

2017 Excellence in Programming



Resident Memorial Tribute

California Veterans Home, Redding

When a resident-veteran passes away, the facility addresses the needs of the remaining residents and staff by placing a small table in front of their room with a black cloth, flowers, a picture of the resident and a folded flag. Residents stop by to pay their respects for up to five days. A 'mini memorial' called "Remembering our Fallen Hero" is held within three days. The memorial provides an intimate time in the unit where the resident resided where stories, memories, laughs and tears are shared. Each month, a larger memorial is held and all residents, families and employees are invited to take part in the service.

Get to Know Me!

Carmel Mountain Rehabilitation & Healthcare Center, San Diego

To promote individualized care for non-verbal residents and to encourage family involvement – a poster is created of each resident that includes favorite pictures, activities, foods and hobbies. The 'Get to Know Me' project creates a connection between the resident and their family and staff in Carmel Mountain's large, 120-bed building. The poster allows family members the opportunity to highlight favorite activities to help meet the special needs of their loved one. It also gives caregivers a personal story so they can focus on the resident as an individual. One big benefit has been the introduction of non-verbal residents into activities they previously enjoyed.



Medication Safety and Reduction

Oakdale Nursing and Rehabilitation Center, Oakdale

In order to address adverse drug events, Oakdale sought to appropriately reduce the use of medication. A small interdisciplinary team of nurses, physicians and pharmacists set a goal of reducing the average number of medications per resident from 13 to nine. The team collected baseline data, conducted monthly audits and increased communication among each other. After 20 months, medication use was reduced by 26 percent. At the same time, falls were reduced by 47 percent; the use of psychotropic medication dropped 18 percent and survey deficiencies were cut in half. The program not only improved the quality of life for residents, it changed the mindset of nurses and physicians.

Nurse of the Year Award

Roxan Vincent, RN

Vienna Nursing and Rehabilitation Center, Lodi

As director of nursing at the Vienna Nursing and Rehabilitation Center, Roxan Vincent oversees nursing, MDS, education and infection control at a busy 150-bed facility. Her experience as a CNA, LVN, MDS coordinator, RN, BSN and DON during a 20-year career span prepared her to lead a team with a focus on patient-centered care. Known in the community for her knowledge of healthcare issues, she serves on a task force among local SNFs and hospitals to decrease re-admission rates and improve overall care.

With no nurse consultants or ADON, Roxan leads by example, whether on the floor or while providing in-service training. With a focus on quality, she helped Vienna rise from a 3-Star to a 5-Star facility for five years in a row, with a deficiency-free survey during the last inspection. Vienna's composite score by HSAG places it in the top ten percent of facilities nationwide.

Roxan has worked to create a family environment where residents and short-term patients can thrive. She treats everyone with respect and has a loyal following, which has led to higher staff retention. Her open door policy makes her an invaluable leader with a daily impact on both staff and residents.

