



2019 QUALITY REPORT

CEO UPDATE

Each year, the California Association of Health Facilities reviews the accomplishments of our members who work to deliver quality care to skilled nursing patients and developmentally disabled residents in community-based homes.

We have a tremendous amount of great information to share about improvements in the skilled nursing profession that you won't find in the day-to-day headlines.

This knowledge is personally relevant because someone you know – probably a baby boomer – will need to access some form of long term care services during their lifetime following an accident, illness or surgery.

Because our data is collected and validated quarterly by state and federal agencies, we know unequivocally that CAHF members continue to make impressive gains in the delivery of care.

California remains No. 1 in the nation in preventing depression and helping residents get back on their feet and remain independent. The state is second best in preventing falls with injury. Providers have reduced the level of antipsychotic medication by an astonishing 46 percent.

In today's "long term care" setting, only 15 percent of residents are long-stay and 85 percent leave after less than three months. In these 'mini hospital' settings, CAHF members help patients get back home or to a lower level of care following skilled nursing and rehabilitation.

It is often said that those who make a career in long term care have a special calling. That perception was underscored in late 2018 when skilled nursing employees risked their lives to ensure the safe evacuation of 175 frail nursing home residents during the state's deadliest fire in Paradise.

I invite you to read more about the heroism, dedication and resourcefulness of our members on the following pages.



Craig Cornett
President/CEO





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NATIONAL QUALITY AWARD WINNERS STRIVING FOR EXCELLENCE



The American Health Care Association's Quality Award program provides a pathway toward performance excellence.

This year, CAHF members intensified their quality efforts and 37 facilities were recognized nationally for their efforts.



Bronze *Commitment to Quality*

- Windsor Manor Rehabilitation Center of Concord
- Windsor Post Acute Care Center of Hayward
- Harbor Villa Care Center, Anaheim
- Brookside Healthcare Center, Redlands
- Sunrise Villa Culver City
- Lodi Nursing & Rehabilitation
- Sunrise at La Jolla, San Diego
- Courtyard Healthcare Center, Davis
- Pacific Gardens Nursing & Rehabilitation Center, Fresno
- Avalon Health Care, San Andreas
- Capital Transitional Care, Sacramento
- Sunrise of Burlingame
- La Jolla Nursing and Rehabilitation Center
- Grossmont Post Acute Care, La Mesa
- Windsor the Ridge Rehabilitation Center, Salinas
- Parkview Post Acute, Santa Rosa
- Windsor Post Acute Healthcare Center of Modesto
- Franciscan Healthcare, Merced
- Gilroy Healthcare and Rehabilitation Center
- Highland Care Center, Redlands
- Valle Vista Convalescent Hospital, Escondido
- Avalon Care Center, Modesto Hy-Lond
- Windsor Gardens Convalescent Center of San Diego
- Windsor Country Drive Care Center, Fremont
- LaSalette Health and Rehabilitation Center, Stockton
- Palo Alto Sub-Acute and Rehabilitation Center
- Turlock Nursing and Rehabilitation Center
- Anaheim Crest Nursing Center
- Camarillo Healthcare Center
- Windsor Park Care Center of Fremont
- Buena Vista Care Center, Anaheim
- Maple Healthcare Center, Los Angeles



Silver *Achievement in Quality*

- Ararat Nursing Facility, Mission Hills
- Folsom Care Center, Folsom
- Remington Club, San Diego
- San Luis Transitional Care, San Luis Obispo
- Vista Pacifica Convalescent, Riverside

SAVING SOULS HOW NURSING HOME WORKERS SELFLY EVACUATED 175 RESIDENTS



In Nov. 2018, dozens of ordinary people took extraordinary steps to put the lives of skilled nursing residents above all else during the worst fire in California history.

When wind-driven flames swept into Paradise during the Camp Fire, certified nurse assistants, dietary aides, social services workers, therapists and administrative staff sprang into action.

Because of their fearless efforts, 175 skilled nursing residents were safely evacuated from three nursing centers - Cypress Meadows Post Acute, Heritage Paradise and Pine View Center.

