



# A Foundation to Build On

QUABBIN VALLEY HEALTHCARE • ANNUAL REVIEW 2017

**T**wo thousand seventeen was a defining year for Quabbin Valley Healthcare. That was when we determined the key building blocks that will serve as a solid foundation upon which we can build our future. It was the year when we drew up a plan that will guide us through 2018 and well beyond, and position us to achieve care and service excellence, and solid financial performance.

## Laying a Strong Foundation

Laying a strong foundation requires detailed planning, proper equipment and materials, and a highly skilled workforce to begin to bring the architect's vision to life. In 2017, Quabbin Valley decided to focus our efforts in four similar areas: workforce stabilization, resident and patient equipment upgrades, physical plant upgrades, and technology.

Why we made those choices is simple: We believe that to excel as a skilled nursing facility, we need to attract, develop, and retain employees of the highest caliber. We also need to continually assess and upgrade our equipment and technology. We believe that the quality of our

employees, and their ability to effectively implement our care and service programs, will set us apart from our peers.

## Proving Our Commitment to Quality

As part of our commitment to being the best provider of post-acute care services in the area, we underwent a rigorous survey process in 2015 with CARF International (the Commission on Accreditation of Rehabilitation Facilities) and were awarded the highest accreditation for three years. We are currently the only provider in the Athol area with this distinctive designation.

## The Four Pillars of Our Strategic Plan

Our current strategic plan focuses on four pillars of success: Financial Sustainability, Quality, Customer Satisfaction, and Workforce.

- **Financial Sustainability:** We will operate our business in a way that allows us to continue to achieve our objectives and fulfill our mission over the long term.
- **Quality:** We will provide the best quality clinical care in the region for both our long-term care residents, who call us home, and our short-stay rehabilitation





patients to ensure that we are the region's best care-transition partner.

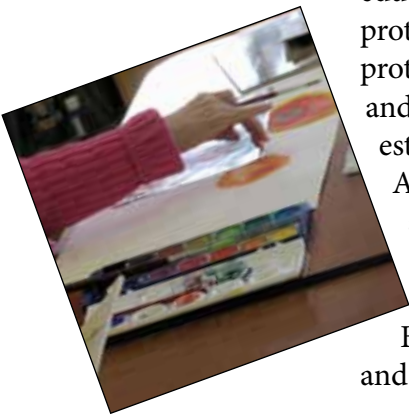
- **Customer Satisfaction:** We will become known throughout the greater Athol region for our exceptional customer service.

- **Workforce:** We will be the employer of choice, creating an inclusive and dynamic work environment where a diverse workforce is fully engaged and energized to put forth its best effort every day.

### Investing in Our Facility and Our Community

Over the last few years, Quabbin Valley has invested in electronic medical records; staff education and training; the purchase of new equipment, including electric beds; and community education programs geared towards seniors. Examples of these community education programs are seminars on protecting yourself from Medicare fraud, protecting yourself from identity theft, and a presentation by a lawyer on elder estate planning focused on the Veteran Aid and Attendance Program. We have also held fundraisers for Alzheimer's research (including our annual Forget-Me-Not Walk, our Gourmet Burger Night, and community bingo) and for a local animal shelter.

We provide seniors in the community with a free meal at Quabbin Valley each month, give away over 250 pies to seniors for Thanksgiving, hold free blood pressure clinics at the Athol



Senior Center, and educate seniors on how to prevent falls in the home, how to prepare meals that are diabetic friendly, and more. We also run our popular soup kitchen every Friday from January through March, featuring one staff-prepared or one resident-prepared soup for \$3 a bowl.

### Successful New Programs

Our outpatient rehab program has taken off since it was introduced in 2016. Outpatient rehab is open to the public, ages 22 and over. We see people within two weeks of their initial inquiry, often sooner, and provide physical, occupational, and speech therapies.

On another note, we now have a horticultural therapist visit once a week who works with our residents on planting and caring for flowers in our raised beds.

### Improving Quality of Care

Reduction in unnecessary rehospitalizations has been—and will continue to be—a primary focus for us. With national benchmarks at about 17%, we are poised to achieve rates lower than that. Over the next couple of years, we plan to educate nurses and doctors on this new benchmark, to help doctors become more comfortable trusting nurse assessments, and to facilitate better communication between these caregivers. Keeping patients at the facility when medically appropriate, rather than sending them out to the emergency room, will decrease unnecessary inconvenience for the patient.

### A Strong Foundation in Place

Quabbin Valley Healthcare did the needed planning in 2017 to lay a strong foundation for our future. In 2018 and beyond, we'll be building on that foundation. We'll report on our progress in next year's Annual Review.



## Quabbin Valley Healthcare

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