Resident Safety Program

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Safety and Risk management is accomplished on several levels. We have made significant investments in technology to enhance our processes. We develop, train to, and implement policies in the community to strive to provide quality services in a great environment while minimizing risk. Compliance with these policies and with state regulations is monitored through key processes:

1. We have a corporate Training department and hired in-house content developers to further enhance training specific to our company. We implemented the Brainier Learning Management System to provide consistent training and track compliance with completion of state and Truewood training and continuing education. Mandatory training and continuing education courses are assigned in Brainier by the Seattle Office Training department by job title. We have set up mandatory fields in UKG personnel management software to track due dates for team member licenses and certifications. The community Business Office Director and General Manager monitor the status of training and license/certification renewal dates monthly with routine oversight by the Regional VPs of Operation and Seattle Office Training department.

2. Our policies, procedures, forms and manuals are housed on SharePoint to ensure community team members have access to the most current information at all times. Each Seattle Office Department Head is responsible for maintaining their respective content.

3. We utilize Yardi software to document and track resident assessments and service plans. The information is visible to Seattle Office and Regional staff. The reports are used by the Community, Regional and Seattle Office staff to monitor care levels and staffing for compliance with the staffing model, and to manage follow up tasks for changes in condition.

4. We implemented Yardi Incident Report software to document incidents occurring in the community and increase visibility to Seattle Office and Regional staff. We have added custom modifications to categorize incidents into high, medium and low risk. Notifications of High risk incidents are sent to Regional Nurses for oversight to ensure follow up.

5. Routine audits are conducted by the Quality Assurance Nurse yearly in each community. The audit is done using a tool that is revised at least yearly to reflect trends in survey citations and risk areas. The focus of the audit is to identify & review high risk residents and to review practices and documentation in the assisted living departments. Action plans with due dates are completed by the Community Department heads for any areas of non-compliance. The Regional Nurse follows up with the Regional VP of Operations on all action plans to ensure completion.

6. The Culinary Services department utilizes Crandall and Associates to conduct routine audits of each community for compliance with industry and state food service safety standards. The VP of Culinary Services reviews each report and follows up with the Communities.

7. We utilize the TELS system to plan, track and document routine maintenance tasks and repairs. Our Maintenance Director is responsible for logging tasks completed in the system.

8. We have a Safety Committee in the Community. It is comprised of key Community department heads. It plans to meet monthly to review incidents and discuss any identified or potential safety issues to plan and implement mitigation or correction.