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Elim Park Health Care Center
**Clinical Excellence
& Quality Report**



Elim Park
HEALTH CARE CENTER



Who We Serve

Over 100 years of providing care.

With over 100 years of health care experience, Elim Park's 132-bed health care center, embraces a wide variety of services for inpatients and outpatients. The newly revamped Post-Acute Care Unit boasts 37-beds delivering superior short-term rehabilitation. Fifty-three long-term skilled residents enjoy the gracious space they call home on The Pavilion. The 42-bed Residential Care Home delivers safety, security and support for activities of daily living, while encouraging access to campus amenities in this unique level of care. Outpatients are also treated in the 3,000 square foot rehabilitation gym and may receive aquatic therapy in the indoor pool located at The Wellness Center. All are welcome at the Elim Park 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 advise the referring hospital of clinical appropriateness and bed availability while making themselves available for patient and family questions.

All are welcome for inpatient and outpatient services.

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 Converge Northeast (Baptist General Conference) 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.



Dear Friends,

The strategic vision continues at Elim Park Health Care Center as we present our second annual Clinical Excellence and Quality Report. This method of accountability allows us to showcase our successful operations which result in superior outcomes and financial stability. While only a limited number of measures can be touched upon here, be assured that our Performance Improvement Committee is actively monitoring results and implementing changes to continually deliver better care.

We are proud to illustrate patient-centered care delivered in a compassionate atmosphere. Our dedication to high quality health care continues to be paramount in helping our patients recover and improve their quality of life. A strong focus on post-acute care services has resulted in exceeding census targets. Beds have been reallocated to meet the growing demand for our short-term rehabilitation services. This responsiveness to demands in the market, creates a stronger position among the competition, allows for autonomy and provides a stable work environment for patients, families and employees.

Elim Park's model of quality assurance leads to excellent patient satisfaction scores. We continue to be leaders in the field and our patients are the beneficiaries of our efforts. Our core values of reliability, accountability and clinical excellence remain our promise. Always striving for clinical superiority and innovation, we have earned our place as the trusted post-acute and long-term care provider in the Greater Cheshire area, and continue to proudly serve the residents of Connecticut.

All the best,

Chris Newton, MHA, LNHA

Administrator of Health Services



Patient Satisfaction

Measuring patient and resident satisfaction are imperative to growing and improving programming and care at Elim Park. Surveys are administered to patients and their families throughout the facility and results are shared with department leaders and with staff for continued improvement.

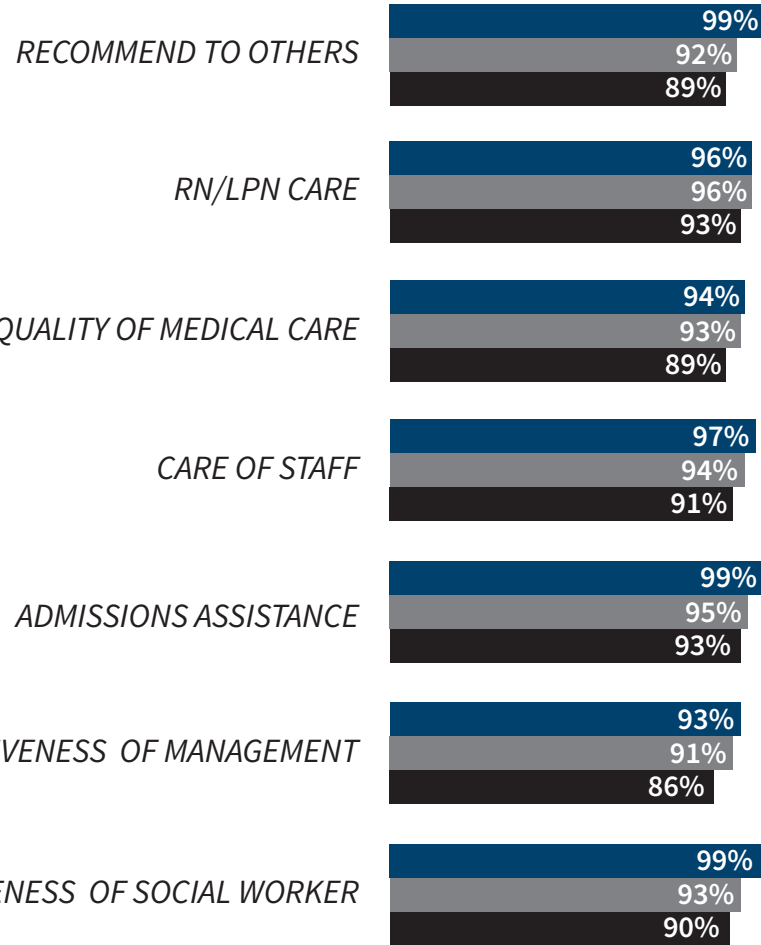
Experienced and loyal staff members dedicate themselves to providing patients quality of life through patient-centered care.

