

Fall 2015

Healththerapy

Heritage Health & RESTORE Therapy:

We pick the BEST to wear our RESTORE brand.
Adel & Malou are the perfect pair for your short-term rehab needs, *exclusively for Heritage Health patients.*

SEE THE FACES BEHIND
RESTORE THERAPY ON PAGE 9.



Featuring:

Heritage Health in LaSalle
Five-Star Home



Heritage Health in Peru
50 years in the making

How changes in technology
& social media have transformed
healthcare for seniors.



HERITAGE
HEALTH

Therapy & Senior Care

HeritageOfCare.com



YOU HAVE A

CHOICE

Heritage Health in LaSalle

HELPING YOU CHOOSE THE RIGHT CARE.

Serving the same community as its sister facility in Peru, Heritage Health in LaSalle provides access to the same high quality health care services that makes Heritage Health a trusted name for area seniors. Heritage Health in LaSalle continues to earn a positive reputation for the type of care given by staff who has longevity and experience in this ever-changing landscape of healthcare. There are several nursing homes that serve the LaSalle/Peru market but it is important to look beyond what may only be a nice building or fancy name. While it is not the variety of offered services that distinguishes one provider from another, it is the delivery of those services. At Heritage Health in LaSalle, we can help you choose the right care facility the first time.

FIVE-STAR HOME. Heritage Health in LaSalle is a five-star rated home (five stars is the highest rating a senior healthcare facility can earn from the Centers for Medicare & Medicaid Services [CMS]). Senior care facilities are heavily regulated both federally and on the state level. In addition, the state of Illinois surveys all nursing care centers annually. Heritage Health in LaSalle has had two deficiency-free surveys. In other words, the care and operation of the home have surpassed the standards set forth by the Illinois Department of Public Health. This is an

“The staff, residents, and their families are all part of my extended family. We laugh together, cry together. I feel like I’m making a difference in their lives. If I can make one person smile, I’ve done my job.”



Lori Walsh, Administrator

indication of the level of quality care that is administered to the residents of Heritage Health.

LEADERSHIP. It takes good leadership to effectively manage the overall operation of the building and its staff. Lori Walsh, a Quad Cities native, has been the administrator of this building since 2008. As the administrator, she knows the operational and regulatory side of things but it is her genuine passion for her job that matters most. “The staff, residents and their families are all part of my extended family. We laugh together, cry together. I feel like I’m making a difference in their lives. If I can make one person smile, I’ve done my job. This career has given me a sense of purpose. I absolutely love what I do.”

AFFILIATIONS. Another aspect of senior healthcare to consider is the medical partnerships affiliated with the care given at the facility. Entrusting the health care and recovery of a loved one often rests in trusted names in the community. The medical director of Heritage Health in LaSalle is Dr. Mark Fernandez, a well-known area physician certified in geriatric medicine. He is at Heritage Health every week to help ensure the level of quality medical care for the residents.

STAFF LONGEVITY. Longevity of the staff is also a good indication of the quality of care given at the facility. Both the management team and frontline staff average 6-8 years of serving the residents. “Our residents and their families choose Heritage Health in LaSalle because they

expect care that is given with compassion and experience,” says Walsh. “Each employee knows that whatever they do here contributes to the overall care for which our residents have turned to us. They stand ready to do their best to ensure residents have a good quality of life while receiving the type of care they need.”

CHOOSE RIGHT THE FIRST TIME. Deciding on the right care facility can be challenging. Do your homework and do not be afraid to ask the right questions. Many residents who turned to Heritage Health were unhappy with their first choice because they did not make a fully-informed decision the first time. At both Heritage Health in LaSalle and Peru, our staff is happy to answer your questions whatever your final decision may be. Know



SPOTLIGHT ON DR. FERNANDEZ

- > PRACTICING MEDICINE FOR 26 YEARS
- > AFFILIATED WITH ILLINOIS VALLEY COMMUNITY HOSPITAL
- > BOARD CERTIFIED IN INTERNAL MEDICINE
- > BOARD CERTIFIED IN GERIATRIC MEDICINE
- > MEDICAL SCHOOL: UNIVERSITY OF ILLINOIS AT CHICAGO COLLEGE OF MEDICINE
- > MEDICAL DIRECTOR OF HERITAGE HEALTH IN LASALLE SINCE 1999



that we are of the same “heritage”, which means we hold the same values, philosophies and goals. We make it our mission to provide unparalleled care for our residents and visitors, making Heritage Health the leader in providing senior healthcare. **HT**

