
COVID-19 CHRONICLE

Healthcare Heroes Among Us: Trading In Their Heels for Scrubs to Join the Fight

The COVID-19 pandemic is a reality in some of Regency Integrated Health Services facilities, however it has also been an opportunity for some employees to raise their hands and really step up asking “how can I help?” This is the case with some of our marketing team. Knowing that they cannot currently enter hospitals to assess potential patients, they have joined together and traveled from Harlingen, to Brenham, and on to Austin to help in the facilities.

Veronica Garza, CRT, Regional Director of Sales -West, Talina Buchanan, LVN, Clinical Liaison, Kathryn Vaello, Clinical Liaison, BSN, RN, Melissa Bentancourt, LVN, Clinical Liaison, Sylvia Trevino Regional Director of Sales - Central, Adelina Garza, Clinical Liaison, Anabel Espinoza, Admissions Director - Mission Valley, Tria Svatek, Admissions Director - Yoakum and Hallettsville, Yvette Mares, LVN, Clinical Liaison, Linda Barron, Admissions Director - Atrium and Rita Williams, Admissions Director - Cuero, have packed their bags and hit the road in order to fill the clinical staffing needs at the COVID-19 positive facilities—Brenham, Riverside, West Oaks, and Windsor Atrium. The team is made up of nurses and a respiratory therapist so it was a natural transition to trade in their heels for scrubs and go where they are needed most.



Veronica Garza, Melissa Bentancourt, and Talina Buchanan

At Atrium, the team worked in their perspective disciplines in the non-COVID side of the facility, but in spirit of being flexible and open-minded, they also had to help with housekeeping and maintenance. “We were mentally prepared going in that we would do any task that we were asked to do”, said Veronica Garza.

At West Oaks they were asked to work in the COVID unit because that is where they were needed the most. Overcoming their own fears, the team vowed to each other to do what was necessary.

“We realized in the COVID unit that our jobs were not just to care for the residents, but that we needed to talk to them and try to keep their spirits up, as well. We looked scary with all of the PPE on, so it was important to build a rapport with the residents,” Veronica added.

When asked what she and the team learned from this experience Veronica replied, “how important the role of our C.N.A.s are to the success of our facilities. I saw how much work goes into every day from turning residents to incontinent care. Also, that being flexible, open-minded and stepping away from what you do everyday allows for growth and understanding of others’ roles in a building.”

COVID QUERIES

PTO Donation Program Update: The Region With The Most Donated Hours in the Month of June Will Receive a Prize!!!!

Can we still donate PTO and how do we do this?

Regency Integrated Health Services' PTO Donation program is already helping those who are directly impacted by COVID-19 and who have exhausted their own PTO. Donating a portion of your PTO hours is a simple way of making a difference in the lives of your peers.

This week, Vicki Palm has put out a challenge amongst the regions. There will be a prize given to the region that collects the most donations in the month of June!

Through May 26, 2020, a total of 2163.44 hours have been donated, but we are still behind in hours. We continue to accept donations for any amount. Please ask your HRC for the form. Your participation is appreciated!

Let's Celebrate Recovery! How many patients and staff have recovered from COVID-19 to date?

Total # of
COVID-19 Recovered
Patients and Staff:

305

#teamregency



Frontline Feature: Beth Ruehle, Administrator at Mystic Park



Communicating to staff is so important in a facility on any given day, but is especially necessary during a pandemic. One Regency Administrator decided to have a little fun while doing just that.

Beth Ruehle, Administrator at Mystic Park in San Antonio, decided to take the Family & Friends COVID-19 Chronicle and make a contest out of the information provided. Not only was it a fun way to pass on important information by having a