2015 Patient, Resident and Family Overall Satisfaction-Elim Park



Elim Park Health Care Center is proud to report that bed and chair alarms, have joined the long ago discontinued use of restraints, and are no longer used in the health care center. Research shows that alarms have no effect on decreasing patient falls, while they can negatively affect residents' sense of worth and inhibit their own desire to reposition themselves for comfort which threatens skin integrity.

2015 Post-Acute Care Satisfaction Comparison



■ Elim Park ■ Connecticut ■ National

My Innerview by National Research Corporation is a Leading Age partner and administers surveys to compare over 30 aspects of care across the nation. Elim Park continually scores above the mean as shown here using the scores for Excellent and Good.

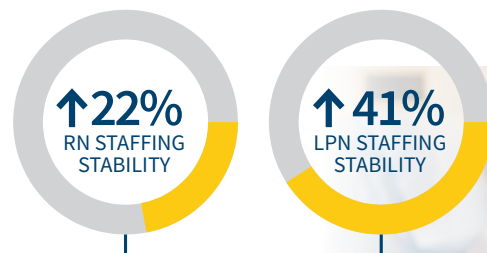


Quality Measures

Elim Park Health Care Center is proud to partner with *The Advancing Excellence in America's Nursing Homes Campaign*. This coalition of 28 organizations represents groups ranging from nursing home providers to quality improvement experts to government agencies. Their mission is to make nursing homes better places to live, work, and visit, and accomplishes this goal by providing practical and evidence-based resources to support quality improvement efforts in America's nursing homes.

Staff Stability

Elim Park's continued Five-Star CMS rating for RN Staffing demonstrates our unwavering commitment to providing the outstanding care patients deserve. The entire team comes together under the leadership of medical staff, administration and nursing management. Elim Park's average nursing turnover rate is much lower than the national averages. Elim is able to provide patients with experienced nurses, who have longevity at Elim, and deliver continuity of care to all who choose the Elim Park Health Care Center.



Elim Park's nursing team beats the 2015 national benchmark of 63% turnover for RN staffing and the national benchmark of 43% turnover for LPN staffing by 22% and 41%, respectively.

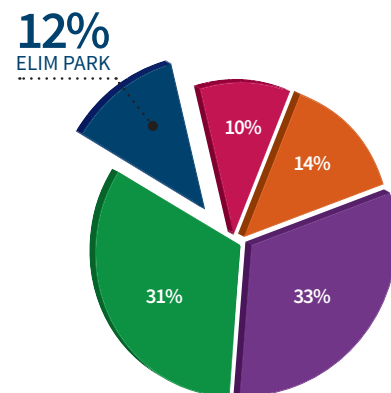


Five-Star Quality Rated RN Staffing
by Centers for Medicare and Medicaid Services

On the National horizon, out of 15,655 facilities* in the U.S., Elim Park is in the top 12% of all skilled nursing facilities based on Five-Star RN Staffing**.

