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Atlanta, Georgia 30334

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## Annual Report FY2018

**Georgia War Veterans Nursing Home**  
**Augusta, Georgia**

### ADMINISTRATIVE STAFF

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<td>Ramona Little</td>
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<td>Director of Health Information Management Services</td>
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<td>Kay Roland</td>
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<td>Stephanie Nichols</td>
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<td>Laura Cordaro</td>
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<td>Everald Clarke, PhD</td>
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<td>Loren Biggs, PA-C</td>
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Department Profile

Georgia War Veterans Nursing Home provides long-term skilled nursing care to chronically ill veterans of Georgia who have served in the armed forces during war times. It is owned and funded by the Georgia Department of Veterans Service and operated through an interagency agreement with the Board of Regents.

In addition to the provision of quality patient care, Georgia War Veterans Nursing Home provides educational experience to the various students of the colleges comprising AUGUSTA UNIVERSITY. As a sponsored service of AUGUSTA UNIVERSITY, access is provided to the many resources throughout the enterprise. Through this association, the nursing home is allowed access to technology and expertise that promotes exceptional patient care. This relationship has made Georgia War a true teaching nursing home.

Patient Safety and Quality

- Continued the Gold Seal of Approval by The Joint Commission with a continued focus on Person Centered Care: Remodeling of Resident Rooms (completion of the 3rd and 4th floors). Continued focus on a Home-Like Environment including Seasonal Decorations, Music at Meal Time, and Artwork Displays. Additional focus on End-of-Life Care (Comfort Care) and Dementia Care.
- Recipient of Pinnacle Quality Insight’s Customer Experience Award (Best in Class) for 2018 by satisfying the rigorous demand of scoring in the Top 15% for nursing homes in the Nation for 2018. Qualifying for the Award in eight categories of Patient Satisfaction represents continued dedication to providing Best in Class Senior Healthcare Services: Overall Satisfaction; Nursing Care; Cleanliness; Communication from Facility; Response to Problems; Recommend to Others; Safety and Security; and Combined Average.
- Continued certification by the United States Department of Veterans Affairs and the Georgia Department of Community Health:
  - Deficiency free clinical survey through the U.S. Department of Veterans Affairs
  - Deficiency free survey by the Georgia Department of Community Health
  - Deficiency free survey in Dining Services by the Georgia Department of Public Health
- Daily medical coverage provided by Georgia War’s Medical Director, Physician Assistant, Augusta University Family Medicine Resident Physicians, and Eisenhower Army Medical Center’s Internal Medicine Resident Physicians.
- Continued medical education and clinical training opportunities provided to Augusta University’s Medical College of Georgia, Dental College of Georgia, College of Allied Health Sciences, and College of Nursing. Continued relationships with the University of Georgia, Fort Gordon’s Dwight D. Eisenhower Army Medical Center, University of South Carolina-Columbia, Augusta Technical College, USC-Aiken, and Augusta Tender Care Training Center.
Superior clinical services specifically outlined: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Rehabilitation Nursing, Therapeutic Recreation, Wound Care, Dental Services, Podiatric Services, Pharmacy Services, Psychosocial/Social Work Services, and Dietetic/Nutritional Counseling.

Engagement
- Monthly Customer Service Surveys provided by Pinnacle Quality Insight
- Quarterly Resident Care Plan Meetings and surveys Including resident families
- Quarterly Resident Bill of Rights training for all staff
- Patient Centered Care initiatives (training and education) focused on Home-Like Environment, Comfort Care and Dementia Care
- Quarterly Family Visitor Council Meetings
- Bimonthly Resident Council Meetings

Capacity Management
- Provided continued service to Georgia’s Veteran Population while maintaining an average daily census of 149
- Planned Reduction in Census for Resident Room Renovations
- In fiscal year 2018, the Nursing Home Provided 51,921 Days of Care to Georgia’s Veterans with an Average Age of 82. Includes 293 Admissions, 292 Discharges, and an average LOS of 233 Days
- Services to patients included 4,240 Physical Therapy treatments and 5,450 Individual Occupational Therapy Procedures

Financial Performance
- Achieved budgeted reimbursement for FY18 from the State of Georgia, Department of Veterans Affairs and patient billing
- The U.S. Department of Veterans Affairs Provided Financial Assistance in Excess of $7.6 Million
- Continued Certification in Finance by the U.S. Department of Veterans Affairs
  - Deficiency Free Survey for Business Services
- FY18 Year End with Zero delinquent Accounts Receivables
- Achieved Budget Goals for Operational expenses and Capital Investments
- Secured Funding for the 2nd and 3rd Floor resident room renovations
- Veteran Service Organizations, Civic and Fraternal Organizations and Religious groups provided Numerous donations, visits, and sponsorship of activities and programs
  - Total FY18 Donations exceed $25K
Strategic Planning

- Completed 3rd and 4th Floor renovations and commenced 2nd floor renovations
- A&E Planning for continued facility renovations to commence Fall 2018
- Continued Marketing Efforts focused on Georgia’s Veteran Population. Educational materials provided to local and regional hospitals, long-term care facilities, and assisted living communities around the State of Georgia
- Continued Focus on Comfort Care and Dementia Care Programs
- Hosted State Commanders and units of American Legion Auxiliary, and The Veterans of Foreign Wars and Auxiliary and presented at the American Legion Department of Georgia convention
- Hosted volunteer opportunities for regional business, churches and Local groups who have donated thousands of hours and dollars to our nation’s heroes
- Achieved an American Heart Association Top Team Award as one of Augusta University’s Top fundraisers. Raised over $7,000 for the 2018 CSRA Heart Walk.
- Participated in the Augusta University Day of Service as a volunteer site
- Published in Caring for the Ages: Overcoming Oral Hygiene Challenges in the Nursing Home authored by Dr. Nidhi Gulati and Laura Cordaro. Augusta University awarded Dr. Gulati the Golden Pen Award for this accomplishment
- Georgia War Veteran’s prior military service celebrated throughout the Year. Memorial and Veterans Day ceremonies bring families, the community and state and federal Dignitaries to campus to recognize our veteran’s distinguished service
Department Profile

The Business Office is a service department providing information and services to patients, employees and visitors alike. Primarily, the Business Office coordinates the purchasing of supplies and equipment for the operation of the facility as well as working within applicable state purchasing laws, policies and procedures. The Business Office maintains records and reports regarding those purchases, receives and distributes supplies, and maintains current records of all inventoried equipment for reporting to federal agencies. Patient Billing manages the funds collected from the veteran patients each month and maintains records and reports. Patient Accounts is another function of Business Services whereby individual accounts are set up for patients to deposit and withdraw funds for their personal needs. Through the Business Office, patients are able to obtain change, vending refunds, or purchase stamps. The department is also responsible for the storage of patient valuables. The Business office is a central source of information for a varied “clientele” upon which the facility depends for efficient operation.

Summary of Activities

Business Services assisted all departments in planning and purchasing of supplies for routine operation of the facility. In working with Augusta University Supply Chain department, we are able to purchase goods via Purchasing Card, Health eShop as well as through PeopleSoft requisition. Purchasing Cards offer a convenient and user-friendly method of procuring and paying for low value goods and services. Using the Purchasing Card simplifies the procurement process by reducing paperwork, speeding up vendor payments and receiving of goods. Health eShop is a module within PeopleSoft that allows end-users to shop using Augusta University contract vendors. Vendors in Health eShop are current Statewide and Agency Contract vendors. When orders are placed in Health eShop, it will work through the PeopleSoft requisition system. PeopleSoft requisition is used to make purchases from vendors not in the Health eShop via the requisition system. The Business Office strives to continue meeting all opportunities in an efficient and flexible manner while working within state purchasing laws, policies and procedures.

The Business Office continues to assist in decorating the facility and putting together beautiful displays for everyone to enjoy in the facility throughout the year in an effort to make a more homelike environment in our home.

The Business Office staff and the Director of Business Services attended and/or presented ten departmental in-services.

The VA conducted its audit of all financial transactions and reports. No deficiencies were found.

Groups and individuals contributed monetary donations during the year. The value of in-kind donations made available to the home during 2018 was $25,740.75.

Development Plans

New opportunities await the Department of Business Services every year. As always, the Business Office looks forward to continuing to provide information and services to patients, employees and visitors.
Department Profile

The Department’s primary responsibilities include processing applications, new patient admissions, maintaining patient health information, facility statistics and patient transportation. These functions are performed by the four staff members and the Director. Their efforts during the past year resulted in both Veterans Administration and state surveys in which no medical record deficiencies were identified.

Fiscal year 2018 was once again a busy and challenging year for the Health Information Management Department. After eleven years of service in the HIMS department, Julia Eveker moved into a new role at Georgia War. The Director of Health Information Management position was filled by Crystal Allen, the former Assistant Director of Health Information Management. The Assistant Director of Health Information Management position was filled by Megan Carter, who previously served as the HIMS Record Analyst. The department ended the fiscal year with a vacancy in the HIMS Record Analyst position.

The department staff is comprised of a team of professionals who are dedicated and conscientious. They are focused on providing excellent customer service and work diligently to complete departmental duties. We have an outstanding team of Health Information Management professionals. Each member of the team strives to provide superior service to all patients, their families and other staff members with whom we work. The members of this department, Megan Carter, Kimberly Brown, and Jeannie Little, conduct themselves in a compassionate and caring manner and I thank each of them for the dedication and service they provide to our veterans and their loved ones.

