



ACROSS GENERATIONS

Skilled Nursing for Living

GENERATIONS HEALTHCARE

Spring 2015

2014 Facility of the Year!

English Oaks

Congratulations to the hard-working team at English Oaks for being selected as 2014 Facility of the Year!

Throughout 2014 the staff at English Oaks worked diligently to deliver excellence in resident and family satisfaction and most importantly, extraordinary resident outcomes. The entire team works together to improve the lives of residents and families. Congrats to Administrator Deanna Hill and the team at English Oaks!

From left, Ozelle Pinlac, Robert Guzell, Carl Meeks, Director of Operations Steve Black, Brenda Sigle, Chief Executive Officer Tom Olds, Administrator Deanna Hill, Regional Administrator Andrew Boyd, Mary Velazquez, Scott Boersma, Tina Soares, Neil Quiatchon, and MaryLee Rogers



Northern Region Premier Facilities



Pleasanton pictured from left, Nader Amer, Olga Spivak, Kendra Noonan, Roma Capati, Steve Black, Sally Tate, Mary Anne Datu-Cagle, Tom Olds, Reggie Horry, Andrew Boyd, Zorayda Pamintuan, Marion Patag and Vanessa Peyra.



Vista Manor front row from left, Lorena Hewett, Teresa Santos, Marife De La Cruz, Marites Crispino, Gina Opulencia and Kimlan Nguyen. Back row, Steve Black, Tom Olds, Gretel Meily and Andrew Boyd.

Central Region Premier Facilities



Canyon Oaks from left, Hilario Hernandez, Camille Gerolaga, Suzana Briones, Theresa Wilson, Tess Santiago, Jason Nagy, Steve Black, Carolina Garcia, Tom Olds, Yolanda Salazar, Brenda Goshorn, Gina Sobordo, Mennen Sanford, and John Mastrocola.
Heritage Park from left, Kordell Erickson, Lonnie Thornton, Bryan Hadley, Neny Spielman, Steve Black, Tami Jo Torres, Debi Selmeister, Tom Olds, Becki Meifert, Aimee Munn, Jeremiah Johnson, Red Calabazon, and John Mastrocola.
Newport Nursing from left, Sherrie Hughes, Karissa Ly, Dr. Chalat Rajaram, Myla Shields, Steve Black, Perla Monzon, Jacqueline Lai, Tom Olds, John Mastrocola, Gloria Sanchez, Beckie Maifert, Jay Reyes, Kay Griffin, Jill Fujimoto, and Marie Elena Cardona.



Southern Region Premier Facilities



Arbor Hills from left, Tom Olds, Lisa Lowe, Suk Hee Seol, Jim Geddie, Dom Prudencio, Fatima Tenderro, Rachel Madrid, Keisha Adams, Kim Koval, Steve Black and Chuty Pascall.
Lakeside from left Erica Doiron, Terri Young, Jim Geddie, Jamie Boehs, Tom Olds, Pam Rigney, Marty Priddy, Steve Black, Charlie Robinson, Jim Millar, Wanda Bradford, Naomi Cardenas, Theresa Coffin, and Ryan Staggs
Stanford Court from left, Patrick Eria, Kelsey Mahijibhai, Tina Macatangay, Liway Gabasan, Joe Zumbo, Jeanne Abellon, Patricia Clark, Steve Black, Manuel Lopez, Anna Bakdache, Tom Olds, Rizelynn Patterson, and Jim Geddie.

2014 Presidential Award Winners

Congratulations to our 2014 Presidential Award Winners! These special employees truly live the Generations Healthcare Mission Statement.

Generations Healthcare was founded upon the belief that caring for the sick, the elderly, and the infirm is a special and sacred stewardship. It is our mission to have this belief reflected in everything we do: in the presentation of our homes, in the professionalism of our staff, and in the daily delivery of care to our residents and their families. It is our purpose that whoever enters a Generations home will be met with kindness, competence and compassion.

