

## The Evergreen Family

Employee News

### Welcome to the Family!

Three new facilities have joined our team!

- Birchwood in Milwaukee, Wisconsin
- Jefferson City in Jefferson City, Tennessee
- Greystone in Blountville, Tennessee

### Congratulations to our following contest winners for PT month!

1. Justin Roberts, PT, Kenton Healthcare
2. Victoria Ham, PTA, West Vue
3. Coralie Bourcier, PTA, Taylor Park
4. Brad Wilson, PT, Hidden Acres
5. Dana Kessler, PT, Willowood
6. Ken Manginsay, PT, Woodland Park
7. Sheryl Bernardo, PT, Orchard Grove
8. Tammy Gagnon, PTA, Strawberry Lane
9. Suzy King, PTA, Cambridge House
10. Lori Engleman, PTA, Page Rehab

*\*\*We will be having similar contests in the Spring for both OT & SLP months, as well as a special month of recognition for our Rehab Techs\*\**

*Do you have news you would like to share regarding something you or a co-worker have accomplished? Share it with us! Fax to Liz at the home office or e-mail it to [liz@evergreenrehab.com](mailto:liz@evergreenrehab.com). You may be reading about it in the next newsletter.*

### Congratulations!



Stacy Ladd, of Northpoint Med and Rehab, was recently engaged to Adam Stanek. The couple will wed on July 11, 2010.

# Roots & Branches

An Evergreen Rehabilitation Publication

*May the spirit of the holidays  
fill your heart and home with joy today...*



*... and throughout the New Year!*

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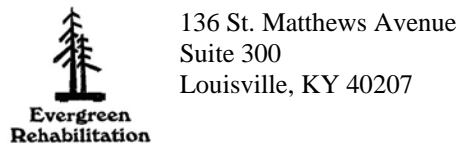
### *A Note of Appreciation....*

*From Michael Houlihan, CEO*

Each year, I look forward to taking the time to thank you all for the hard work and enormous amount of effort each of you put in to making Evergreen Rehab a success. This year is no different. The Evergreen family is strong and continues to exceed expectations professionally. More evident to me this year is how many truly warm, thoughtful, gifted and talented individuals we have the honor of working with each day. I take great pride in knowing that so many of you see your position as one of change and growth, and are aware of the affect you have on the lives of those you work with. Connecting with your colleagues and those we serve on a human level enriches our corporate environment and makes Evergreen more than just a company – it makes us family. On behalf of myself, the board of directors and the corporate staff, we very much appreciate not only the hard work, but also the amount of heart that each of you put into doing your jobs each day. I am proud of our accomplishments in 2009, and look forward to an awe inspiring 2010.