“Their staff is very compassionate towards the residents. LaSalle is a place where I still enjoy taking care of patients.” -Dr. Mark Fernandez

Happy to Oblige STAND OUTS



Semi-Private Room



Salon/Barber Shop



Dining Room



Specializing in Wound Care



Specializing in Skilled Nursing Care

HERITAGE HEALTH IN LASALLE > SERVICES AT A GLANCE

- Skilled Nursing Care (Long- & Short-term)
- RESTORE Therapy Services (Physical, Occupational & Speech)
- Medicare Certified
- Medicaid Certified
- Hospice Care
- Respite Care
- Social Services
- Green Tree Pharmacy
- Special Dietary Services
- Activities
- Hair Salon/Barber Shop
- Community Services
- Specializing in Wound Care Treatment
- Dr. Mark Fernandez, Medical Director



RESTORE Therapy



Proud to be



Socializing

> CHRIS BIAGI-ROSCOE
Activities Director, Peru
40 years

“Our team is here for the residents – Happy to Oblige!”

“One of the hardest decisions in life is the decision on where to place your loved one. At Heritage Health, it’s not what care is provided to our residents, it’s how that care is provided. That is our H to O culture of caring.”

Susan Morris, the administrator, named you, Chris Biagi-Roscoe, as a prime example of H to O.

“I am proud of that! I have been training the staff on H to O since 2004.”

“That’s what makes us unique at Heritage Health in Peru: the realization that our residents are our customers, that we will take that extra step to exceed expectations.”

Gemma Lehn



Chris Biagi-Roscoe



> GEMMA LEHN
Activity Aide, LaSalle
14 years

“I started part-time because they needed help in activities and stayed because I love helping the residents.”

“I want to give our residents a cheerful experience with a fun atmosphere and be helpful to not only them but their families, too.”

Lori Walsh, the administrator, named you, Gemma Lehn, as a prime example of H to O.

“I love talking to families of residents. Sometimes family members remember me from 10 years ago.”

“I’m not going out of my way to be nice, I like to be treated that way so that is how I treat people. I love my job. I love my residents and they like me too!” HT



Advanced Therapy Programs
available exclusively at
Heritage Health in LaSalle & Peru



Top-notch therapists deliver
rehabilitative therapy to help
patients regain strength & confidence.



COMPREHENSIVE THERAPY SHORT-TERM REHABILITATION

RESTORE is the rehabilitative and restorative therapy program offered exclusively by Heritage Health. RESTORE provides comprehensive therapy, with physical, occupational and speech therapy programs available. At Heritage Health, our main goal consists of restoring you back home, not bouncing you from rehab to hospital. We give you the tools you need to live as independently as you can.

Following an injury, illness or surgery, seniors may not be able to return home after their hospital stay. A short-term therapy program at Heritage Health allows them time to rehabilitate and re-learn the skills needed to return home with confidence.

RESTORE THERAPISTS A WINNING TEAM FOR HERITAGE



Malou Mendoza, OTR/L (on left) & Adel Mendoza, PT (on right)

What does it take to be a RESTORE Therapist? Dedication, expertise, compassion and the drive to see patients succeed and regain their independence.

Adel and Malou Mendoza are the therapy program managers at Heritage Health in LaSalle and Peru. Adel is a Registered Physical Therapist and Wound Care Specialist with 24 years of experience. Malou is an Occupational Therapist Registered/Licensed. They both graduated from the University of Perpetual Help College of Medicine in the Philippines, and have lived in Peru for 15 years. They have three daughters: Gabrielle, Aiko and Aleanna.