Summary of Activities

With the participation of the Medical Director, resident medical staff, and clinical department directors, the Department is able to process and maintain patient health records with excellent documentation. Through the department’s concurrent monitoring process a sample of medical records are reviewed each month with findings reported to the Utilization Review Committee for follow-up as necessary. This process continues to be reviewed to determine if additional performance improvement issues need to be addressed.

Census during FY-18 continued to be challenging to maintain and increase as in the past with a final census averaging 144 on a daily basis. The challenge exists due to the current facility renovation along with a number of external factors despite efforts by the Department’s staff to schedule new admissions as quickly as possible. External factors impacting census include increasing hospital stays for patients whose age during the year averaged 82, continuation of the patient fee implemented February 1, 2013, and other placement venues closer to family members. For FY-19, the major facility renovation of patient room’s project will continue and census is anticipated to be significantly lower until the conclusion of the renovations. The department is driven to process applications and plan admissions in a timely manner due to the relationship between a decreased census and facility funding. The Department is also aware that
the application process itself is difficult and time consuming and we work with applicants and their families to complete them as quickly as possible. Furthermore, we work to keep review time within the organization to a minimum to ultimately fill all vacant beds as quickly as possible when beds become available.

The department is instrumental in the verification of credentials for physicians, medical students, nurse practitioner students, physician assistant students and observers. In addition, the department conducts orientation for these students in conjunction with the Medical Director to include review of documents, procedures and a “mock” chart and facility tours. The staff development also include policies and rules of the facility and Joint Commission requirement topics including Paint Management, Fall Risks and Protocols, Infection Control including both hand washing and antimicrobial stewardship to name a few.

**Summary of Performance Improvement Activities**

We continue to strive to improve processes and procedures. Now in its tenth year, orientation for rising second year Department of Family Medicine Resident Physicians was held during the fourth quarter. The purpose of the orientation continues to be to familiarize the Resident Physicians with the various documents, procedures, expectations and the actual medical record at Georgia War. The program continues to yield overall positive improvements in completion rates for monthly physician updates. The program continues to be well received and appreciated by the Resident physicians. Throughout the fiscal year, Health Information Management staff attended a variety of in-service sessions presented to the department including Infection Control Basics, HIPAA, Accident Prevention, Emergency Management/Disaster Review, Telephone Etiquette, Prioritizing and Organizing, Sexual Harassment, Customer Service and How to Use a Fire Extinguisher. In addition, department staff attended facility in-services and completed self-study modules.

A performance improvement activity of the department is an ongoing project auditing physician order entry and training of office assistants for accuracy. The purpose of this project is to avoid medication order errors. This project continued into FY-18 and will continue into FY-19.

During FY 18, a new performance improvement initiative was implemented involving reminder training for multiple ways to verify the correct patient for patients with the same first and last names. There were multiple admissions this fiscal year of patients with the same first, middle and last name.

Additionally, in conjunction with the Department of Family Medicine, building upon the improvements made in FY-18, the HIMS department continues to provide refresher training and assistance to the Resident Physicians of the Medical College of Georgia, Department of Family Medicine and Eisenhower Army Medical Center Internal Medicine as needed.

Finally, the Department continues to review a random selection of medical records on a monthly basis for the Utilization Review committee. Documentation issues are discussed in the committee meeting and the information and results are used to improve medical record practice and documentation.
Department Profile

The food service team is composed of 5 full-time positions and 12 part-time positions. Led by a Director, Registered and Licensed Dietitian, Department Supervisor, and Kitchen Supervisor, the team focuses on five core values of Trust, Team, Customers, Learning and Profit. The Director, Department Supervisor and Kitchen Supervisor are ServSafe certified. The team strives to provide quality food service to our patient’s three meals a day, 365 days a year.

Summary of Activities

Special holiday meals were served to patients and their families for the following: Fourth of July, Labor Day, Veterans Day, Thanksgiving Day, Christmas Day, New Year’s Day, Martin Luther King, Jr. Day, Valentine’s Day, St. Patrick’s Day, Easter, Memorial Day, Fathers Day and Mothers Day. We participated in the Be-A-Star employee recognition program and received the award for meeting the requirements for this program. Employees and accounts were recognized for achieving business goals that focused on recognition of outstanding associates, safety, diversity, food safety audit compliance report, patient satisfaction, involvement in the community, and managing our budgets.

The Department continues to support the Augusta University Dietetic Internship program through planned clinical and culinary experiences for interns. These interns completed many performance improvement activities throughout the year and make valuable contributions to patient care. Last September, the Department participated in the facility VA Survey, with no deficiencies noted. In addition, we received a score of 100/A from our Health Department inspection in March 2018.

Summary of Performance

Performance Improvement Activities included enteral outcome measures, monthly weight loss monitoring, risk potential monitoring, adaptive equipment identification process monitoring, albumin trends for patients with wounds, web based tray line program, allergy alert process, monitoring of the I & O’s of enterally fed patients, and input into the LTC program for care plans and MDS reporting.

We strive to create a warm welcoming environment where dinning among fellow residents is encouraged. We updated the décor and signage, updated and improved our employee dining program, and instituted a new cycle menu allowing us to offer fresh seasonal fruits, vegetables and herbs.

The Nutrition Alert Committee, a preventive weight loss program for patients who are 3% below usual body weight, met weekly to monitor and plan care for those losing weight.

The Director, department supervisor, and kitchen supervisor managed the daily food service operations by monitoring sanitation, safety, equipment, food procurement, food temperatures, schedules, time and attendance records, monthly safety and loss control evaluations, and enforcing a united a consistent management plan. Cutting food cost and maintaining quality is a primary focus of our team.
We use these performance benchmarks to help manage and maintain the bottom line:

- **Operational Excellence**: Cost efficiency is the heart of our operating model. Through strict prime vendor compliance, purchasing power and proprietary optimization programs, we contain and control costs.
- **Human Resources Services**: Integrating full payroll and benefit administration reduces staffing, training and administrative costs while maintaining employee morale.
- **Culinary Expertise**—Morrison has developed an array of food and menu management solutions to cut costs, eliminate waste and satisfy unique regional tastes. The Compass Group continued to provide daily support with company programs that focus on food recalls, market pricing updates, the elimination of trans-fats, the purchasing of sustainable seafood and cage-free shell eggs, rGH-free milk, and Pura Vida and Starbucks Fair trade coffee.

The company’s values make it clear how best to work together to achieve our vision:

- Can-Do Attitude
- Embrace Diversity
- Share Success
- Superior Quality

**Win-Through-Teamwork** Specific plans are to make every effort to meet the expectations of our customers by:

- Continuing high quality service and management
- Maintaining high health inspection scores
- Continuing visibility in the Dining Room during meals
- Continuing to improve the Dining Room atmosphere
- Continuing to pursue the individual desires of resident patients
- Maintaining 95% or higher adherence to planned menus

**Education Opportunities**

- Morrison’s associate training includes 18 in-service training topics and 14 job-specific development plans.
- Professional training meets the commission on Dietetic Registration Professional Development guidelines.
Department Profile

The Mission of the Environmental Services Department is to strive to provide top quality, professional service, and to maintain Georgia War Veterans Nursing Home for the Veterans, staff, and visitors, making it a clean, safe, and a desirable place to live, work, and visit.

The primary objectives of the Environmental Services Department are:

- To maintain the nursing home environment at the highest sanitary level possible by proactive thinking to improve the cleaning process.
- To keep the nursing home environment free of micro-organisms as well as daily dust and dirt accumulation.
- To ensure that these objectives are accomplished through the use of germicides, written procedures, and in-service education.

Summary of Activities

- Environmental Services Department assisted the facility in preparing for Joint Commission, VA, and State inspections during the fiscal year.
- There were eight turnovers in personnel this fiscal year within the department.
- In September, the department celebrated International Executive Housekeepers Week.
- The Assistant Environmental Services Director continued to assist with coaching, training, and the day-to-day operation of the department.

Performance Improvement Summary

- The Environmental Services Department revamped the Safe Sharp Container program eliminating small sharp containers which help reduce the risk of injury and infections from sharps.
- The Department has been instrumental in brainstorming ways of improving performance techniques.
- Cross training of all employees continue which promotes loyalty and enhanced teamwork, while reducing burnout, and risk of injury.
- The Introduction of Disposable Toilet Seat Covers for use in the Unisex and Nursing Station Restrooms was implemented to protect the user from germs that may be on the seat. A protective barrier is created when placing the seat cover on the toilet seat.

Development Plans

The Performance Improvement Program is the basis from which the Environmental Services Department maintains a clean, orderly and safe environmental and it ensures:

- Ongoing monitoring of all functions that are essential to the Department in fulfilling its purpose.
Follow-up monitoring of identified problems and their resolutions, which includes responding to comments and concerns of family members, noted on patient care conference satisfaction questionnaires.

- The Joint Commission and VA Standards are maintained.
- The facility is kept as germ-free as possible.
- Effective communication and coordination between Environmental Services and other departments for the purpose of problem investigation and resolution to enhance the quality of service and care.
- Continued quality improvement inspections.
- Adequate supervision and coaching of personnel.

**Education Opportunities**

Education continues to be one of the important factors for the Department. We are always interested in improving the techniques that involve the department. The Manager attends weekly, monthly, and yearly meetings. All employees attend monthly in-services, quarterly Patient Bill of Rights in-services, and staff meetings.

The department participated in monthly fire drills and weekly Fall Risk Committee Meetings.