### *Please extend a warm welcome to the newest members of the Evergreen family!*

**(SEPTEMBER)** Stephanie Alty Arroyo, Jeffrey Ausmus, Xiomara Austin, Tom Black, Vance Breeden, Roxane Bridges, Robin Buchanan, Stephen Burlison, Lindsey Cavanaugh, Patricia Cresco, Domingo Domingues, Carolyn Drake, Diana Freyaldenhoven, Althea Hennings, Sharon Jones, Teresa Karolek, Donna Keturakis, Rose King, Brandie Kivett, Robert Kreuzer, Laura Lecocq, Anastasia Mabbett, Ruth Thielen-Maynard, Joel McCormick, Carrie McDermitt, Kim McGuire, TeAnnah Milton, Troy Montgomery, Kelly Nash, Michelle Newman, Julie Nickels, Wanda Nicholson, Rosa Norvell, Ginger Oliver, Mitchell Paddock, Tiffany Prescott, Kerri Quinn, Tresa Rice, Kathy Rigg, Lisa Roberts, Julie Rose, Suzanne Rose, Marcela, Sargent, Marnie Scharping, Melissa Seals, Susan Smith, Amanda Stewart, Margaret Walker, Julia Whalen, Sheena Welch, Kristen Wiedower, Jean Marie Williams, Todd Winston and Zinnia Zosa. **(OCTOBER)** Noemi Barroga, Eleonora Beloria, Andrea Bonkofsky, Willie Brown, Melissa Candlish, Casey Chasteen, Virginia Conkin, Jane Croce, Tracy Darnutzer, Julie Eanes, Heather Ehret, Julie Ennis, Kristen Fromich, Josh Gibson, Kristy Glover, Kay Israel, Andy Ives, Karen Jamison, Donna Joyce, Brian Kreuger, Ann Lee, Wil Lyles, Robin Mason-Weenes, Page Mayo, Donna Mauz, Crystal Moor, Deborah Mote, Sheena Nelson, Darla Parker, David Peterson, Ebony Porter, Maryann Power-Mininni, Pam Reed, Mary Seal, Allison Skillman, Louise Skinner, Connor Smith, Isabel Torres, Robert Varney, Laura Whitley, Crystal Wood and Diana Wulf. **(NOVEMBER)** Genelda Alfred, Marna Bauer, Nelda Brack, Betty Budde, Shawn Cash, Kathleen Craigmyle, Hannelore Gray, Jeff Gibson, Robert Gulan, Theresa Gurgel, Gwendolyn Jones, Kim Jones, Ann Knighton, David Lindsay, Marie Lowry, Jennifer Martin, Angela Miller, Claire Moore, Lisa O'Mary, Kathleen Pitts, Donald Read, Emily Rickard, Toni Sibalich, Terri Sikorski, Hailey Smith, Mara Vergon, Tessie West and Renee Womack. **(DECEMBER)** Julie Bishop, Melody Clayton, Daniele Victoria, Paula Griffiths, Aisha Jones, Alexandra McCullough, Tasha Nealey, Krysti Rudisill and Connie Slaydon.



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## Top 10 Reasons for Denials

By Liz Barlow, RN, CRRN, RAC-CT, C-NE, Clinical Specialist

I recently attended a conference where a SNF in California received over 900 denials for Part B therapy services. A consultant presented and discussed the Top 10 reasons for denials. I have listed those below with my own interpretation and comments noted in red.

- 1. PLOF was not measurable and objective.** *The PLOF is one of the most important sections of the evaluation. This area must be very specific to what the patient was able to do prior to the incident or time frame that caused a decline. The information must be specific to your own discipline.*
- 2. Resident is not a good candidate for skilled therapy due to advance dementia, poor short term memory with the inability to remember previous training sessions.** *CMS will not base a denial on a dementia diagnosis alone. HOWEVER, documentation must support that the patient is able to retain instruction and information. They make this very clear. If you are performing balance issues, ther ex, etc in which the patient can follow commands well and functionally improve your documentation MUST support this and show progress. You must explain why they are a good therapy candidate in your eval (i.e. potential) and in your progress reports. Skilled services are not paid for by CMS in regards to repetition and verbal cueing. Otherwise, we should turn them over to Restorative.*
- 3. Adequate time for spontaneous recovery from a temporary loss of function was not given for PT/OT services.** *Due to the co-morbidities of our patient population, I don't see this as a big issue. This is where our previous medical history that impacts therapy can really come into play. We must list these additional 'challenges' that our patients have (i.e. age, arthritis, osteoporosis, pain limitations, etc.) Additional information may be added in the Complexities/Co-morbidities section of the progress note. Always review and check on those that are appropriate. It also helps to justify why services may take a little bit longer as well.*
- 4. Documentation did not support a significant decline in function for PT/OT and does not appear reasonable or necessary for the condition/diagnosis of the resident.** *Change in function must be supported throughout our documentation. In the builder for "Reason for Referral", please use the sentence that says, "Pt is now unable to....." This helps to support the change in status.*
- 5. Doc. does not support that the statutory requirement for the physician's certification of the plan of care has been met.** *Keep all certs up to date.*
- 6. Documentation noted a discrepancy regarding the patient's functional ability between nursing and PT/OT.** *Communication is vital here! Be sure information is relayed to all staff. Always document teaching!!*
- 7. Patient did not make significant measurable progress or improvement with PT/OT.** *Goals need to be appropriate for the patient and meet them in the estimated time frame. If not, documentation MUST support changes to the plan of care or the downgrading of goals and reasons why. The fact that "patient has not achieved goals" is not a good enough reason to continue on therapy services, especially if the patient is making no measurable progress.*
- 8. Doc did not indicate that there was a valid expectation of improvement at the time PT/OT services were initiated.** *Again, patient potential is very important here.*
- 9. The patient had reached the maximum benefit of skilled PT/OT and further care can be performed by supportive personnel.** *Medicare will not pay for repetition of exercises and verbal cueing. Our doc must support skills, analysis, measurement, etc or the patient should be placed on nursing services.*
- 10. Signature/credentials on the documentation were illegible or missing and therefore were unable to determine if the appropriate personnel provided the treatment.** *Make sure all paperwork is signed appropriately!!*