Like Adel and Malou, our RESTORE therapists are always of the highest caliber, and keep the best interests of their patients at the core of what they do every day. The therapy team is part of our interdisciplinary approach: working with nursing, dietary and other departments to deliver therapy and care that provides the tools for success. **HT**

RESULTS INCLUDE:



- > Gait training (re-learn walking abilities)
- > Bathing, dressing and hygiene skills
- > Ability to independently get in and out of bed
- > Strengthen balance & reduce fall risks
- > Easier swallowing & creation of safe diet
- > Improved vocal loudness

The relationship between a patient and their therapist is an important one. They must establish trust and a mutual understanding of the patient's goals in order to return each person to their highest level of independence.



Want to see personal testimonials of our therapists in action?
Check out our video gallery: [HeritageOfCare.com/video-testimonials](https://www.HeritageOfCare.com/video-testimonials).



YOUR CONNECTION to Heritage Health

LuAnn Hewitt:
Community Relations Coordinator



Social Media &

- Reaching & engaging families through Facebook
- Contact us by Direct Messaging
- Print and share senior resources
- Follow us on LinkedIn for job opportunities in your area
- Patients share their experiences through Video Testimonials
- Read and comment on the Heritage Blog

LUANN HEWITT. Looking for and learning about senior healthcare is not something people think about until they need it. However, the time may come when you need to seek out rehabilitation or skilled nursing services for yourself or a loved one. The face of healthcare is changing rapidly, and we know you have questions about services, payment options and more. We are here to answer those questions and help you and your loved one through every step of the process.

LuAnn Hewitt, Community Relations Coordinator, has worked in the healthcare industry for more than 30 years, with nearly a decade spent at Heritage Health. “The best part of what I do,” says Hewitt, “is helping families make a decision when they need to choose the right place for their loved one. I enjoy spending time with seniors in the community, making new friends and helping them determine the services that will best fit their needs.”

Hewitt provides support to the LaSalle and Peru locations of Heritage Health. Both facilities provide short-term rehabilitative therapy and a wide range of skilled nursing services. Her knowledge and understanding of medical needs, billing and insurance plans allow her to help families determine which location is the best choice to meet their needs.

Heritage Health in Peru is well known for their therapy program (RESTORE) and that they provide private

Medicare suites for patients in the RESTORE program. “Because Heritage Health in Peru has been here for 50 years, we are starting to see second and even third generations of residents come through our doors,” says Hewitt. “They come back because of the good care their family member received in the past. Some residents even remember staff members who have been with us for 40 years.”



Heritage Health in LaSalle is a five-star facility (as rated by the Centers for Medicare & Medicaid Services [CMS]). “Staff treat family and residents with respect and like they are family. Our five-star rating from CMS speaks volumes, too, about the quality of care you can expect from the staff at Heritage Health in LaSalle,” says Hewitt. “The staff is willing to go out of their way with families and residents to make sure they have whatever they need to be healthy and happy.”

With 50 years of experience and care under their belt, Heritage Health is poised to meet the needs of today’s seniors. Turn to LuAnn when you have questions about senior healthcare. Her knowledge, compassion and genuine care for her community are invaluable resources for seniors and their families. **HT**

TECHNOLOGY

WE MAKE IT EASY. When patients choose to stay at Heritage Health we want to make connecting with your loved ones as easy as possible. Staying connected to family and friends is a crucial part of the overall wellness and healing process of our patients’ daily lives. Benefits to staying in touch with loved ones include: staying active and engaged, maintaining an on-going sense of value and purpose and receiving positive support from family members. With a Wi-Fi connection throughout our facilities it does not matter if you live in Arizona or Illinois, we’ll make sure you and your loved ones stay in touch.

HOW TO CONNECT. Visit HeritageOfCare.com to find interactive ways to engage yourself and your family members. Our website offers the following educational and social media outlets:

- > [Video Gallery](#)
- > [Educational Resources](#)
- > [Healthcare Services Offered](#)
- > [Support Group Information](#)
- > [Facility Locations](#)
- > [Employment Opportunities](#)
- > [Facebook & LinkedIn Direct Links](#)

WHY FOLLOW US ON SOCIAL MEDIA?

> [Stay in Touch](#)

See your loved ones’ birthdays, anniversaries and special accomplishments celebrated.

> [Get to Know Us](#)

Check out employee milestones, volunteering efforts, accomplishments and interactions with residents.

> [Experience the Fun](#)

View therapy pet visits, live music, family visits, themed events and parties all happening at our homes.

