

## A “Lift” for the Holidays

Mr. and Mrs. Giorgio have been married for over 61 years. Earlier this month, due to health issues, Mr. Giorgio needed to begin sleeping in a separate bed from Mrs. Giorgio. She was heartbroken that she had to put her husband in a separate bed, but refused to put him in a long term care environment. Mrs. Giorgio is the primary caregiver in the home along with support from the local visiting nurse. She is doing her best to keep him with her and provide for him at their long time home in Monroe, CT.

In July of 2014, Michael Fragala, MSHS, MBA, RN, WCC, CSPHP, Corporate Accounts–Clinical Accounts Manager for Joerns Healthcare, assisted the VA with assessing the Giorgio’s home. Joerns then provided a 2 post free standing unit (92000) along with one of our Rise Portable 450 lb. ceiling lift motors and one of our Oxford slings. The couple needed to have their current pressure fit lift system moved from their king size bed over to a hospital bed that was recently added to their bedroom for Mr. Giorgio. They originally contacted the West Haven VAMC for assistance in the move, and were informed the VA would pay for the system but would not incur the cost of relocating it. Mrs. Giorgio decided to pursue the matter privately, willing to pay directly, and reached out to Joerns for support.



### **SOLUTION**

One of our Safe Patient Handling Directors, Dewey Darrow, took the time to draw several sketches of the best layouts within the Giorgio bedroom for moving the lift system to facilitate the addition of the hospital bed. Mrs. Giorgio approved the suggested layout and two Joerns Healthcare technicians, Jeff Rivers and Buck Taylor, assisted with the move.

In the spirit of Joerns Healthcare, upholding our Tradition of Caring, they completed the lift move for the Giorgio’s at no charge. Robin Hale, Operations Manager for Joerns Healthcare, worked directly with Donna Mihalick, PT Program Manager of Home Based Primary Care at the VA in West Haven, CT in organizing this effort.

After the move was completed, Donna received a voicemail from Mrs. Giorgio saying how elated she was with the service provided. Donna took the time to email Robin to say, “Thank you so very much for making such a grand gesture...a gesture that no doubt has made Mrs. G’s life easier and much less stressful.”

Donna also mentioned how grateful Mrs. Giorgio was when she wrote, "She was absolutely blown away by the level of professionalism that your crew showed her and then to say on the way out 'Merry Christmas, there is no charge for the service'. Mrs. Giorgio was speechless and today asked me again to endorse to you all her gratitude. Mrs. Giorgio said things are working wonderfully with the new set up in the home."

The Joerns Healthcare associates that were a part of this customer experience left the Giorgio's home that day feeling proud about the service they provided and what we do as a company for each and every patient, each and every day.

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