### 4-Star Award Winner

The 4-Star Award is based on the following principles:

- Principle number 1: Everyone makes a difference.*
- Principle number 2: Everything is built on relationships.*
- Principle number 3: You must continually create value for others, and it doesn't have to cost a penny.*
- Principle number 4: You can reinvent yourself regularly.*

Congratulations to **Vicky Ham, RD** at West Vue! She is the October recipient of the 4-Star Award and will receive a weekend in Hilton Head Island for her and a guest.

We would like to recognize all the nominees for this period and congratulate you on a job well done! Mike Goodpaster, PT - Northpoint Lexington; Karla Van Beck, OT - Manatee; Tammy Taylor, Rehab Tech - Indian Oaks; Dina Sanabria, PTA - Shady Rest; Heidi Kammerer, SLP - West Vue; Alak Rawatt, OT - West Vue and Estella Truong, RD - Rosewood Killeen.

## From the Human Resources Desk

By Leslie Dearing

We would like to express our thanks for your particular part in Evergreen's success during the past year. Your contribution is highly valued - an organization can only be as good as its individual members.

Best wishes for a safe & happy holiday season!

## Happy Anniversary

to the following employees who have been a part of the Evergreen Team for a year or longer. Thanks for your dedication and service!

*Celebrating 6 years or longer:*  
(October) Dana Kessler, RD/PT - 6 years.  
(December) Jerrold Allen, RD/COTA - 9 years.

*Celebrating 5 years:*  
(October) Christie Patrick, Corporate; Deborah Schmude, Tech; Betsy Soukup, PTA and Donna Wisker, RD/OT.  
(November) Brian Arnold, COTA; Lori Boelter, COTA and Rhonda Pryor, SLP.

*Celebrating 4 years:*  
(October) Elizabeth Barlow, VP of Clinical Services.  
(November) Sandra Johnston, SLP; Dwight Parks, COTA and Wael Takroui, PTA.  
(December) Dara Brown, PTA and Sharyn Krazer, OTR.

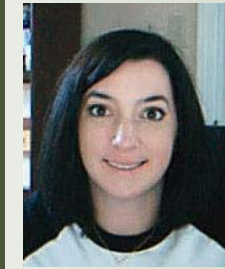
*Celebrating 3 years:*  
(October) Nona Borrego, SLP; Tammy Gagnon, PTA; Cade McKoin, OT and Stacey Parsons, COTA.  
(November) Mary Andrews, Tech; Carrie Cronin, OT; Maria Garcia, Tech; Carroll Grossman, SLP; Ken Manginsay, RD/PT; Rebecca Noel, SLP and Belinda Resendez, COTA.  
(December) Donna Campbell, Recruiter; Lorell Castellano, OT; Thomas Hayden, RD/PTA; John "Randy" Magin, RD/OT and Beverly Simpson, COTA.