> [Giveaways](#)

Participate in a chance to win every month on our pages.

> [Be a Part of the Family](#)

Engage with us by commenting on and liking our posts, posting directly to our page and more on our Facebook pages.

> [Start exploring your options now with:](#)

[Facebook.com/HeritageOfCare](https://www.facebook.com/HeritageOfCare) **HT**



A HERITAGE OF

CARE

Heritage Health in Peru

50 YEARS IN THE MAKING. A lot can happen in 50 years. Businesses open to great fanfare, and often they close. Friends and neighbors come and go as life takes them on new adventures. Heritage Health in Peru has continued to grow and thrive over the course of 50 years, making a substantial impact on their community like no other.

THE BEGINNING. In the early 1960s, a new trend in how to care for seniors was sweeping the nation. It was nationally recognized that the practice of converting old homes into nursing centers was not safe or conducive to providing proper care for the elderly. A newly formed company, Bloomington-based Heritage Enterprises, was on the cutting edge of this trend, building nursing facilities that were safer and designed to more appropriately address the needs of seniors.

In the summer of 1965, Heritage Manor in Peru, as it was known then, opened its doors to the senior population. Originally built in the middle of a cornfield, the facility is now close to two main thoroughfares in the LaSalle/Peru area, but continues to maintain a strong neighborhood atmosphere. Over the years, three different additions to the building have allowed Heritage Health to continually adapt to the ever-changing needs of seniors in the Peru community.

“When it comes down to it, the care and compassion we deliver to our residents is the most important thing we do. I love our residents like they are part of my own family. I’m blessed to have the job I do.”



Susan Morris, Administrator

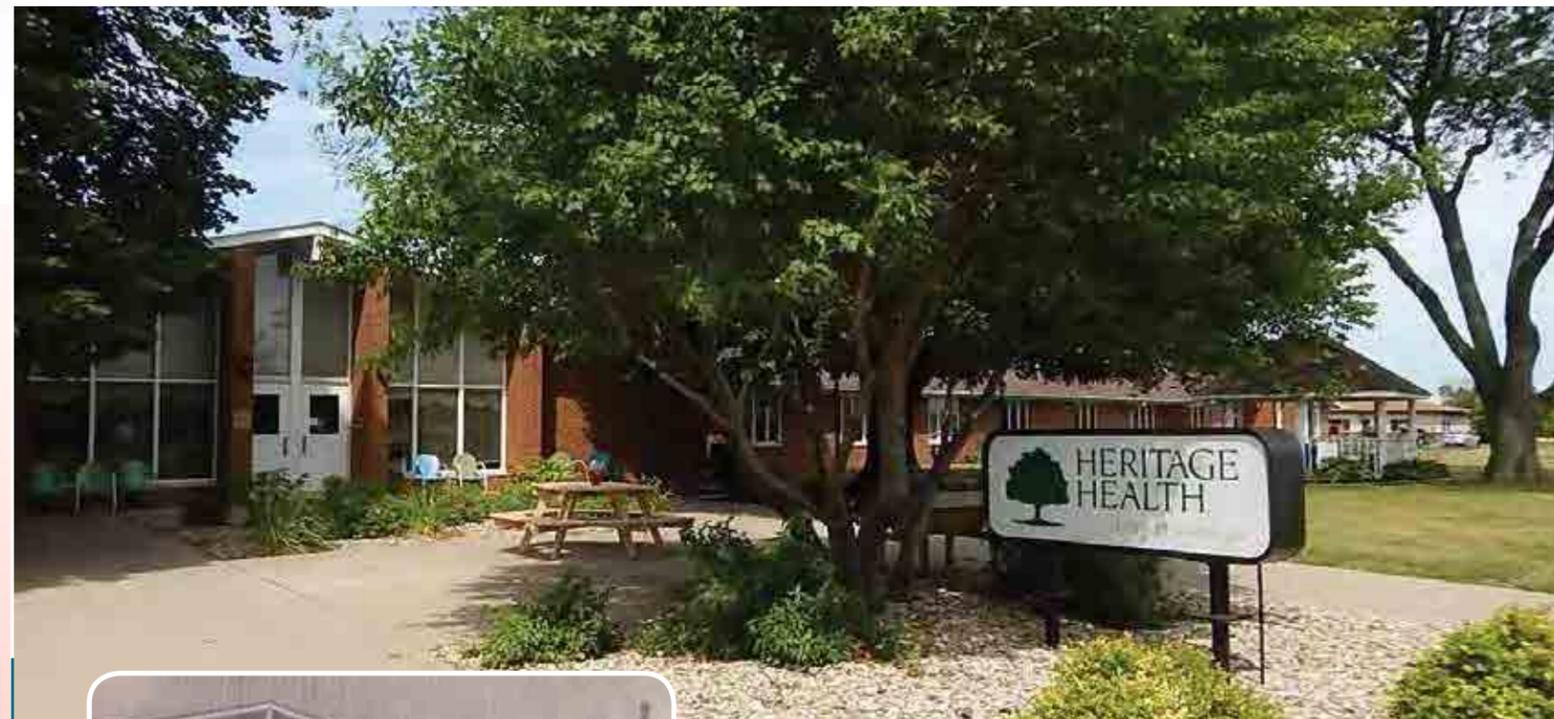
THE CHANGE TO HERITAGE HEALTH. In 2011, Heritage Manor in Peru became known as Heritage Health: *Therapy & Senior Care*. The name change was enacted to better reflect the services available at Heritage Health. Now more than ever there is an increased focus on short-term rehabilitative therapy services for seniors. With our therapy program, known as RESTORE, seniors who need to rehabilitate following surgery or an illness can do so in a private Medicare suite. The suites are designed to be conducive to the rehabilitation process, with flat-screen TVs, wireless internet, private in-room dining and comfortable sitting areas for family members or friends.

