

News for You...

Functional Pathways Employee Newsletter

Message from the President: *The Social Media Craze*

Almost everyone who works alongside me would tell you that I am not the most tech savvy guy. In fact, “not tech savvy” would be a generous description of my computer skills. Years ago, when I finally broke down and got a computer, the IT department brought me a Mac because it was so easy to use. I still found myself blundering through programs and files trying to make sense of this new electronic world. I have finally gotten to the point where I can do basic tasks on the computer without bothering my coworkers or the IT department. Success at last, at least I thought... Then comes social media.

My IT world has once again changed. There is now Facebook, Twitter, LinkedIn, blogging and what is Pinterest? As you can imagine, I’m a little behind. I do not have a Facebook account, I have never tweeted a day in my life and I only know what a blog is because my wife made me read hers. I will however spend hours chatting with anyone who will strike up a business conversation.

The good news is, the corporate team is not as IT challenged as I am and are well on their way to understanding and utilizing these forms of communication. Social media sites have started a wave of personal communication. This wave has also spilled over to companies and the way they communicate to their employees and customers. This type of interaction brings



an unprecedented opportunity for establishing two-way communication with our customers and employees, by fostering a higher level of direct engagement than ever before. I have seen the Functional Pathways’ Facebook page and I am amazed at the stories, photos and comments coming from our rehab teams. It is extremely emotional to see in real time what is happening in your facilities. The photos of residents, therapists, and facility staff are impressive! I can’t tell you how shocked I am at this instantaneous sharing of information. The FP social media sites

connect rehab teams who are sometimes thousands of miles apart. A family of coworkers, an electronic community, this is the future. Gone are the days of waiting by the fax for information. Gone are the days of just getting your information from the company newsletter or when your manager has a department meeting. And welcome to instant communication! The future is definably here, and we need to take advantage of it. As for myself, it looks like I’m going to have to wade through this new digital arena. I’m going to have to see if you can actually “teach an old dog a new trick”. Hmm... I may try to tweet that!

-Dan Knorr, President

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1st Quarter 2013 Employee of the Months

January

Abby Kerstetter, CM/OT is a valuable member of the Bradford County Manor staff in Troy, PA. Since being promoted to CM in 2012 she has excelled and takes on her responsibilities with PASSION and a positive attitude. Her COMMITMENT to quality care has promoted our therapy department to be known in the area as the best! Along with her strong team of therapists, the facility is the number one choice in Rehab within the area.



Nominated by: James Shadduck, Administrator

February

Debbie Thacker, SLP, delivers exemplary service at Jefferson County Nursing Home. She is to be commended for her initiative, leadership abilities, outstanding customer service, impeccable clinical skills and strong COMMITMENT to Functional Pathways. She takes pride in her work and represents Functional Pathways in a very positive light. We are very honored to have her on our team.



Nominated by: Leisa Evans, Regional Manager

March

Pam Nizialik, COTA, is an outstanding employee and valued member of the Functional Pathways team. She demonstrates excellent customer service skills and delivers the utmost care and respect to patients and staff members at Astoria Skilled Nursing & Rehabilitation. She incorporates FP values continuously, going above and beyond to enrich the lives of others. We are very honored to have her on our team.



Nominated by: Diane Donaldson, PTA

Deficiency-Free Facilities

We would like to congratulate our facilities who have completed their annual survey with no deficiencies for the 1st Quarter 2013!

**Harbors Edge
Norfolk, VA**

**Tennessee State Veterans Home
Humboldt, TN**

**The Hill @ Whitemarsh
Lafayette Hill, PA**

Golden Watermelon Awards

Rachael Kauffman, PM
Harbors Edge

Misty Stanifer, CM/PTA
Hancock Manor Nursing Home

Follow the **BLOG**
of our Social Media Director:
www.angelknorr.com



2012 Employee's of the Year

Thank you to all of you who submitted Nominations for our 2012 Employee of the Year Awards!!! We received some very heartfelt nominations from peers, Managers and Facility employees for some outstanding therapists within our organization! The decision was very difficult for the Executive Team, so ultimately the decision was made to recognize more than just three employees. We are recognizing 6 therapists for their outstanding achievements! These employees will receive an all-expense paid trip to our upcoming CEU Symposium in Charlotte and will be recognized at our FP employee reception by Dan Knorr, President.

