

# The Health Center at Moravian Manor Communities

*Offering Skilled Care, Specialized Care, and Short-Term Rehabilitation*

**W**elcome to the Health Center, located on Moravian Manor Communities' Founders Campus. Here, certified nurses and therapists deliver both short-term and long-term care under the direction of each resident's physician—including traditional skilled nursing care, sub-acute services, and hospice—as well as rehabilitation. Our Health Center is both Medicare and Medicaid certified.



As part of our holistic approach to health care, we also offer a variety of integrative mind and body therapies, which are some of the most advanced forms of supplemental therapies available today for optimizing health and wellness.

## Accommodations

- Private and companion rooms
- Bed, dresser, nightstand, and chair provided
- Safety-equipped bathroom, some with zero-entry walk-in tiled European shower
- Cable, telephone, and wireless Internet access
- Emergency call system linked to a nurses' station

## Common Areas

- Country kitchen serving three freshly cooked meals a day, served restaurant style with accommodations for special dietary needs
- Lounges for visiting with family and friends

## Multidisciplinary Health Care Team

- Medical Director (Board Certified Gerontologist)
- Registered Nurses
- Licensed Practical Nurses
- Nursing Assistants
- Infection Control Nurse Specialist
- Novus Pain and Physical Medicine Specialty Consultants
- VOHRA Wound Specialists
- OT, PT, and Speech Therapists
- Psychologist / Psychiatrist
- Registered Dietician
- Pharmacist
- Podiatrist
- Social Worker
- Chaplain
- Life Enrichment Manager
- Dentist
- Hair Stylist / Manicurist
- Volunteers



## Health Care Services

- 24-hour access to professional care
- Dermatology services on-site
- Hospice services
- Labs and X-rays
- Long-term skilled nursing
- Medication management
- Nutritional planning
- Pain management
- Pharmacy services
- Podiatry services
- Post-operative care
- Psychological services
- Rehabilitative therapy – physical, speech and occupational
- Respite care
- Restorative nursing
- Short-term rehab stays
- Sub-acute and chronic rehabilitation
- Therapeutic recreation
- Wound care

## Resident Programs

- Arts and crafts
- Bible study
- Bingo
- Exercise
- Gardening
- Group games/socials
- Movies
- Outings/bus trips
- Resident council
- Volunteer programs
- Worship services/spiritual opportunities

## Services\*

- Assistance with daily routines
- Local scheduled transportation
- Medical transport\*
- Styling Salon/Manicurist/Barber\*
- Housekeeping and laundry service
- Maintenance\*
- Pastoral Care
- Personal laundry and dry cleaning\*
- Periodic nursing assessment and updating of individual service plan
- Pet therapy and pet visitation
- Social services
- Fitness and wellness programs
- Technology support\*

*\*As a Life Plan Community, the programs, amenities, and services at Moravian Manor Communities reflect the needs of residents. From time to time, these components may change to better suit changing needs or as new service opportunities are identified.*

# Specialized Services

On all admissions, we offer Novus Pain and Physical Medicine Specialty Consultants who have expertise treating acute and chronic pain syndromes.

**Therapeutic Recreation** benefits individuals on physical, cognitive, social and emotional levels. It also can help individuals maintain their current abilities. Within the Health Center at Moravian Manor Communities, certified specialists design and supervise individual and group activities such as painting, bingo, arts and crafts, aromatherapy, exercise and music therapy.

**Sub-Acute Medical Services** provide more intensive nursing care such as advanced wound care, post-surgical care, pain management, as well as skilled assessments and monitoring of resident care.

**Rehabilitation Services** at Moravian Manor Communities include comprehensive, individualized therapy programs that are designed and delivered by our rehabilitation specialist (provided by our partner Flagship Rehabilitation). Our certified professionals use the best physical, speech, and occupational rehabilitation practices. We focus on maximizing independence for patients, whether they need short-term or extended rehabilitation therapy.

**Wound Care** is provided by a dedicated wound care nurse specialist who provides intensive monitoring of wounds to lead to optimal healing outcomes. We also have VOHRA Wound Specialists that assist with complicated wounds.

**Dining Services** is managed by our registered dietician who reviews the special nutritional needs of residents and customizes optimal meal plans, which are both nourishing and also appeal to their individual food preferences.

**Social Services** offers assistance to residents and family members, including financial planning, discharge planning, and counseling.

**Consulting Services** for other medical needs such as audiological, dental, ophthalmological, podiatry, psychiatric and more are provided upon request.

