

The
Silvercrest
Center
for nursing
and rehabilitation

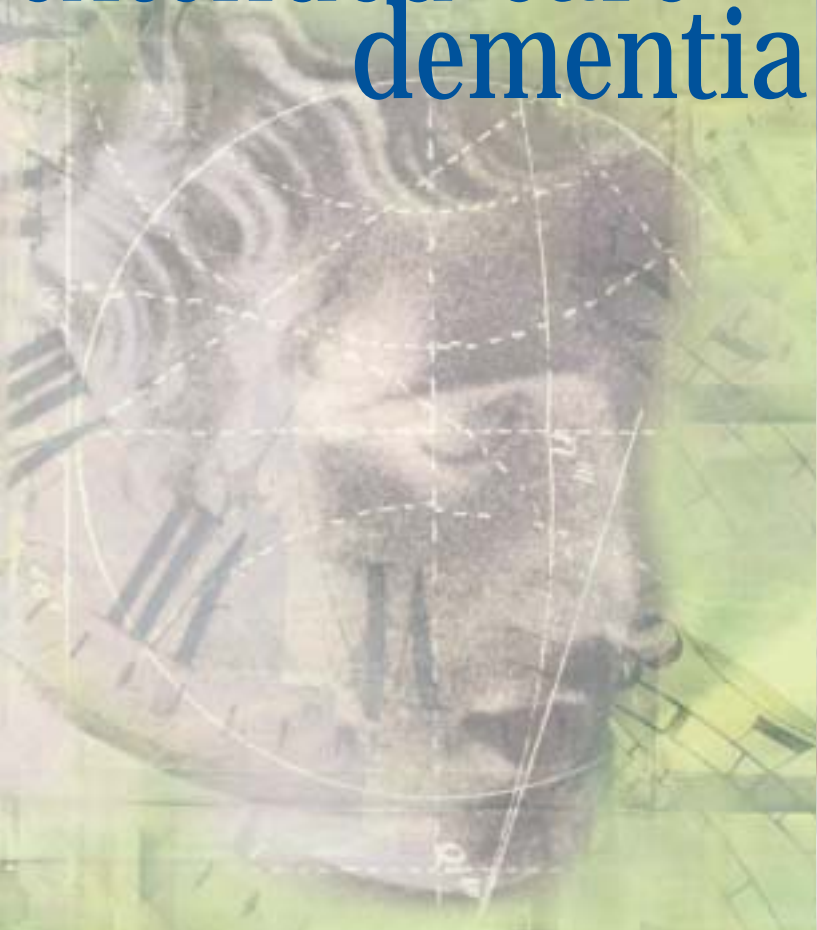
Giving Quality to Life



extended care
dementia



rehabilitation
vent





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Nursing and Rehabilitation
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The New York-Presbyterian Healthcare System is a federation of top-quality hospitals, specialty institutes and continuing care centers throughout New York, New Jersey and Connecticut. The System was founded to bring about a positive change in the way health care is delivered to the community. All System members are academic affiliates of two Ivy League medical institutions: Weill Medical College of Cornell University and the Columbia University College of Physicians & Surgeons.

I am proud to acknowledge the continued excellence of our System member, The Silvercrest Center for Nursing and Rehabilitation. Silvercrest has met the System's demanding standards and continues to pursue a quality agenda, which the Joint Commission on Accreditation of Healthcare Organizations has recognized as outstanding.

Herbert Pardes, MD

President and Chief Executive Officer

New York-Presbyterian Healthcare System

The Silvercrest Center for Nursing and Rehabilitation is located on a four-acre site in the residential community of Briarwood, Queens. The five-story building houses eight nursing units, each containing 40 beds. Within these units and its shared recreational areas, a world thrives, marked by compassion and clinical excellence. We always keep our mission firmly in mind—Giving Quality to Life—as we see to the residential care of those people with complex, chronic healthcare needs, those requiring rehabilitation, those dependent on ventilators, and those coping with dementia.

What sets us apart from the other *good* facilities doing similar things, is that we are striving to be one, truly *great* center of excellence. We are realizing this goal because of the resources we find within ourselves. Our healthcare System is one of the finest in the world, our Board is committed, our administration is disciplined, and our staff members are completely dedicated to our goals.