As disaster-training protocols kicked into place, residents were lined up, ready for transport. Help never arrived.

When the fire got too close, most were loaded into personal vehicles and driven out of harm's way.

One of the last to leave Cypress Meadows was pregnant social services director Olivia Drummond. "The wind was blowing hot embers into our faces," she recalled. "We were knocking embers off residents, getting fire blankets from fire personnel and putting masks on those in the truck beds. A lot of training just kicked in. Those drills, I am so grateful for them," she added.

Certified nurse assistant Imelda Abed, 67, huddled in the

back of a pick-up truck with two residents during the 16-mile trip from Paradise to Chico. Her boss, Cypress Meadows Administrator Brian Collier did the same with another patient.

Says a grateful Drummond, "I believe people that work in nursing homes are exceptional human beings who are born to do the work, not trained."

At Heritage Paradise, administrator Jessica Johnson, her two pre-school daughters in tow, began making transportation arrangements as soon as she got to work while her boss Sonya Meyer and other staff prepared residents for evacuation. Those who could get into personal vehicles and fled.

Johnson reached Joe Miceli, owner of Merit Medi-Trans who agreed to bring vans. Drivers Tommy Davis from Windsor Chico Creek and Steve Brace and Duanne Barr of The Terraces also drove into the path of the fire against the traffic. When the fire was just 150 yards away, they pulled into the facility to rescue the last seven residents.

All of the nursing home residents were re-located to a half dozen different facilities, but 27,000 people continue to deal daily with the realities of wildfire recovery. The North Valley Community Foundation of Chico is coordinating relief efforts for Camp Fire survivors – and former skilled nursing employees – who lost their homes, cars and jobs during their valiant efforts to help others.



Joe Miceli



Sonya Meyer, Jessica Johnson



Olivia Drummond



Merit Medi-Trans Ambulance

UNDERSTANDING THE CONTINUUM OF CARE

Three out of four people over age 65 will need some form of long term care services during their lifetime. For the best outcome, it's important to identify the most appropriate setting to serve the specific needs of each individual.





Nursing Home Leader Academy of Excellence *Leadership Matters*

Most applicants to California's nationally recognized Nursing Home Leader Academy of Excellence already run highly-rated four or five star facilities. Learning how to take that initiative to a higher level is the centerpiece of this unique leadership program that places an emphasis on results.



The program challenges academy members to identify a specific quality improvement goal, initiate data collection, establish a baseline and implement an action plan. Attendees track their progress during the nine-month program, meet in-person, connect through webinars and report on their achievements at the end of the year.

Facilities have created action plans to address and reduce facility falls, improve employee retention and enhance the dining experience among other specific initiatives.



Dietary Services Project *Recipe for Success*

Mealtime is the highlight of the day at most skilled nursing centers and safe food storage, preparation and delivery is at heart of a new statewide initiative to cultivate best practices in the kitchen.



The CAHF Dietary Services Project is serving up a robust curriculum of education materials, training videos in three languages and in-person classroom courses for dietary managers and food service workers. The \$1.1 million grant from the California Department of Public Health will address behind-the-scenes efforts, enhance the overall dining experience and help members achieve superior survey results.



Volunteer Engagement Project *Harnessing Human Potential*

A good volunteer network is essential to maintain resident quality of life and a connection to the local community. The grant-funded Volunteer Engagement Project is developing a template for facilities across the state to successfully create and sustain volunteer programs. Twenty skilled nursing facilities are participating in an intensive pilot program to brainstorm ideas and develop person-centered projects suitable for volunteer engagement. A handbook and how-to video will be available to all facilities by next year.



FACILITY SUPER STARS LIFE LONG CAREERS IN LONG TERM CARE



Some come in to work on their days off. Others work two jobs. Many never call in sick.

CAHF's Facility Super Stars are certified nurse assistants, cooks, supervisors and office managers who have one thing in common – they are a rare commodity in today's workforce.

