



October 27, 2016

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Dear Management and Staff at The Woodcliff lake Rehab Center,


I wanted to take the opportunity to thank Woodcliff Lake Rehab Center. My mom, Marie Yacarino, was a patient from July 7 – July 18th after repair of a fractured hip. Her transition from Valley Hospital went very well. We chose your center for your reputation and suburb rehab. The care which my mom received by all 3 nursing shifts was excellent! Getting to know her preferences was a priority for my mom and our family. She was always cleaned and offered comfort each step of her care. The therapy sessions were incredible. As the Clinical Director of Valley Home Care, I would often hear from our patients about the rehab therapy, but seeing it in action was living proof. Michele, the physical therapy assistant, was patient, kind and knowledgeable about the exercises which would allow my mom to reach her optimal potential.

My mom's primary physician, Dr. J. Kasper, was an additional benefit. He knows my mom's history. He was able to make decisions based on what worked in the past. Mom's compromised respiratory status needed close follow-up. After a quick 24 hour stay at The Valley Hospital for a blood infusion my mom was able to rehab even better. During the ambulance ride to Valley, my mom noticed one hearing aid was missing. I called to the unit to see if the hearing aid was left behind. They went through sheets and even garbage to locate the hearing aid. We found the hearing aid in the sheet on the bed in TVH. Everyone cared for my mom as a person. She easily transitioned to my home and she was prepared for a good recovery.

I would also like to mention Kerri, the APN was very attentive. It was delightful to see my patients enjoy company of others in the activity room. The outside patio also lent itself to a relaxing few summer days and evenings.

I have already recommended the Woodcliff Lake Rehab Center to others.

Sincerely,


Rose Marie Ranuro, RN, MSN, CPNP
Director of Clinical Services

cc: Dr. Joseph Kasper
Jacqueline Einemer
Premier Rehab Center in Bergen County