*Celebrating 2 years:*  
(October) Eldri Marshall, PT; Dee McNeily, OTR; John Rice, PT; Jessie Rodriguez, PTA; Angela Takroui, COTA; Richard Thompson, PTA and Cynthia Vanderwielen, PTA.  
(November) Kara Fitzgerald, OT; Chasity Teague, PTA; Jennifer Thames, OT; Jennifer Watters, PTA and Lisa Zant-Fritz, PTA.  
(December) Kelly Cloern, PTA; Kelly Frederick, SLP; Sandra Hall, PTA; Denis Marois, SLP; Michelle Morgan, SLP; William O'Briant, RD/PTA; Shlesha Patel, PTA; Lindsay Prince, SLP; Bobbie Puckett, PTA; Susan Snyder, COTA and Brad Wilson, PT.

*Celebrating 1 year:*  
(October) Kim Anderson, OT; Rodrick Anderson, OT; Melissa Angus, SLP; Kelli Beal, PTA/RD; Tawanna Berry, SLP; Mary Brinkley, COTA; Karmiel Bulawan, PT; Johanna Castillon, PT; Barbara Chaney, SLP; Pat Christopher, SLP; Theresa Clark, SLP; Sherry Courtney, Tech; Nicol Covert, OT; Stacey Delforge, SLP; Joan Dewey, COTA; Dana Dyer, PTA; Sylvia Easley, PTA; Janie Escamilla, Tech; Maria Cecilia Estipona, PT; Angela Farr, SLP; Barbara Felker, PTA; Donna Flanagan, SLP; Cindy Ford, PT; Michelle Foster, PT; Mary Frank, Tech; Julie French, RD/Tech; Michelle French, PTA; Meighan Gassett, SLP; Christie Graves, PTA; Shunika Grayson, OT; Stephanie Hale, PT; Nancy Hamner, PTA; Andrew Hinkle, OT; Maggie Hoard, OT/RD; Donya Hogston, OT/RD; Nachele Hubbard, PT; Karen Huntley, SLP; Luzviminda Jimenez, PT; Anita Johnson, PTA; Precious Johnson, Tech; Jennifer Kahl, COTA; Teri Kapp, SLP; Christine Kudlak, SLP; Jamie Leathers, RD/PTA; Debbie Lovvorn, PTA; Deanna Lunsford, SLP; Barbara Lyle, COTA; Heather McDougall, COTA; Shelia McNeal, Tech; Jeffrey Metcalf, PTA; Betty Millen, PTA; Pam Milton, COTA; Debra Modrowski, PT; Ella Moore, OT; Ravyn Murden, OT; Mamerto Pacris, PT; Vandana Pal, OT; Rachael Parish, COTA; Leslie Parnell, PTA; Joselito "Jojo" Pasaol, PT; Reba Pruett, PTA; Twanna Reaves, RD/OT; Jeanie Rogers, PTA; Cleaster Sain, OT; Vicki Sellers, PT; Sue Shumake, PTA; Kimberly Smith, OT; Yolanda Smith, Tech; Emma Spade, PTA; Cherie Sullivan, SLP; Kristine Tarbell, OT; Tammy Taylor, Tech; Melissa Varnes, OT; Sharon Wallace, PTA; Joseph Walton, PTA; James Watkins, PT; Lawrence Wells, PT; Clara Wilkins, PTA; Tracey Wise, SLP; Fred Wood, PT; Phyllis Wright, Tech; Cheryl Young, PTA and Kimberly Young, PTA.  
(November) Kelly Burkett, PTA; Amanda Dietz, SLP; Carla Dubre, PTA; Lori Engleman, PTA; Rebecca Goetze, PTA; LaTasha Greer, SLP; Missy Griffin, PTA; Linda Hime, SLP; Joyce Ingram, PTA; Alison Kendrick, OT; Deborah Luttrell, COTA; Diane McClendon, OT; Gwendolyn Mitchell, PTA; Michael Neal, PTA; Temetric Reeves, OT; Julie Sanderson, SLP; Dan Shaughnessy, OT; Jackie Shaughnessy, PT; Laura Sturgill, SLP; Ella Subayno, PT; Tricia Turner, Tech; Cindy Westin, OT and Alison Woodcock, OTR.  
(December) Dawn Alvarado, OT; Archana Banuru, OT; Tywonda Cooper, COTA; Cheryl Eaton, COTA; August Hartigan, PT; Jill Holshouser, PTA; Amy Macewicz, PT; Julianne Sloyer, PTA; Annette Sullivan, SLP; Kathy Warren, PTA; Stacey Willis, OT; Howard Yap, PT and Wyndee Zuniga, COTA.