Five-Star RN Staffing CMS National Statistics

■ 5 Star ■ 4 Star ■ 3 Star ■ 2 Star ■ 1 Star

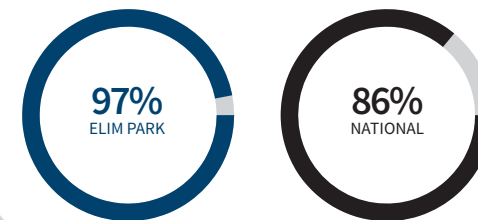


*Source: Certification and Survey Provider Enhanced Reporting, June 2015 (CASPER)
**Source: CMS, Nursing Home Compare, November 2015

Occupancy Indicates Quality

Elim Park Health Care Center maintains a higher than national average for occupancy rates. With 1.7 million licensed beds in the U.S., this demonstrates that the quality of care and the compassion of staff are valued by patients and families. Many health care providers have chosen Elim Park, above the other 26 facilities located in a 10 mile radius of Cheshire, for their family members and loved ones.

Average Facility Occupancy



Elim Park reports clinical data through *Advancing Excellence* and benefits from the organization's closely aligned vision, that every nursing home resident experiences person-centered quality of life as a result of a stable and empowered workforce, dedicated to improving clinical and organizational outcomes and engaging in open communication and transparency.

This is accomplished by learning from best practice resources, tool kits, orientation and education materials provided by the Campaign. Elim Park is one of only 17 of the 208 registered nursing homes in Connecticut to be active in their participation with *Advancing Excellence*.

www.nhqualitycampaign.org

Our Performance Improvement Team, led by our Quality and Compliance Nurse, collects and interprets data imperative to our residents' needs and goals, allowing the treating team to better prevent falls, infections, and pain which can deter progress.

From data collected by CMS, the nursing staff at Elim Park spends 52%* more time with each resident on average when compared to other Connecticut nursing homes.

**52%
MORE TIME**
Nurse Time Spent with
Patient Per Day

Physical therapy (PT) at Elim Park, specifically for long-term residents, is also extraordinarily better than other Connecticut facilities. PT staff spends 164%* more time treating patients per day.

**164%
MORE TIME**
Physical Therapy
Time Spent with
Patient Per Day

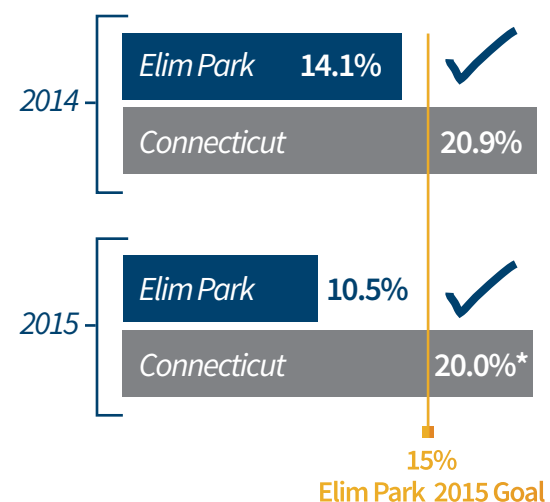
*Source: www.medicare.gov/nursinghomecompare

Readmission Rates

Today's medical professional goes to great length to guard against the need for a patient to return to the hospital for any reason. The return rate is vigorously monitored by hospital systems, government agencies and nursing homes. Aside from these influencers, there are additional risks for the patient every time they require hospitalization. By decreasing the readmission rate for Elim Park patients, we afford them the greatest opportunity for increased functional gains, uninterrupted routines, and continuity of care which increases outcomes and decreases length of stay.

When transfers are unavoidable, medical staff, nursing, rehabilitation and social service teams are notified when a patient will return and then work cohesively to resume all treatments for a seamless return to their rehabilitation plan of care.

