

A Night in the Hospital

It was on a Tuesday night, around 9 p.m., when Amanda Mainstone – an administrator in training at Life Care Center of LaGrange, Indiana – received a telephone call from a citizen of LaGrange.

The caller said his father was a resident in another nursing facility in town, and he and the rest of the family (including his dad) were unhappy with the situation there. With desperation in his voice, he pleaded, “Amanda, please help my dad get to Life Care. Somehow, everything was mixed up after his open-heart surgery, and he ended up at another facility. I know you will be able to help him.”

Amanda told the son that she would be there as soon as possible that night to assess and see about getting the father admitted within a few hours. Unfortunately, the resident wound up back in the hospital before the arrival of Amanda and Nicky Johnson – the facility’s new director of admissions and marketing who Amanda was training that day.



Amanda Mainstone

Instead, Amanda and Nicky met the man’s family in the hospital emergency room, and spent hours on the phone between Life Care Center of LaGrange’s director of nursing, executive director, director of rehab and power of attorney, while they sat in the ER with the patient and his family to secure approvals for admission to the nursing home.

Amanda and Nicky stayed with the patient and his family until 2 a.m. before departing. After a stay for observation, the patient was discharged from the hospital and admitted to Life Care Center of LaGrange. From therapy to nursing and all the rest of the team, the new resident made a great recovery and was discharged to go home just three weeks later. The resident and his family poured out their gratitude to the staff for the professional service delivered to them and for the spirit of compassion they found at Life Care.

Even though Amanda only knew the resident for a short time, she said, “He will always be a reminder to me that God has given me the gift to work at Life Care to change people’s lives.”

This is National Nursing Home Week, extending through Saturday, May 14. Every day, stories like Amanda’s and Nicky’s are repeated around our company. The theme of the week is “*It’s a Small World with a Big Heart,*” and it is a theme you see demonstrated in our centers on a daily basis throughout the year.

Let’s show our communities that our skilled care centers are light years ahead of what may be thought of as “Grandma’s nursing home.”

– Beecher Hunter