

# RELIABLE

## Health Care

*Providing the highest quality care  
for the residents in our facilities.*



### Reliable Newzz Quarterly

1<sup>st</sup> Quarter 2009

#### Essay Contest Winners



Thank you all for submitting your essays. It's important for all of us to remember how privileged we are to work as a team providing quality care. All across the Reliable organization you all have demonstrated the intangible values to working in Long Term Care. Your attitude toward service was overwhelming for the panel of judges as they went through many boxes of tissues. First place in the essay contest was awarded to Doris Johnson, CNA while second place was awarded to Jan Phillips, LPN, ADON. Both people provide quality care at Cedar Springs Health & Rehab. Congratulations Doris and Jan, way to go, and thank you!

#### Molena Joins Reliable



September 17, 1967 was a wonderful and exciting day in the lives of the Greene Family. The Molena Nursing Home in Molena, GA opened its doors and a 41 year journey began meeting many friends and taking care of many people. February of this year this skilled nursing facility became part of the Reliable family and will be known as Molena Health and Rehab.

#### Corporate Office Relocated



2009 has started off as a very busy year. Moving the corporate office to a more spacious office space is kind of like selling your first car or home. You're glad to move forward but you feel like part of you is left behind. We are thrilled to be in our new office space and our new address is 315 West 10<sup>th</sup> Street, Suite 120, Rome, GA 30165.

#### Rehab Success Story



In an attempt to improve the swallow function for a current resident Kelly Reynolds utilized the VitalStim device at Reliable Health Care at Lakewood. The resident has a history of multiple strokes and as a result relies on tube feedings as his/her source of nutrition and hydration. In January this resident participated in twenty-two one hour VitalStim sessions. With the use of the device and skilled techniques from our Speech Therapist we are pleased to report in March this resident's status was upgraded from "Nothing By Mouth" to a pureed diet. Therapy is still working with this resident to potentially upgrade his/her status again in the very near future. Kelly Reynolds remarked, "I thoroughly enjoyed using the VitalStim device and look forward to using it again in the future."

#### R.E.L.I.A.B.L.E.

We all have heard of the acronym T.E.A.M. (together everyone achieves more) and while we always work hard to help one another here is our definition of R.E.L.I.A.B.L.E.

- R**  
Ready to assist others
- E**  
Excellence in operations
- L**  
Loving care for residents
- I**  
Immediate Support
- A**  
Always accessible
- B**  
Benevolent
- L**  
Leadership
- E**  
Enthusiastic

These are just a few ways to describe how together everyone achieves more at Reliable. All Reliable facilities have demonstrated, time and time again, their readiness to help each other ensuring excellence in operations providing loving care. Immediate support is always available from the corporate staff as they are accessible to give of themselves. This leadership is what keeps us all enthusiastic about what we do 24 hours a day, 365 days a year and that is providing the highest quality care for the residents in our facilities. This teamwork and commitment is what makes the "Reliable Difference".

