



Getting you back in the game of *life*

2017 Clinical Excellence & Quality Report




Elim Park
HEALTH CARE CENTER



Dear Friends

Every year, the Elim Park Health Care Center team gathers together to review the past year and to summarize our efforts and successes into a report. I'm excited to share a sampling of the accomplishments, initiatives, and statistics we celebrated in 2017.

We pride ourselves in going above and beyond to serve our patients and residents. We engage in a process of constant evaluation to excel in the quality, range, and personalization of services provided. Elim Park maintains its reputation as a leader in the industry by continuing to expand clinical capabilities, cultivate skilled and consistent staffing, exceed benchmarks for fast and lasting results, and ensure that every day needs, such as dining, are offered in a warm and welcoming environment.

Elim Park's core values of honoring God, respecting the dignity of life, committing to excellence, hiring staff of high moral character, and exceeding expectations inform and direct all of our decision making. We enjoy high patient satisfaction scores and always take advantage of feedback received from patients. We take our role of serving people in Cheshire and the surrounding community seriously and want each person who walks through our doors to feel welcome and well-cared for.

I hope that you enjoy learning a little more about the Elim Park Health Care Center in the pages of this report, and I would love the opportunity to meet you myself. Please stop by and say hello. I'm sure you'll be impressed.

All the Best,

Chris Newton, MHA, LNHA

Administrator of Health Services



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Who We Serve

With 110 years of experience, Elim Park Health Care Center proudly provides a variety of inpatient and outpatient services. We offer superior short-term rehabilitation in our 45-bed Post-Acute Care Center within our own community and the greater Cheshire community. The Residence at Elim Park provides safety, security, freedom, and support to an additional 42 independent residents while providing long term care for 45 residents from within our own continuum.

Outpatient Therapy provides services to Elim Park residents and individuals from the greater Cheshire Community through both our beautiful Fitness Center which features an indoor pool for aquatic therapy and the rehabilitation gym in the health care center.

Admissions

Providing comprehensive care for recovery and restoration of function, Elim Park accepts transfers from acute care settings following illness or injury. A responsive admissions team will coordinate with the referring hospital for appropriate timing for admission while making themselves available for patient and family questions in the hospital setting.



All are welcome.

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Clinical Capabilities

Elim Park offers a Christ-centered approach to care ranging from post-acute rehabilitation to respite care to hospice services provided through outside hospice agencies to long-term care.

We provide care for residents requiring intense rehabilitation services while undergoing close medical management including:

- ▶ oxygen therapy including high-flow oxygen, CPAP and BIPAP, and suctioning and tracheostomy care.
- ▶ IV therapy including:
 - ▶ TPN, antibiotic therapy, and hydration with peripheral, midline and CVAD access
 - ▶ insertion and removal of midline/PICC lines and access and de-access port-a-caths
 - ▶ administration of hypodermoclysis for conservative management of hydration
 - ▶ state approved waiver to administer IV push medications (diuretics and steroids)
- ▶ patients receiving Hemodialysis
- ▶ wound care including negative pressure wound therapy (KCI products, Genadyne, PICO dressings)
- ▶ patients receiving chemotherapy and radiation therapy
- ▶ pleurx catheters requiring drainage from chest and abdomen





In keeping with the high level of services and medical management provided by Elim Park, we maintain specialized staff including:

- ▶ Respiratory Therapist
- ▶ IV Therapy Nurse
- ▶ Physician Wound Specialist
- ▶ Infection Preventionist

Behavioral Health Team

- ▶ Psychiatrist
- ▶ Psychologist
- ▶ Psychiatric APRN
- ▶ LCSW



Average Occupancy

A reputation for excellence combined with a wide range of clinical capabilities leads to a high demands for Elim Park's services. As one of the most sought after care providers in Connecticut, Elim Park consistently performs well above the state average for bed usage.