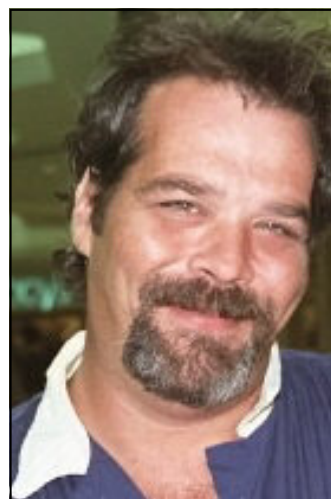
Our Winners for the 2012 Employee of the Year Awards are:



SLP of the Year
Meredith Reaves
*Martha Franks Baptist
Retirement Center*



**Clinical Manager
of the Year**
Amy Cole, PTA
Sarah Moore Home



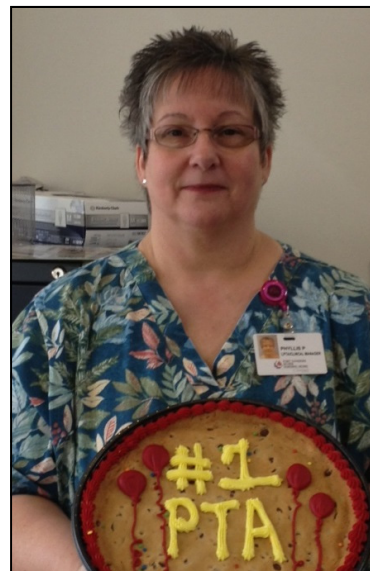
COTA of the Year
Drew Shimkus
Village on High Ridge



PT of the Year
Katie Ferrell
*Garden Manor
Extended Care Center*



OT of the Year
Artarshia Sims
Ocoee Healthcare Center



PTA of the Year
Phyllis Purdue
*Fort Sanders Sevier
Nursing Home*

Facility Spotlight: Redstone Village

Redstone Village is a continuing-care retirement community that opened in Huntsville, AL in late 2004. They offer Independent Living, Assisted Living, Memory Support Living, and Skilled Nursing and Rehabilitation. Redstone offers the Life Care concept. This concept is a lifestyle and health care program designed to enhance and promote physical, mental, and spiritual wellness throughout retirement.

Redstone Village is home to Fairview Skilled Nursing, a 4 star skilled nursing and rehabilitation center. The center offers 40 skilled nursing and rehabilitation beds. Fairview is unparalleled in it's design and care of residents with short and long-term care needs. Fairview at Redstone offers Joint Gym which is a short term rehabilitation program designed to help a person heal their way back to independence. Being surrounded by beautiful mountains, makes Fairview feel more like a resort than a rehabilitation center.

The therapy team at Redstone is dedicated to providing the highest quality of care. The therapists work closely with the Wellness Coordinator to service the independent and assisted living residents. Because the rehab team services all residents of the Redstone community either by outpatient or inpatient services, communication is critical. The rehab team consistently delivers quality customer service, outstanding therapy outcomes, and is a true leader of rehabilitation services. Functional Pathways is thrilled to have Redstone Village as part of the FP family.



Back L to R: Dale Griffith, LPTA, Ryan Parden, LPTA/CM, and Robert Malone, RPT, Front L to R: Darinda Lamm, LPTA, Melissa Flowers, COTA/L, Brandy Borden, LPTA, Whitney Dean, SLP, Kerri Plankenhorn, OTR, Aly Ward, SLP, and Telah Wrenn, COTA/L, Not pictured: Sarah Prouty, Wellness Coordinator/Outpatient Coordinator and Kaye Strickland, COTA/L

- Travis Donaldson, Regional VP

Facility of 1st Quarter 2013

The Facility of the Quarter was chosen using multiple criteria and objective input from several areas. Some of the criteria involved included which team demonstrated the best use of our company values, participated in voluntary events such as the Mentor program and the Alzheimer's/Dementia week, delivery of our clinical programs and input from the RM's via their site visits throughout the quarter.



Pictured: Tonia Foye, Happi Overton, Diann Hall, Pam Allen, Ewa Czajkowska, Danielle Faught, Nicole Totten, Alishia Clark, Valerie Cooper & Joan Brown, RM.
Not Pictured: Rosemary Earhart & Holly Williams.