*We are Caring for a Lifetime:
a Lifetime of Memories,
a Lifetime of Care,
a Lifetime of Love.*

Steve Cunningham, Physical Therapy Assistant, Friendship Manor – It is rare to find an employee as compassionate and kind as Steve. He is loyal and flexible with his schedule. He maintains a positive attitude and professional relationship with his co-workers and promotes a team environment. Steve is willing to help out in any department. He is an outstanding therapist and Friendship's patients look forward to seeing him daily. Many small miracles have come to pass because of Steve's skills as a P.T. Assistant.

Carolina Garcia, Employee Services Coordinator, Canyon Oaks – Carolina's work ethic and dedication are special qualities that impress the team at Canyon Oaks. She is a consistent performer who goes out of her way to help other departments. Over the years she has proven time and again that she is a tremendous team player. She has become an example of setting goals and achieving them. Her outstanding leadership skills are a great benefit to the facility as she leads by example and balances fairness with accountability.

Allen De Guzman, R.N., St. Francis Heights – Unwavering in his commitment to excellence in everything he does, Allen



Vista Manor - From left, Director of Operations Steve Black, Teresa Santos, Chief Executive Officer Thomas Olds, Award Winner Marife De La Cruz, and Regional Administrator Andrew Boyd.

has yet to face a challenge he hasn't met with determined enthusiasm. He was nominated for this prestigious award in June, during which he performed with typical grace and aplomb in an atypical month. He was instrumental in guiding the staff while a staggering 40-plus admissions and discharges were processed in a single week. Allen's peers, residents and family members rave about his friendly, compassionate and can-do demeanor.

Marife De La Cruz, L.V.N., Vista Manor – Marife has done a tremendous job as charge nurse and treatment nurse at Vista Manor. Facility-acquired pressure sores have decreased steadily and healing rates of hospital-acquired pressure ulcers have increased due to the high level of care Marife provides to residents on a daily basis. During Vista's annual survey, multiple surveyors shared that Marife is a true "miracle worker." It is clearly evident that she performs at the highest level.

Monica Nunez De La Cruz, Bookkeeper, Castle Manor – Monica is unwavering in her enthusiasm, dedication to residents and staff, and commitment to doing whatever it takes to complete her job. She is

passionate about all that she handles, meticulous in her detail, and always strives for extraordinary results. She responds to call lights with a smile and warm greeting, cooks for fundraisers, makes positive suggestions and warms the facility with her presence.

Marita Galiza, L.V.N., Plum Tree – Marita is one of Plum Tree's finest nurses. She is a diligent worker and great team player. It is common to find her on the floor working side by side with the C.N.A.s. Marita brings her heart and soul to the facility. She treats patients, families, visitors and peers with dignity and respect. She supervises, educates and mentors C.N.A.s in a professional manner. She is a conscientious employee and her dependability and reliability are impressive.

Norma Martinez-Ibarra, Activities Supervisor, Kearny Mesa – Norma has coordinated and created one of the most exciting activities programs in the company. She puts her heart and soul into the planning and details of every activity. Her dedication and hard work at Kearny Mesa have helped shape its reputation in the community.

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Northern Region Winners



Cedar Crest - From left, Steve Black, Administrator Tracie Murray, Tom Olds, Award Winner Katie Way, Andrew Boyd and Cynthia Oliva.



English Oaks - From left, Steve Black, Brenda Sigle, Tom Olds, Administrator Deanna Hill, Andrew Boyd and Award Winner Mary Velazquez.



Pleasanton - From left, Nader Amer, Administrator Kendra Noonan, Steve Black, Award Winner Sally Tate, Tom Olds, Andrew Boyd and Mary Ann Datu-Cagle.



Plum Tree - From left, Steve Black, Administrator Elena Sfrijan, Tom Olds, Award Winner Marita Galiza, Andrew Boyd and Eugenia Cueto.