2018 Facility Super Stars

Sharon Aleo
Director of Nursing
Windsor Post-Acute Center of Arvin,
Bakersfield
29 years of service

Eufemia Bone
Certified Nursing Assistant
Del Rio Gardens Center, Bell Gardens
29 years of service

Peggy Cantrell
Director of Social Services
Dycora Community Care, Fresno
29 years of service

Juana Castaneda
Payroll Clerk
Grant Cuesta Sub-Acute &
Rehabilitation,
Mountain View
32 years of service

Arcelia Castillo
Certified Nursing Assistant
Dycora Manchester
30 years of service

Francisca Cedano
Director of Social Services
Del Rio Convalescent Center,
Bell Gardens
39 years of service

Elizabeth Dardon
Clinical Resource
Ensign Services, Mission Viejo
35 years of service

Rosa Guanizo
Certified Nursing Assistant
Glendora Grand, Glendora
28 years of service

Rosalind Hearne
Business Office Manager
Long Beach Care Center, Long Beach
37 years of service

Pluma Hobbs
Health Information Manager
Oroville Hospital Post Acute Center,
Oroville
29 years of service

Evelia Meza
Certified Nursing Assistant
Torrance Care Center West, Torrance
28 years of service

Dianne Rice
Director of Business Development
Windsor Palms Care Center of Artesia
31 years of service

Soledad Rodriguez
Certified Nursing Assistant
Santa Teresita Skilled Nursing Facility,
Duarte
38 years of service

Cecilia Santiago
Cook
Pacific Villa, Long Beach
32 years of service

Monica Santos
Licensed Vocational Nurse
Dycora Transitional Health and Living,
Fresno
31 years of service

Tavete Sitafine
Certified Nursing Assistant
Shoreline Care Center, Oxnard
32 years of service

Erlinda Soto
LVN Unit Supervisor
Pacific Coast Manor, Capitola
32 years of service

Patricia "Patti" Terry
Unit Assistant
Edgemoor Hospital DP/SNF, Santee
30 years of service

Elida Velasquez
Certified Nursing Assistant
Flower Villa, Los Angeles
39 years of service

Maribel "Mary" Velazquez
Employee Services/Payroll
English Oaks - Generations
Healthcare, Modesto
28 years of service

CONNECTING TO COMMUNITY 2019 SHOWCASE AWARDS



Camp Fire Relief

California Park Rehabilitation Hospital, Chico

When flames from the deadly Camp Fire approached, staff at California Park Rehabilitation Hospital in Chico, safely evacuated 27 residents. However, many employees who lived in nearby Paradise lost their homes and possessions. The Cal Park team set up a GoFundMe account, solicited support from the community and across the United States and raised \$120,000. The money was distributed to needy employees and to a local charity to support disaster relief efforts. To symbolize unity, Cal Park created and distributed t-shirts depicting fire scenes. The design proved so popular the facility is selling the t-shirts to benefit another community relief effort.



Thanksgiving Feast

Amaya Springs Healthcare, Spring Valley

The Heart to Serve Program quadrupled its giving potential on Thanksgiving when four skilled nursing facilities joined forces to prepare, deliver and serve a Thanksgiving feast to 1,300 people. Skilled nursing residents prepared more than 600 pounds of roast beef, 500 pounds each of carrots and potatoes and six cases of lettuce. The team delivered the goods and served the meal at Father Joe's Village in San Diego. Amaya Springs organized the event with help from Brighton Spring Valley, Brighton San Diego, Point Loma Healthcare and Rockport. The Heart to Serve program gives residents at 70 Rockport facilities the opportunity to prepare and personally serve food each month at area shelters.



Day of Hope

Country Oaks Care Center, Santa Maria

Each year, the Marian Foundation and Santa Maria Times sponsor the Day of Hope. The goal of the fundraiser is to sell as many newspapers as possible to support cancer patients and their families. Six residents, some who are cancer survivors, as well as staff and families volunteered to get up early and sell newspapers. The team raised more than \$300, but more importantly, residents had the satisfaction of contributing to the community and making a difference in someone else's life.

**SALON VIENNA
DELIVERING SERENITY FOR RESIDENTS
THROUGH PERSON-CENTERED CARE**



Soft chandelier lighting, dark warm finishes and marble inspired floors greet eager nursing home residents who look forward to a relaxing beauty treatment in a tranquil environment.