I must admit I am wonderfully overwhelmed by the magnitude and caliber of the teams that exist in the FP family system. If each team continues on this path, it won't take long for us to reach "Elite" status. That being said, it is with great honor that I introduce the most valued team:

Brian Center of Yanceyville, NC

Thank you for your continued Commitment,
Relationship Building, Innovation,
Self-Improvement, Passion and Responsibility!

- Anne L Burris, MSPT, Clinical Program Coordinator

Clinical Program Champions and Mentor Update

This past quarter, the CPC has had an infusion of activity. A friendly reminder that each facility must have a CPC, and we'd prefer it not be the CM but someone with clinical expertise. I have made some accommodations for some of the smaller staffed facilities on a one-on-one basis.

Recently, I have received an update from each RM as to who the CPC is in each facility, and I look forward to working with each of you. I have also sent out a copy of the list of programs that are completed and available. Below is a list of all Programs and Mini-Programs that are now available on the intranet:



Full Programs:

- *Pathways* for a Safe Return Home – DC Planning Tool
- *Pathways* to Cardiac Recovery
- *Pathways* to Joint Replacement Recovery
- *Pathways* to Restorative Care
- Pulmonary Rehabilitation: *Pathways* to Better Breathing
- *Pathways* to Safety: Fall Prevention and Balance
- Assessment Tool Box (Objective Measures) (Revised)

In The Works:

- Part B Tips and Tools

Mini-Programs:

- Hip Precautions
- Diabetic Foot
- Cognitive-Linguistic Management
- Wound Care Quick Reference

Available on the Compliance Blog:

- Frazier Water Protocol
- Achieving Clinical Excellence
- Dementia Care Strategies
- What is Dementia?

blog.functionalpathways.com

Clinical Program Champion communication will continue via the CM/PM emails and *WebEx* calls. Thank you all for your continued efforts and “*Commitment*” to your teams and your FP family.

- Anne L Burris, MSPT, Clinical Program Coordinator



Please visit our website
for more details:

www.fpsymposium.com

We are finalizing details of the **2013 FP CEU SYMPOSIUM** which will be held in Charlotte, NC on May 18 & 19. This is going to be a wonderful opportunity for FP employees to get to know one another in a fun, educational environment. We have an incredible line up of 11 world class speakers in the therapy industry and we thank our partners at CEU360 for helping us organize this event! If you haven't signed up yet, it's not too late! We have 70 slots open and if you sign up by May 1, you will be able to select your t-shirt size which will be included in your registration goodie bag.

- Angel Knorr, VP of Recruiting

Benefits Update

Guardian Benefits (vision and dental) A faster, easier and greener approach to ID Cards that's in sync with the needs of your employees

To best meet the needs of today's dynamic workforce, while also helping to conserve the environment, Guardian is moving to an online approach for PPO dental and vision ID cards.

Employees covered under these plans can simply visit the "Forms and Materials" section of <https://www.GuardianAnytime.com> to quickly and easily print out an image of your card to bring with your to your first visit with a provider. You will need your group ID to register for the site. The ID number is 00472823.

Even easier, as covered employees you can just provide your Group ID number (for dental visits) or Unique ID or Social Security Number (for vision visits) upon your visit. No card is needed!

The Functional Pathways 401(k) Plan will be changing it's record keeper and investment options. We're pleased to introduce Transamerica Retirement Solutions ("Transamerica") as the provider of these new funds and services. Functional Pathways decided to make this change and partner with Merrill Lynch because of their commitment to their clients



and that clients come first.

As a result of these changes, participants will temporarily be unable to direct or diversify investments in your individual accounts or obtain a distribution from the plan. This period, during which you will be unable to exercise these rights otherwise available under the

Plan, is called a **"blackout period"** The blackout period will

begin May 7, 2013 and be effective for 30 days. SunTrust and Transamerica will use this blackout period to transfer and reconcile your plan assets. There is absolutely nothing you need to do as participant in the 401(k). Merrill Lynch Retirement services represent more than 41,000 retirement and benefit plans, with 4.5 million participants and \$249.5 billion in institutional client balances.

- Paula Hargis, HR Director



GET CONNECTED TODAY!

Are you connected to FP on all of our Social Media sites? You can now find us on Facebook, Twitter, LinkedIn, YouTube and Pinterest!

GET CONNECTED today to become a part of our online Communities. You will find updates on what's happening with your company and in your facilities though photos, news updates, contests and more! Please feel free to send in your facility and rehab team photos to: socialmedia@fp rehab.com.