“We are very proud that we have been able to keep up with the changing landscape of what seniors and their

families deserve and expect in the realm of healthcare,” said Administrator Susan Morris. RESTORE Therapy programs are developed based on each person’s individual needs and goals, and provides physical, occupational and speech therapy. Therapists work to re-establish skills that may have been lost during an injury or illness, such as gait (walking), balance, bed mobility and the performance of basic hygiene skills. Speech therapy is available for patients who may have deficiencies that are the result of strokes or other neurological deficits. Our interdisciplinary team of nurses, therapists, dietitians, social workers and geriatric pharmacists work together to cultivate a care plan designed to help each patient achieve their highest level of indepen-

dence and function. Building confidence with daily activities and giving seniors the tools they need to be successful is fundamental to the goals of RESTORE. For short-term patients with the goal of returning home, home assessments and recommendations are conducted by the therapy team to ensure the patient is returning home to an environment that is safe and set up for success.

STRONG ROOTS. An increased focus on therapy services and the growing demand for hospitality-style private suites has not taken away from the core function and service of providing high-quality skilled nursing care to seniors. “When it comes down to it, the care and compassion we



OPENED IN 1965. Pictured above is Heritage Manor (now Heritage Health) in Peru, one of the original facilities built by Heritage Enterprises.

deliver to our residents is the most important thing we do. I love our residents like they are part of my own family. I’m blessed to have the job I do,” said Morris. “Our reputation in the community remains high because of the excellent care we provide, as well as our great track record with our residents. I am privileged to witness the staff’s dedication to providing high quality care each and every day.”

So, yes – things can change over time, and at Heritage Health in Peru, we have taken steps to adapt to the changes in healthcare and the expectations of today’s seniors. **HT**



Salon/Barber Shop



Solarium Sunroom



Dining Room



Happy to Oblige team



Private Suite



Electronic Medication Administration (e-MAR)



RESTORE Therapy Gym

HERITAGE HEALTH IN PERU > SERVICES AT A GLANCE

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- RESTORE Therapy Services (Physical, Occupational & Speech)
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- Special Dietary Services
- Activities
- Hair Salon/Barber Shop
- Community Services

FLASHBACK

Golden Anniversary

In the summer of 1965, Heritage Manor opened its doors for business. The invitation for the open house boasted the latest advances in the field of “nursing and convalescent care”. Now renamed *Heritage Health: Therapy & Senior Care*, we are still on the cutting edge of advancements in the field of senior healthcare. While some things have changed since 1965, what has not changed is our commitment to providing superior care that you and your family expect and deserve.

