

# An “Unfortunate Mishap” Leads to an Exceptional Rehab Experience

## How It All Began

Jeffrey Jackson is a well-known, longtime businessman in the Cape Cod area. For years, he owned a successful Yarmouth Port inn, among other ventures. Retired, 62, and still very active, Jackson enjoyed walking to the beach from his home in Sandwich. An avid reader, he often walked to the library in town, too.

Until the evening of November 5, 2007, when he fell on the way to bed, breaking his hip socket in two places and incurring two fractures in his pelvic bone. “It was excruciating. I’ve experienced pain before, but I couldn’t even identify with this type of pain,” said Jackson.

## Choosing a Course of Treatment

After consulting with physicians at Brigham and Women’s Hospital in Boston, Jackson decided against hip replacement. Instead, he chose to let his injuries heal naturally, aided by physical therapy. That decision made quality rehabilitation even more crucial to his recovery.

Jackson chose Windsor Skilled Nursing and Rehabilitation Center in South Yarmouth for his care. “Windsor has a very well-known and excellent



### Close to His Goal

*Jeffrey Jackson practices walking with Joyce LoPorto, one of his physical therapy assistants at Windsor.*

reputation in the Boston area,” he stated, “not only for skilled nursing but for its rehab program.”

## A Goal-Oriented Rehab Plan

Jackson arrived at Windsor on December 5, 2007. During his stay, Jackson graduated from using a wheelchair to being able to walk with a cane. His goal was to get back home and back to his life as usual.

While at Windsor, Jackson’s typical day began with physical therapy at 9 AM. His rehab program included a variety of exercises:

- Riding a stationary bike
- Leg lifts using gradually increasing weights to strengthen his injured right side
- Walking up and down stairs
- Upper body weight lifting
- Work with resistance bands

In the afternoon, Jackson’s occupational therapy included:

- Practice working in the OT kitchen (making sandwiches, brewing coffee) while using crutches, and later a cane
- Mastering the use of an assistive grabbing mechanism to reach items on higher shelves

## Reaching His Goal

On February 15, 2008, Jeffrey Jackson reached his goal: He was discharged from Windsor, ready to resume his normal life. “For me,” he said, “an unfortunate mishap has evolved into a wonderful experience with other patients and staff. I plan on coming back [to Windsor] to volunteer and give back.” ▲



### Jackson’s Perspective

As a younger patient at Windsor and a former innkeeper, Jeffrey Jackson has a unique view of his stay at Windsor. Here’s what he said during his stay.

**About Staff Morale:** “Everyone has been exceptional, and I would describe some of them as vivacious. They are a happy group of people.”

**About Staff Professionalism:** “Being in business myself, I’m very critical of job performance. The nurses and the

therapists all have an exceptional level of compassion and are 100 percent professional as far as I am concerned. Being the age that I am, I can observe how the staff interacts with the older people, and they receive the same level of compassion and care: It’s uniform and widespread.”

**About the Food:** “I’ve been surprised. I’m a gourmet cook. The food here is excellent, consistently good quality. The variation of meals is good. The two things I look forward to are the therapy and the meals.” ▲