Staff attended the following monthly in-services:

- Customer Services
- Workplace Violence
- Employee Uniforms
- Confidentiality
- Bomb Threat
- Proper Use of Chemicals
- Bed Washing
- Pain (Back, Knee, etc.)
- Housekeeping Department Role
- Tornado Watch / Warning
- Fire Drill / Explosion
- Patient Elopement

The Environmental Services Director attends monthly campus Green Team Meetings. This group’s mission is to protect and improve the campus environment and move toward more green initiatives.
Department Profile

The Maintenance Department’s mission is to maintain, repair and upgrade the nursing home’s 70,000 square feet of enclosed space, all outdoor buildings and 4.3 acres of grounds and parking facilities. The Department Director and staff of three focus on quick response to emergency repair needs and then plan routine preventive maintenance to maintain and improve facilities for our patients, staff and visitors.

Summary of Activities

During fiscal year 2018, the Maintenance Department worked closely with all contractors who worked in the facility. Throughout the year, a number of major projects were completed for the facility. The accomplishments for fiscal year 2018 include:

- Installation of new software for the Security Camera system
- Installation of new concrete around walkways
- Ongoing renovation of the patient rooms
- Installation of new floors in the shower rooms
- Installed new Air Conditioning units in patient rooms
- Installed new Steamer in the kitchen
- Revamped the landscaping and sidewalks
- Participate in disaster readiness training and meetings with the Region G Healthcare Coalition

The Maintenance Director, along with the facility’s Safety Committee, is also responsible for ensuring that facility wide fire drills and disaster drills are completed as required by state and VA regulations. Fire drills were conducted once per month per shift by the Maintenance Director with education and staff meetings following the drills. Emergency management drills were also held.

Summary of Performance Improvement Activities

The Maintenance staff participated with other departments in the completion of performance improvement activities and continuing education training on Boilers, Communication Failure, Utility Failure, Tornado Watch/Warning, Bomb Threat, Evacuation, Severe Weather, Chillers, Flood, Patient Elopement, Fire/Explosion, PASS. Additionally, the list of projects outlined previously contributed to the improvement of facilities and services for the resident patients. During FY 2019, the Department will focus on continued upgrades to existing equipment and facilities.

Development Plans

The following improvements to the facility will continue or be investigated for the next fiscal year:

- Continue renovations to the patient rooms
- Update the Server for the security camera system
- Continue to focus on planning Emergency Management drills
Department Profile

The Department of Nursing demonstrates a strong commitment to providing compassionate quality patient care in an environment that supports and promotes the health and well-being of our veterans. Our management team and nursing staff bring many years of experience to this Nursing Care Center. Our goal is to provide excellent nursing care to our veterans.

The department of nursing consists of a team of registered and licensed practical nurses, restorative technicians, office assistants, and certified nursing assistants who provide 24 hour health care coverage to the veterans. The goal of the nursing team is to ensure quality care with respect, dignity, and compassion. These trained staff members will plan certain aspects of patient care, listen to patient needs and advocate on behalf of our veterans. As a part of the interdisciplinary team, nurses are responsible for carrying out physician’s orders. The Director of Nursing, Assistant Director of Nursing, Nurse Managers and Supervisors are always available for patient or family consultations and are your best resource for daily details of care. Our staff is dedicated to our veterans and committed to provide a comfortable, home-like environment. The home-like environment provides individualized care in a respectful manner to include privacy and safety.

Summary of Activities

Nursing Management performed annual physical exams for all employees of the nursing care center as well as provided health information and education. The Annual Flu Fair was held for staff, at no cost, and an estimated 99% of staff were vaccinated. The patients also received annual influenza vaccinations with 97% completion.

Nursing Team members have volunteered at the Homeless Shelter, Augusta University Day of Service, American Heart Campaign and participated in the Heart Walk.

Nurses’, Nursing Assistants’, Administrative Professionals’ and Nursing Home Week were celebrated to show our appreciation to the nursing staff for their dedicated service and exceptional care. As a token of our appreciation, games, prizes, meals, gifts and a talent show made this a special event for the nursing staff.

As a result of comments provided from the Pinnacle Quality Insight survey, some members of the nursing staff received certificates of recognition for creating an excellent customer experience. In addition, some nursing staff were acknowledged for their outstanding customer service through the Blue Star Salute recognition program.

Nursing Administration attends service awards programs for Honorees with 5, 10, 15, 20, 25, and 30 years of service.

The Nursing Management team and selected nursing staff participate in a number of facility committees. The committees include the Interdisciplinary Patient Care Team, Wound Care, Safety Committee, Nutrition Alert Committee, Fall Risk Committee, Antimicrobial Stewardship Program, Infection Prevention, Utilization Review, Performance Improvement, Pharmacy Committee and Blue Star Salute Committee.
It is our philosophy that involvement in these groups fosters not only better patient care, but a better working relationship with members of the healthcare team.

Performance Improvement Summary

The Nursing staff is always looking for opportunities to improve the safety and care provided to our veterans. Several projects that stand out for FY 2018 include:

- Preventing Patients from sustaining UTIs and Negative Outcomes
- Post-fall Protocol
- Proactive assessment for Infection control are completed annually
- Bowel and Bladder retraining program with assessment of all patients on admission and as required with significant changes
- Hand washing monitoring to ensure hand hygiene is performed correctly
- Updating Self-Study Modules
- Proactive risk assessment for performance improvement every 18 months
- Electronic Renewal for the Certified Nursing Assistants
- Identifying Infectious Clusters

Educational Opportunities

The Nursing Staff is provided weekly educational programs on a variety of subjects related to patient care, as well as programs to promote personal health and safety. There are routine programs that include, but are not limited to programs provided on Functional Maintenance, Restorative Technician’s Monthly Tidbits, independent review via our Self-Study Modules (e.g. General Safety, Infection Prevention, Patient Centered Care and Patient Bill of Rights) and monthly Individual Fire Drills. All nursing personnel are American Heart Association BLS/CPR certified. The BLS/SPR course is available to all departments and is provided monthly. We now have three BLS instructors on-site. Some of the most essential programs provided by this facility include new employee orientation, annual nursing personnel skills evaluation and training.

Nursing Administration have team members that are part of the Advisory Board of Augusta Technical College LPN and RN programs as well as the Augusta University BSN program. As part of our community outreach, we provide a clinical site for AR Johnson Health, Science and Engineering Magnet School, Tender Care Training Center and Augusta University Allied Health students. In addition, our Senior Nursing Assistants and Restorative Technicians provide education and hands-on training on safe transferring techniques for the School of Dentistry.

The licensed nursing staff are required to have Continuing Education Units as dictated by the state of Georgia to maintain active licensure.
There were three off-campus workshops attended by the nursing personnel including: Six nurses attended the “TB Update and Tuberculin Skin Test Certification Class; two nurses attended a four day conference hosted by the Georgia Infection Prevention Network; and four nursing personnel attended a Rape Aggression Defense class.

In-house education from July 1, 2017 to June 30, 2018:

**Pharmacy:**
- Anti-coagulation: Indications and Duration of Therapy
- Treatment of Tardive Dyskinesia
- Hazardous Medications
- Influenza Review
- Anemia
- Treatment and Diagnosis of Parkinson’s Disease
- Thinning Hair and Blood: Anti-coagulation in the Geriatric Population
- High Blood Pressure and Clinical Guidelines
- Review of Insulins and Administration
- Tuberculosis
- Flu Symptoms Watch for Both Patients and Staff; plus Tamiflu Administration
- Non-pharmacological and Pharmacological Approaches to Behavior Problem in Dementia Patients
- Medications that Affect Weight Gain/Loss
- Drugs That Can Lower the Seizure Threshold
- Clinically Significant Interactions with Psychotropic Medications that Practitioners Should Consider
- Drug Toxicity in the Elderly
- Coumadin Interactions
- Medications Used for Behavior

**Safety:**
- Falls Prevention
- Safe Sharps Disposal
- Post Fall Protocol and worksheet revision
- The Joint Commission: National Safety Goals
- Side-rail Assessment Form and Review The Joint Commission Restraint and Seclusion Document
- Trauma Survey After Falls
- Heat-Related Illness
Infection Prevention:

- Clostridium Difficile: Pharmacy and Infection Control
- Shingles
- Cross Contamination
- Anti-microbial Stewardship
- Hand-Hygiene
- Extended Spectrum Beta Lactamase
- Annual Flue Fair
- Conjunctivitis
- Herpes Zoster
- Widespread Flu in Georgia
- UTI and Perineal Care
- UTI Care Strategies
- Annual Physicals
- Carbapenem-Resistant Enterobacteriaceae (CRE) Infections
- UTI and Current Treatment Options
- Update and review of UTI Strategy Initiative

Other:

- Excel 2013 Level 1 Training
- Death, Dying and Bereavement: Providing Compassion During a Time of Need
- Alzheimer Disease: Effective Communication Strategies
- Occupational Therapy’s Perspective for interacting with Residents who have Parkinson’s Disease
- Review of ORIF Care and Transfer
- Congestive Heart Failure
- Pedal Edema
- SPELLS: Syncope and Seizures
- Dental Care
- Administration and Dispensing Pass/Leave Medications
- Cognitive and Dementia Evaluation
- Chronic Obstructive Pulmonary Disease (C.O.P.D.)
NURSING SERVICES

- Oral Hygiene: The How and Why
- Diabetes
- Swallowing Concerns
- Hearing Aids: Use and Care
- Syncope and Pre-syncope
- Delirium in the Elderly
- Huntington’s Disease
- Communicating with Demented Residents
- Dermatology

Development Plans

The focus of the Nursing Department is to continue high standards of care and provide quality patient care in a safe environment. The challenge lies in affording quality care to an increasingly higher acuity level of patient. This challenge is met by strengthening existing programs and developing new ones to meet the needs of this aging population. Providing excellent customer service to everyone is a priority for Georgia War Veterans Nursing Home.
Department Profile

Occupational Therapy promotes a person’s well-being and independence in all aspects of one’s life. The aging process may present unexpected challenges to participation in life roles. At Georgia War Veterans Nursing Home, the Occupational Therapy Department encourages residents to engage in all aspects of regaining or maintaining self-management independence. Activities of Daily Living include but are not limited to self-care, leisure, and meaningful tasks of the resident’s choosing. Upon admission, each patient is screened or evaluated by the Occupational Therapist in accordance with the physician’s referral.