95.4%
Elim Park
Average Occupancy

86.75%
Connecticut
Average Occupancy

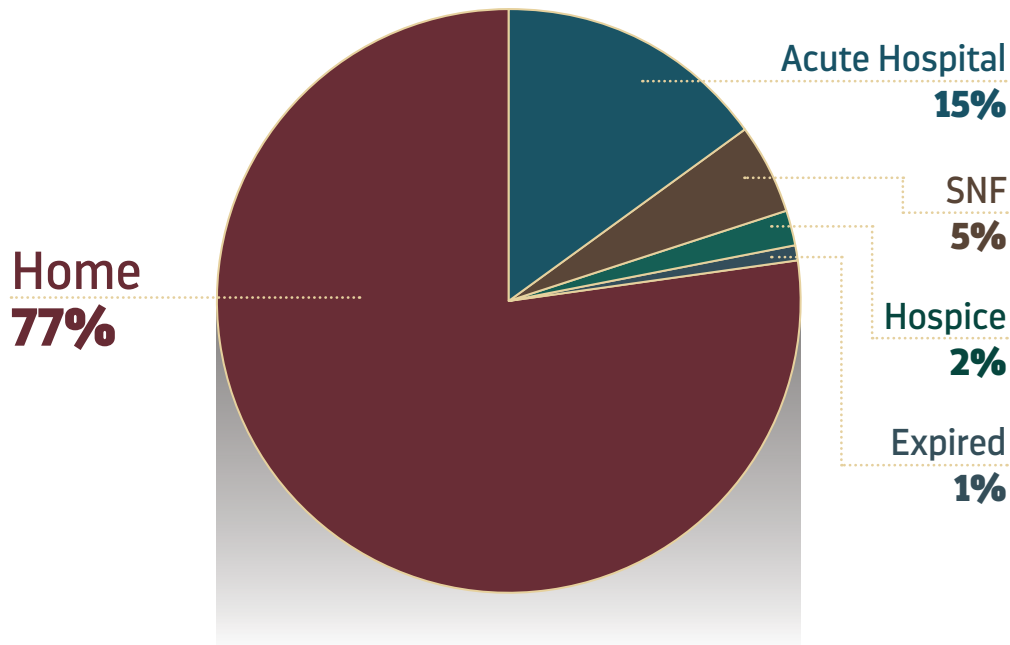


Rehab and Functional Outcomes

Elim Park's rehabilitation services exist to prepare people to return home and stay home. We consistently strive to improve and streamline our rehabilitation processes and services to provide an efficient, effective, and comfortable rehab experience. These services are available for both inpatient and outpatient needs, and we welcome people from the community to take advantage of all we have to offer.

77%

of patients discharged to home



Discharge Destination
End of Care Destination Summary



Home Visit Program

Prior to people leaving the inpatient rehab program, we want them to experience a safe home environment that will minimize the potential for rehospitalization. To achieve our goal, Elim Park has implemented a home visit program. Members of the rehabilitation department will bring the patient to their home to assess the environment and make recommendations to prepare for a successful transition and safe future upon return to home.



Health Literacy Program

People should play an active and informed roll in their recovery process. We empower people in the rehab program through a health literacy program. Patients become educated about their condition, learning about what their body is experiencing and how they can partner with us on their journey to improved health.



