

Delaney Park Health and Rehabilitation Center

Governor's Gold Seal Award Site Visit

November 15, 2022

Report submitted by Kimberly Smoak

Delaney Park Health and Rehabilitation Center in Orlando is a nursing home. The facility has 89 beds (Medicare & Medicaid) and serves the community with both short-term and long-term programs. The census on the day of my visit was 84.

I met with the key management staff, including Matthew Mines, who has served as Administrator since February 2020 and David Rivera, the Director of Nursing. Mr. Rivera has served as Delaney Parks Director of Nursing since September 2021. Other management staff included:

Name	Title	Date of Hire
Tamara Brown	Assistant DON/Infection Control Nurse	2/14/2022
Kayleigh Bynum	LPN Unit Manager	7/20/2022
Bridget Copeland	Staffing Coordinator	12/30/2019
Jacquelyn Crews	Social Services Director	3/15/2022
Louis Garcia	Admission Coordinator	4/4/2021
Maxime Germulus	Assistant Business Office Manager	2/18/2020
Cardoza Hernandez	RN Supervisor	8/23/2022
Pearlie Jones	Medical Records Coordinator	8/14/2009
Tiffany Lisek	Admissions Director	10/16/2018
Virgen Lugo	RN Unit Manager	10/5/2021
Matthew Mines	Administrator	2/25/2020
Shaukat Nawaz	Maintenance Director	9/30/1999
David Rivera	Director of Nursing	9/7/2021
Fecilita Roman	Registered Dietitian	12/1/2020
Yenesi Rosario	Staff Development	11/3/2020
Lilia Roudenko	Food Service Manager	10/12/2021
Cheryl Weeks	Activity Director	1/5/2021
Linda Williams	CDR-RN	1/13/2014
Phalana Woody	Business Office Manager	7/19/2019

Delaney Park Health and Rehabilitation Center is being considered for their fourth Gold Seal Award. The facility is next to Orlando Health in a historic area of Orlando.

During the tour I was able to meet privately with the current Resident Council President who attends all Resident Council meetings, and shared positive comments about the facility and leadership. The environment both on the second-floor rehab unit and the first-floor long-term care unit was pleasant, both residents and staff appear pleasant and comfortable. I observed a lot of resident and staff interaction on the second-floor rehab unit during my tour.

During the tour and management team discussion, many best practices and facility features were reviewed, including:

- The Share Your Journey For newly admitted residents. Set contact points for newly admitted residents and include 24 hours after admission, 72 hours after admission, 14 days after admission, 21 days after

admission and the day before the resident is discharged home or to a higher level of care. Findings from the contact points are shared during the morning meetings and follow-ups conducted as needed to address any concerns raised by the resident during the set contact periods. Examples of questions asked include, how the resident is sleeping, use of call light and response to call light, satisfaction with meals, attendance in activities, have staff treated you with respect and dignity, is the facility meeting your needs, and staff working with you to address your discharge plans. Trends are discussed and shared during quality assurance meetings.

- The Concierge program - All department heads participate in this program and have four rooms each which is about eight residents. Each day a visit is conducted by the assigned department head. During the visit a questionnaire is completed and includes resident choices, dignity, activities, and overall room observations.
- During the COVID-19 pandemic the facility utilized multiple large I-Pads for the sole purpose of virtual visits between residents and family members until visitation resumed in the nursing home.
- Enhanced activity program to include pet therapy, 1-1 resident activities in addition to small groups, church visits and Dine-Out-In.

Targeted In-Service

Information is constantly sought from resident and family comments, staff observations, QAPI, and incident reports to address during targeting in-services. Recent in-services provided to staff for the updated federal regulatory requirements. The facility requires a pre- and post-test for all in-services.

Workforce Stability

Although several key management team members are new, several department heads have been with the facility for years. I had the opportunity to meet with Certified Nursing Assistants that have been employed at the facility for over 15 and 20 years. Currently the facility staffing is stable as evidenced by the facility not having to utilize a staffing agency.

Community and Family Involvement

The activities team brings in community religious programs that host a variety of programs and coordinates volunteers to participate in activities for the residents. Resident and Families are also engaged in the Share Your Journey program. The facility is going to re-start their Family Council meetings, which had been put on hold during the COVID-19 pandemic.

Customer Satisfaction

During conversations with residents, and family they were complimentary of the facility and the staff and pleased to live at Delaney Park. If concerns were raised to facility management those were addressed timely and follow up to the family and residents.

The site visit to Delaney Park Health and Rehabilitation Center supported the information in the application demonstrating a facility meeting the requirements for Gold Seal.