

**Floridean  
Nursing and  
Rehabilitation  
Center**

*The*

**Pulse**



Summer 2008

## Our Team

**Kelley Rice-Schild**  
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Medical Director

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# WE CAN FLY!

*We Can Fly!*

## Floridean satisfaction scores soar

Since first implementing the Disney philosophy regarding customer satisfaction one year ago, results have gone from good to great. For the first time ever, scores in the area of Quality of Care and Overall Assessment of the Nursing Center were rated 100% in satisfaction.

The Floridean culture teaches staff that their primary role is to make sure all patients and their families have a positive experience. The training includes concepts of courtesy, problem solving and encourages looking at things from the customer's perspective. Staff find ways to say "yes" and to go above and beyond what is required. We have all learned that anything done at the level of excellence, or in the pursuit of excellence, is exciting and fun.

A vital part of measuring our success in customer service initiatives is to ask for patient feedback. Individual stories are relayed with "Employee of the Month"

*continued on page 6*

## Cast of S★T★A★R★S

The following staff members were mentioned by patients and their families for being the most helpful during their stay:

★ **Angie Viguera**  
Director of Dietary

★ **Barbara Dreyer**  
Administrative Assistant

★ **Christina Antonacci, C.O.T.A.**  
Director of Rehab.

★ **Freda Cunningham, L.P.N.**  
Wound Care Nurse

★ **Johanny Reyes, B.S.W.**  
Social Worker

★ **Lisandra Sanchez, C.N.A.**  
Nursing 2nd Floor

★ **Lisete Trejos**  
Receptionist

★ **Luis DeSocarraz**  
Director of Plant Services

★ **Michelle Williams, C.N.A.**  
Restorative Aide

★ **Nadine Bailey, L.P.N.**  
1st Floor Charge Nurse

★ **Robin Spaulding**  
Activity Assistant

★ **Roselande Geffrard, L.P.N.**  
Charge Nurse

★ **Susanmarie Prado, A.I.T.**  
Director of Case Management

★ **Yanick Jean Louis, C.N.A.**  
Nursing 2nd Floor

★ **Yohan Dicent**  
Director of Environmental Services



*Amina and her daughter, Valerie*

## *Amina Dubuisson, Director of Nursing,*

*Honored as Haitian American Nurses Association of Florida*

## *2008 Nurse of the Year*

Amina graduated high school in Port-au-Prince, Haiti before immigrating to the United States. She was not very different from the nearly 40,000 other people at that time that fled the turmoil of Haiti in the hope of finding a better life.

Amina started her nursing career as a Licensed Practical Nurse working at Unity Healthcare Center in Miami. She continued her nursing education at Miami Dade College earning her Associate of Science degree in nursing and becoming a Registered Nurse.

After working as a charge nurse, she continued her career by becoming an MDS and Care Plan Coordinator in 1999. Two years later, she was promoted as the corporate MDS and Care Plan Supervisor for DOS Healthcare and was responsible for overseeing ten Miami nursing homes.

Continuing in her career in long term care, in 2003 she was hired as a skilled nursing facility Director of Nursing. While taking on this new challenge, Amina decided to continue her education and went back to school in pursuit of her Bachelor's of Science in Nursing. In 2004 Amina was hired by The Floridean Nursing & Rehab Center as the Director of Nursing.

In 2006, she received her Masters degree in Nursing, Business Administration and Health Care Administration. That year she also passed her boards and became a Florida Licensed Nursing Home Administrator.

Amina has four beautiful children – two daughters and two sons.

She is a wonderful example to her children that success is achieved through hard work and dedication. Through mentoring and by her constant example, she has excelled at nursing recruitment and retention.

With the Haitian American Nurses Association of Florida, Amina has traveled back to Haiti and to the Dominican Republic on medical mission trips. During these trips she has provided health care for children and adults in remote areas of the countries who otherwise have no access to modern medical care.

A leader in the Haitian community, Amina serves as Treasurer and is an active member of the Haitian American Nurses Association of Florida. She plays a vital role in HANA's service to the community by participating in local health fairs, medical mission trips, and serving on many committees.

In Amina's words she has dedicated her life to nursing in long term care because, "There is nothing more rewarding than making a difference in a patient's life. I have the heart for what I do. There are still a lot of things

that I can learn, whether it is for my job or to help others, I am always looking at learning new things."



