

Surprise in a Boston Hospital

Amidst the flurry of paperwork and the constant demand of our attention to regulations, reimbursement, staffing patterns and clinical outcomes, it is good to be reminded from time to time of the power and importance of the work we are called to do.

That happened to Rick Augeri, executive director of Life Care Center of the North Shore in Lynn, Massachusetts, recently. And it came about in unexpected and dramatic fashion.

On Sunday, July 13, Augeri was at Boston Children's Hospital for his daughter, who was a patient there.

"Many families are there from all over the country and the world, and I happened to meet a gentleman and his mother-in-law as we were waiting by the cafeteria," Augeri said. "We were exchanging stories about why we were there. I explained to them that I was there for my daughter, and the gentleman was there for his son and the woman's grandson. We were talking about prayers, and how we needed to be strong in time of need."

When Augeri asked them where they were from, the gentleman said Virginia, and his mother-in-law responded by saying she was from Chattanooga.

"That sparked my interest," Augeri said. "I mentioned to her that I fly into Chattanooga annually for a business meeting. She responded that she actually lives in a town called Ooltewah, outside of Chattanooga. I told her that I'm very familiar with that town because I stay at the Hampton Inn there. She was very excited, and I continued to tell her that I work for Life Care Centers of America."

At that point, Augeri related, the woman looked at him and began to cry. Her son-in-law tried to console her.

"I didn't know what to think, so I apologized and asked her if I had said something disrespectful," Augeri said. "She looked at me and said, 'I lost my husband a few weeks ago. He was a resident at Life Care Center of Collegedale. He wasn't there very long, but they took wonderful care of him. They truly cared, and I couldn't have asked for anything better. I am sad now for my husband, but I was thankful for Life Care Center of Collegedale and how they treated my husband as well as me.'"

The woman was very sincere, Augeri declared, "and it could be seen in her eyes. We all hugged and had to part ways. I was unable to get her name due to the tears flowing. However, I commend Carla (Youngberg, the executive director of Life Care Center of Collegedale) and her team for the wonderful service they provided to this woman and to all families they take care of. To be in Massachusetts and hear about this family's positive experience at a Life Care facility in another state is a wonderful feeling, and shows that Life Care is committed to providing the best quality care and truly does *Whatever It Takes And Then Some*."

Augeri's story illustrates that we are part of one great family. It is made up of men and women who have surrendered their lives to serving others with professional skill and compassion.

Be proud of what you do. And for building the reputation of our company – one patient at a time, one family at a time, one nursing center at a time.