Whether its hand and nail care during a professional manicure or enjoying a warm water footbath in advance of a pedicure, Salon Vienna offers a break from the daily routine and a chance to rejuvenate the spirit.

Residents at Vienna Nursing and Rehabilitation in Lodi are lining up to book appointments for nail salon services as well as hair appointments, which encompass a full array of services including shampoo and set, color and curl. The treatments, which are free of charge, are available Monday through Friday at the sprawling 150-bed nursing center.

To accommodate residents in wheelchairs, the salon features special wall-mounted hair dryers and washing sinks that can be raised or lowered to accommodate the individual needs of each customer.

“The ultimate goal is to provide a transformative experience,” says Vienna administrator Corey Wright. “The salon makes our residents feel special and when they feel good about themselves, it contributes to better health.”

Wright notes that residents who come to Vienna after an extended hospital stay in need of a shower and attention to personal hygiene are being moved close to the front of the line. “Think about how much you want to have your hair washed after spending three or four days in the hospital,” he adds.



“The salon makes our residents feel special and when they feel good about themselves, it contributes to better health.”

*- Corey Wright, Administrator
Vienna Nursing & Rehabilitation*

The salon also has a dedicated room for oral care, and the facility has purchased a special mobile chair and state of the art cleaning equipment for routine assessments and cleanings. If necessary, the unit can be wheeled to a resident’s room to provide dental cleaning at the bedside. A specially trained, part-time dental hygienist will come on board in the spring.

As part of the evolution of Salon Vienna, plans include remodeling another private room where personal massages will be provided.

Wright says the salon has a side benefit. He sends delighted

employees to the salon for complimentary manicures or pedicures on their birthdays, or as a reward for exemplary service.

Residents and families agree Salon Vienna is reinventing the perception of skilled nursing, one satisfied customer at a time.



WORKFORCE SHORTAGE IMPACTS LONG TERM CARE



The Challenge

*23,000 certified nurse assistants
needed by 2023*

As the state's population ages, the demand for certified nurse assistants has skyrocketed. The Office of Statewide Health Planning and Development estimates the state will need 23,000 additional certified nursing assistants within the next four years. That's a 70 percent increase in CNA workers.

In 2018, the state passed legislation to require that facilities provide 3.5 hours of direct care to each patient on a daily basis, with 2.4 hours provided by a CNA. However, potential frontline caregivers are choosing to work in less-demanding, higher-paying jobs outside of the healthcare profession.

Seeking Solutions

CNA Training Kickstarter Project

A new training program to employ 1,000 certified nurse assistants (CNAs) and develop 60 in-house CNA training programs by 2020 is making headway.



CAHF's education arm, the Quality Care Health Foundation, is managing a \$2.4 million training grant from the California Department of Public Health. Students enrolled in the CNA Training Kickstarter Project undergo 160 hours of instruction including 100 hours of clinical training to obtain their certification. All of the in-house nurse training programs will be in operation by mid-2020.



California's 32,000 certified nursing assistants are the bedrock of skilled nursing centers. Each day, CNAs help residents with daily living activities like eating, dressing, personal hygiene and continence needs. They take vital signs and help transport residents in the facility. Along with licensed vocational nurses and registered nurses, CNA's provide care for 400,000 people each year.

QUALITY MATTERS

The federal Centers for Medicare & Medicaid Services tracks 24 indicators of quality care each quarter allowing consumers to access detailed information on any skilled nursing center on the Nursing Home Compare website.

According to CMS, California providers rank No. 1, 2 or 3 in the nation in eight categories. California facilities perform better than any other state in reducing depression and helping residents get back on their feet after surgery or illness. (Q3, 2018).

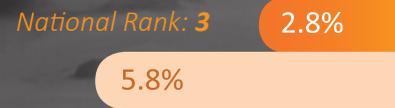
Other important milestones include the prevention of weight loss and falls with injury. California is sixth best in the nation in reducing the use of antipsychotic medication.