Cosmo J. LaCosta, FACHE

Senior Vice President and Administrator

The Silvercrest Center for Nursing and Rehabilitation



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Skilled nursing care at Silvercrest

Located in residential Briarwood, The Silvercrest Center for Nursing and Rehabilitation is a unique center of excellence, dedicated to enhancing quality of life for all the residents we serve, including:

- ◆ Older and younger adults who are chronically ill or traumatized and who make Silvercrest their home.
- ◆ People who need restorative therapy and rehabilitation before returning to an independent life.
- ◆ Ventilator-dependent patients who require a specialized program for weaning from ventilation and gaining better quality of life.
- ◆ People with Alzheimer's Disease and other dementias who need to live in a nurturing and safe environment that encourages high functioning.

The majority of people at Silvercrest are those with medically complex, chronic conditions that require skilled nursing care that cannot be easily given at home. These cases, however, are not acute nor immediately threatening so that they require hospitalization.

Skilled care is what all our professionals provide, whether they be our highly trained nurses, our dedicated physicians, our nationally renown rehabilitative experts, our sensitive social workers, or the many other people who make Silvercrest the reputable place that it is.

Our staff is dedicated to providing quality health care that promotes independence and dignity for all, in an environment where leadership is by example,

knowledge is shared, creativity is sought after, and continued education is encouraged.

Simply stated, what sets Silvercrest apart, are its people. Our remarkable people arrive here every day with the single purpose of Giving Quality to Life.

Within these pages, we hope to share a sense of the diverse and hopeful place that is Silvercrest. We invite you to visit our web site, www.silvercrest.org, for more perspectives and to contact us for a tour.



Our commitment to clinical excellence

Today, more than a decade of service since its 1990 opening, a mature and sophisticated Silvercrest sees to the needs of a widening population of patients. Sponsored by New York Hospital Queens, Silvercrest is a full member of the **NewYork-Presbyterian Healthcare System**, and enjoys access to all the resources of one of the largest and finest medical systems in the world.

Determined to stay on the **cutting edge of our field**, Silvercrest is a frequent host of and participant in a number of educational seminars and panels. Additionally, many of our professional staff publish in academic journals, lecture on their specialties, and

even write the textbooks used by their peers in the health-care industry.



With this foundation of expertise, Silvercrest continues to build upon its history of providing **extended care** to

older and younger adults with complex healthcare needs. Silvercrest has the largest adult **ventilator-dependent** unit in a New York State residential healthcare facility, and one of the largest in the country. Silvercrest is also home to a **rehabilitation** program for short-term orthopedic and cardiac patients, as well as to a discreet **dementia** program. Other important services include outpatient rehabilitation and hospice.



Many clinical services are provided at Silvercrest, including the dedication of **physicians** who are specialists in geriatrics (care of older adults), orthopedics (care of joints and the musculoskeletal system), and pulmonology (care of the lungs).

Our **Wellness Center** is a fully appointed, on-site outpatient medical office. A complete **dental operatory** and **ophthalmology equipment** make



nearly all such routine visits available on site, as well, eliminating the need for inconvenient visits elsewhere.

In recognition of our strong commitment to clinical excellence, Silvercrest has been named the headquarters for a **geriatric fellowship program** with New York Hospital Queens and NewYork-Presbyterian Hospital/Weill Cornell. This fellowship provides training to future geriatricians.



Our commitment to engaged, vital lives

Creating an environment that supports individuals while never forgetting their aspirations for independence is our profound goal. Our **therapeutic recreation** specialists design and facilitate restorative activities for all Silvercrest residents, no matter what their functional level.

In conjunction with nutrition services, the therapeutic recreation staff produces **wonderful events** including frequent barbecues and gourmet and holiday dinners. Families participate in many of these activities, making them all the more pleasurable for residents.

There's opportunity to learn and grow, too, including **interesting classes** in language, history, computers, gardening and current events. Creative arts include crafts, music, painting, performance and poetry.

Our residents have lots of opportunity to **exercise**, including sessions for movement, jazzercise and



sports. Frequent **social activities** include the very popular games sessions, outside field trips, pet therapy and movie nights.

Worship is important for many, and our pastoral care program oversees an assortment of Catholic, Jewish, Protestant, Greek Orthodox, Hindu, Muslim, and other religious and spiritual services and studies.

Residents are also encouraged to pursue their interests in many ways, including through independent study and the **creation of clubs** for group participation.



On-site niceties like a **beauty parlor** and colorful **aquariums** enhance the liveliness and convenience of daily life.