As a reminder, we require a photo release form in order to post any photos which include a resident of a facility.

- Angel Knorr, Director of Social Media

A photograph of a silver laptop computer, likely a MacBook Pro, shown from a three-quarter perspective. The screen is open and displays a solid white background. A red Apple Mouse is connected to the front of the laptop by a black cord. The entire setup is placed on a plain white surface against a white background.

ELITE TRAINING TO BUILD ELITE EMPLOYEES!

"I think this is so great. At the Clinical Manager training in Knoxville, I was so impressed with the company's foundation and core values, as well as the staff. Being there, made me feel acknowledged and important. Dan reaching out to all the staff, in all the buildings, nationwide is an excellent way to help staff feel valued and appreciated (via this video). In turn, improving the morale, camaraderie, and jollity of the teams. I have managed and worked for other contract company's and often felt the missing link was the disconnect between staff and the higher level administration. Most all therapists are good people, with good intentions, and want to demonstrate good performance, unfortunately they often feel like warm bodies or numbers due to the distance. I think making these connections is wonderful and a successful way to run a large business."

Florida Customer Advisory Board

We had a terrific Customer Advisory Board meeting in Tampa, FL in March. I want to thank our attendees: Diane Marcello and Freda Shetler (Sunnyside Village), Joe Devore (Plymouth Harbor), Steve Rykiel (Ocoee Healthcare Center), Vicki Heflin (FL VA facilities), Dan Beeler and Mary Kay Klinge (Mease Manor). Thank you for your participation and feedback throughout the meeting. Our topics for this meeting included examples of our rehab teams living our core values and how these daily practices improve the level of service that we deliver to our customer. We discussed Compliance and Regulatory updates pertaining to MPPR and our strategies to adapt to this new environment. We touched on our newest service, our comprehensive Wellness program. We demoed our Right Track communication and outcomes software, which we are currently rolling out in many facilities. And most importantly, in my opinion, we gathered incredible feedback from our attendees which will help shape our future initiatives. We are continually evolving into the company who serves

our customers and residents better than any other rehab provider.

We are looking forward to our next round of meetings. If you would like to attend any of the meetings listed below but are not in those states, please email me at mmiller@fprehab.com and I will be happy to extend an invitation.

- **South Carolina: April 23rd**
- **Tennessee: May 7th**
- **Ohio: May 9th**

- Marcus Miller, VP of Operations



April is National Occupational Therapy Month

Each day in buildings across the US, our OT's & COTA's go above and beyond to enrich and change the lives of their patients, residents and staff. Our OT's & COTA's teach people how to perform activities of daily living like learning to dress again, eat without assistance and other daily tasks that have been taken away from them. They are the unsung heroes that help our patients regain self confidence, independence and pride. They work very hard and diligently to make each patient feel confident during what can be a difficult and long recovery.

One OT recently told me it is a delicate balance to restore hope through patience and determination even when the outlook is not always favorable. She said working for Functional Pathways gives her the opportunity to get to know her patients on an individual basis giving her a wonderful opportunity to make their treatment more personal and successful.

I have been blessed to meet our therapists in many different facilities and see the wonderful service they provide for our patients. What they do truly enriches and embodies what Functional Pathways stands for.

We salute and thank our OT's & COTA's at Functional Pathways!



COOKIE JAR FUND UPDATE



This week marks three years since the creation of our Cookie Jar Fund!! We have been able to provide aid to 25 families in their time of need or tragedy. Over \$32,000 has been given to facility and FP employees, as a result of your generous donations to our Fund!!! Thank you to all of you who support the CJF through payroll deductions, one time donations, and participating in our fundraisers. We will be hosting our next fundraiser, a Silent Auction, at the FP CEU Symposium next month. This is a FUN event and the biggest source of funds raised since we created the fund. We have recently appointed new Committee Members to drive fund participation, create fundraising events and to review requests for aid.

Thank you to our new Committee Members for generously donating their time:

Contributions Chair: Marcus Miller

Special Events Chair: Kelli Douglas

Aid Distribution Chair: Sheila Capitosti

Media Chair: April Williams

Co-Chairs: Melanie Hankinson & Rachel Hickman

Co-Chairs: John Hawkins & Leisa Evans

Co-Chair: Jennifer Anderson



To find out how you can donate today and to learn more about the CJF, please visit us at www.cookiejarfund.com.