**Hospice Care** is available to enhance care and services to residents and their families during one of life's most difficult challenges through several partner hospice organizations. Hospice is a specialized kind of care for people who have weeks or months rather than years to live and who are coping with any serious illness. Support also is provided to the patient's family and caregivers.

# Short-Term R



## Specializing in Orthopedic & Medical Rehabilitation

Moravian Manor Communities' rehabilitation specialists deliver person-centered care, innovative solutions, and exceptional care for orthopedic and medical rehabilitation patients.

- **Orthopedic Rehabilitation** may be recommended as part of your recovery program after surgery, illness, other trauma, or an acute medical event. This form of physical therapy may correct musculoskeletal (muscles, bones, joints, ligaments, tendons, cartilage) limitations and alleviate pain, helping patients gain mobility and strength.

- **Medical Rehabilitation** helps restore strength, stability and function for patients who have been impacted by an acute medical condition or a hospitalization. This form of rehabilitation can help patients recover from heart attack or heart surgery; COPD and pneumonia; bad falls and fractured bones; stroke/CVA and TIA; Parkinson's disease and multiple sclerosis; traumatic brain injury and subdural hematoma; urinary tract infection; and other conditions.

Our on-site rehab program welcomes adults of all ages. We accept referrals from physicians, physician assistants, and certified nurse practitioners. If you are interested in becoming a patient, please discuss your concerns with your doctor who can prescribe an evaluation. All therapy services require a doctor's order.

*A bad fall. Broken bone. Surgery. Pain issues. Chronic health condition. Sudden health event.* Sometimes we just need a little extra help recuperating before we're ready to return home. At Moravian Manor Communities, you can recover in comfort as an alternative to hospital-based rehabilitation care. Our goal is to accelerate your recovery to minimize the length of your stay and help you return home to your routine quickly and confidently.

# Rehabilitation

Rehabilitative therapy begins within 24-hours of admission and up to six days a week (Monday – Saturday), two hours a day or as prescribed by your personal physician. All therapy is conducted in our on-site private therapy gym. Specialty services and therapeutic modalities used by our certified rehabilitation therapists and pathologists include:

- Cold/Ice
- Diathermy
- Electrical stimulation
- Light therapy
- LSVT Loud®
- Myofascial Release
- Neurofeedback
- NOVUS Pain Management
- Paraffin
- TENS
- Ultrasound
- Vital Stim

## Our Rehabilitative Therapy Services

**Physical therapy** helps individuals return to a previous level of activity. It can meet the needs of those who have a loss of physical function due to an illness, injury, or surgery, or to prevent the need for surgery. Therapy focuses on improving balance, walking, strength, and general mobility as well as reducing pain, and may include:

- Balance training
- Pain reduction for arthritis and other pain issues
- Postural exercises
- Home evaluation for safety issues
- Teaching the use of a cane, walker, wheelchair, or scooter

Our holistic approach to **occupational therapy** focuses on restoring a patient's ability to perform necessary daily activities and tasks to help them return to their optimal level of independence.

Therapy may include:

- Improving strength and skills to carry out activities of daily living
- Home evaluation and recommendation on necessary adaptations
- Training in the use of adaptive equipment to increase independence with functional tasks
- Individualized exercise activities to increase function, endurance, strength, and movement
- Modifications of tasks within the resident's environment

**Speech therapy** helps individuals with speech, language, swallowing and hearing impairments by restoring prior skills and/or teaching new techniques. Therapy may utilize Vital Stim, which targets the muscles used for swallowing. Our Speech-Language Pathologists also are certified in LSVT Loud® treatment for patients with Parkinson's disease. Therapy offers:

- Speech, language communication, and cognitive skills evaluation
- Swallowing and vocal abilities evaluation
- Recommendations specific to individual's needs



# Transforming Resident Care with Advanced Technology

Moravian Manor Communities utilizes innovative technology to improve the care experience for residents and family members, as well as team members. Technological systems not only contribute to important checkpoints leading to improved wellness and safety, but are offering more responsive care and improved quality of life for residents.

**Real Time Solutions Analytics Software** improves clinical performance by reducing avoidable hospital readmissions, managing care coordination efforts, and detecting early warning signs of infectious disease. This tool helped us achieve a re-admit rate of less than half the state and national average in 2019, according to CMS data records.