Treatments are planned to increase sensorimotor, cognitive and psychosocial components of residents’ functional abilities. The environment is adapted to maximize one’s abilities and safety while preventing abnormal postures and contractures by using positioning or orthotic devices. The need for adaptive equipment is assessed and appropriate equipment is issued. The Occupational Therapist and Occupational Therapy Assistant collaborate in patient care and provide periodic screenings to assess needs for occupational therapy to address each patient’s current status throughout the patient’s stay.

During the Fiscal Year 2018, the department had one full-time licensed and certified Occupational Therapist and one full-time licensed and certified Occupational Therapy Assistant who worked closely with the patient care team and maintained standards consistent with the Joint Commission, the American Occupational Therapy Association, the Georgia State Board of Occupational Therapy and the National Board for Certification in Occupational Therapy, Inc.

Summary of Activities

The Occupational Therapy staff participated in the Veterans Administration Survey in September 2017 along with the facility’s other team members.

The Occupational Therapy staff provided the following services:

- Evaluation of resident patients upon referral from the physician with the development of treatment plans, if indicated
- Implementation of recommended treatments
- Routine screening of patients
- Consultation to staff, family members and resident patients
- Provision of in-service education to facility staff
- Collaboration with nursing staff regarding Functional Maintenance programs and Restorative nursing programs
- Orientation sessions provided for new nursing employees to Occupational Therapy Services regarding adaptive equipment and functional maintenance programs
- Falls Risk Committee weekly meeting participation to discuss falls, determination of appropriate falls prevention techniques and recommendation of safety interventions
- Patient care conference weekly participation providing input in the patient care planning process on a quarterly and annual basis
- Wound rounds team member on a weekly basis
- Nutrition Alert Committee member; weekly monitor patients’ weight loss/gain
• Safety Committee monthly meetings; committee secretary
• Restorative CNA and Senior CNA training in collaboration with Physical Therapist
• Tooth Brushing Program for Dementia Patients-REMIN; Occupational Therapist, Research Investigator
• Student education provided: One week Level I Fieldwork experiences for four Augusta University Occupational Therapy students and six Augusta Technical College Occupational Therapy Assistant (OTA) students; one Level II OTA student from Augusta Technical College; Six college students and one MPH graduate student shadowed the OTR and the OTA. Five palliative care MCG medical students shadowed the OTR
• “Essentials of Clinical Medicine-Foundations for Geriatric Practice,” presented to 2nd Year MCG medical students in collaboration with the Georgia War Veterans Nursing Home Rehab Department and Medical Director
• The Occupational Therapist is a member of the Georgia Occupational Therapy Association and serves as East District chair and as an Executive Board member
• The Occupational Therapist co-presented, “REMIN: Oral Care in Elders with Dementia,” with the Georgia War Veterans Nursing Home Medical Director at GOTA Annual Conference
• The Occupational Therapist earned Physical Agent Modalities certification on state licensure and Tai Chi for Falls Prevention certification

Summary of Performance Improvement Activities
Efforts in improving the quality of care have occurred through our on-going Performance Improvement Program, “Rehabilitative Services Public Relations” as well as “Tooth Brushing Program for Dementia Patients-REMIN,” with development of a training “tool kit.”

Development Plans
• Continue high standards and improvement of quality of care
• Strengthen existing programs and expand programs as needed
• Strengthen teamwork among all services in the care of the patient
• Consult with and provide training for staff as needed
• Continue to provide fieldwork experience for Occupational Therapy graduate students and Occupational Therapy Assistant students and shadowing opportunities for prospective OT students
• Attend pertinent continuing education to maintain OTR/OTA state licensure
Educational Opportunities

Occupational Therapy will continue with a monthly departmental in-service program, in collaboration with Physical Therapy and Activities Departments and will continue to participate with facility in-services, both in attendance and in presentations. Professional courses are attended to maintain staff’s professional competence. The Occupational Therapy Department supports the education of Occupational Therapy students and Occupational Therapy Assistant students by providing clinical experiences and guest lectures at the schools when invited, as well as introducing prospective students to the field of geriatric occupational therapy.
Department Profile

The Physical Therapy Department provides individualized sensory-motor interventions for patients who have been referred by our physicians and will benefit from skilled physical therapy services. The goal of the department is to assist our veterans in obtaining their maximal functional level. On admission, each patient is screened or evaluated by the Physical Therapist in accordance with the physician’s recommendation. An evaluation and individualized plan of care is then developed in coordination with other departments to achieve the patient’s maximal functional level. Our veterans are assessed for a restorative nursing program or functional maintenance program upon discharge from skilled physical therapy. The Physical Therapy staff coordinates with the nursing staff regarding restorative programs and functional maintenance programs designed specifically for that individual resident. An annual screen is performed to assess the patient’s functional status and possible need for a physical therapy re-evaluation. Equipment needs are assessed on admission as well as during the veteran’s stay, and are acquired with assistance from the Social Worker, family, and/or VAMC.

The Physical Therapy Department also provides the following:

- Facility staff in-services for all departments in body mechanics, transfers, or any topic pertaining to employee/patient physical needs or care
- Appropriate documentation for meeting requirements as outlined in Georgia War policy and procedures and The Joint Commission
- Opportunities for physical therapy students from local colleges and technical schools to obtain clinical experience in a nursing home setting
- Opportunities for high school students to volunteer during summer months to introduce them to the field of Physical Therapy and for prospective physical therapy students to gain necessary volunteer hours for acceptance into a physical therapy school

The department is currently staffed by a Physical Therapist, who is the Director of Physical Therapy, Physical Therapist Assistant, and a Restorative Technician, who also serve the Occupational Therapy and Activities departments.

Summary of Activities

The Physical Therapy Department utilizes all therapies, a restorative nursing program, and a functional maintenance program to restore veterans functionally to their highest potential, consistently monitor changes in their functional status, and maintain that level through consistent intervention by personnel trained in nursing and all therapies.

Restorative Technicians, who are supervised by the nurse manager on each floor, provide comprehensive restorative nursing care designed by physical, occupational, or speech therapists. The department’s Restorative Technician provides an additional resource to assure continuity in the restorative nursing programs.
The Fall Risk Committee meets weekly to reduce fall instances, review restraints and alternatives, and determine appropriate interventions to prevent falls or reduce the incidence of injuries due to falls. Recommendations from the Committee are communicated to the floor nursing staff. The Fall Risk Committee strives to keep the safety of our veterans at the forefront of all care provided for them. The committee is comprised of staff from Physical Therapy, Occupational Therapy, and Activities Departments, as well as Nursing Supervisors, Restorative Technicians, Senior CNAs, and Environmental Services representatives.

Monthly staff meetings including Physical Therapy, Occupational Therapy, and Activities departments are held to provide a forum for presentation of innovative ideas to improve our patients’ care and departmental functioning and for discussion of performance improvement in current programs. Staff members present in-services at each meeting and include knowledge and skills gained through attendance in continuing education programs.

Physical Therapy participates weekly in Wound Rounds, Quarterly and Annual Patient Care Conferences, and New Admission Conferences. The Physical Therapist is a member of the Safety Committee and the Performance Improvement Committee. The Physical Therapist or the Physical Therapist Assistant in-services all new employees in body mechanics and in-services facility staff following an injury to ensure competency in body mechanics. The veterans’ family members are also in-serviced regarding staff transfers, assisted movement, and equipment usage as needed.

The department continues to facilitate improvement in the method used to procure appropriate equipment for our veterans. Equipment is procured by effective coordination between the Prosthetics and Physical and Occupational Therapy Departments at the VAMC. Seating assessment remains an opportunity for collaboration with the VAMC Rehabilitation Department, resulting in improved outcomes for our veterans. The Physical Therapy Director has accompanied patients in seating clinics at VAMC to procure custom-designed and other specialty seating systems.