## Feature Rehab Director

Amanda Stewart, OT/RD @ Pine Meadows Healthcare



I am originally from Baton Rouge, LA. I graduated from the University of Louisiana at Monroe with a Bachelor's in Occupational therapy and a minor in psychology. I worked at the Memphis Jewish Home in Memphis, TN upon graduation. After a stay there, I was employed by West Tennessee Healthcare for almost 6 years. I joined on to Evergreen Rehabilitation, LLC in October of this year as the Rehab Director at Pine Meadows Healthcare.

I enjoy scrapbooking (when I have the time), watching and cheering for LSU football, camping, travelling home to see my family, playing with my two little girls, spending time with family and friends, cooking and baking, and volunteering with the Make A Wish foundation to grant wishes!!

I am married to Elvis and have 2 wonderful daughters, Debra Grace is 3 years old and Ella is 4 months old. We currently live in Jackson, TN.

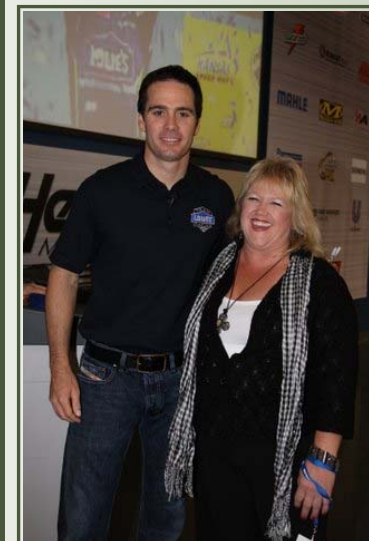
## A Warm Welcome...

to Patsy Scheller, RN and Clinical Specialist

I want to thank everyone for the warm welcome to Evergreen Rehabilitation.

To share, I am one of seven girls. My mother is a nurse and continues to work Full Time @ 83 years of age. Three of my sisters are nurses, as are two of my daughters. I believe we all learned from an early age we needed to work to help others and everything else in life came afterward. In my 32 years of Nursing, I have had many wonderful opportunities to help others. Ten years in Critical Care and 23 years in Long Term Care have allowed me to assist those who were in need of help in many different ways. More specifically I have had many opportunities to work with Therapists as a Director of Nursing and learned early in my career that their professional skills were primary in seeing the patients improve to their maximum potential.

I made a career path change in September '09 to Evergreen as a Clinical Specialist. I am excited to be working with Therapists more directly on a continuing basis. My focus will be Quality Assurance, documentation audits and education, Medicare regulations, FI's and LCD's. Liz Barlow is an excellent teacher, her experience and attention to detail will ensure that I learn what is needed to help our facility staff the most. I look forward to working with you all.



Congratulations to **Kimberly Hanson, COTA @ Lakewood in Crescent City, FL** for winning the Quaker State Oil "Worst Commute to Work Contest."

Kimberly won some great prizes, including a ride with Jimmie Johnson.

View her winning video on the web at:

<http://www.quakerstate.com/#/worlds-worst-commute/>