms. Mollie, my favorite nurse is so dedicated. She is always patient, friendly and cheerful. The dietician, McKenzie is extra accommodating. I spoke with her about my food preferences and dietary needs. She continuously would stop in to check on me and just to simply say hello.”

- Donald O'Carroll



MACKENZIE MACHOVEC, RD

Mackenzie has been working in the Long Term Care field since she graduated with her degree from Radford University. “I really enjoy working in the LTC setting because I get to develop relationships with my patients and see the direct impact I have on their lives.” Since joining the Westgate Hills team she adds “I appreciate the positive and friendly energy. I feel like we all work together to make sure our patients are happy and healthy.” In her spare time Mackenzie loves to catch some rays at the beach and fun fact, she is an avid Ravens fan!



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OPEN TO THE COMMUNITY!

PRESENTS A
**RENAL HEALTHY
CULINARY
EXPERIENCE**

TO TAKE PLACE AT CORAL HARBOR

THURSDAY, SEPTEMBER 26TH

12:30 to 1:30 pm:
Renal Cooking Class & Lunch

1:30 pm:
CKD Support Group
featuring

Dr. SUSHIL K. MEHANDRU M.D., FACP



*Chief of Nephrology Division,
Hackensack Meridian Jersey Shore
University Medical Center*

JOIN US TO LEARN MORE ABOUT:

- How the Kidneys Function • Renal Diet •
- Understanding Lab Tests • Understanding the
- "New Normal" • Living on Dialysis • Peer-to-Peer
- Support and Coping Mechanism



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