



Advancing quality. Improving lives.

PHCA ANNUAL CONVENTION 2017 Excellence in Quality Contest

Organization: Manorcare Montgomeryville

Company/Corporation: HCR Manorcare

Storyboard Contact Information:

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Quality Category (Please select the one that best describes your storyboard):

Improved Quality of Life for Residents

Evaluation Criteria: (Insert responses in each section below)

I. Indicate the problem that the quality project was trying to solve/impact.

Our facility wanted to improve the admission process for residents who are admitting into the facility. The problem wasn't necessarily the regular admission process, but when admissions were coming during the later hours of the night when the admissions coordinator or manager on duty normally would have been gone. We wanted to increase the resident satisfaction because we knew there were some issues with the admission process.

II. Outline the root cause analysis that occurred as part of the process.

Our customer service scores were not where we wanted them to be and a lack of cohesiveness during off hour admissions was something we thought could improve. The Administrator and ADCO sat down and talked about what could be done and it was brought up through many other meetings with department heads to figure out an improved process.

III. Describe the process that was implemented or adapted.

The ADCO started working directly with the Housekeeping Director to ensure that rooms would be clean before arrival of the resident. They also meet on Friday to ensure rooms are tidy for weekend admissions. A greeter process was implemented, so the MOD who is here later than other departments heads does a greeter checklist that includes meeting with the resident and giving them a Manorcare giftbag and other needed materials such as an always available menu, tv listings, and answers questions.

IV. Outline the monitoring plan, timeframe.

This is an ongoing process and we can measure it through questions on our discharge survey. We also look for trends using the greeter checklist and go over it in our monthly QAA meeting.

V. Identify challenges/pain points that occurred throughout the process.

It was difficult to not only make sure the room was clean, but to cover the entire greeter program and making sure all the needed items were in the residents room. It was also something that our Manager on Duty staff had to learn and continue to learn every time there is an addition to the process. It's running pretty smoothly now, but any changes that are made are always a challenge.

VI. Indicate any adaptations or modifications that were made throughout the process.

The residents now get a giftbag as well as a channel listing on their bedside table, a greeting/thank you card, our wifi network and password, and a copy of the always available meals. Like I stated above, new additions are made as we continue this program because there

is always improvements to be made. Right now we are working on binders for each room in our rehab unit that will include menus, phone #'s, activities for the month, etc.

VII. Provide the plan for sustainability.

We go over it monthly to ensure everything is being completed as well as look at our customer service scores for how previous residents felt about the admission process. We've also rolled out recently a customer service questionnaire that includes a question for current short term residents about how they felt about the admission process and if we needed any improvements.

VIII. Outline the status of the project (include progress towards goal).

The project is completed, but like I have stated it is ongoing. The goal is to keep our customer service score for that question at 100% satisfaction, but keep everybody satisfied during the admission process. It is very tough for someone to come to a nursing home and if it's the first time for that person it is scary. This project introduces the residents to their home in a way that they communicate with our staff and they are given things that make them feel more comfortable.