14.5 days

Average Length of Stay

Spinal Cord Dysfunction

5.0 days

Major Multiple Trauma

25.2 days

Stroke

19.4 days

Amputation

18.8 days

Other Disabling Impairments

16.5 days

Orthopaedic

15.5 days

Arthritis

6.5 days

Brain Dysfunction

10.8 days

Cardiac

12.1 days

Pain Syndrome

14.3 days

Pulmonary

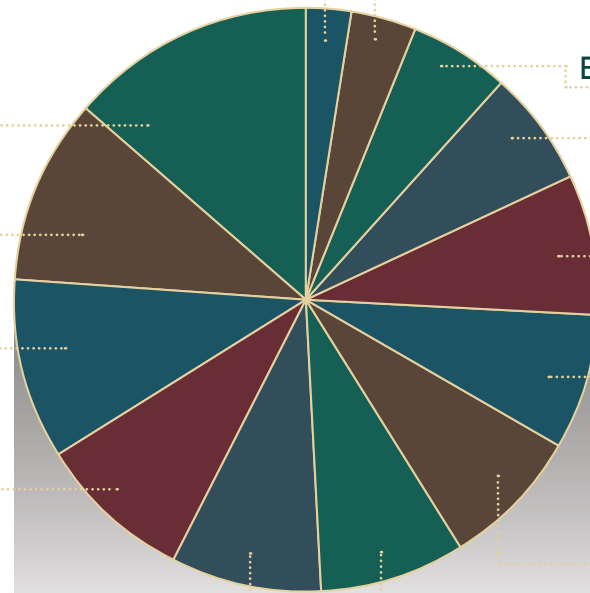
14.4 days

Medically Complex

14.7 days

Neurologic

15.1 days



Average Length of Stay
Post Acute Rehab Patients

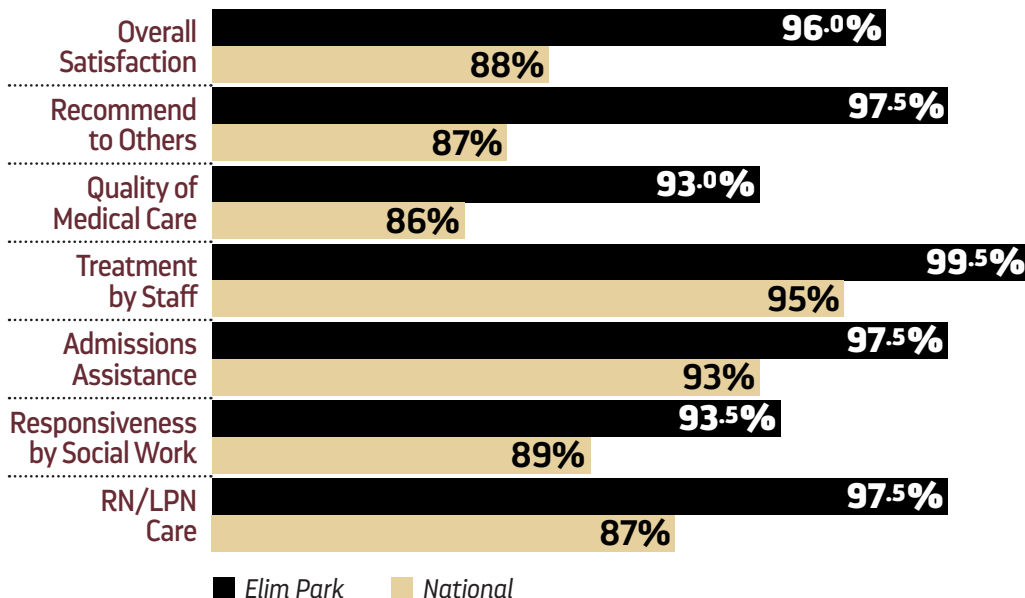
Quality Assurance and Performance Improvement (QAPI)

Elim Park strives to provide a high level of care that consistently looks toward the future. In order to achieve steady and growing levels of patient satisfaction and quality improvement, we track performance on *two levels*.

1. Patient Satisfaction

The patient satisfaction survey is an internal initiative that provides an accurate understanding of residents' perspective. This is an essential aspect of our dedication to providing and improving person centered care. Our social work team encourages patients and families to return surveys that ask questions about admission, nursing care, dining, billing, discharge, and everything in between. The patient satisfaction survey is one of many ways we strive to ensure patients' voices are heard. Each person helps makes Elim Park better for the next, and informs our performance improvement process.

2017 Post-Acute Care Satisfaction Comparison



2. Quality Measures

While the patient satisfaction survey gives us an internal perspective on performance, quality measures provide an external view of performance according to a rating system that incorporates data collected by Centers for Medicare & Medicaid Services (CMS). We are pleased to report that Elim Park remains an above-average community with a 4 star overall rating from CMS.

Resident Rehospitalization

11.8%
Elim Park

21%
National Avg

5 Star RN Staffing

Elim Park is pleased to be recognized as a 5-Star RN Staffing care provider. This rating is based on the number of RN hours provided for patient care. Because we provide a high quantity of RN staffing and enjoy low turnover among our nursing staff, patients enjoy higher level of skill in their care and a more personalized experience as connections are formed between patients and nursing staff.