- Angel Knorr, CJF Committee Chair

Occupational Therapist Hopes to Bring Diversity to her Profession

Regional Manager, Angel Bryant was recognized in a one page article in the most recent addition to the MUSC OT Alumni Newsletter. Here's a brief excerpt:

Angel Bryant, an Occupational Therapist who graduated from MUSC in 2003, noticed a problem when she returned to campus to recruit for her new company. "I didn't see anyone who looked like me," Bryant said. "I thought, something has got to change, because I've been out of school for 10 years, and it just didn't seem to have evolved."



When she spoke with one of her former instructors, Dave Morrisette, about attracting more minority students, Morrisette invited her to join a diversity task force. Bryant now drives from her home in Columbia back to her MUSC each month to help find ways to reach out to high schools, other diversity programs and historically black colleges and universities to make the College of Health Professions seem more welcoming to minority students. "There's a lot more care needed for patients after they've been discharged from the hospital and they need therapy to get back on their feet," she said. "I think there's a huge need to have everybody represented, especially in the South. We have a huge number of minorities here who don't want to take advantage of medical and therapeutic services because they don't see people who look like them."

Bryant has worked as an OT since her graduation in 2003. She finished a dual Master's degree in Business Administration and Health Administration in 2006 and intends to finish her doctorate degree next year. She also earned her license as an administrator of skilled nursing facilities and assisted living homes. Bryant works as Regional Manager for Functional Pathways, which provides contract rehabilitation and therapy services in nursing homes and retirement communities.

By Allyson Bird and Lauren Dickerson
Office of Development and Alumni Affairs

Facility Events



The Orange County Chamber of Commerce has named Vernon Baker, Administrator at Dogwood Village in Orange, VA, Business Person of the Year.

CONGRATULATIONS VERNON!



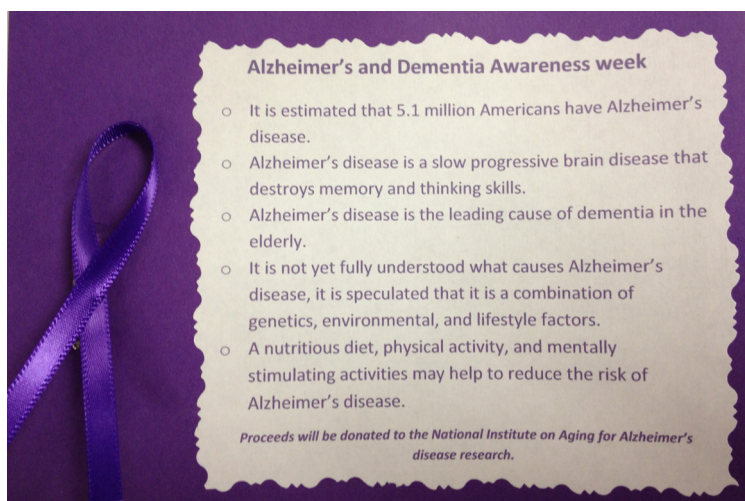
Sunnyside Nursing Home is the only facility in Sarasota County who is a current recipient of the Gold Seal Award, and only one of three nursing homes in the state of Florida to have received this award 5 times. The Gold Seal Program awards and recognizes nursing home facilities that demonstrate excellence in long-term care over a sustained period, promotes the stability of the industry and facilitates the physical, social, and emotional well-being of nursing home facility residents

L to R: J. David Yoder, Executive Director of Sunnyside Village; Diane Marcello, Health Services Administrator of Sunnyside Health Center; Janegale Boyd, President/CEO of LeadingAge Florida & Danny Bilyeu, field representative for Congressman Vern Buchanan.



The Rehab Team at Roan Highlands Nursing Center recently provided education for all staff as part of Dementia Care week on Working with Residents with Dementia. They wore purple in recognition of those with dementia.

L to R: Joy Powers (Administrator), Saundra Aldridge, Jenny Dollar, Gary Harris, Erica McDonald, Janet Dugger and Brittney Tomberlin



The team at Coffman Nursing & Rehabilitation Center in Maryland raised Alzheimer's awareness in the facility by asking for donations for purple ribbon pins. The team set up a table at the entrance to the rehab department. Residents made the ribbon pins and glue each card during therapy sessions and on their own time. Overall the department raised \$100 in contributions for the Nation Institute on Aging for Alzheimer's disease research.

