

June 26, 2006

Agency for Health Care Administration
ATTN: Barbara Dombrowski, Contract Manager
2727 Mahan Drive, MS #51
Tallahassee, FL 32308

RE: Final Report, AHCA Funding Agreement No. AFA05

Dear Ms. Dombrowski:

This letter serves as the final report on our wheelchair buffet. We hope that you are pleased with how grant dollars are being utilized, as we seek to better serve the residents of the State of Florida. We remain convinced that the positive outcomes are the evident and that this program will be considered by other nursing homes as well as the Agency to be an example of "Best Practices" and a model for the long-term care industry.

Per the above listed grant funding from the Agency for Health Care Administration, our Wheel Chair Buffet has been implemented and operating successfully based on the terms of the contract, we are reporting a final report on comparative data, which shows positive outcomes in the areas listed below:

	Baseline data as of August 2005	Final data as of May 2006
• Increases in food intake	75 %	79.19%
• Decreases in weight loss	6.86 %	5.6 %
• Decreases in food supplements	45 residents	37 residents
• Decreases in food costs	\$2.39 p/d	2.02 p/d
• Increases in Resident satisfaction		
○ Like the food served	76 %	83 %
○ Food temperature was good	64 %	90 %
• Increases in Staff satisfaction		
Staff turnover	11.76 %	10 %

Increases in Food Intake:

Percentage of meal consumption is recorded for each meal on a daily basis by the Health Center nursing staff. As had been stated previously, baseline data was determined by doing an audit of each resident's sheet for the month of August 2005. An average intake of **75%** was calculated and reported in our initial report provided in September 2005. In comparison, the average intake % for the cumulative months of April and May 2006 was **79.19%**. Raw data will be kept on file for your review upon request.

Decreases in Weight Loss:

Unplanned significant weight change data is gathered weekly for review and interventions; this information includes residents with end-stage diagnoses and Hospice services. Baseline data was determined by taking the average weight loss for the month of August 2005, which was **6.86%**. In comparison, the average weight loss for the month of May 2006 was **5.6 %**. Reports in our last CQI meeting show that there has been no significant weight loss for the past 6 months. Raw data will be kept on file for your review upon request.

Decreases in Food Supplements:

Baseline data for food supplements was established based on a report prepared by the Registered Dietician on 8/25/05. It showed that **45 residents received some type of supplement** 1 to 3 times a day. A comparison is being made based on a report prepared by the same Registered Dietician on 5/25/06. It showed that currently **37 residents now receive some type of supplement** 1 to 3 times a day and consist of the following:

Resource on meal trays	6
Beneprotein supplements	18
Milkshakes at med pass	11
Resource at med pass	2
Resource at snack	

Decreases in Food Costs:

Food costs are based on the costs incurred for meat, dairy products, produce and groceries. This information is recorded in the Consolidated Statement of Operations. Baseline data for a thirty-one day period of August 2005 established a cost of **\$2.39 per patient day**. Comparison data gathered from the Consolidated Statement of Operations for the thirty-one day period of May 2006 shows a cost of **\$ 2.02 per patient day**. This is a difference of thirty-seven cents per patient day cost from the baseline. Raw data will be kept on file for your review upon request. Westminster Woods on Julington Creek is a Continuing Care Retirement Community. All of our food is ordered and cooked in one central kitchen for all of the residents in the community including independent, assisted living and health center residents. It is difficult to see an actual decrease in food costs for health center residents because of the savings divided among all residents of the community. Therefore, the above amounts may not be a true reflection of the food costs in the health center only. However, it should be noted that although actual purchased food costs have generally increased in the region over the past year, our food costs have decreased. Any raw data will be available for your review upon request.

Resident Satisfaction:

Resident satisfaction surveys are conducted once a year with the latest one being conducted in October 2005. Results from that survey were used as baseline data and reported as the following:

76% liked the food served, 24% did not
64% felt the temperature was good, 36% did not

Another Resident satisfaction survey was conducted in June 2006. Results from the survey are as follows:

83% liked the food served, 17% did not
90% felt the temperature was good, 10% did not

Below are some of the positive comments and results that are directly related to the wheelchair buffet.

“I did not eat much at the hospital because I lost a lot of weight. I am beginning to eat much better here. I like the food here.”

“Wow, I can not believe that there is so much to chose from and it tastes good.”

“Good food always and good service from people who really care about others.”

72% of our short term rehab patients are choosing to come to our health center dining room and go through our buffet line for their meals.

Staff Satisfaction:

Staff turnover is being used as a measure of satisfaction and is computed quarterly. Baseline data gathered from the period 4/1/05 to 6/30/05 showed 11.76% turnover for certified nursing assistants. In comparison, the turnover for the months of April and May of 2006 showed 10% for C.N.A.s. We anticipate this decrease in turnover to continue as we currently only have 2 part time C.N.A. positions available for our facility.

Again, Westminster Woods on Julington Creek is pleased to be the recipient of grant funding and we believe this innovative program has been a success over the past year. We also believe the wheelchair buffet will continue to be an enhancement to our residents' lives and a model for the long-term care industry.

Thank you for giving us this opportunity.

Sincerely,

Eric Haider,
Cultural Change Specialist