

140 Miles for a Friend

We wear the pins – *Whatever It Takes And Then Some* – and the posters and brochures abound, proclaiming our customer service mantra. But what does that phrase really mean?

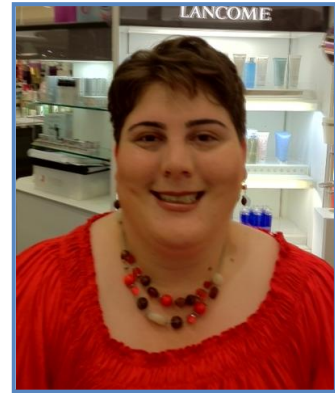
It proclaims our commitment to go above and beyond our job responsibilities in caring for our residents. Here is an excellent example:

Amber Keene, a 3-year associate at Life Care Center of Sierra Vista, Ariz., and a receptionist there, is described by Meagan Chon, the director of nursing, as “always vigilant, concerned and helpful to our residents and families.”

As proof of her dedication, on Friday evening, March 30, it became known that a resident had been discharged without her pain prescription. Amber came in on her day off and drive 70 miles each direction to the resident’s hometown of Wilcox to deliver the prescriptions to her at the pharmacy.

“Amber never complained or even mentioned the episode again,” Chon said. “But it meant everything to the resident who was suffering from cancer pain.”

Shonda Taylor, the executive director, called Amber “a very impressive young lady.”



Professional skill and a compassionate heart must run in the family. Amber’s mother, Maureen Keene, works in medical records in the facility, and is another excellent example of an attitude focused on the residents, Taylor said.

Has Amber always had a servant’s heart? “Oh, yes,” said her mother, Maureen. “That’s the way our household is; that’s the way she was brought up. She was always a very loving, caring person, and always worried about the underdog.”

In the large high school Amber attended, for example, Maureen said, “Amber was always looking out for the needs of special kids, being very protective of them and going to bat for them. If some of the students picked on them or knocked their crutches away, Amber rushed to their aid.”

Of the resident she took the medication to, Amber said she had developed a special relationship with her. “She didn’t have many family members to visit her, and I began to feel like part of her family. But I don’t want anyone to be without their medication, so I would do for anyone what I did for her.”

Amber said she was brought up to be sensitive about the needs of others. Growing up, she was around elderly folks a lot, “and I got attached to the older generation because I knew it so well.”

Her dream is to become a member of the fire department, and she is already certified for the role. But even when she gets that job, “I still would want to volunteer at Life Care.”

It’s easy to see that Amber Keene understands doing whatever it takes – and then some.

– Beecher Hunter