*On a medical mission trip to Haiti*



*Honored as HANA's 2008 Nurse of the Year*

## Floridean Goes Green

As part of a Earth Day school project, Jack Schild, age 15 decided it was time that Floridean went green. Recycling at home is now accepted by 75% of Americans. When it comes to recycling, 67% of adults say they recycle aluminum or metal cans, while 59% recycle paper and 57% recycle plastic.

At The Floridean there are plenty of ways to help the environment and reduce the waste we send to landfills. Daily newspapers, soda cans and wasted office paper are all now going into blue bins clearly marked with the recycle logo. After researching different ways businesses can become environmentally friendly, Jack brought his plan to The Floridean. He laminated and posted signs and held a staff training to introduce the Floridean Goes Green program. To save on energy he recommended and had the maintenance staff install sensor light switches in utility and nourishment rooms. The light sensors automatically turn on when you enter the room and then turn off when the room is empty. These hands-free devices can be purchased at Home Depot and are easy to install.

The biggest challenge was that The City of Miami does not offer curbside pick up of recycling for businesses. Therefore, the recycled items need to be collected and taken to the nearest Miami-Dade County recycling center. "But the effort is definitely worth it," Jack explains.



*Jack Schild promotes "Floridean Goes Green" Program*

## Recycle. **FACTS**

- Americans now use an average of 100 gallons of water each day – enough to fill 1,600 drinking glasses!
- Letting your faucet run for five minutes uses about as much energy as letting a 60-watt light bulb run for 14 hours.
- If every household replaced its most often-used incandescent light bulbs with CFLs, electricity use for lighting could be cut in half.
- Each of us uses approximately one 100-foot-tall Douglas fir tree in paper and wood products per year.
- Recycling 1 ton of paper saves 17 mature trees, 7,000 gallons of water, 3 cubic yards of landfill space, 2 barrels of oil, and 4,100 kilowatt-hours of electricity – enough energy to power the average American home for five months.
- More than 50% of a new aluminum can is made from recycled aluminum.

## *Fireflies in the Garden*

By Robert Frost

Here comes real stars to fill the upper skies,  
And here on earth come emulating flies,  
That though they never equal stars in size,  
(And they were never really stars at heart)  
Achieve at times a very star-like start.  
Only, of course, they can't sustain the part.



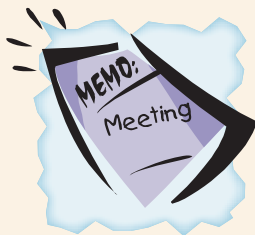
# ACTIVITIES HEARTBEAT



## Special Events for July

### July is National Blueberry Month

- **Resident Council & Food Committee Meeting – Wednesday, July 2nd** at 2pm. Have your voice heard at our monthly Resident Council and Food Committee Meeting. All residents are welcome to attend and meet with the Directors of Activities and Dietary to discuss our monthly events and select menus for our special meals. Refreshments served.



- **Trip to the Denny's – Thursday, July 3rd** at 11am. Beat the Summer heat and get the Grand Slam!
- **4th of July Cookout Friday, July 4th** at 12 noon. Join us for an all American cookout with BBQ Ribs! Happy Birthday to us! It's our nation's 232nd birthday, commemorating the approval of the Declaration of Independence by the Continental Congress. Fireworks are certainly in order.



- **Outing to Lunch, Thursday, July 17th** at 11am. Join the Lunch Bunch and have an afternoon on the town, at a local restaurant.
- **National Ice Cream Day, Wednesday, July 23rd** at 2:30pm. When you get the urge for a snack on a hot, humid summer night, what's the first thing that comes to your mind? That's right . . . Ice Cream! Therefore, it's only fitting that ice cream be given its own special day. On this day, we hope you enjoy an ice cream cone, a sundae, or a milk shake. Set the diet aside and splurge a little . . . have one of each!



- **Birthday Bash, Friday, July 25th** at 2:15pm. Celebrate the July birthdays complete with ice cream and cake. Special entertainment and many happy wishes to those birthday boys and girls.



## Special Events for August

### August is National Parks Month

- **Resident Council & Food Committee Meeting – Wednesday, August 6th** at 2pm. Have your voice heard at our monthly Resident Council and Food Committee Meeting. All residents are welcome to attend and meet with the Directors of Activities and Dietary to discuss our monthly events and select menus for our special meals. Refreshments served.
- **Outing – Thursday, August 7th** at 11am. In honor of National Parks Month, join us for a picnic at a local park.