Performance Improvement

The Physical Therapy department is continuously searching for ways to improve the department and the lives of the veterans we serve. A few highlighted improvements for the past year include:

- Decorative ceiling tiles were placed throughout the rehabilitation department to create a more homelike environment for our veterans
- Residents are provided with the option of listening to a variety of music selections while performing their therapeutic interventions
- New workout equipment was purchased to aid in improving our veterans’ strength and mobility
- Ordered an inventory of replacement parts for equipment to have on hand within the department, thus decreasing the completion time for repairs to standard equipment
Proposed future changes:

- Procurement of a new more energy efficient hydrocollator unit that is used to provide moist heat to veterans with injuries; heated pads help improve healing
- Added additional storage cabinets throughout the department: allowed for additional space to maintain an on hand inventory of needed equipment and parts
- Purchased a new therapeutic table mat and new antimicrobial chairs for our veterans and family members to use while in the department for therapy

Development Plans:

- Interdisciplinary training for restorative technicians and senior certified nursing assistants
- Continue and monitor an Interdisciplinary Approach to Functional Maintenance Programs
Department Profile

The Georgia War Veterans Nursing Home is a skilled nursing facility owned and operated by Augusta University (AU) under an interagency agreement with the Board of Regents, University System of Georgia. The overall mission of this long-term care facility is to provide optimal medical care to ageing and disabled veterans. Comprehensive ongoing care is provided to our veterans under the direction of the Medical Director Nidhi K. Gulati, MD, CMD. Dr. Gulati holds a faculty position in the AU Family Medicine Department. During their PGY2 and PGY3 years, Family Medicine house-staff participate in the care of our Georgia War patients for both monthly visits and longitudinal care. Also, each house-staff is assigned a one month block of time during which they participate in the day-to-day operations of the nursing home. Dr. Gulati also supervises in-depth Geriatric training for Fort Gordon’s Dwight D. Eisenhower Army Medical Center (DDEAMC) Internal Medicine house-staff under a memorandum of understanding between the two organizations in which PGY 3 house-staff complete a one month required rotation. House-staff are taught a comprehensive multidisciplinary approach to caring for elderly chronically ill patients. Also, Dr. Gulati participates in teaching Medical, Pharmacy, Allied Health, Nurse Practitioner, and Physician Assistant Students. Topics include, but are not limited to: comprehensive history and physicals, including functional assessment; end of life care; pain assessment/management; neuropsychiatric manifestations of medical illness; the behavioral management of agitated demented patients and various other issues that are unique to the nursing home population. As such, the practical experience provided allows the learners to gain expertise in caring for the elderly.

Physician Services engage the full time involvement of a full-time certified Physician Assistant (PA-C) who will this academic year initiated a training program for PA Students. Through its association with the AU Department of Family Medicine, Georgia War Veterans Nursing Home is considered a leader in the area of geriatric educational training for Medical and Allied Health Students, and House-staff.

Summary of Activities

Medical staff continued to provide quality services to meet the needs of the patient population. During the past year, the department of Physician Services was assessed by the Department of Veterans Affairs and the Georgia Department of Human Resources. Through patient interviews, staff consultation and review of documentation, the medical care was found to be in compliance with no deficiencies noted.

Activities included:

- One month Block rotations for ten AU Family Medicine House-staff
- Longitudinal Long-term care for sixteen AU Family Medicine House-staff
One month Geriatrics rotation for seven DDEAMC Internal Medicine House-staff
Medical Direction of Wound Care and Patient Care Teams, with each team having weekly rounds
Participation in facility Committees (including Department Head, Utilization Review, Infection Control, Performance Improvement, Pharmacy and Safety)
Participation in Joint Commission Risk Assessment Group, specifically addressing psychosocial and physical structure of the nursing home to create a more home-like environment
Provision of facility in-services
Collaboration with facility consultant pharmacists to optimize pharmacologic therapy in a team approach
Conducted a weekly Anti-Coagulation Review in conjunction with facility pharmacy team
Medical direction of comprehensive geriatric intakes for new admissions
Recertified as Diplomat of American Board of Family Medicine for 2018-2028

Summary of Performance Improvement Activities

The Medical Director and Physician Assistant continue to participate in the nursing home's Performance Improvement and Utilization Review programs with the focus to improve patient outcomes. Through the Utilization Review Committee, chaired by a member of the Department of Family Medicine faculty, resource utilization in the facility is assessed. Standards for physician services are addressed and, when monitoring reveals areas for improvement, the Medical Director addresses the area to work toward improvement. As such, special orientation conferences were held with new incoming Resident physicians. As a teaching skilled nursing facility, continual focus is on improving opportunities for graduate and undergraduate medical education in geriatric medicine. In the longitudinal training, continuity care of long term patients under supervision of the Medical Director is emphasized. Beginning in the second year of Residency (PGY-2), all Residents are assigned a panel of 12-16 patients which they follow through completion of their Residency. The one month, block rotation generally occurs during the PGY-2 year for Augusta University house-staff (Family Medicine) and PGY-3 year for DDEAMC house-staff (internal medicine).

Ongoing efforts include multidisciplinary Patient Care Team involvement in periodic chart review, medication monitoring, end-of-life issues, falls, unintentional weight loss, and oral hygiene issues.

Development Plans

Continue to provide an ideal setting for academic interests such as teaching and research, while allowing excellent care for our most frail elderly veterans.
Medical Students Palliative Care and Chronic Disease Course-Eight 2 week sessions with two students per session (mostly 3rd and some 4th year students) hosted here at the Georgia War Veterans Nursing Home.
Department Profile

The Department of Social Work provides comprehensive services to residents and their families and serves as liaison and advocate in the unique setting of long-term care. We emphasize the resident’s quality of life, self-determination, strength and autonomy and reaching and maintaining their highest level of functioning. We emphasize early involvement with each resident and family at time of admission to facilitate the adjustment process to the new environment and change in personal and family dynamics. Ongoing support is provided to address psycho-social issues, end of life care and discharge planning needs as they arise throughout the resident’s life in the facility.

Additionally, the department serves as a resource to all staff by providing information, education and assistance related to resident’s rights, policy interpretation and implementation, assisting with possible abuse/neglect allegations, committee participation and community resource identification and utilization.

Services provided by the Department of Social Work include:

- Patient/family counseling and education
- Case management
- Discharge Planning and Coordination
- Comprehensive assessment and coordination of end of life care/services
- Community resource identification and utilization
- Coordination/assistance with financial and benefit entitlements
- Assistance with advance directives, guardianship and other legal issues
- Management / oversight of Complaint Log in accordance with state regulations
- Coordination / presentation of quarterly Patients’ Bill of Rights in-services
- Coordination / presentation of Family-Visitor Council meetings
- Coordination of bi-monthly Resident’s Council meetings
- Presentation of new employee orientation
- Participation in organizational committees and related functions, special events
- Professional presentations and community education
- Facilitation of Family Support Group
- Provision of ten month graduate clinical internship for MSW students
- Serve as clinical site for other enterprise related student educational programs

The Department of Social Work is comprised of:

- Director of Social Work: Masters prepared, licensed clinical social worker (MSW, LCSW). This position provides direct clinical services to residents and families, serves as integral member of the interdisciplinary care team as well as provides daily administrative oversite and direction for the Social Work department. Additionally, this positions serves as a member of the senior leadership team within the facility.
• Social Worker III: Two Masters level social work (MSW) positions which provide direct clinical service to residents and families, serves as integral member of the interdisciplinary care team and frequently participates in department functions and committees.

• MSW Graduate Students: The Department of Social Work provides a ten month advanced graduate clinical internship for MSW students during the months of August – May dependent upon staffing and department needs. Internships are coordinated with the University of South Carolina, College of Social Work.

Summary of Departmental Activities

• Daily provision of comprehensive social work services to patients and families; average monthly case load for the year was 145 patients and their families
• Coordination of 65 admissions, 30 Comfort Measures / End of Life Care and 12 discharges
• Coordination/presentation of quarterly Patients’ Bill of Rights in-services for staff
• Coordination/presentation of Family-Visitor Council meetings
• Coordination of bimonthly Resident Council meetings
• Facilitation of monthly Family Support Group
• Presentation to new employees in monthly orientation sessions
• Served as clinical site supervisor for Augusta University Department of Psychiatry Palliative Care Intersession Program (August 2016 – May 2018)
• Served as Co-Chair for American Heart Association Annual Campaign (Dec 2017 – April 2018)
• Coordination of resident Voter Registration and Absentee Ballot Acquisitions
• Coordination of department’s participation in facility Marketing / PR campaign
• Development and implementation of performance improvement initiatives
• Participation in professional continuing education seminars and training opportunities
• Participation in VA and State surveys; Department was deficiency free in all surveys
• Coordination/participation in special events / ceremonies: Memorial Day, Veterans Day, Blue Star Salute Events
• Weekly, monthly, quarterly participation in the following committees:
  -Interdisciplinary Patient Care Conference
  -New Admission Patient Conference
  -Safety Committee
  -Utilization Review Committee
  -Nutrition Alert Committee
  -Performance Improvement Committee
  -Application Review Board
  -Patient and Family Centered Care Committee
  -Blue Star Salute Employee Recognition Program
Performance Improvement Initiatives

- **Family Attendance in Patient Care Conferences for New Admissions**: Family involvement in the development of plan of care for new admissions is vitally important. Attendance of family members at the 2 week post admission care plan conference had consistently decreased to 60% attendance rate between July – September, 2017. As a proactive approach, the Department of Social Work implemented a protocol of contacting each family prior to the 2 week conference to encourage attendance. Since the implementation of social work involvement, the attendance rate by family members has consistently been 97% from November, 2017 – June, 2018 (39 /41 families attended).

- **Customer Satisfaction**: In an effort to promote a proactive approach to customer satisfaction with families, the Department of Social Work developed a protocol to contact family members on a quarterly basis to identify / discuss any questions or concerns related to their loved one’s care. All attempts are made to identify potential issues and address them as needed. The protocol ensures each family is contacted at least quarterly with additional contacts made as needed. Contacts are made in person and via telephone calls with an average of 52 contacts per month (January – June, 2018)

- **Family Support Group**: Facilitated monthly support group for family members of residents. Emphasis is placed on orientation for new admissions and addressing psycho social issues related to long-term care, adjustment to new environment, life style and relationship changes and end of life care. Beginning in March, 2018 the group was reformatted to include an educational component featuring discussions on select topics of interest as identified by group members. Topics include dementia, self-care, chronic medical conditions, music therapy, relaxation & mindfulness.

