



Plaza Periodical

August2022



A Message from the CEO

With the heat of the summer upon us, hydration is at the top of the list for our Residents who enjoy the outdoors. We have water stations in each patio area and have a misting system that can be self operated in our front patio.

With summer comes vacations. Most of our staff take some time off but we stagger vacations so Plaza Healthcare can assure the residents needs are being met. Plaza is fortunate to have an abundance of staff to assure people can enjoy personal time with their family and friends.

As we continue to navigate the COVID pandemic, many of you have returned to a sense of normalcy in your daily lives with most restrictions lifted and businesses operating as before. In Healthcare, it is a much different story. We continue to be heavily regulated and we must continue to adhere to multiple mandates from the CDC, Centers for Medicare and Medicaid (CMS), and the Arizona Department of Health Services. Our goal is to keep your loved ones and our staff safe. We appreciate your support.

Communication, collaboration, and a caring attitude are the bedrocks of Plaza Healthcare to exceed the expectations of those we serve. In the handbook you receive upon admission contains a directory of all departments and key personnel. We invite you to reach out anytime to any of us should you have questions or concerns. We also accept compliments and acknowledgement of those who have impressed you.

Thank you again for your support and as the school year begins this month, I remind you to watch for children on the roads and be safe.



A Message from Admissions How to choose the right facility

With so many choices, it is a difficult task to ensure you are choosing the right facility for your loved one. Here are some key points and things to look for to help you navigate the process.

The best place to start is with Medicare.gov and/or the hospital's discharge planner to get a list of all the CMS 5-Star rated facilities. The Centers for Medicare and Medicaid (CMS) has developed a rating system which is the best indication of how good a facility is. The star rating takes into account quality of care, staffing levels, and number of deficiencies the facility has received.

Once you have the list, look to see if the services your loved one requires are offered at that facility and whether or not they accept your insurance.

At this point, you should have narrowed your list to 2-3 facilities. The next step is to go visit the facility. It may seem cumbersome or time consuming to visit this many facilities, but this is an important decision and having a tour will tell you a lot about a facility.

While touring a facility, use your senses

- Are there strong or unpleasant odors
- Is the facility well maintained, from the building to the furnishings
- Is there a welcoming atmosphere
- Do you see or hear compassionate interactions with residents
- Is there plenty of staff

And ask LOTS of questions such as;

- How long have key members of the facility been employed there
- Do caregivers work with the same residents every time they are on duty
- Is there flexible visitation
- How involved is the resident and/or family in care decisions
- How often do physicians and specialists see the residents
- How many residents is a Certified Nursing Assistant (CNA) assigned to work with during each shift
- What types of meals and/or special diets can be accommodated
- What happens if a resident requires an eye or ear doctor, dentist, podiatrist or requires counselling
- Who to contact if there are more questions

Once you have completed the tours, you should have a good idea of which facility to choose however there may be other factors to consider;

Location/Proximity

While the closest facility may be most convenient for you, it may not be the best choice. Many people will drive past a number of car lots to get to the higher end dealerships because they know the quality of car and service is superior. The same is true for nursing facilities.

Online Reviews

As with any business, online reviews can be misleading because oftentimes, the information is either false or heavily one-sided so be wary of reviews that have no substance and/or merit.

If I am not happy with my choice?

There are times when people choose a facility and it does not meet their expectations, or perhaps your loved one's condition changed such that you no longer feel they can provide the necessary care. There is nothing wrong with requesting your loved one be moved. We at Plaza Healthcare have accepted many patients from other facilities due to varying reasons.



Meet our Medical Director Dr. Omid Dilmaghalian Patient Centered Care

At Plaza Healthcare, we realize that the health care system itself has physician centric components to it such as policies, admitting privileges, billing and medical equipment. However, for best results we adhere to a patient centric model by focusing on the management of both acute and chronic diseases requiring a team approach.

Much of patient-centered care is focused on communication between physician and the patient. This concept requires the provider to be an effective communicator. The physician must be able to discuss and present the patient's overall medical condition, plan of care and expectation for the time spent in the facility. Difficult topics such as barriers to successful recovery and the concept of risk must also be discussed with the patient and family. Patient-centered care demands humility, as the patient is at the center of all we do.

One of the challenges to fully implementing a patient-centered model is the lack of unlimited time and resources. There are limitations placed by health plans, protocols and other regulatory requirements that do make time a valuable commodity. Our team approach has been crucial in utilizing this commodity to our advantage where focus has been quality of interaction second to quantity.

With multiple physicians on-site and specialists rounding at least weekly, the quality of interaction is that of which you would find in an acute setting. Coupled with staffing ratios nearing the highest in the country, Plaza Healthcare is providing one of the best solutions to achieving this patient-centered model.



Employees of the Month

June 2022

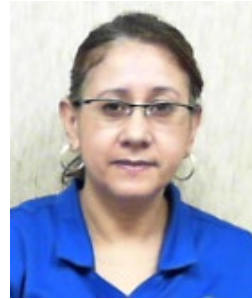


Brianna Diaz

Bri has worked for Plaza Healthcare since Dec. 2020 and is one of our outstanding Social Workers here to meet the psychosocial needs of our residents.

Congrats Bri!

July 2022



Amelia Gracia

Amelia has worked for Mimosa Springs for 18 years. Mimosa Springs is Plaza's affiliated Memory Care Community. Amelia is part of an amazing team that love and care for those with Alzheimer's.

Congrats Amelia!

Facility News

Plaza Healthcare named TOP 5 STAR RATED NURSING HOME by the American Registry

Congratulations to Bill Berrigan on his retirement after working for Plaza Healthcare for 33 years

Congratulations to all the staff of Plaza Healthcare for once again, achieving an "A" Quality Rating from the Arizona Department of Health Services as a result of the most recent survey in June.