Average Readmission Rates



Elim Park's annual readmission rate for fiscal year 2015 was 10.5%, which was a reduction of 3.6% from 2014. The lower the rate of readmission, the better the continuity of care for the patient.

*Represents CMS claims data available in 2015.

The Admissions team monitors the patient at the hospital in order to expedite their return to Elim Park.

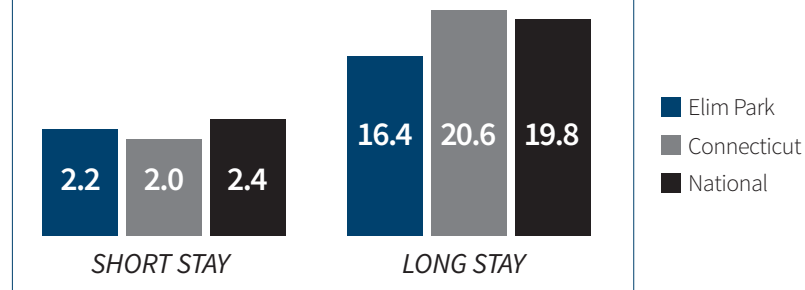


Safely Reducing Antipsychotics

Following the lead of experts in the industry and at *Advancing Excellence*, Elim Park's plan to decrease use of antipsychotic medications was successful in 2015. By taking a closer look at all medications, our staff used best practice tools to assist in reconciling medications and identifying opportunities for alternate treatments. This resulted in better health and quality of life for residents. Steps to change the process and medications previously dispensed involved a multipronged approach:

- ▶ Nursing staff training
- ▶ Pharmacy review and recommendations for order changes
- ▶ Psychiatrist and APRN rounds, monitoring and medication reduction
- ▶ Proactive managing of residents behaviors through redirection, 1:1 staff time and trigger identification
- ▶ Resident-directed care, allowing for decreased agitation
- ▶ Life Enrichment programming, when appropriate

Use of Antipsychotic Medications



Life Enrichment

Elim Park's forward thinking leadership team recognizes the value of spiritual, physical, social and emotional wellness, so in 2015 the department formerly known as Therapeutic Recreation, was refashioned as Life Enrichment. An experienced director has revamped programming, environment and attitudes. Still prominent are the Country Kitchen and Farm-to-table activities including harvesting the patio gardens and caring for the facility ducks and chickens.



92%
Residents reported being provided a robust schedule of activity options.

90%
Residents reported finding activities which are interesting and stimulating.



Rehabilitation & Functional Outcomes

The 3,000 square foot rehab gym houses an experienced team of therapists, constantly challenging patients while restoring confidence and physical ability. Many Elim Park patients receive a home evaluation by a licensed therapist prior to discharge. This gives the patient and his/her family the opportunity to make the necessary changes in order to keep patients at home, avoiding return to the hospital.

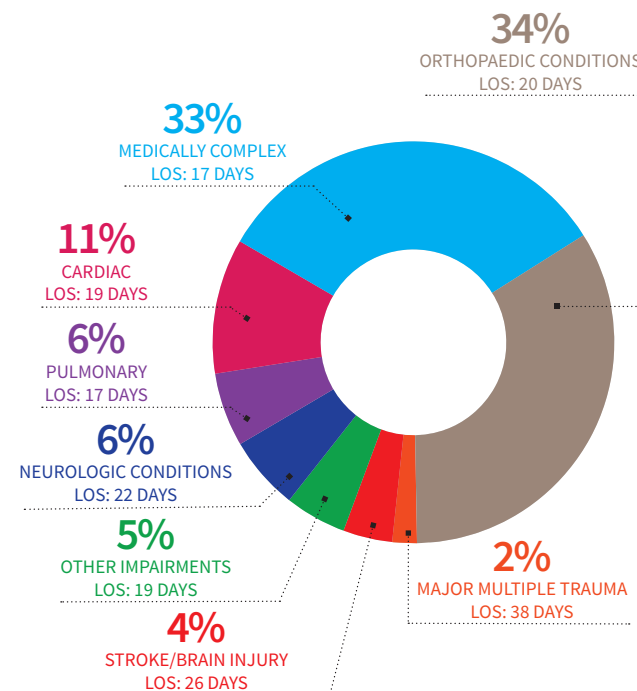
What are the therapists measuring?