- **Comfort Measures**: Continuous collaboration with physicians, nursing staff, patient care team and families to identify appropriate patients for consideration of implementation of Comfort Measures initiatives to enhance the provision and support of end of life care; coordinate protocol for team notification, staff education and implementation of support services. Comfort Measures were implemented with 34 residents throughout the year.

Presentations conducted by Department

- Patient Bill of Rights: 11/13/17, 3/14/18, 6/13/18
- Family Visitor Council: 8/30/17
- Service Delivery from a Holistic Perspective: 9/21/17
- GWVNH PR/Marketing Presentation at AUMC: 7/20/17
- GWVNH PR / Marketing Presentation at DDEAMC: 1/31/18
- GWVNH PR / Marketing Presentation at VAMC: 2/6/18
- Social Work Code of Ethics: 2/28/18
- Code Black After Care – Co facilitated for GWVNH Staff: 3/13/18
- GWVNH Tour for Fisher House Staff: 4/18/18
- Monthly new employee orientation sessions
**Staff Development / Continuing Education Completed**

- Social Work Ethics: Ethical Practice in Changing Environments
- CSRA Annual Elders Rights Conference
- Aging and Depression Webinar
- Staff Development / Continuing Education Continued
- Self Care for the Care Giver Webinar
- Shame Shields: The Armor We Use to Protect Ourselves Webinar
- One Step Ahead: New Insights for Care
- NASW Spring Symposium (3 day conference)
- Social Work Practice: Screening, Intervention & Referral to Treatment (SBIRT)
- Psychotropic Medications the Elderly Webinar
- AUMC Grand Rounds: Ethics and End of Life Care
- Fisher House Site Visit / Tour
- AUMC 11th Annual Patient & Family Centered Care Conference
- Leadership Skills for Women
- Connecting the Dots: Mapping A Successful Marketing Plan Webinar
- VAMC Blind Rehabilitation Site Visit
- AU Annual Compliance Training
- AUMC Grand Rounds: The Skill of End of Life Communications for Clinicians
- MSW Licensure Preparation Course
- GWVNH Annual Training

**Departmental Goals**

- Continue to educate all staff regarding residents’ rights as they pertain to our patients and long-term care environments.
- Maintain all VA, State and The Joint Commission Standards with departmental deficiency free surveys.
- Develop expert knowledge and provide staff education and support regarding:
  - Quality of life in long term care
  - Ethical considerations in end of life care
  - Dementia care and chronic illnesses in LTC population
- Provide clinical internship programs and clinical site supervision for appropriate graduate level students as time and staffing allow.
- Provide excellent customer service in all encounters with patients, families, staff and community contacts.
Department Profile

The Activity Department consists of an Activities Coordinator and four Activity Therapists. Programs are planned and scheduled to meet the social, leisure and physical needs of all our patients. These needs are met through programs that are designed to give patients entertainment, intercommunication, exercise, relaxation and opportunities to express creative talents. These programs fulfill basic psychological, social and spiritual needs.

Summary of Activities

The Activities Department worked with other departments throughout the year in several special activities such as monthly community outings, Memorial and Veterans Day ceremonies, National Nursing Home Week, annual holiday parties, our annual VFW Fishing Trip and our annual DAV Cookout.

Participation in the volunteer program continues to grow. We are very thankful for the individual and group volunteers that serve our veterans. Groups from various veterans’ organizations sponsored activities such as our monthly birthday party, bingo, pizza party, and banana split parties. Other sponsored events included ice cream socials, seasonal parties, fishing trips and other outings. In addition, volunteer groups assisted with various activities including gospel singing, musical entertainment, ice cream socials, gardening, church services and cookouts. Many groups provided donations such as personal care items, lap blankets, refreshments and gifts for the patients. Donations were also made to the Patient Benefit Fund for community outings, special events, equipment and other projects that benefit our patients. Our individual volunteers continue to have weekly Bible Study, worship service, Pet Therapy, the Ladies Tea, parties, bingo, and passing out meal trays.

On April 13th, Georgia War held our Annual Volunteer Appreciation Dinner in the Charles Esposito Courtyard to express our appreciation and gratitude to our volunteers for their support of the facility. Morrison’s Health Care catered the event and gifts were given to each volunteer.

Other volunteer activities for our residents throughout the past year include:

- Garden Club – Resident patients arrange a variety of flowers for family members and the nursing units.
- Arts and Crafts – Resident patients assemble various crafts kits from Help Hospitalized Veterans.
- Food 4 Thought – Resident patients enjoy various refreshments and watch historical videos.

Fort Jackson’s 282nd Woodwind Band was a highlight this spring. Re-Creation USA, a non-profit corporation, provided musical entertainment with their show “Happy”. They highlighted America’s most popular songs like show tunes, beach, disco, country and rock n’ roll. The young men and women are volunteers who spend a year traveling and performing at Veterans Hospitals and nursing homes across the country.

One of Georgia War’s own CNA’s coordinated the first annual Poker Run with the proceeds benefiting Georgia War. The Poker Run raised several thousand dollars.
Summary of Performance Improvement activities

The activities for our resident patients were part of the Performance Improvement Plan this past year:

- Falls prevention and restraint reduction – Activities is involved in a plan with Nursing and other teams
- Members actively involved with improving the safety of the resident patients through and participated with the Falls Prevention and Restraint Reduction Committee
- Small groups and 1:1 visits are ongoing
- Bike and exercise clubs – Ambulating patients to activities is a joint effort of the Activity Therapists and Restorative Specialists
- Diet Changes – updating staff when changes occur
- Use of sunscreen and hydration with water during outside activities
- Ensuring all wheelchairs and broda chairs have footrests
- Participation in the Proactive Risk Assessment task force on End of Life Care and Dementia Care
- Implemented monthly reminiscence group to increase participation of patients with dementia by stimulating memories through the five senses
- Increasing socialization with peers and staff

Development Plans

- Provide a current dietary list to Activity Therapists
- Provide performance activity programs that meet the social, physical and leisure needs of the resident patients
- Provide a wide variety of activity programs for both group and individual needs
- Document patients’ participation to include the activity, the degree of assistance required to attend the activity and the level of participation in each activity
- Invite community groups (e.g., schools, church groups and civic groups) to the facility to entertain and interact with the resident patients
- Seek additional community volunteers to support/provide individual and group activity programs for our resident patients
- Document 1:1 visits and how resident patients react to each

Educational Opportunities

The Activity Coordinator attended the Georgia Society of Nursing Home Activity Directors annual convention at Jekyll Island. In addition, the Activity Coordinator completed two on-line courses: Abuse and Neglect in Senior Care and Alzheimer’s & Depression.

The Activities staff participated in the Augusta University Day of Service held in November.

The Activity department will continue with a monthly departmental in-service program in conjunction with the Physical Therapy and Occupational Therapy departments. Activities staff will continue to participate in facility in-services and will participate in community seminars that relate to our profession.
Department Profile

Pharmacy services are provided by the Augusta University Medical Center (AUMC) Pharmacy Department. Medications are distributed from the Medical Office Building Clinic Pharmacy using a unit dose system; the unit dose packaging provides a double check for safety and also controls drug costs by minimizing waste. The dispensing activity is managed by Dr. Obinna Odi, PharmD. Clinical services at the nursing home are provided by AUMC consultant pharmacists - Kevin Corbin, R.Ph.

The Pharmacy Department provides pharmacy patient care services with the goal of safe and cost effective drug therapy and optimal medication-related outcomes. Responsibilities include:

- Direction and oversight of all aspects of the acquisition, disposition, handling, storage and administration of medications in the facility
- Medication regimen review for each patient on admission, at least monthly thereafter, and upon readmission from hospitalizations, monitoring progress toward stated outcome goals and making recommendations when needed to optimize therapy
- Participation in interdisciplinary patient care planning team activities, including all new admission conferences and weekly MDS patient care plan conferences
- Committee involvement including Pharmacy Services, Antimicrobial Stewardship, Infection Control, Performance Improvement, and Utilization Review
- Oversight/leadership of the medication use evaluation (MUE) and improvement program

Summary of Activities

- Written consult recommendations/interventions to optimize care continues to be high and are reviewed weekly at interdisciplinary patient care conferences
- In-service education was provided for the nursing staff, with eighteen programs presented live and also videotaped for the convenience of all nursing shifts. Topics included: Anticoagulation, Falls in the Elderly, Hazardous Medications, C-diff Treatment Options, Influenza Review, Parkinson’s disease, Anemia, Hypertension, Herpes Zoster, UTI’s, Sickle Cell disease, Thyroid Disease, and Antipsychotic Use in the Elderly. The pharmacy consultant staff also provides Warfarin education to all incoming employees during their initial facility orientation to enhance patient safety
- An automatic therapeutic interchange program (in conjunction with AUMC) has been in place for many years to help control medication costs while standardizing care and ensuring optimal therapy
- A list of thirty high risk, look alike-sound alike medications has been identified for interventions to reduce the opportunities for medication errors
- The medication management process is assessed annually as part of our annual Periodic Performance (Self) Evaluation against The Joint Commission standards and no issues or concerns have been identified
Summary of Performance Improvement Activities

The Medication Use Evaluation (MUE) and Improvement program at Georgia War Veterans Nursing Home is reviewed annually by the Pharmacy Department and interdisciplinary Pharmacy Committee to assess progress and set goals for the year. The MUE program consists of medication use guidelines, ongoing screening evaluation activities and focused MUE studies. Monthly MUE reports for six drug classes are distributed to Nurse Managers. Screening evaluation activities are routinely performed by a pharmacist each time medications are ordered, and during monthly medication regimen reviews – to identify and resolve potential medication-related problems. Focused evaluations are conducted for selected medications or processes that are high risk, high cost, high use, or problem-prone.

