

Driving Excellence in Everything We Do, Even in a Nursing Home

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MI CASA SU CASA - Welcome or Make Yourself at Home.



My background

- ▶ 4 beautiful children ranging in age from 17 to twin 12-year old's, and a Super Star Wife.
- ▶ My story: I want to take care of people in their time of need. I was a hotel manager, consultant for one of the biggest consulting firms and that lead me to healthcare.
- ▶ Undergraduate degree in Hospitality Administration and Masters in Public Health in Health Policy & Management.
- ▶ Worked in Academic Medical Centers and Community Hospitals in New York and New Jersey.
- ▶ Received my New York and New Jersey Nursing Home Administrators License
- ▶ Served as the administrator of a 205 bed skilled nursing facility and Team was able to move facility from 3 to 5 stars and keep it there until today. (Sustainability in Action!) We were very proud that we had a waiting list to get into our facility. More importantly we were delivering Outstanding Quality Care.

Here's my Gang!



Our Goals in the SNF World

- ▶ Improve the quality of the services provided - Everyone
- ▶ Meet all standards of care - Everyone
- ▶ Practice evidence based medicine - Physicians and Nurses
- ▶ Lead medical innovative services in our industry - Resident & Staff
- ▶ Become a value based provider - Insurance and hospitals
- ▶ **Become “the destination” for our patients**
- ▶ Improving the ease of referral and admission - Families & Hospitals

Our Challenges in the SNF World

- ▶ Absentee Physicians in the presence of ever demanding and more complex cases and sicker patients and more demanding families.
- ▶ Everyone is disconnected.
- ▶ Reliance on Nursing staff to do everything and spoon feed every other department.
- ▶ High turnover of the nursing workforce
- ▶ Not enough staff
- ▶ Agencies

What's our solution?

- ▶ Education
- ▶ Staff retention
- ▶ Full-time MD and NP
- ▶ Innovation
- ▶ **Making everyone function at the highest level of their license**
- ▶ Finding sick residents before they find us
- ▶ **Daily rounding by providers and all managers**

Is this a Welcoming Site? Does this happen in your facility?



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What will we be covering today?

- ▶ EVERY DAY NURSING HOME GRIND - My Aunt Roz
- ▶ WE ARE ALWAYS HERE FOR OUR CUSTOMERS!
- ▶ APPLYING YOUR VALUES - ARE YOU CATCHING PEOPLE IN ACTION LIVING YOUR VALUES?
- ▶ RECOGNITION AND APPRECIATION

My Aunt Roz



We are here for resident's like *My Aunt Roz.*

Situation: She is 91 years old, alert and oriented x3. She came from her own house, fell at home was hospitalized and now at another facilities. Before coming in she couldn't get out of her recliner chair by herself and was able to walk 25 feet with a rolling walker. The only assistance she had was a 4 hour aide coming into her house 5 days a week and a daughter that lives in the community.

Barrier: She fell and went to the hospital and diagnosed with a Broken Hip. Now she is at the facility. She is recovering from her broken HIP and plans to go home with proper assistance.

Assessment: I am worried that she is getting depressed. She feels helpless and does not want to apply for Medicaid.

Recommendations: Repeat visiting. Ensure family is on the same page. Find out what Aunt Roz's wishes are and do our best to honor them. Also keep family and social worker on the same page.

My Aunt Roz

She has Medicare and Supplemental insurance.

She is on 24/7 Oxygen concentrator that is super loud and my Aunt can't hear anything in the room. (She is wearing her hearing aides.)

There is a swallow consult in and nothing is scheduled yet.