Infection Prevention and Control

Elim Park's Infection Prevention and Control program averts occurrences of infections and rapidly resolves pre-existing infections in patients that enter the facility. The program is led by a certified Infection Preventionist Nurse (IPN). The IPN serves to educate, immunize, and monitor patients and staff to ensure compliance to the prevention and control program. Elim Park's infection rates remain well below State and National averages. Elim Park also requires mandatory Flu Vaccination for all staff actively involved with patients and residents to ensure community immunity and protection against the influenza virus.

Community Immunity Makes an Impact

Vaccine programs are an essential component of infection prevention and control in a post-acute setting. Elim Park has taken an aggressive approach to maintain a healthy campus for everyone. The annual healthcare associated infection rate of **2.7%** is below the goal of 3.5% due to a comprehensive Infection Control Program.

Initiatives:

- ▶ 100% Flu vaccine compliance with long term residents
- ▶ Vaccine documentation compliance with short term patients.
- ▶ Flu vaccines required for health-care employees and administered free of charge.
- ▶ 100% Pneumococcal vaccine compliance with long term residents.

RN Staffing Turnover

31.0%
Elim Park

63%
National Avg

LPN Staffing Turnover

18.7%
Elim Park

43%
National Avg

Wound Healing

22 Days
Avg
Elim Park

27 Days
Avg
National



The Dining Experience

Food is a central component of life. Relationships are built around the dinner table, memories are linked to specific foods, and legacies are passed from generation to generation in the form of recipes. At Elim Park, we understand the importance of meals and dining, and strive to provide people with the best possible experience through a blend of home-style food, warm atmosphere, and caring staff.

Highlights of the Elim Park dining experience include:

- ▶ Two chef-prepared main entrées with alternate options available at every meal
 - ▶ alternate options include burgers, garden burgers, grilled cheese, and a deli option
- ▶ More salad options in response to patient feedback
- ▶ Menu updated seasonally
- ▶ Tableside service
- ▶ Responsive to requests and interactive with families
- ▶ Personable and dedicated staff
- ▶ Linen tablecloths and napkins
- ▶ Dietitians that meet each person when they enter the community and remain involved in patient care plans to ensure dietary requests are met



Life Enrichment

Farm-to-Table and Everything in Between

Elim Park has brought back a bit of its history. Originally a working farm, chickens and other farm animals have been absent from the campus for decades, but the Life Enrichment department has reintroduced chickens, ducks, and geese. Eggs are available for purchase and are used twice a week to provide a cooking and dining experience for residents.

Elim Park frequently receives calls from other communities wanting to learn about the farm-to-table initiative. Residents often request rooms that look out on the chicken coops, and the families that come to visit patients are often heard asking to see the animals.

The Life Enrichment department plays an important role in shaping a beneficial emotional impact for rehab patients and long-term residents. The farm-to-table initiative allows people to participate in a unique and vibrant experience of cultivating their own food and feeling like they're back in their own kitchen, while the farmyard animals help to create positive impressions and memories family members will carry with them for years to come.

Other On-Campus Amenities

- ▶ The Bistro—counter service for Italian-American food
- ▶ The Elim Park Baking Company—counter service for coffee, baked goods, and sandwiches
- ▶ The Market—convenience store
- ▶ Nelson Hall—musical and theatrical shows



Our Mission

Elim Park is a not-for-profit Life Plan Community (formerly known as a Continuing Care Retirement Community), whose mission is to provide quality care through comprehensive wellness programs and medical facilities for our residents in a Christ-centered environment.

Elim Park looks upon its mission as an extension of the Church ministry within the Baptist General Conference (now also known as Converge Northeast) and gives admission priority to its members. Residents are encouraged to grow spiritually as they live out their lives at a level of wellness and independence appropriate to their individual situation.



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elimpark.org

Thank you for reading and learning about the services and community at Elim Park. Whether you are a doctor looking for a trustworthy organization for your patients or a family in search of a place for your loved one, we'd love to show you around the campus so you can see what sets Elim Park apart. Don't have time for a visit? We'd be happy to answer any questions you might have over the phone.

To schedule a tour or get answers to your questions, call our admissions office at 203.272.3547 ext 139.