- **Hawaiian Luau – Wednesday, August 13th** at 12:30pm. On August 21, 1959 Hawaii became our 50th state. The proclamation admitting Hawaii to the Union was signed by President Dwight Eisenhower.
- **Lunch out on the Town, Thursday, August 21st** at 11am. Enjoy a lunch with the girls (and boys) at a local restaurant of the group's choice.



- **Birthday Bash – Friday, August 29th** at 2:15pm. Celebrate the August birthdays complete with ice cream and cake. Special entertainment and many happy wishes to those birthday boys and girls.

## Special Events for September

### September is Food Festival Month

- **Labor Day Cookout – Monday, September 1st** at 12 noon. The traditional cookout with hamburgers, Floridean's famous hotdogs will be grilled up in the garden, weather permitting.



- **Resident Council & Food Committee Meeting – Wednesday, September 3rd**

at 2pm. Have your voice heard at our monthly Resident Council and Food Committee Meeting. All residents are welcome to attend and meet with the Directors of Activities and Dietary to discuss our monthly events and select menus for our special meals. Refreshments served.

- **Outing to the Food Court – Thursday, September 4th** at 11am. September is National Food Festival Month, so we will join in the food tasting at the Food Court.

- **National Grandparents Day Brunch – Sunday, September 7th** at 12 noon. Bring the whole family to our scrumptious Sunday brunch in honor of all our grandparents. Fresh waffles made to order with special toppings including fresh fruit, chocolate chips or warm Vermont syrup.



- **Lunch on the Town, Thursday, September 18th** at 11am. Enjoy a lunch with the girls (and boys) at a local restaurant of the group's choice.

- **Birthday Bash, Friday, September 26th** at 2:15pm. Celebrate the July birthdays complete with ice cream and cake. Special entertainment and many happy wishes to those birthday boys and girls.

- **Rosh Hashanah – Monday, September 29th** at Sundown



## PROGRESS CORNER

**Butch Rice Wellness Center projected to open in Fall 2008**



*One of twenty private rooms and suites*

*The first floor hallway*



*The three story stair tower is an impressive sight*

## COMPUTERS HELP IMPROVE DEPRESSION AND DEMENTIA

The Floridean has a computer available exclusively for patient use. The computer station is located in the Julia Rice Memorial Library and has free internet access. The computer is “senior friendly” with big screen, simple to understand and easy to use graphics for e-mail, web searching and games. Also included on The Floridean computer station is the game “Brainiversity” a game designed to stimulate your brain with 16 different activities including language, memory, math and analysis.



In a recent study, it was determined (after controlling for a number of background characteristics) that seniors who were computer users reported significantly fewer depressive symptoms than their counterparts who do not use the computer. The benefits to overall mental health can be attributed to the older adults greater connection to the world around them. As part of the aging process, the elder's social network begins to shrink and the computer can be used as a link to a new “cyber community”.

According to research conducted by the University of Kentucky, including more than 600 nuns, being educated, and having some sort of intellectual stimulation may play a role in warding off signs of Alzheimer's and dementia. In short, an active mind is a healthy mind proving that the theory “use it or lose it” does have merit.



### We Can Fly

*continued from page 1*

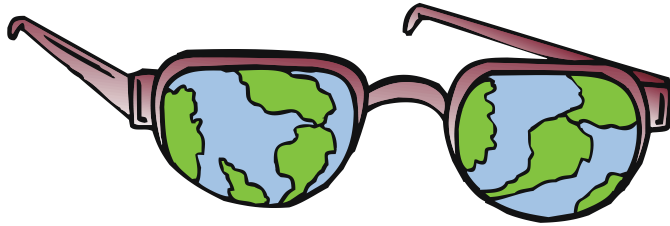
nominations and read aloud at monthly staff meetings. This is a chance to recognize the little extra's that show we care. But, for an overall perspective, we collect customer satisfaction surveys that are completed upon a patient's discharge home. These are used to measure a customer's experience at The Floridean. The survey includes twenty-two questions and include items such as; “Is the staff friendly?”, “Do you receive fresh, clean linen and towels?” and “Did you have a positive, memorable experience during your stay?” Anyone can complete and submit the survey on-line at [www.floridean.com](http://www.floridean.com).

