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Administrator Training at the Laurels of Mount Vernon Skilled Nursing Facility

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Administrator Training at The Laurels of Mount Vernon Skilled Nursing Facility

Lance Stambaugh

Practicum Site

The Laurels of Mount Vernon is a 109 bed skilled nursing and rehabilitation center that located in rural Mount Vernon, Ohio. The Laurels of Mount Vernon houses both acute rehabilitation patients and long term care guests. The facility also contains a Memory Care Unit that houses patients that suffer from Alzheimer's and other forms of Dementia.

The Laurels of Mount Vernon offers a wide range of services such as: Occupational Therapy, Physical Therapy, and Speech Therapy. The facility also offers non-therapy ancillary services such as: in-house wound care, restorative programs, and peritoneal dialysis.



Dual Program Completion

While completing the MSAH 6900 course, I was also able to begin the completion of the Administrator in Training (AIT) program as well. The AIT program is a program that is designed by the Board of Executives of Long Term Care Service and Supports. The program prepares aspiring Nursing Home Administrators for the duties that are required of one in such a position. The AIT program requirements are similar to those of the MSAH 6900 course work. Both programs require a specific amount of hours to be completed (250 hours for the MSAH 6900 program and 1500 for the AIT program), both require direct supervision from a professional in desired position, and outside learning to better learn the position.

Learning Opportunities

Each week of my learning experience brought different events and challenges that allowed me to gain the knowledge needed to be successful in my future career. The tasks in which I was able to participate in were as follows:

Self Reported Incidents (SRI)

As defined by the Center for Medicare and Medicaid Services: A facility must ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source, and misappropriation of resident property are reported immediately to the administrator of the facility and to other officials in accordance with State law through established procedures. These potential violations are known as Self Reported Incidents (SRI). The initial report must be submitted to the state survey agency through an online portal within 24 hours of the incident. After the initial report, an internal investigation must be conducted by the facility, and the results and findings then being reported within 5 business days of the initial report. My role during the completion of a SRI was to assist in completing interviews, searching for lost items, and reporting the gathered information to the facility Administrator.

Employee Satisfaction

Employee retention is an important area in which skilled nursing facilities must place emphasis on improving. The employee turnover rate in the skilled nursing industry ranges from 45-66% annually (PHI, 2018). It is estimated that replacing just a State Tested Nursing Assistant could cost a facility \$2,200 (PHI, 2018). The Laurels of Mount Vernon has made employee retention a high priority within the past 2 years, and continuously attempts to improve retention through various strategies that improve employee satisfaction. I was tasked with monitoring employee morale through weekly communication with various staff members. I was also able to create a staff appreciation day in which food was provided for staff, and a dunk tank was available to dunk any department manager of their choosing. The goal of this event was to establish a workplace morale that promotes positivity and joy.

COVID-19 Precautions

During the current COVID-19 pandemic a large emphasis has been placed on keeping the guests and residents in the safest environment possible. There have been many policies and procedures that have been established to ensure that The Laurels of Mount Vernon is doing just that. My role in this matter was to assist with the employee testing process, communicating established policies and procedures to the staff members to ensure they are followed, and assist in reviewing company updates to ensure the facility is following the established guidelines.

Facility Repairs

Though The Laurels of Mount Vernon is a 104 bed facility, the average daily census of skilled patients that are expected to return to their prior living arrangement is approximately 15-18 patients. The average length of stay for those patients is approximately 30 days, which means that on average there are 15-18 newly admitted patients to the facility, every 30 days. This high turnover rate causes a large amount of wear and tear on patient rooms, and requires focus on repairing these rooms. My role in this area was to assist the maintenance department in identifying the needed repairs, and also assisting in completing those repairs.

Facility Financial Reviews

The current COVID-19 pandemic has decreased skilled nursing facility revenue, and increased spending due to the increased need for personal protection equipment and other resources. I was tasked with assisting in the review of financial reports, and identifying the areas in which spending could be decreased and areas in which spending should be increased to ensure all of the necessary resources were obtained to operate the facility at a safe and productive level.

Ohio Department of Health Survey Preparations

The Ohio Department of Health completes an annual survey of each licensed skilled nursing facility in the state. During these surveys all aspects of the facility's performance are evaluated. This is to ensure that the facility is abiding by state regulations, and that the facility's residents are being provided the highest quality of living possible. In order to ensure that the facility is prepared for these surveys many simulated surveys are completed by the facility to identify any possible violation that could occur. The assignments that I completed during these simulated surveys were information collection, staff education, and review of facility policy.

Monitoring Guest Satisfaction and Nursing Performance

In order to ensure that the facility is operating at the highest level of satisfaction guests are frequently interviewed and the nursing staff performance is monitored. I had the opportunity to interview guests in detail, and by doing this the facility could frame a conclusion as to if the guests were receiving the quality of nursing care desired. I was able to complete these interviews on a weekly basis and then report my findings to the facility Administrator.

Core of Knowledge

The Core of Knowledge is a 12 day learning program that is designed to present aspiring Nursing Home Administrators with the resources and learning materials necessary to allow them to succeed in the field. The Core of Knowledge course content is presented by multiple guest speakers, all of whom specialize in that area of content. The course content covered all job duties of Nursing Home Administrator, and also cover great insight into the history of the profession and how it came to be the profession it is today.



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