Great Job Team Coffman!



FP attended ACHCA this past February in Rising Star, Indiana. The Administrator at Garden Manor Extended Care Center in Middletown, OH, Shane Craycraft was a Key-Note speaker at the event.

Also pictured is our customer Mark Bowman, President of Loudon & Company with Marcus Miller, VPO of FP.



Grand Opening of the new Rehab Gym Inpatient/Outpatient at Hancock Manor in Sneedville. L to R: John Sheehan, Ocoee Foundation President George Brewer, Administrator Hancock Manor and Wes Jones, Senior VP, EMJ Construction



Homewood Crumland in Maryland hosted their first ever Rehab Reunion. Graduates from the therapy program were invited back for dinner and socialization. It was excellent to see the patients catching up with their therapist and fellow rehab alumni!

Great job Homewood Crumland!!

Inside Healthcare Spring 2013 Issue

FP is featured in the Spring issue of Inside Healthcare, which is a national publication with almost 500,000 membership in the healthcare sector.

Use the link below to see the 3 page article.

http://digital.inside-healthcare.com/nxtbooks/phoenix/ih_2013spring/#/126



Pictured above is Sheila Capitosti, VP of Clinical and Compliance Services and Cherie Rowell, Director of Clinical Services, who were quoted in McKnight Long Term Care News following their presentation at the ACHCA Convocation on April 15th. Go check it out at: http://www.mcknights.com/long-term-care-nurses-gain-power-through-physician-assessment-tool-expert/article/288951/?DCMP=EMC-MCK_Daily#



The therapy team at Sweetwater Nursing Center embraced our Value “RELATIONSHIPS” by participating in the Color Me Rad Run in Knoxville together!!



The therapy team at Lakebridge Health Care Center in Johnson City, TN participated in a charity golf tournament in their community and took home 3rd place. **WAY TO GO!**

FP held our very first Facebook contest the week of April 8th. We had an overwhelming amount of participation as employees and friends of FP competed in a “Shout Out” on our page. There were hundreds of posts by many facilities, but our final winner was Asbury Place at Kingsport! The team was treated to a catered lunch by Jason’s Deli and BE ELITE FP t-shirts for the entire department.

Way to go!!!



Check out Facebook each week for our new contests!



Celebrating the start of Spring Loretta Starnes COTA at Jefferson County Nursing Home showed PASSION for her residents by encouraging them to create their own flower bud on the wall as part of their therapy.



The therapy team at Covington in Ohio helped residents bake and decorate a bunny cake as part of their Easter celebration. YUM!



The FP Team at Auburn Skilled Nursing & Rehabilitation had a lot of fun making Easter Bunny crafts with their residents!



Rebekah Sears, Tech at Martha Franks in SC has a PASSION to make their residents happy.



Team BC Yanceyville in NC showed INNOVATION by incorporating creativity in the therapy treatments! Here they are making cake pops and bird nest cookies!



The Therapy team at Ben Atchley in Knoxville celebrating their Golden Gait Belt Award!!



At Nevada State VA Home, Frank, PT participated in educating the staff and residents on Fall and Safety Awareness

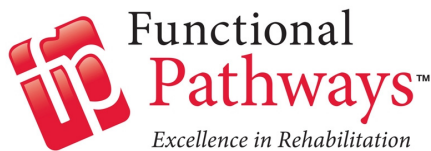
Functional Pathways Support Emails

Below is a list of all support emails for FP that you can use for questions/concerns. We have also added a link to a short survey once a ticket is closed. If you fill out the survey, you will be entered into a monthly drawing for a \$20.00 gift card! Your response email will come from support@fprehab.com.

- **ACD Support:** acdhelp@fprehab.com
- **Concur Support:** concur@fprehab.com
- **Computer Support:** computersupport@fprehab.com
- **ICD9 Code Support:** icd9@fprehab.com
- **Order Support:** orders@fprehab.com
- **Rehab Optima/
GiftRap Support:** rehaboptima@fprehab.com
- **Accounting Questions:** accounting@fprehab.com*
- **Invoice Questions:** invoices@fprehab.com*
- **Billing Questions:** billing@fprehab.com*
- **Paperwork/
New Hire Questions:** gotowork@fprehab.com*

Remember to send pictures/stories to socialmedia@fprehab.com* for Twitter, Facebook posts and the FP Newsletter.

**not eligible for \$20 gift card*



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