Most recreation takes place in the main and satellite dining facilities. The **gardens** are another favorite location, with three terraced areas that provide room for activities and family visits. Plans are underway for other landscaping changes that will provide residents with expanded, attractive outdoor environments for relaxation and exercise.





Our commitment to families and friends

Just as each resident quickly comes to feel a part of Silvercrest, relatives and close friends often find themselves adopted as well!

Silvercrest welcomes loved ones in many ways. The most obvious is our generous guest policy, which encourages **frequent visits** by people of all ages. The many fun and festive parties and celebrations that our therapeutic recreation department coordinates are almost always open to visitors, too.

An invaluable way for families to meet each other and Silvercrest staff is by attending our quarterly **family council meetings**. Here, over a complimentary dinner at Silvercrest, family members can socialize, share information and resources, express concerns, ask questions, and make suggestions.



One idea that came out of the family council, for instance, was a quiet place for reflection and for any type of spiritual service. Silvercrest responded by building a **meditation room**. The soothing space, located near the administrative offices, is open to all families, residents and visitors. People of any faith will find comfort in the room's tranquil design and custom-made copper fountain.



Social services staff actively assist our residents and their families in adjusting to life at Silvercrest. Serving as both counselors and coordinators of care, our social workers are also responsible for the continued facilitation of communication between staff from different disciplines and departments and the resident and family.

Access to computers and the Internet is something many of our residents enjoy, especially since it allows them to keep in touch via **email** with friends and family, even those loved ones who do not live nearby.

Finally, many of our family and friends end up becoming official **volunteers**, committing their time and energies to making Silvercrest more efficient and the residents more comfortable. An adjunct of our volunteer program is **Friends of Silvercrest**, which enlists the aid of relatives and frequent visitors to provide support to families of new arrivals.

building a new life

Hospitals are designed for patients who have serious and immediate medical problems. The extended-care program of The Silvercrest Center provides an alternative for those people who do not need a hospital's acute medical services, but for whom living at home is no longer an option because of their complex and chronic health-care needs. Many of these residents are older adults, but a significant number are younger people coping with debilitating conditions like multiple sclerosis.

Whatever brings our extended-care residents to Silvercrest, they have one thing in common: A desire to build a new life, full of quality, function and joy. To help make that possible, our team provides:

- ◆ Bright and comfortable surroundings.
- ◆ The support of a nurturing staff and a spirit of intergenerational friendship among all the residents.
- ◆ An extensive roster of recreational pursuits.
- ◆ A family approach that emphasizes and encourages these essential bonds through parties, club meetings and ongoing communication with social workers and other staff members.
- ◆ Access to computers, the Internet and email.
- ◆ Necessary medical and nursing therapies, including intravenous therapy, diabetes care and wound care.
- ◆ Non-invasive ventilation for treatment of sleep-disordered breathing.
- ◆ Ongoing rehabilitative care to increase and maintain everyday functioning, including physical and occupational therapy and speech-language pathology. Augmentative communication devices, specialized swallowing rehabilitation and audiology consults are also available as indicated.

The residents in our extended-care program are “residents” in the truest sense—they are successfully meeting the challenges of building a new life.



Sara's History

A GRANDDAUGHTER LEARNS ABOUT
A LIFE STILL RICHLY LIVED

Crystal: Grandma, I'm doing this oral history project for school. So I'll ask questions and you answer. It's ok if I tape it, right?

Sara: Go ahead, Crystal, ask what you want.

Crystal: Grandma, when and where were you born?

Sara: I was born in Queens in 1923. I met your grandfather when I was 17 and we married a year later in 1941. In fact, our first apartment was not far from Silvercrest.

Crystal: Was it hard to work when you had kids?

Sara: Well, it wasn't easy, but I was lucky to work in a nearby dress shop and my boss let me take my kids there if they were off from school. Sometimes I took sewing home to do in the evening, too. It worked out.



Crystal: When did Granddaddy die?

Sara: He died 10 years ago. And it was hard going without him, but I managed in my little apartment with your Mama's help and Uncle Eddie's help, too. But then I had heart problems and had a tough time. My heart isn't so strong, which makes it hard to do too much. My diabetes started acting up also.

Crystal: Do you like it here at Silvercrest, Grandma?

Sara: I sure do, honey. There's always something going on, a trip or a barbecue. We recently went to Coney Island and I discovered at the arcade that I'm a pretty good shot!