Based on the positive results it seems that The Floridean Team has been practicing their new skills and has been sprinkling around a little faith, trust and pixie dust!



## Floridean Goes Green

Find these "green" terms and learn how to save our environment



energy  
green  
save  
recycle  
ozone  
resources  
climate  
global  
earth  
waste

warming  
ecofriendly  
organic  
natural  
biodegradable  
environment  
reduce  
reuse  
planet

SOURCE: Puzzlemaker at  
DiscoveryEducation.com

E	A	P	R	E	C	R	C	E	E	E	R
L	T	L	V	A	N	M	E	E	N	R	E
B	E	A	W	E	O	R	U	R	N	R	R
A	S	N	M	A	Y	B	E	B	E	E	G
D	L	E	V	I	S	E	G	N	U	P	L
A	N	T	C	I	L	T	R	S	O	E	A
R	E	S	O	U	R	C	E	S	C	Z	B
G	L	O	S	A	D	O	E	I	C	S	O
E	C	O	F	R	I	E	N	D	L	Y	L
D	Y	E	A	N	W	A	R	M	I	N	G
O	C	M	C	Y	G	R	E	N	E	G	T
I	E	L	A	R	U	T	A	N	O	N	G
B	R	T	O	C	I	H	B	U	A	G	T

## EMPLOYEE MILESTONES

### Birthdays

#### JULY

Maria Taboada 7/4/  
Islene Jean Philippe 7/06  
Estrella Jimenez 7/21

#### AUGUST

Gladys Lamy 8/4  
Phensie Damus 8/6  
Yohan Dicent 8/6  
Freda Cunningham 8/08  
Marie Pierre-Mondesir 8/9  
Angela Moreira 8/13  
Monise Accuis 8/16  
Juliana Ayoajayi 8/19  
Iliana Carrio 8/18  
Lisandra Sanchez 8/16  
Nory Reyes 8/17  
Amina Dubuisson 8/19  
Darlene Pierre 8/22  
Tania Pelaez 8/27  
Ema Avendano 8/28  
Yanick Louis-Jean 8/29

#### SEPTEMBER

Lisette Martinez 9/5  
Carline Pierre-Louis 9/9  
Nathalie Pierre-Louis 9/12  
Barbara Cabellero 9/12  
Jose Rodriguez-Gonzalez 9/15  
Marie Calixte 9/20  
Susanmarie Prado 9/28

### Anniversaries

#### JULY

Nahomie Saint-Hilaire 07/01/02  
Barbara Cabellero 7/26/00  
Mecidieu Deus 07/27/06  
Shirley Andres 7/29/04

#### AUGUST

Violeth Sanchez 8/4/97  
Freda Cunningham 08/05/93  
Maulio Davila 08/08/00  
Rose Calvarie 08/23/07

Miriam Perez 08/25/03

Luis Desocarraz 08/26/02  
Mireille Prophete 8/26/94  
Alba Hernandez 08/26/04

#### SEPTEMBER

Patricia Lidia Marrero 09/03/03  
Elena Otero 09/08/03  
Evangelina Vigera 09/10/03  
Lowanschell Williams 9/17/99  
Aliette Saint-Aime 09/23/92  
Luz Oronez 09/24/01  
Carline Pierre Louis 9/25/06  
Marilyn Mino 09/27/05



## Postscript

***“Talent wins games, but teamwork and intelligence wins championships.”***  
– Michael Jordan

In May, Team Floridean participated for the sixth year in Miami's Corporate Run. The annual Thursday night event brings tens of thousands of South Florida companies together for what they describe as the world's largest office party. This year Floridean had a record number of competitors including patient family members, volunteers, spouses and children. If you have never seen this event first-hand, I recommend it as something you should do at least once.



*Jack Schild, 15 years old, and mom, Kelley*

We had those in our team that ran the 3.1 mile course, walked, pushed babies and then the all important cheerleaders and hostesses back at the team tent. We didn't win, but it was fun to enjoy each other's company, get to know their families and spend a little down time just having a great time.

So, if you are interested mark your calendar for the first week in May, 2009 and join Team Floridean. Start training today!

*Kelley C. Rice-Schild, CNHA*  
Executive Director

## The **Pulse**

The Floridean Nursing & Rehab Center  
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