St. Francis Heights - From left, Marilou Gonzales, Steve Black, Antonio DeGuzman (Allen's father), Tom Olds, Award Winner Allen DeGuzman, Andrew Boyd, Dorothy DeGuzman (Allen's mother) and Administrator Michael Urban.



St. Francis Pavilion - From left, Steve Black, Wil Rivera, Tom Olds, Award Winner Long Pham, Andrew Boyd and Administrator Tim Caslmon.

Central Region Winners



Canyon Oaks - From left, Administrator Jason Nagy, Teresita Santiago, Steve Black, Award Winner Carolina Garcia, Tom Olds and John Mastrocola.

Heritage Park - From left, Steve Black, Administrator Bryan Hadley, Award Winner Debi Selmeister, Tom Olds, Redentor Calabazon and John Mastrocola.



Lompoc (above) - From left, Steve Black, Fe Ehara, Tom Olds, Award Winner Ruth Thompson, Administrator Ian Clawson and John Mastrocola.

Newport (right) - From left, Dr. Chalot Rajaram, Perla Monzon, Steve Black, Award Winner Jay Reyes, Tom Olds and Regional Administrator John Mastrocola.



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Norma is extremely reliable and handles any task given to her. She is a pleasure to work with and has the ability to lift people's spirits. She is a true advocate of Kearny Mesa residents.

Rizelynn Patterson, L.V.N., Stanford Court – Rizelynn distinguished herself as a stand-out employee from her very first day. She earned a Presidential Award nomination within her first three months at Stanford Court. From day one of her complex job as case manager for Stanford's Kaiser patients, Riz demonstrated calm professionalism and keen organizational skills. She takes charge of every small detail concerning the care and discharge of these patients and is always willing to help on the floor when needed.

Long Pham, Registered Dietitian, St. Francis Pavilion – Despite all of his responsibilities, Long manages to know almost every patient. Long is the kind of person who goes out of his way for the betterment of the facility and will do anything to ensure all patients are cared for at the highest level. Besides attending numerous meetings and being a member of the IDT, Long manages to maintain a staff of more than 80 who prepare 1,000 meals a day and oversee 230 prescribed diets in the facility. He is invaluable to the success of St. Francis Pavilion.

Marty Priddy, Office Support, Lakeside – Marty ensures that all new staff are warmly welcomed and cared for. She leads by example by being a role model of kindness, competence and compassion. She is tenacious in her role in Medical Records and never fails to get the needed information.

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Southern Region Winners



Arbor Hills - From left, Tom Olds, Steve Black, Award Winner Dom Prudencio and Regional Administrator Jim Geddie.



Castle Manor - From left, Tom Olds, Administrator Marissa Padilla, Jim Geddie, Doana Sabobo, Steve Black and Award Winner Monica Nunez De La Cruz.



Friendship Manor - From left, Maria Garrido, Administrator Walter Cline, Tom Olds, Award Winner Steve Cunningham, Jim Geddie and Steve Black.



Kearny Mesa - From left, Jim Geddie, Tom Olds, Award Winner Norma Martinez Ibarra, Steve Black, Cynthia Manglicmot and Assistant Administrator Jacob Schlottman.



Lakeside - From left, Tom Olds, Administrator Jamie Boehs, Jim Geddie, Pam Rigney, Award Winner Marty Priddy and Steve Black.



Stanford Court - From left, Tom Olds, Administrator Anna Bakdache, Steve Black, Award Winner Rizelynn Patterson, Liway Gabasan and Jim Geddie.

Congrats to Our High Quality, Caring Teams!

Congratulations to all of the Presidential Winners for 2014! It is always an honor to recognize such extraordinary co-workers. It's individuals such as yourselves that make Generations Healthcare unique. I would also like to recognize English Oaks as Facility of the Year for 2014! Administrator Deanna Hill and her team had a year of consistent patient care and financial performance. This year we also recognized several Premier Performers. Canyon Oaks, Newport, Heritage Park, Pleasanton, Stanford Court, Lakeside, Arbor Hills and Vista Manor all had extraordinary results throughout the year. We typically do not recognize so many facilities but Tom Olds and I thought all of these

facilities deserved recognition.

