



Plaza Periodical

August 2023



A Message from the CEO

I wanted to take this month's periodical to say THANK YOU, to all the staff of Plaza Healthcare. Every 12 to 15 months, the Arizona Department of Health Services conducts an annual licensing survey. For those who have not been through this process, it can be a very stressful time as you have 5-8 qualified State Surveyors pouring over every aspect of your operations to identify areas of concern that may need to be addressed. Findings are called deficiencies and in Arizona, the average number of deficiencies cited per facility in the past year is 6.6. These deficiencies can range in severity from isolated to wide spread, and from no harm to actual harm.

In August, Plaza Healthcare had its licensing survey and I am proud to announce that we were DEFICIENCY FREE. No deficiencies were found in all aspects including State Regulations, Federal Regulations, Life Safety, and Disaster Preparedness. This is the second time Plaza Healthcare has achieved this status but with everything that has happened over the past 18 months with COVID, national staffing shortages, and much more; this is probably the most satisfying of my career.

It is truly a team effort to achieve a "deficiency-free" survey. It is the dedication of our staff, the support from our families, the expertise of our contracted services and vendors, and the respect of our residents that makes it possible.

So as already said, but can never be repeated enough, THANK YOU.



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 2023

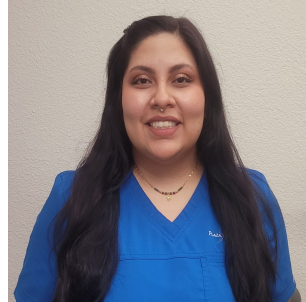


Nicole Durst

Nicole has worked for Plaza for four years. Starting out in Case Management, she was promoted to our Activity Director and received her professional certification. Her huge heart, passion, and love of everything crafty has made Nicole a great fit. Originally from Michigan, Nicole relocated and values being with her son and dogs. She loves 80's and 90's music, movies, sewing, crafting and embroidery.

Congrats Nicole!

July 2023



Allie Arthur

Allie has been a CNA for Plaza for one year and her compassionate heart makes her a great asset to the team. Allie previously managed comedy clubs but decided to become a CNA. Her mom and sister were a big inspiration for this change. Allie is a rescue animal lover and also enjoys making jewelry which she displays and sells at local flea markets.

Congrats Allie!

Facility News

STAFF CELEBRATE A "DEFICIENCY-FREE" SURVEY with a BBQ, Entertainment, and lots of giveaways!

