



Personal Care

Clients of *Menorah Park Home Health Services* can count on consistency and individualized care. Administrator Barbara Marcelletti explains why that's key to a healthy outcome.

by **Nina Polien Light**

Working with *Menorah Park Center for Senior Living* is akin to having a group of close friends always by your side.

"We really have great continuity of care," assures Barbara Marcelletti, home health administrator. "I don't know of other places that have the ability to take someone completely through the illness stage to wellness."

Individualized care often begins in the hospital with a visit from Menorah Park's community liaison, a social worker who listens to and supports clients by connecting them to Menorah Park programs and general community services.

For some, that means transferring to Menorah Park's rehabilitation unit to receive physical, occupational or speech therapies.

"When they're ready to go home, we transition them so smoothly because we already know them and their medical histories," Barbara says. "We can plan an effective and safe graduation to our outpatient program, which is also privy to all documents we have. There is constant conversation among all departments to ensure quality patient care at every level."

The community liaison oversees a positive transition home with appropriate support services.

"She makes arrangements for medical

equipment, such as oxygen, wheelchairs or walkers," Barbara says. "She knows each person as a real person, not as 'that person who has pneumonia.'"

Continuity extends to visiting nurses.

"You're not going to get Susie one day, Janie tomorrow and Betty Lou the next day," Barbara promises. "The same nurse will take you all the way through."

Additionally, the community liaison helps meet other client needs. These may include referral for PASSPORT services, transportation or long-term meal delivery.

"She'll help them get whatever they're entitled to through their personal benefits, such as accessing VA benefits for veterans," Barbara says.

A live person answers Menorah Park's phone 24/7. That person quickly

and compassionately places families in touch with the staff member who can best respond and provide support during what could be a stressful situation.

"You'll never encounter a voice-recognition system here," Barbara assures.

Menorah Park Home Health Services is located at 27100 Cedar Road, in Beachwood. The phone number is 216-595-7333 and the web address is www.menorahpark.org.



Caring Comes Home