How do facilities get picked for Facility of the Month or Year? There are a number of categories that are measured but all of them require alignment with our Mission Statement. The number one factor is the level of care in the building. We measure in-house pressure sores, number of falls, and the percentage of unavoidable weight loss. We also discuss care issues with the consultants. After that we compare A/R 90 days and over, staff turnover, workers comp injuries, daily staffing, overtime, overall occupancy and number of skilled, rehabilitation management and avoidable readmissions. The high level at which each of these buildings performed in all of these categories is truly remark-

able. If a facility performs at a high level in each of these areas, they will experience a strong market relationship and financial performance.

Generations Healthcare is blessed to have extraordinary staff in all of our buildings that perform at an optimal level to provide kind, competent and compassionate care. I look forward to another great year in 2015. All of you are an important part in our success as an organization. I look forward to working with you for many years to come.

I appreciate all that you do. Thank you.

Steve Black, Director of Operations

From Page 5

She is a dedicated, loyal and generous member to the Lakeside team. Marty has been a top performer since she joined Lakeside and is loved by all who work with her.

Dom Prudencio, Director of Nursing, Arbor Hills – Dom is the driving force behind the great outcomes at Arbor Hills. Dom not only has an incredible work ethic and wealth of nursing knowledge, she also has a huge heart for all who interact with her. She is the definition of kindness and compassion and has made a tremendous difference to all around her. Dom has created great processes, hired and developed strong clinicians and enforced strong accountability standards.

Jay Reyes, MDS Coordinator, Newport – Jay is a superior clinician with tremendous assessment and customer service skills. When he is called upon to “stand in” as Director of Nursing he does so flawlessly. His daily interactions with residents and their families are critical to the care and excellent outcomes achieved by Newport. His work ethic is beyond reproach, he is always in early with a big smile and can-do attitude. A proven leader, it is no wonder he is mentioned on numerous “You Live It” cards and customer satisfaction surveys.

Debi Selmeister, Maintenance Worker, Heritage Park – Debi is a loyal and trusted employee, a person whose top priority is patient well-being. Everything she does is patient-oriented; she ensures that patient safety comes first. She strives to improve the lives of all residents by keeping the facility clean and in good working order. She is the “go to” person for survey and for handling facility issues. No one knows the facility better than Debi. Her dedication and loyalty are greatly appreciated.

Sally Tate, Occupational Therapist, Pleasanton – Sally's qualities as an O.T. are tremendous; she is creative, thoughtful, persistent, motivational and caring. Her commitment to excellence has resulted in many success stories for Pleasanton's residents. She often takes the initiative to facilitate special programs and she is a therapist who can think of creative ideas when there is a difficult case. Her boundless energy and enthusiasm for therapy and quality patient care is evident in all she does.

Ruth Thompson, Staffing Coordinator, Lompoc – Ruth has thrived in the role of staffing coordinator to assist the demanding scheduling needs of the Director of Nursing and Director of Staff Development. She takes on tasks without complaint and provides excellent patient care

with a smile and wonderful attitude. She is respected for her exceptional work ethic and caring attitude. Her commitment and loyalty to Lompoc throughout its transition to GHC has been impressive and appreciated.

Mary Velazquez, Employee Services Coordinator, English Oaks – Mary sets an excellent example of dedication and hard work. She is organized and committed to ensuring employee programs are managed effectively. She has received numerous compliments and “You Live It” cards from staff at the Support Center for her timeliness in handling assigned tasks. She is quick to assist employees with their questions and they appreciate her calm demeanor, clear explanations and helpful attitude.

Katie Way, Medical Records Supervisor, Cedar Crest – Katie was first employed by Cedar Crest as a part-time receptionist. Her performance was outstanding and she was promoted to a part-time social services assistant. Her work was so exemplary that when the medical records department head position became available in 2010 she was a natural choice. Katie constantly improves her department and the systems she uses to keep medical records at its best. She demonstrates that Cedar Crest, and its residents, are her top priority.