The folks that work here are the friendliest. They're teaching me how to save my energy and still feel well enough to do the things I like. I've taken up gardening. That's been a fine thing to learn. Most of all, I like that you are close enough to visit me! And your Mama and Uncle Eddie don't worry if I'm in danger or lonely. Because I'm not any of those things any more. I'm just plain happy.



restoring an independent life

Rehabilitation and subacute care are important components to the services that The Silvercrest Center delivers. Some of the people who seek us out are those who specifically need restorative therapy in order to return home.

There are patients, such as Sam (*see story, right*), who are ready to leave the hospital, but are not yet able to live independently because they still need special “subacute” services to gain optimal function. Silvercrest provides such people with top-quality rehabilitative care during this transitional time.

The subacute care offered by our team of nurses, in-house physicians, physical, occupational and recreational therapists, speech-language pathologists, and other skilled providers is specially designed to help such residents heal physically and emotionally and to achieve maximum recovery. During their stay, all rehabilitation patients are able to take advantage of the facility’s recreational and social services.

Typically, those who come to Silvercrest for rehabilitative and sub-acute care include people in need of:

- ◆ Orthopedic rehabilitation including care for post-elective surgeries or post-surgical complications. Such stays can be for as short as a week or two.
- ◆ Stroke rehabilitation, including adaptive communication and feeding devices.
- ◆ Speech-language pathology, including rehabilitation of swallowing problems and sophisticated instrumental swallowing studies.
- ◆ Cardiac and pulmonary rehabilitation.
- ◆ Occupational therapies focusing on adaptive activities of daily living.
- ◆ Audiological consultations.
- ◆ Outpatient therapy for those who are home but need some follow-up care.



Sam's Journal

FROM KNEE SURGERY TO WEDDING GUEST

Week 1: The knee replacement went well, but I just can't see recovering at home with Gracie working and all those stairs to take. My doctor recommended The Silvercrest Center for Nursing and Rehabilitation as a place where I can stay for a few weeks and get back on the mend. I was admitted into Silvercrest on Monday and before the week was over Gracie and I met the entire care team, including my physical therapist. We now have a good idea about my treatment plan and recovery timetable. The recreation therapists also invited me to some of their upcoming activities where I can practice walking and regain my strength. I told everyone that I had one personal goal: To dance at my niece's wedding this spring!

Week 2: The first-floor rehab unit is a really active place. Progress for all of us orthopedic patients is monitored on weekly rounds supervised by an orthopedic surgeon. The therapy has really been hands on. The sessions are always supervised and the physical and occupational therapists are so encouraging and clear in their instructions as they teach me the different exercises, most of which I'll continue to do on my own at home. The nurses follow up with lots of regular walks down the corridor on my unit. Boy, are they patient! I can already see so much improvement and the team thinks I'll be able to go home soon, maybe even as early as next week.



Week 3: Gracie is getting ready for me at home, which is where I'm going to be tomorrow! I'm so much stronger now and will be able to handle the stairs well. In fact, the Silvercrest therapists recommend that I take stairs at least once a day. The swelling has improved tremendously and with frequent icing, will get better and better the doctors say. The pain is really a thing of the past—just those first few days after surgery and made bearable by pain medication. I'll follow up for a few months with outpatient rehab sessions here at Silvercrest, so the therapists can keep track of how I'm doing.

If I had known what a good option Silvercrest was for these weeks after surgery, I would have had this knee replaced sooner. But I'm not looking back, just forward. Gracie RSVP'd to Beth that we'll be there at her wedding—with our dancing shoes on, thanks to Silvercrest.

nurturing the breath of life

Ventilator-dependent patients are among the most clinically challenging residents at The Silvercrest Center. But with 48 designated vent beds, a full-time respiratory staff, trained nurses and a dedicated pulmonologist, these patients are in expert hands.

The goal is always bettering the quality of life, and for most that means weaning from a ventilator. When total “liberation” is not possible, attaining a lesser dependence can mean a world of difference. Hallmarks of the vent program include:

A clinical team approach. Respiratory therapists join weekly with nurses, physicians, a psychologist, a social worker, dietitians, therapeutic recreation staff, speech-language pathologists and rehabilitation specialists to visit and discuss each resident’s progress.

Non-invasive monitoring of blood gases.

Various techniques and tests accurately measure the blood’s level of oxygen and carbon dioxide without the painful invasion of blood being drawn.

Portable vents. Every Silvercrest vent patient has access to a portable vent, which can be removed from its stand, placed in a backpack and hung on a wheelchair, allowing movement away from bedside.

