

PLAZA *S* HEALTHCARE



Plaza Periodical

June 2023



A Message from the CCO Kimberly DeLorenzo

As the new Chief Clinical Officer, I have been impressed with the professionalism, dedication, and caring attitude the staff here at Plaza Healthcare carry with them each and everyday. This culture of accountability and teamwork goes beyond the nursing department and is evident in all departments, regardless of their role or responsibility.

I am proud to be part of the team and in the months to come, will build upon this culture to even greater opportunities to serve our community.

Coming from an long term acute care hospital, and with over 25 years of experience in care delivery, I understand what it takes to be successful when caring for patients as compromised as the ones we serve. The assessment skills of our staff in cooperation with our in-house physicians, allows us to practice predictive measures rather than reactive which keeps our patients from returning to the hospital and improves the stability and consistency of continuing care.

I look forward to what we have planned in the future and for the loved ones of the people we serve, I am always available to listen to compliments and concerns, so please feel free to contact me.



A Message from Environmental Services Keeping it Clean with Stan Lewis

As the head of Environmental Services, it is my responsibility to oversee the building's cleanliness and it's laundry services. With a building size over 100,000 sq feet, this is no easy task but with a crew of housekeepers, janitors, and laundry personnel, it is a responsibility achieved through their enduring efforts.

Beginning with laundry, Plaza Healthcare has four 65 lb washers and 4 75 lb dryers in house to meet the demands of the facility. Keeping the nursing staff supplied with the necessary items is paramount which is why we run our laundry 24 hours a day, seven days a week. The laundry personnel understand caring for the ones we serve is a team effort, and ensuring the floors are stocked with the proper supplies allows our nursing staff to focus on care rather than shortages.

Outside of laundry, our team of housekeepers and janitors work tirelessly to ensure patient rooms, corridors, common areas and offices are clean and sanitized. The COVID pandemic was obviously one of the most challenging times for my department but with an attitude of doing what is right, we were able to hire extra personnel just to clean high touch areas and make multiple rounds to ensure the building was safe. It is due to this effort that Plaza Healthcare had an extremely low case number throughout the pandemic. Beyond the pandemic, we have maintained that attitude with the introduction of enhanced barrier precautions, continued high touch concentration, and the purchase of multiple electrostatic sprayer systems to effectively and efficiently maintain an aggressive spore defense program.

With the environmental services department, it is about safety first. From the types of chemicals and cleaning agents we use to the PPE our laundry workers are required to wear when dealing with soiled linen, to the utilization of rice bags for infectious materials so our personnel do not have to come in contact with the material when laundering, to the detail of terminal cleans to protect our patients.



Meet our Infectious Disease Doctor Dr. Vipul Ganatra Identifying and Treating Infections

Skilled nursing facility residents are among some of the most vulnerable populations for acquiring infections. We have seen over the years the acuity of our residents increase along with the prevalence of infections including multi drug resistant bacteria. It is the goal of our primary physicians, with the assistance of our infectious disease specialist Dr. Ganatra, to identify and treat these residents as quickly as possible.

Our nurses and physicians are constantly monitoring for signs of infections such as fevers, elevated white blood cells, changes in blood glucose and blood pressure. When these symptoms are identified, the physician can order additional testing to identify the specific bacteria. Tests like X-rays, cultures, biopsy, and stool samples are essential in helping identify the infection and treat it with the correct antibiotic.

De-escalation of antibiotics is a key element of our infection control program. When we de-escalate antibiotics, we reduce the spectrum of the antibiotic; this helps us to avoid unnecessary antibiotics that promote the development of multi drug resistant bacteria.

We understand that infections may not always be avoidable but it is our goal to identify them and treat them as quickly as possible. Last month Plaza Healthcare's infection rate was 4.87%, well below the national average goal of 7%. With the help of our nurses, primary physicians and infectious disease team we will continue to strive to bring this number even lower.

Facility News

A lot is happening at Plaza Healthcare and Mimosa Springs in regards to new equipment and renovations. Plaza is in the process of replacing its current generator with two state of the art generators which will be able to power the entire building. Currently, during an outage, has designated outlets etc., that run on emergency power, This massive upgrade will now allow uninterrupted care during outages regardless of outlets and location of patients.

In addition, Plaza Healthcare recently replaced all flooring in the kitchen and upgraded the dishwashing machine for more efficiency.

And soon, you will see new handrails, new TV's in the patient rooms and new nursing stations. Exciting times to be a part of Plaza.

Final approval has been received along with a company chosen to begin a significant renovation of Mimosa Springs, our Memory Care Community.

Employees of the Month

April 2023



Jessica Creed has been in our nursing department for four years. Her ability to lead quickly earned her a promotion to the DON of first floor.

Jessica finds the ability to make a difference as the most rewarding part of her job. She learned at a young age after a close friend was in a terrible car accident that great nurses can make all the difference. She saw first hand the impact nurses made on not only her friend, but herself and family as well. She wanted to help others and decided nursing was the best way to do it. She waitressed and did in-home child care while working her way through college.

Jessica is originally from Colorado but grew up in California. She relocated to Arizona to be closer to family while attending college.

Spending time with her son, daughter, dog Tink, cat Aurora, and Snowball the hamster are how she spends most of her time. Jessica also enjoys cooking, fishing, hiking, swimming and going to the movies.

Congratulations on being selected as April's Employee of the Month.

May 2023



Vanessa Gropetti has been a nurse for Plaza Healthcare since December of 2021. As a member of the RN IV Team, Vanessa is crucial to the well being and consistent monitoring of our residents.

Vanessa consistently goes above and beyond. When difficult situations arise, she never hesitates to step up to assist a coworker. Her critical thinking skills and calm demeanor shine through in all situations especially during an emergency where Vanessa remains level headed and in control of the situation.

Vanessa's dedication to the nursing profession and willingness to learn new skills to take on more responsibility is an example for all who work at Plaza.

Congratulations on being selected Employee of the Month for May.