



## We have “Good News” to Share with You!

*“Kelly, Sara, and Tammy have been very helpful during my recovery. They are gentle and caring. They make sure everything is clean and working properly. They watch for infection and make sure I am not running a fever. They stay on top of everything with my wound! I thank God for all the new medicines and procedures he provides the nurses and doctors.” ~ Marlys Berg*

*“My mother chose Dove Healthcare-West because there is a wound care nurse specialist on staff. The availability of this expertise was important to oversee her recovery from serious open wounds as a result of an infection received following surgery. Kelly Heinbuch, wound care nurse, has been instrumental in overseeing the proper care of these wounds. Kelly’s knowledge in wound care and careful monitoring of my mother’s wounds has made it possible for a positive recovery. In addition, Kelly’s practice of accompanying my mother on follow up visits to the doctor was very helpful to maintain communication on the status and care of her wounds. Kelly and the other nurses involved have demonstrated a high quality of care that has prevented additional infection and enhanced the healing of the wounds. This nursing and therapy care my mother has received is appreciated. It is this care that makes it more likely she will get back to independent living in her home.” ~ Darryll Farmer*

*“I would like to thank Dove Healthcare-West for having the expertise of Kelly Heinbuch, wound care nurse, and her staff for the excellent care given to me during my stay. I feel the staff was concerned for my needs and wants and would recommend Kelly to any one in need of wound care or specialized needs. Thanks again!” Donna Fisher*

*“My mom has been cared for at Dove Healthcare-West for a hip fracture and also a pressure sore on her heel. The wound care nurse, Kelly, evaluated the wound and provided follow up care. After a few weeks of care, I was advised that my mom would need to have her heel debrided at a local wound care clinic. Before the procedure, Kelly met me at the clinic. We discussed my mom’s care, and the process of the procedure that the doctor and his nurse would perform. After the procedure, my mom returned to Dove Healthcare-West and I receive a weekly follow-up call from Kelly on my mom’s healing progress. I feel that my mom has received the highest quality wound care available to her.” ~ Peggy Moschkau*

*“On April 26, 2012 I entered Dove Healthcare-West due to severe ulcerated wounds on my legs and thigh area. The wound nurse Kelly Heinbuch immediately took me under her wing and started helping me deal with the necessary treatment to aid in healing my wounds. She provided a caring shoulder and sound advice as how to proceed forward. She encouraged me when I felt hopeless. She gave me support in making difficult*

*health decisions. I still have the wounds but they are starting to heal and I am feeling better. Thank you Kelly for always being there for me.” – Rebecca Sweeney*

*"Our father has been a resident of Dove Healthcare-West for almost three years and it's been a very positive experience for Dad and our family. Dad's been fortunate to have some truly remarkable nurses and care givers and the staff really seem to bring out the best in Dad. Dove Healthcare's unique wound care specialists have been particularly important in his care. Dad suffers from congestive heart failure and diabetes, so swelling of legs and feet can often result in numerous and dangerous open sores. These skin openings, and occasional skin irritation in groin and rump, have been dealt with quickly and in a professional manner. These specialists, in conjunction with Dad's primary nurse and various caregivers, have done an excellent job keeping these wounds from re-opening. Dad has been in multiple managed care facilities and Dove Healthcare has done a great job in comparison. Dad has a very complex case to manage, and this very valuable service is one of the many reasons we selected, and advocate, Dove Healthcare." ~ Dave Wood*