Speech and swallowing expertise. Ventilator-dependent patients often arrive at Silvercrest not speaking or eating. Our speech-language pathologists can evaluate swallowing and provide devices to restore speech and swallowing to each patient’s maximum level of functioning. Accessing communication and pleasurable eating for even short periods is considered a miraculous improvement by those who have these basic human needs restored.



Craig's VISIT

FROM: RESPIRATORY THERAPY
RE: A SURPRISE HELLO

To Our Vent Team Colleagues: It is our pleasure to present at this week's Vent Rounds a success story. Please permit one of our respiratory therapists to verbally report on this patient, and please have this report entered into the patient's records on file. Copies are available to all those team members who request them.

The patient's name is Craig B. Two years ago, at the age of 44, this husband and father of two was admitted to The Silvercrest Center for Nursing and Rehabilitation, referred by his physicians and transferred from New York Hospital Queens. The patient had a stroke following a cardiac arrest. These complications led to mechanical ventilator dependency. He then developed pneumonia, which kept him from being weaned from ventilation at the hospital. He was admitted to Silvercrest as a vent-dependent patient with a feeding tube, in need of rehabilitation and extended care. The patient was cognitively intact with no loss of memory or mental functioning.

Following the pulmonologist's orders, the respiratory staff implemented a respiratory-driven protocol to gradually wean Craig from the ventilator and from oxygen. Speech and swallowing therapy allowed Craig to use a speaking valve and continue with rehabilitation. Portable vents and assistance



from respiratory therapy enabled Craig to make full use of the facility's recreational programs and learning center. His swallowing function recovered and the tracheotomy tube was removed. Craig remained at Silvercrest for four months.

The patient was discharged a year ago, fully weaned from all forms of ventilation. He was referred to a hospital-based cardiac rehabilitation program and was followed on an outpatient basis by his primary physician and private pulmonologist.

Last week, Craig came by to say hello. At first, no one recognized him. "Don't you remember who I am?" he asked, smiling. Of course we did within a moment, but his arriving, fully outfitted in a suit, was so out of context. Needless to say, Craig's visit was the bright spot of our day. For those of you who missed his visit up on the vent unit, we hope this report will serve as testimony and congratulations to everyone's fine work as illustrated by this man's remarkable recovery.

Respectfully submitted: Respiratory Therapy

preserving the dignity of life

Dementia, a progressive brain dysfunction, leads to gradual restriction of a person's daily activities. The most well known type of dementia is Alzheimer's Disease. Dementia not only affects patients, but also those surrounding them as the care for these patients is demanding and specialized.

That's where The Silvercrest Center for Nursing and Rehabilitation can help, offering a nurturing and safe environment designed to maximize dementia residents' level of orientation. Silvercrest also has the skilled nursing ability to manage coexisting medical conditions like diabetes and high blood pressure.

Although some residents with advanced dementia remain within the secure unit at all times, many others are able to partake in the activities and enjoy the surroundings of other areas within Silvercrest, always carefully escorted by a relative or a compassionate staff member.

The Silvercrest staff brings kindness and commitment to this work. Long-term relationships are established between staff and residents and the atmosphere is kept upbeat. Every effort is made to engage each individual and to work to maintain cognitive and everyday skills. Group activities, along with individual recreational therapies, keep residents stimulated and allow staff to continually reassess the functional level of each patient.

Mental impairment can, of course, make communication difficult and adds to the stresses experienced by residents and their loved ones. The dementia team, especially members of social services, provide support and encouragement to families as part of a holistic approach to care.



Emily's Care

A SISTER'S E-MAIL DELIVERS UPDATES AND REASSURANCE

Hi, Valerie. Just got back from seeing Mom. I can't believe how well she's doing. She recognized me and has developed some attachment to the lovely nurses working on the floor. The dementia unit is cheerful and bright, and best of all, safe.

This is a short note 'cause Bobby's got soccer practice and needs a lift. I won't be able to see Mom again until Friday, but Jack is visiting tomorrow after work and Dad is, of course, always there. The folks at Silvercrest are terrific with him, too. They've even made Dad an official volunteer. It keeps him from being lonely and he really enjoys the social life!

Love, Natalie xoxo



SILVERCREST

contacts

Please contact our Admissions Department to arrange a tour of our facility. We would be happy to show you around Silvercrest and answer any questions you may have.

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In order to protect our residents' privacy, the stories on pages 7, 9, 11 and 12 are composites of actual experiences, not specific individual accounts.