● California
 ● United States

ADL Decline



Long-Stay Pain



Weight Loss



Urinary Tract Infection



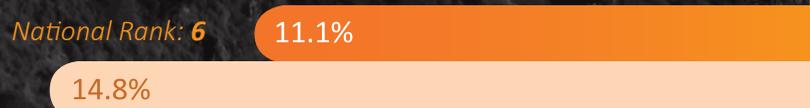
Depressive Symptoms



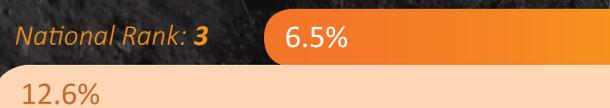
Injurious Falls



Long-Stay Antipsychotic Meds



Short Stay Pain



Long-Stay Ability to Move Worsened



Providers are at or above the national average in a majority of the remaining quality measures:

- LS High-Risk Pressure Ulcer
- Incontinence
- Catheter
- Restraints
- LS Flu Vaccine
- LS Pneumonia Vaccine
- Worsening Ulcers
- SS Flu Vaccine
- SS Pneumonia Vaccine
- SS Antipsychotic Meds
- SS Discharge to Community
- SS ED Visit
- SS Re-hospitalization
- SS Improvements in Function
- LS Antianxiety/Hypnotic Meds

LS - Long-Stay
SS - Short-Stay

DATA REPORT: SERVING CALIFORNIA'S LONG TERM CARE RESIDENTS

There are approximately

1,250

licensed nursing facilities in California (SNF and ICF, including long term care units of acute hospitals, known as distinct parts).

California's licensed long term care facilities employ more than

147,000

employees with payroll benefits exceeding

\$6.2 billion

annually.

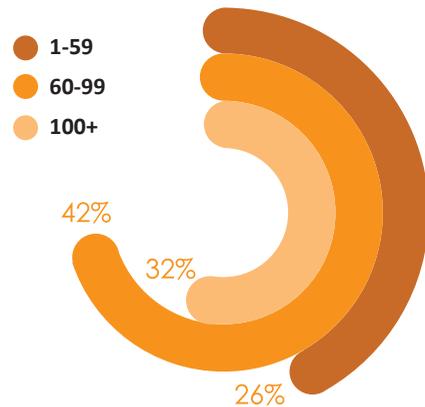
Nursing facility occupancy rates in California are approximately

87 percent

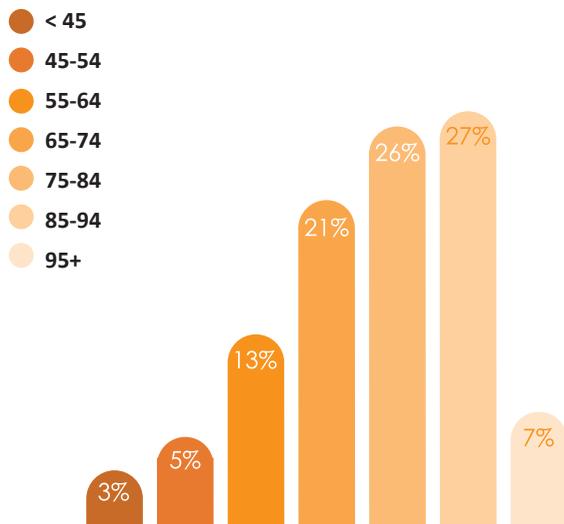


Skilled nursing facilities (SNFs) provide nursing care on a 24-hour basis. Intermediate care facilities (ICFs) provide regular medical, nursing, social and rehabilitative services in addition to room and board for individuals not capable of independent living.