- ▶ Fall Risk
- ▶ Dressing
- ▶ Medication Management
- ▶ Shower Safety
- ▶ Walking Distance

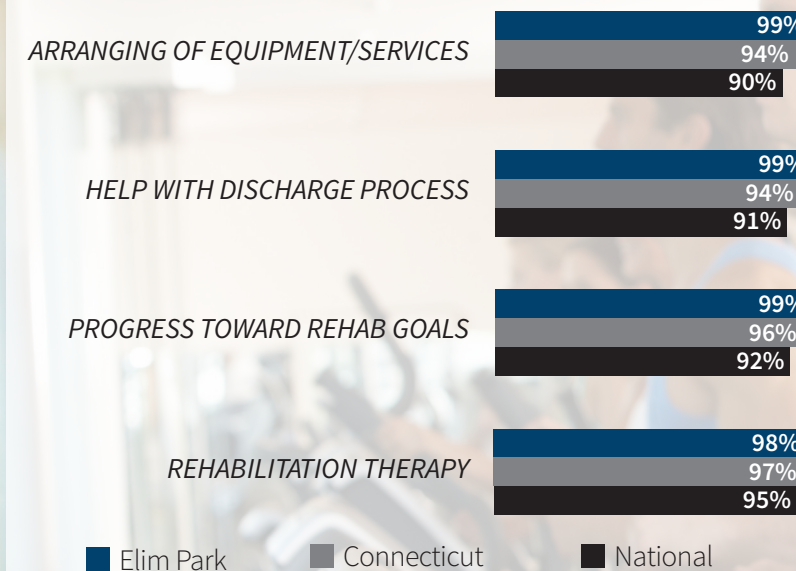
A cutting-edge evaluation tool was introduced in February 2015 allowing staff to measure over 100 of each patient's functional abilities using a pre-determined scale. This method of measuring impairments allows for non-biased, swift, consistent and comprehensive documentation. This innovative tool allows therapists to visually see the improvements by functional area of treatment. Time and plans of care can easily be customized to meet the patients goals and feel the confidence of progression.

When transferring from an acute care hospital, patients have an average of seven days from the onset of their illness or injury before coming to Elim Park for rehabilitation. Patients stay for an average of less than 20 days before completing their rehab program. Comparing data from therapy assessments upon admission to time of discharge, our patients demonstrate an average of 29.8% increase in their functional ability with physical therapy and a 21.5% increase in occupational therapy challenges.

Rehabilitation Patients and Average Length of Stay (LOS)



2015 Post-Acute Care Satisfaction Comparison





Elim Park
HEALTH CARE CENTER

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Cheshire, Connecticut 06410**

elimpark.org

**Main number: 203.272.3547
Rehabilitation Division: ext 384
Admissions/Marketing: ext 123/139**

Elim Park is Cheshire's premier Life Plan Community (formerly known as a Continuing Care Retirement Community or CCRC). In addition to the 132-bed Health Care Center, Elim Park offers 258 apartment homes for independent living at Elim Park Place, performing arts at Nelson Hall, and a robust outpatient therapy program. Our comfortable and beautiful campus features wellness programming and an indoor pool, gracious outdoor patio and gardens, and a newly remodeled health care center.

*All are welcome at Elim Park Health Care Center. Take a tour with our caring staff and experience all that we have to offer, including our new destination for dining called **Oasis**. You will enjoy casual dining, cafe' bakery and a bistro-style restaurant adjacent to the health care center.*



Five-Star Quality Rated RN Staffing
by Centers for Medicare and Medicaid Services