Current activities include:

- Pharmacist/Physician Clinical Intervention Program
- Drug Allergy Screening
- Renal Dose Monitoring
- Adverse Drug Reaction Monitoring
- Medication Error Reporting/Prevention
- Anti-Psychotic Drug Therapy Monitoring and Dose Reduction Program
- Immunization Promotion
- Two focused Medication Use Evaluations (MUE) were conducted on antipsychotics and antidepressants.
- Additional performance improvement projects initiated: assessment of renal function, non-formulary medication evaluation, update of the Look Alike-Sound Alike, Hazardous, and do not crush medication lists, and weekly anticoagulation review report.

Educational Activities

The pharmacy teaching program provided five-week geriatric rotations for twenty (20) Doctor of Pharmacy candidates: eighteen (18) from the University of Georgia (UGA) College of Pharmacy and two (2) from the Philadelphia College of Medicine (PCOM). They were supervised by UGA preceptor, Kevin Corbin, R.Ph. He also served as preceptor to five (5) Post-graduate year one Pharmacy Residents from the Augusta University Medical Center in a 5 month longitudinal geriatric rotation accredited by the American Society of Health-System Pharmacists. The pharmacy partnered with Monica Chana, DMD, from the Dental College of Georgia at Augusta University in providing an interprofessional education (IPE) program where dental and pharmacy students “learn from each other to enable effective collaboration and improve health outcomes.”
DEPARTMENT PROFILE

Chaplain Larry Jesion has served in the area of Pastoral Care as Chaplain since 2014. He was ordained to ministry as a priest with the Episcopal Church in 2017. He completed a one year residency in Clinical Pastoral Education at Augusta University Medical Center and he completed his seminary studies at the University of the South.

Pastoral care and Chaplaincy services are offered on a voluntary basis. The primary role of the Georgia War Veterans Nursing Home Chaplain is to provide emotional and spiritual support for patients, their families and facility staff members. The chaplain not only specializes in spiritual development but also provides education and counseling to individuals facing issues of grief, loss, aging, crisis and terminal illness. The chaplain offers the gift of presence and compassion during times of difficulty. It is not the chaplain's role to influence, persuade or change an individual's religious belief but rather explore his or her spirituality as a source of understanding, support and comfort.

SUMMARY OF ACTIVITIES

- Provided weekly pastoral care visits for patients, their families and staff members
- Performed memorial and funeral services for deceased patients as requested by family members
- Provided 24 hour on-call services for Georgia War Nursing Home during times of crisis or death
- Submitted monthly pastoral care articles for the Georgia War Nursing Home's "VET COM" newsletter
- Conducted patient spiritual need assessments and evaluations as requested by the Medical Director, Resident Physicians, Social Workers and/or Clinical Staff Members
- Work with students in the creation of better understanding of how spirituality and the chaplain can effect holistic patient health
- Corresponded with family members, local pastors/priests, and funeral directors, in the event of a patient's death
- Conducted quarterly memorial services for staff and residents
- Participated in both the Memorial Day and Veteran's Day services
- Conducted and documented weekly/routine pastoral care visits with patients placed on CMO/DNH status
- Provided Ash Wednesday, Blessing of the Hands and Good Friday services upon patient's request
- Developed/Administer the Bereavement Card program
### Accreditation

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<tr>
<th>Accrediting Group</th>
<th>Years Possible</th>
<th>Years Received</th>
<th>Year of Accreditation</th>
<th>Status Given</th>
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<tr>
<td>Joint Commission</td>
<td>3</td>
<td>3</td>
<td>2015</td>
<td>Full</td>
</tr>
<tr>
<td>VA</td>
<td>1</td>
<td>1</td>
<td>2017</td>
<td>Full</td>
</tr>
<tr>
<td>DCH</td>
<td>1</td>
<td>1</td>
<td>2017</td>
<td>Full</td>
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</table>

### Personnel Turnover Statistics

<table>
<thead>
<tr>
<th>Department</th>
<th># Positions</th>
<th># Turnovers</th>
<th>Turnover Ratio</th>
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</thead>
<tbody>
<tr>
<td>Administration</td>
<td>13</td>
<td>3</td>
<td>23.07%</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>15</td>
<td>4</td>
<td>26.66%</td>
</tr>
<tr>
<td>Maintenance</td>
<td>6</td>
<td>1</td>
<td>16.66%</td>
</tr>
<tr>
<td>Nursing Services</td>
<td>134</td>
<td>44</td>
<td>32.83%</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>2</td>
<td>0</td>
<td>00.00%</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>7</td>
<td>0</td>
<td>00.00%</td>
</tr>
<tr>
<td>Physician Services</td>
<td>2</td>
<td>0</td>
<td>00.00%</td>
</tr>
<tr>
<td>Social Work</td>
<td>3</td>
<td>0</td>
<td>00.00%</td>
</tr>
<tr>
<td>Activities</td>
<td>8</td>
<td>0</td>
<td>00.00%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>190</strong></td>
<td><strong>52</strong></td>
<td><strong>27.36%</strong></td>
</tr>
</tbody>
</table>
BUSINESS SERVICES

Financial Analysis of Department Activities

The Business Office managed 208 patient accounts and 187 patient billing accounts this fiscal year.

Over $13,099,000 in personnel, supplies and equipment were purchased during the fiscal year. These items were procured by the Business Office through the processing of the following purchasing documents:

- Interdepartmental Requests: 354
- Purchase Cards: 402
- Check Requests: 279
- eShop Requests: 761
- PeopleSoft Requests: 1,061
- Total Documents Processed: 28,157

Department Cost Analysis

<table>
<thead>
<tr>
<th>Department</th>
<th>Personnel</th>
<th>Travel</th>
<th>Operating</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Administration</td>
<td>889,326</td>
<td>9,047</td>
<td>294,214</td>
<td>1,192,587</td>
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<tr>
<td>Dietary</td>
<td>0</td>
<td>0</td>
<td>1,074,144</td>
<td>1,074,144</td>
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<tr>
<td>Environmental Services</td>
<td>535,097</td>
<td>0</td>
<td>333,369</td>
<td>868,466</td>
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<tr>
<td>Maintenance</td>
<td>248,038</td>
<td>0</td>
<td>650,406</td>
<td>898,444</td>
</tr>
<tr>
<td>Nursing</td>
<td>6,161,227</td>
<td>1,187</td>
<td>1,435,147</td>
<td>7,597,561</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>166,867</td>
<td>726</td>
<td>5,414</td>
<td>173,007</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>373,760</td>
<td>0</td>
<td>13,300</td>
<td>387,060</td>
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<tr>
<td>Physician Services</td>
<td>393,729</td>
<td>0</td>
<td>66,376</td>
<td>460,105</td>
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<tr>
<td>Social Work</td>
<td>205,240</td>
<td>377</td>
<td>4,541</td>
<td>210,158</td>
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<tr>
<td>Activities</td>
<td>229,817</td>
<td>829</td>
<td>7,804</td>
<td>238,450</td>
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<tr>
<td>TOTAL</td>
<td>9,203,101</td>
<td>12,166</td>
<td>3,884,715</td>
<td>13,099,982</td>
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</table>
HEALTH INFORMATION MANAGEMENT SERVICES

### Admissions and Discharges

<table>
<thead>
<tr>
<th></th>
<th>Admissions</th>
<th>Discharges</th>
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</thead>
<tbody>
<tr>
<td>New (57 male/2 female)</td>
<td>59</td>
<td>To Home/Other Facility</td>
</tr>
<tr>
<td>Readmissions from hospital</td>
<td>172</td>
<td>To Hospital (13 subsequent deaths)</td>
</tr>
<tr>
<td>Readmissions from LOA</td>
<td>47</td>
<td>To LOA</td>
</tr>
<tr>
<td></td>
<td>TOTAL 278</td>
<td>Deaths In-house</td>
</tr>
<tr>
<td></td>
<td>TOTAL 282</td>
<td></td>
</tr>
</tbody>
</table>

### Census

- Patient Days: 47,443
- Average Daily Census: 144.39
- Average Length of Stay: 235.90
- Days Lost to Hospital Admission: 1,192
- Days Lost to Leave of Absence: 127
- Average Daily Loss: 5.55
- Beds Available: 188
- Average Beds Assigned: 149.84
- Average Patient Age: 81.95

### Ten Most Common Discharge Diagnoses

- Metabolic Diseases
- Cardiovascular Disease
- Diseases of the Genitourinary System
- Dementia/Psychosis
- Disease of the Nervous System and Sense Organs
- Hypertensive Diseases
- Disease of the Digestive System
- COPD/Diseases of the Respiratory System
- Cerebrovascular Accidents/Disease
- Pneumonia/Influenza
### MAINTENANCE

<table>
<thead>
<tr>
<th>Work Orders Completed</th>
<th>2,952</th>
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</thead>
<tbody>
<tr>
<td>Major Projects Completed</td>
<td>11</td>
</tr>
<tr>
<td>Total Work Orders and Projects</td>
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</table>