AWARDS ACROSS GENERATIONS

Presidential Award Nominees 2014-15

ARBOR HILLS

DEC – Keisha Adams
 JAN – Sonny Williams
 FEB – Suk Hee Seol
 MAR – Rachel Nazareno Madrid

CANYON OAKS

DEC – Janet Cabrera
 JAN – Karen Mayberry
 FEB – Luis Alvarez
 MAR – Mamta Dixit

CASTLE MANOR

DEC – Jay Jay Ebbat
 JAN – Mialyn Medina
 FEB – Arturo Claveria
 MAR – Elizabeth Cuevas

CEDAR CREST

DEC – Jonathan Lin
 JAN – George Palacios
 FEB – Erika Guevara
 MAR – Amber Garcia

ENGLISH OAKS

DEC – Maria Whiting

JAN – Claudia Torres

FEB – Dee Her
 MAR – Lisa Contreras

FRIENDSHIP MANOR

DEC – Angelita Hernandez
 JAN – Tina Nadal
 FEB – Maritess Feria
 MAR – Juan Lopez

HERITAGE PARK

DEC – Since Simbolon
 JAN – Susie Lobos Perez
 FEB – Patrick Montenegro
 MAR – Alice Pruitt

KEARNY MESA

DEC – Henry Crawford
 JAN – Teri Basil
 FEB – Sol Reveles
 MAR – Marilou De Luna

LAKESIDE

DEC – Juan Cortez
 JAN – Ryan Staggs
 FEB – Aida Munoz
 MAR – Vivian Padilla

LOMPOC

DEC – Rosamaria Rosas
 JAN – Wendy Martinez
 FEB – Vanessa Villalobos
 MAR – Denise Daniels
NEWPORT
 DEC – Janet Agusen
 JAN – Trisha Villasenor
 FEB – Jose Ramirez
 MAR – Wendy Thompson

PLEASANTON

DEC – Gloria Ibarra
 JAN – Edna Orlando
 FEB – Ana Morton
 MAR – Francis Rico
PLUM TREE
 DEC – Marita Galiza
 JAN – Joselito Comilang
 FEB – Lizette Luna
 MAR – Snehal Tambe

STANFORD COURT

DEC – Jay Contemprato
 JAN – Jamie Zieglar

FEB – Manuel Lopez

MAR – Kisha Anne Sayago

ST. FRANCIS HEIGHTS

DEC – Vilma Palanca
 JAN – Felicidad Palma
 FEB – Chiradee Acaso
 MAR – Tiffany Joyce

ST. FRANCIS PAVILION

DEC – Lani Pulmano
 JAN – Evelyn Tenorio
 FEB – Charmaine Ramos
 MAR – Noel Mulato

VISTA MANOR

DEC – Carmen Gonzalez
 JAN – Jocelyn Ysunza
 FEB – Fe Palana
 MAR – Emelinda Gruspe

FACILITY OF THE MONTH

JAN - Pleasanton
 FEB - Cedar Crest



Theo Wilson celebrated her 105th birthday with the rehab team from Pleasanton, from left, Jocelyn Galvez, Denise Taylor, Shirley Valderrama, Theo Wilson, Gena McCormick, Sally Tate and Kara Park.

401(k) Changes

Employees participating in the Life Generations Healthcare 401(k) Plan may change their contribution percentage or dollar amount on a quarterly basis.

The plan revision follows the schedule listed below. The Contribution Change Request Form used for this purpose must be completed and received at the Support Center on the following dates:

First Quarter - January 1-15.

Second Quarter - April 1-15

Third Quarter - July 1-15

Fourth Quarter - October 1-15

Forms received outside of these dates will be processed the following quarter. The Contribution Change Request Form is available on the GHC intranet site.

If you have any questions, please contact Darlene Hare at the Support Center at (714) 241-5600 ext. 4235.