- Daily tracking of resident key metrics (short-term acute stay and long-term stay)
- Alerts team when a resident's metrics fall outside the expected norms to be evaluated and addressed:
  - » Daily fluid intake averaged over a three-day period (daily reports for all residents)
  - » Significant changes in performance of ADLs (daily reports for all residents)
  - » Vital signs that fall outside desired norms (abnormal are flagged when vital signs are taken for any reason)
  - » Clinically significant weight gains or losses, among others (abnormal are flagged when data collected for any reason)



## Pennsylvania Health Information Exchange Participant

As a participant in this information exchange, we can electronically share data between participating health care providers and our community, reducing the risk of errors inherent in the manual transcribing processes.

## Health Information Exchange - Carequality

Carequality software enables us to import directly into our electronic health record hospital discharge medication lists, allergy lists, diagnoses, and other records at the time of admission—allowing a smoother transition from the hospital to nursing home while reducing risks of error and omissions.

# Frequently Asked Questions

## **Is Moravian Manor Communities Medicare and Medicaid certified?**

Yes, Moravian Manor Communities is licensed by the state of Pennsylvania and certified to provide care that is covered by Medicare and Medicaid.

## **Why do I have to fill out an application if I'm just receiving rehabilitation?**

Your application helps us to get to know you better. We collect the demographic information needed to complete state required forms, billing information and Power of Attorney information. A section of the application refers to your interests and your activities of daily living. This section enables us to know your likes prior to your admission. The application also collects medical and financial information necessary for your care.

## **How do I know if my insurance will cover my stay?**

We encourage you to call your insurance provider (phone number is on the back of your insurance cards). Ask the provider if you have coverage for skilled nursing care. Ask if you are responsible for a deductible or co-pay. It's important you understand your insurance. You are welcome to contact our Admissions department or Business Office with any questions.

## **What other information will I be asked to provide prior to admission?**

We ask that you please provide a copy of your Power of Attorney, Advanced Directive (Living Will) and insurance cards (front and back) as well as your driver's licenses or current photo ID.

## **May I receive visitors?**

Visitors are welcome to visit any time. If you're sharing a room, we ask that your visitors be mindful of your roommate and respect their privacy.

## **May I bring my pet?**

Pets are welcome to visit areas of skilled care but may not reside in this area. We believe that pets help us live "in the moment" and have the innate ability to enrich our lives physically and emotionally. Visiting pets must follow our visitation guidelines. Please check with the Admissions representative for more information.

## **Do you offer transportation service?**

Medical transportation is available for an additional cost. Appointments are made through the Nursing department and charges are applied to your monthly statement.

## **Will there be a TV and telephone in my room?**

Yes, your room includes a TV, phone and Wi-Fi at no additional cost.

## **Do I provide my own towels and linens?**

Bath towels and bed linens are provided. Fresh towels are provided daily and fresh bed linens are provided weekly or on an as needed basis.

## **Are there activities I can attend?**

We offer a variety of scheduled and naturally occurring activities that are available throughout the day, 7 days a week.

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## *Frequently Asked Questions Continued*

### **Who does my laundry?**

Laundry service is provided by Moravian Manor Communities staff at an additional cost. When using our laundry service, your clothing is collected throughout the day and returned the next day. All personal laundry items must be marked with your name before placing them in your closet/dresser. The laundry staff will assist with the labeling of your items. If so desired, a family member or friend may elect to do your personal laundry.

### **Do I bring my own personal hygiene items?**

You may bring your own toothbrush and toothpaste, hair brush, and razor (electric only). If you do not have these items we will provide them for you. Moravian Manor Communities will provide any needed incontinent products (additional charge).

### **When do I received therapy?**

Upon your admission, a member of our Therapy department will meet with you and conduct a complete assessment to better understand your needs and develop a personal schedule.

### **How is billing handled? Who do I contact with questions?**

Each month you (or your responsible party) will receive a statement that includes itemized services and charges. If you have questions about your monthly statement, you may contact our Business Office to schedule a personal appointment with a member of our staff.

### **Are there meetings to discuss my care?**

The interdisciplinary team responsible for your care meets on a regular basis. You and your responsible party will periodically be invited to attend these care meetings to review your plan of care. If you have any questions or concerns, please don't feel you need to wait to ask until your care conference. Our staff is happy to assist and answer your questions any time.

*\*Additional Frequently Asked Questions can be found on our website at [www.moravianmanorcommunities.org/faq](http://www.moravianmanorcommunities.org/faq)*



**MORAVIAN MANOR  
COMMUNITIES**