### STAFF DEVELOPMENT

<table>
<thead>
<tr>
<th>Month</th>
<th>In House</th>
<th>AU</th>
<th>Off Campus</th>
<th>Webinars</th>
<th>Staff Development</th>
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<tbody>
<tr>
<td>July, 2017</td>
<td>25</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>August</td>
<td>29</td>
<td>1</td>
<td>4</td>
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<tr>
<td>September</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>October</td>
<td>21</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>November</td>
<td>25</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>December</td>
<td>19</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>January, 2018</td>
<td>27</td>
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<td>4</td>
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<tr>
<td>February</td>
<td>29</td>
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<tr>
<td>March</td>
<td>23</td>
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<td>3</td>
<td>1</td>
<td>4</td>
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<tr>
<td>April</td>
<td>24</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
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<tr>
<td>May</td>
<td>19</td>
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<tr>
<td>June</td>
<td>20</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>3</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>276</strong></td>
<td><strong>6</strong></td>
<td><strong>34</strong></td>
<td><strong>12</strong></td>
<td><strong>37</strong></td>
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### Review of Patient Classification Report

<table>
<thead>
<tr>
<th>Date</th>
<th>Category I</th>
<th>Category II</th>
<th>Category III</th>
<th>Census</th>
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<tbody>
<tr>
<td>7/31/2017</td>
<td>25</td>
<td>87</td>
<td>35</td>
<td>147</td>
</tr>
<tr>
<td>8/31/2017</td>
<td>24</td>
<td>86</td>
<td>33</td>
<td>143</td>
</tr>
<tr>
<td>9/30/2017</td>
<td>24</td>
<td>84</td>
<td>36</td>
<td>144</td>
</tr>
<tr>
<td>10/31/2017</td>
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<td>83</td>
<td>34</td>
<td>141</td>
</tr>
<tr>
<td>11/30/2017</td>
<td>20</td>
<td>92</td>
<td>30</td>
<td>142</td>
</tr>
<tr>
<td>12/31/2017</td>
<td>19</td>
<td>87</td>
<td>24</td>
<td>130</td>
</tr>
<tr>
<td>1/31/2018</td>
<td>24</td>
<td>92</td>
<td>25</td>
<td>141</td>
</tr>
<tr>
<td>2/28/2018</td>
<td>24</td>
<td>90</td>
<td>23</td>
<td>137</td>
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<td>25</td>
<td>143</td>
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<td>5/31/2018</td>
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<td>85</td>
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<tr>
<td>6/30/2018</td>
<td>35</td>
<td>86</td>
<td>29</td>
<td>150</td>
</tr>
<tr>
<td><strong>Annual Average</strong></td>
<td><strong>26</strong></td>
<td><strong>87</strong></td>
<td><strong>29</strong></td>
<td><strong>142</strong></td>
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### Review of VA and AUMC Clinic Visits

<table>
<thead>
<tr>
<th>Date</th>
<th>VA</th>
<th>AUMC</th>
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<tr>
<td>7/31/2017</td>
<td>30</td>
<td>7</td>
</tr>
<tr>
<td>8/31/2017</td>
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</tr>
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<tr>
<td>10/31/2017</td>
<td>33</td>
<td>10</td>
</tr>
<tr>
<td>11/30/2017</td>
<td>18</td>
<td>8</td>
</tr>
<tr>
<td>12/31/2017</td>
<td>18</td>
<td>9</td>
</tr>
<tr>
<td>1/31/2018</td>
<td>32</td>
<td>5</td>
</tr>
<tr>
<td>2/29/2018</td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td>3/31/2018</td>
<td>26</td>
<td>6</td>
</tr>
<tr>
<td>4/30/2018</td>
<td>30</td>
<td>7</td>
</tr>
<tr>
<td>5/31/2018</td>
<td>23</td>
<td>8</td>
</tr>
<tr>
<td>6/30/2018</td>
<td>28</td>
<td>9</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>316</strong></td>
<td><strong>81</strong></td>
</tr>
</tbody>
</table>
### OCCUPATIONAL THERAPY

<table>
<thead>
<tr>
<th>Treatment (15 minute unit)</th>
<th>Monthly Average # Patients Seen</th>
<th>Annual Number Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Evaluation</td>
<td>5</td>
<td>274</td>
</tr>
<tr>
<td>Re-evaluation</td>
<td>5</td>
<td>109</td>
</tr>
<tr>
<td>Re-assessment</td>
<td>1</td>
<td>70</td>
</tr>
<tr>
<td>Individual Treatment</td>
<td>19</td>
<td>5,896</td>
</tr>
<tr>
<td>Short-term Intervention/Consultation</td>
<td>2</td>
<td>88</td>
</tr>
<tr>
<td>Screening</td>
<td>9</td>
<td>124</td>
</tr>
<tr>
<td>All Services</td>
<td>33</td>
<td>6,561</td>
</tr>
</tbody>
</table>

**Occupational Therapist**
- Presented 9 in-services
- Attended 36 programs

**Occupational Therapy Assistant**
- Presented 19 in-services
- Attended 164 programs

**Number of Students**
- Level I - 10
- Level II - 1

### PHYSICAL THERAPY

<table>
<thead>
<tr>
<th>Treatments (15 minute Unit)</th>
<th>Annual Number Units</th>
<th>Monthly Statistics</th>
<th>Average # Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual/Admission Screening</td>
<td>105</td>
<td>First of Month</td>
<td>32</td>
</tr>
<tr>
<td>Therapeutic Exercise</td>
<td>3,847</td>
<td>In Hospital at First of Month</td>
<td>.42</td>
</tr>
<tr>
<td>Therapeutic Activity</td>
<td>538</td>
<td>End of Month</td>
<td>32.4</td>
</tr>
<tr>
<td>Balance/Coordination</td>
<td>7</td>
<td>In Hospital at End of Month</td>
<td>.67</td>
</tr>
<tr>
<td>Gait Training</td>
<td>1,087</td>
<td>New Patients</td>
<td>5.33</td>
</tr>
<tr>
<td>Equipment Modification</td>
<td>18</td>
<td>Current Re-admissions to PT</td>
<td>2.25</td>
</tr>
<tr>
<td>Wound Care</td>
<td>106</td>
<td>Monthly Discharges</td>
<td>5.0</td>
</tr>
<tr>
<td>Neuromuscular Re-education</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orthotics/Splinting</td>
<td>0</td>
<td>Reasons for Discharge</td>
<td></td>
</tr>
<tr>
<td>Modalities</td>
<td>100</td>
<td>Goals Met</td>
<td>13</td>
</tr>
<tr>
<td>Evaluation/Re-evaluation</td>
<td>119</td>
<td>To Restorative Nursing</td>
<td>0</td>
</tr>
<tr>
<td>Supervisory Visit</td>
<td>140</td>
<td>To Functional Maintenance</td>
<td>0</td>
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<tr>
<td>Functional Maintenance</td>
<td>0</td>
<td>Transfer to home/other facility</td>
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</tr>
<tr>
<td>Restorative Nursing</td>
<td>0</td>
<td>Expired</td>
<td>8</td>
</tr>
</tbody>
</table>
PHYSICIAN SERVICES

1 Faculty: Nidhi K. Gulati, MD, CMD, Medical Director
1 Physician Assistant: Loren Biggs, PA-C

16 Residents: Acting as Staff Physicians with monthly and yearly rotations, plus electives

Services Rendered

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Patient Care Conferences</td>
<td>51</td>
</tr>
<tr>
<td>Patients Reviewed</td>
<td>629</td>
</tr>
<tr>
<td>Family Members Present at Conference</td>
<td>166</td>
</tr>
<tr>
<td>Patients Present at Conference</td>
<td>8</td>
</tr>
<tr>
<td>Teleconferences</td>
<td>66</td>
</tr>
<tr>
<td>Admission History and Physical Examinations</td>
<td>65</td>
</tr>
<tr>
<td>Discharge Summaries</td>
<td>57</td>
</tr>
<tr>
<td>Re-admission History and Physical Examinations</td>
<td>178</td>
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</tbody>
</table>

SOCIAL WORK

<table>
<thead>
<tr>
<th>Case Contacts</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Patient</td>
<td>7,229</td>
</tr>
<tr>
<td>Family</td>
<td>3,925</td>
</tr>
<tr>
<td>Staff</td>
<td>19,595</td>
</tr>
<tr>
<td>Agency</td>
<td>1,591</td>
</tr>
<tr>
<td>TOTAL</td>
<td>32,340</td>
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### ACTIVITIES

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Programs Provided by Activity Department</td>
<td>848</td>
</tr>
<tr>
<td>Programs Provided by Volunteers</td>
<td>232</td>
</tr>
<tr>
<td>Programs Away From Facility</td>
<td>21</td>
</tr>
<tr>
<td>Group Programs</td>
<td>1,080</td>
</tr>
<tr>
<td>Re-evaluations</td>
<td>613</td>
</tr>
<tr>
<td>One-On-Ones</td>
<td>858</td>
</tr>
<tr>
<td>Volunteers</td>
<td>842</td>
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<tr>
<td>Volunteer hours</td>
<td>1,184</td>
</tr>
<tr>
<td>Total Patient Attendance</td>
<td>40,506</td>
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### PHARMACY SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Drug Regimen Reviews</td>
<td>1,775</td>
</tr>
<tr>
<td>New Admissions (development of initial Pharmacy Care Plan)</td>
<td>65</td>
</tr>
<tr>
<td>Pharmacist Recommendations</td>
<td>638</td>
</tr>
<tr>
<td>Live In-service Education Programs Provided</td>
<td>18</td>
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<tr>
<td>Medication Utilization</td>
<td></td>
</tr>
<tr>
<td>Anti-psychotic Drug Use</td>
<td>25%</td>
</tr>
<tr>
<td>Anti-depressant Drug Use</td>
<td>56%</td>
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</table>