

## Edwardsville Nursing and Rehab Honored for Providing Best in Class Service

Edwardsville Nursing and Rehabilitation Center, a community-based provider of long-term skilled nursing care and short-term rehabilitation services, is proud to announce that we are the recipient of Pinnacle Quality Insight's 2015 Customer Experience Award. Qualifying for the award in the category of Admissions Process, Edwardsville Nursing and Rehab displays a continued dedication to providing Best in Class senior healthcare and rehabilitation services.

Terry Lea, Admissions Director, describes receiving the award as an honor, stating, "This award represents every department working together like a well-oiled machine to make the Admissions Process run smoothly for our new residents and their families."

Throughout its 33 year history of serving the community, Edwardsville Nursing and Rehab has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2014, a sampling of Edwardsville Nursing and Rehab's residents and their families have participated in monthly telephone interviews that include open-ended questions, as well as opportunity to rate Edwardsville Nursing and rehab in specific categories.

Every month, Edwardsville Nursing and Rehab has gathered its real-time survey results in order to gain a better understanding of resident's needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Service Experience Award, Edwardsville Nursing and Rehabilitation Center has

satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Clients have the opportunity to achieve this Best in Class distinction on a monthly basis in many categories designed to accurately reflect each resident's experience.

A customer satisfaction measurement firm with over 17 years of experience in long-term healthcare, Pinnacle conducts over 100,000 surveys a year and works with over 1,500 clients in 47 states, Canada and Puerto Rico.

### APRIL Birthdays

- Robbie H. 04/04
- Ethel W. 04/08
- Keri C. 04/24



Shannon Grant led the team who worked together to save a resident.

## Someone Is Choking In Here!

*Continued from page 1*

I saw a look of terror on [her] face as she mouthed to me, “I can’t breathe. I don’t want to die.”

“She’s only 38 years old. I can’t let her die,” was all I could think.

I asked her if she could cough. Another bit of food appeared in her mouth but she immediately sucked it back down her throat, and now she was in real trouble!

My CNA put the pulse-ox machine on her. I’ve never seen someone with blood oxygen levels that low who still survived.

Tia spotted something in her mouth and rolled her over, doing a finger sweep, but she had already inhaled the food again. It seemed every time there was a bit of air, she would gasp and suck the food right back down her throat, along with the air.

Someone handed me the suction machine, but it was too far from the electrical outlet. I grabbed [our resident’s] ankles and dragged her over to it, then alternated between thrust—suction—finger sweeps until the ambulance showed up.

The ambulance guys came with a scope to depress her tongue.

The paramedics shined a light down her throat and grabbed the forceps. Knowing it was about to become uncomfortable for her, we held her hands and assured her it was going to be okay. As they put the forceps down her throat, she started fighting us.

The Paramedics said “We won’t be able to get it unless we sedate her.”

We lifted her to the gurney and Tamika held the door as they wheeled her out to the ambulance.

### **What happened after the ambulance drove away?**

My knees gave out. I leaned against the wall and had to sit down. I started crying.

The paramedics called a short time later to let us know she was going to be okay and that we had done everything right.

I’m super proud of my CNAs. I commend them for doing what they did.

Michelle called 911 and Tamika grabbed the crash cart. In my opinion, they need to go to nursing school.

*“When I saw her turn blue, I thought, “She’s going to die,” but I’ll tell you what, it was impressive to see Shannon in action.*

*Shannon did an unbelievable job. It was really something to see.”*

Jim R.

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## **Someone Is Choking In Here! Residents Give Eye Witness Accounts**

I watched the whole thing! My buddy Reynolds visits his mom a lot and saw [the young resident] choking. He hollered, “She’s choking!” and Tia ran to her yelling, “We need help in here!”

Shannon came flying out from behind the desk, jerked that woman up a couple of times and yelled “Call 911!” Michelle yelled, “I’m on it!”

All by herself, Shannon picked that woman up and laid her on the floor on her side.

When I saw her turn blue, I thought, “She’s going to die,” but I’ll tell you what, it was impressive to see Shannon in action. Shannon did an unbelievable job. It was really something to see.”

Jim R.

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At first, I didn’t notice her choking. The son of one of my tablemates was here and noticed she was in trouble. He called for a nurse. A CNA dropped what she was doing and came rushing over. Shannon came from the nurse’s station and got right in on it.

The CNAs, the LPNs, the RNs—anybody that was available at all—were right there helping. I have to give the staff—especially Shannon—a great deal of credit for jumping in and doing all they could. Shannon was right down there on the floor doing everything she could, they all were, but Shannon was in command. You need somebody to take command. I was very impressed with how they handled the situation.

Anonymous