



Care, Customer Service is Job One at Fairview Commons

*Providing care with
promptness, sensitivity,
respect compassion, and
integrity.*



Bill Whitaker with Fairview Commons' Alexis Stiffler, COTA, working on upper body strength



Fairview Commons Nursing & Rehabilitation Center

151 Christian Hill Road
Great Barrington, Mass. 01230

T: 413-528-4560

F: 413-528-5767

www.fairviewcommons.org

Case Study

If you are from south county, it is very likely that you know Bill Whitaker. It's also likely that you, or people you know, have done business with this man who owned the area's most trusted auto dealership for several decades. As his business changed locations and then ownership in later years – one thing was always clear – a handshake from Bill was a guarantee of excellent customer service and a lasting relationship. Now 88-years-old and retired, Bill has dealt with various health issues over the past several years. Recently, while at home in his bedroom, he became very ill and light-headed, and then he passed out. Luckily, his daughter was there at the time and she immediately called 9-1-1 and Bill was rushed to the emergency room at [Fairview Hospital](#). It was discovered that he was suffering from pneumonia, which hospital staff addressed with IV-fluids, medication and excellent care. While his condition improved, Bill had lost a great deal of strength and his independent abilities on account of his illness and inactivity in a hospital bed. He would need the short-term rehabilitation and skilled nursing provided at [Fairview Commons Nursing & Rehabilitation Center and its all-private room Rehab & Recovery Wing](#).

Interdisciplinary Team Treatment Plan

Upon his arrival at Fairview Commons on January 4, he began a regimen that included six days per week with daily physical and occupational therapy sessions.

Physical Therapy

- Unable to walk on his own when he first arrived, therapists worked to help improve strength in his legs with goal-oriented stretching and weight and resistance.
- Balance exercises with assistance allowed him to regain his bearings.
- Ambulating with the assistance of a walker progressed for greater distances to enhance endurance.

Occupational Therapy

- Therapists worked with Bill on upper body strength work with weights and other resistance, which helped him with transferring and ambulating with the walker.
- Hand-eye coordination work allowed him to renew skills needed for home living.
- Daily work on ADLs improved his abilities to reclaim his independence.

Outcome: Bill looks forward to getting back home and getting back to his life. In the past he has taken advantage of the [outpatient rehabilitation services provided by Fairview Hospital](#), which he laughed, is located where his own car dealership once stood at the corner of Routes 7 and 41/23 in Great Barrington.

In the Patient's Own Words: "The staff has been really great. They are nice people and they truly treat you well."