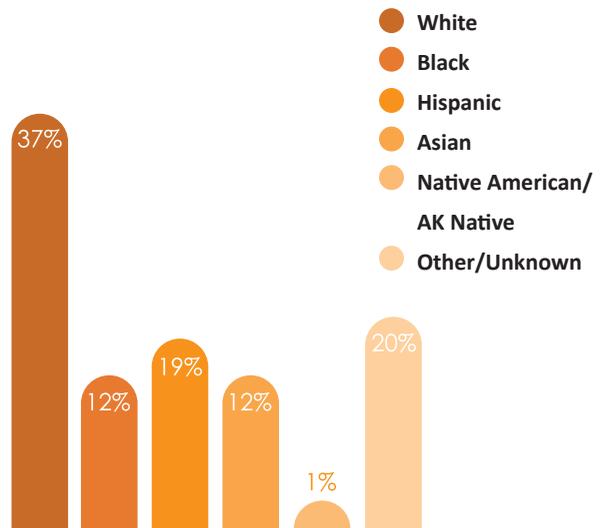
SNF Residents by Bed Size



SNF Residents by Age



SNF Residents by Race



As many as
400,000

Californians are cared for annually in licensed long term care facilities

On average,
58.8 percent

of residents are female.

The average length of stay in today's long term facility is less than

three months
for
84.3 percent

of the resident population*

*Just 6.0 percent of all residents remain in the facility for one year or more.

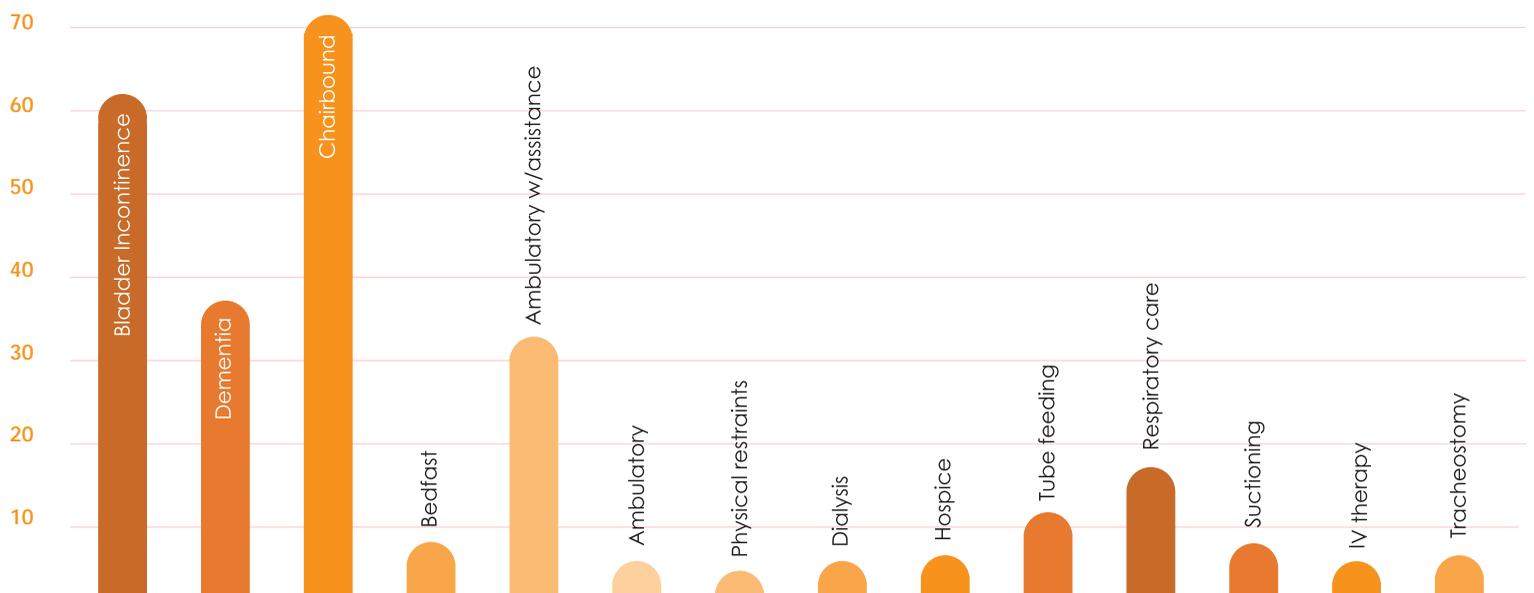
Activities of Daily Living

Percentage of residents requiring assistance



Other Health Characteristics

Percentage of residents requiring special treatment





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