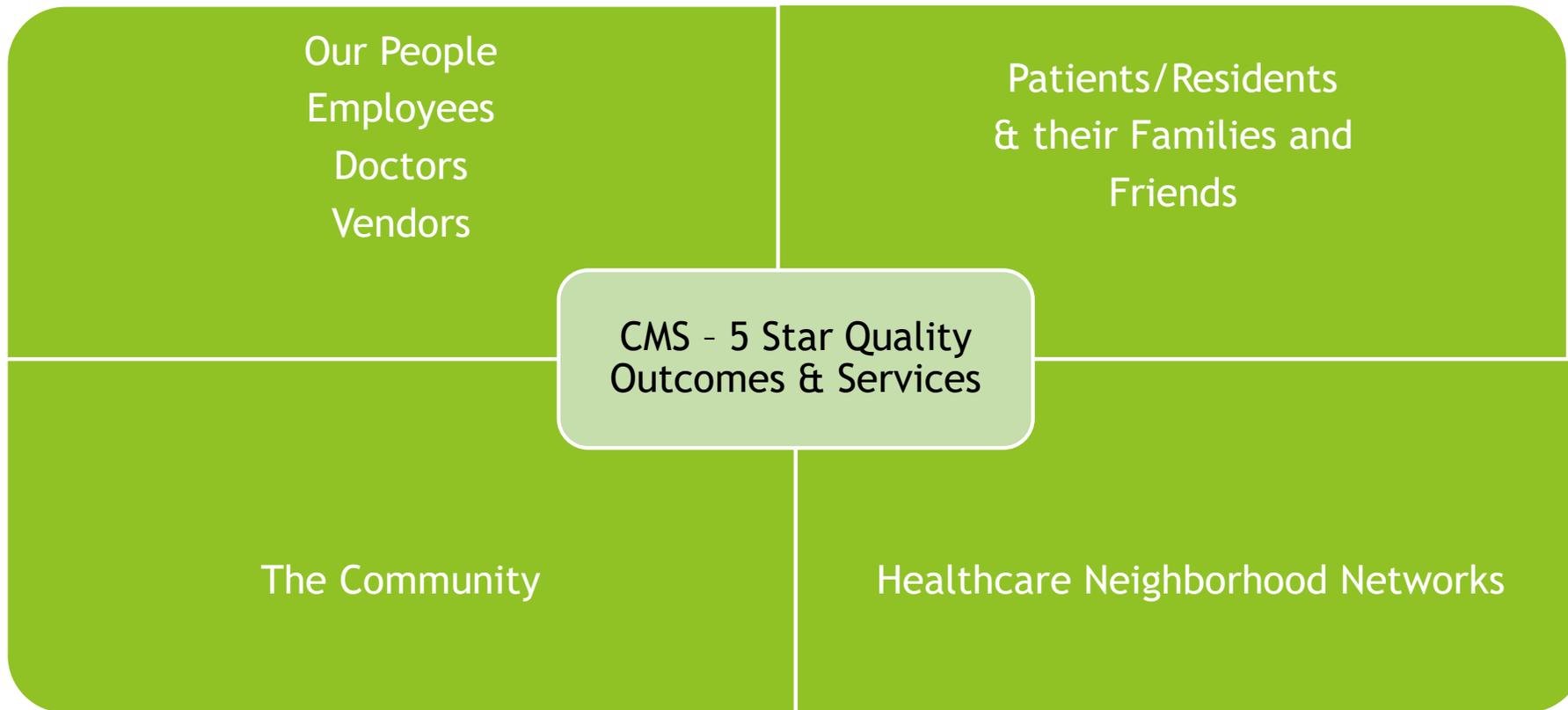
She also has an orthopedist scheduled. No one knows when. She is in constant pain and “they are looking into it”?

- ▶ Today is day 10 and Rehab is telling me that they may not be able to keep her on because she is not able to do what she is supposed to be done in rehab. “She is at her baseline.”

Do Issues Occur? - YES!

- ▶ We are doing amazing and very challenging work.
- ▶ No one wants to be there (residents), and the team is charged with caring for Grandmothers, Grandfathers, Moms and Dads, Aunts and Uncles, Cousins and Friends.
- ▶ Issues do come up - our job is to listen and make an attempt to take care of their needs or get reinforcements and ensure follow-up!
- ▶ We address all issues now and we never wait. Always follow-up.
- ▶ We will document and communicate in all channels.
- ▶ **SERVICE RECOVERY - Acknowledge, Apologize and Amend**

Case Study - “We are here for our residents and our families they are not here for us.”



Tell me Something I don't know.



We are always adding the “ING”!!

- ▶ Always looking for Best Practices and applying them. (Team Must share Examples)

Take your values and put them into ACTION.

RESPECT

CARE

TEAM

INNOVATE



We Brainstorm on what we WILL be doing and then have discussions with each department. Every employee goes through the training.

Recognition and Appreciation - it is important to us!

- ▶ We celebrate successes!
- ▶ Every meeting we talk about “Our People” - **Recipe for Success**
- ▶ We then recognize them in different ways on how **they would want to be** recognized.
- ▶ We receive letters and social media posts
- ▶ We have employees recognize other employees
- ▶ We have appreciation weeks and months.
- ▶ Personalized Letters

Words that Work: It's my pleasure to assist you!

Hot issues - Are we reinforcing the importance of diversity and RESPECT?

- ▶ Age
- ▶ Disability
- ▶ Genetic Information
- ▶ Harassment
- ▶ National Origin
- ▶ Pregnancy
- ▶ Race/Color
- ▶ Religion
- ▶ Retaliation
- ▶ Sex
- ▶ Sexual Harassment

<https://www.eeoc.gov/laws/types/>



AND TAKEAWAYS.

- ▶ Talk about your Recipes for Success.
- ▶ Ask your people about it. **SHOW THAT YOU CARE!** Share your examples at every opportunity.
- ▶ Tell your employees to be a leader and Demonstrate your Recipe for Success.
- ▶ Look out for Aunt Roz's.
- ▶ Are you making daily rounds?
- ▶ When was the last time you recognized someone? Do it tomorrow and make a conscious effort to recognize and appreciate your employees or co-workers daily.

Takeaway Quote

***“People do not decide
their futures,
they decide their habits
and their habits
decide their futures.”***

- F. MATTHIAS ALEXANDER -



Thank you for all that
you do!

Contact Information

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