



Virtual Dementia Tour®  
Comprehensive Education Program

**FL CMP Project #GFA087 Final Report  
January 1, 2022 to December 31, 2023**

Compiled by Second Wind Dreams, Inc.



**VIRTUAL DEMENTIA TOUR®**  
YOUR WINDOW INTO THEIR WORLD



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## I. Project Overview

### A. Introduction

The Virtual Dementia Tour® (VDT®) is a comprehensive training program that utilizes patented sensory tools and instruction to make staff aware and sensitize staff to the issues of persons living with dementia. The program is designed to result in person-centered care, dementia awareness, and fewer behavioral incidents resulting in less use of psychotropic medications. It is an evidence-based training program, studied and peer-reviewed by universities, long-term care entities, and practitioners. Key outcomes of the VDT include, but are not limited to:

- Positive outcomes on the pre/post-VDT survey as indicated by changes in understanding dementia.
- Positive feedback from both nursing home management and employees indicating a better understanding of dementia and increased empathy towards residents with dementia.

The State of Florida, Agency for Health Care Administration and the Centers for Medicaid and Medicare (CMS) approved the use of Civil Monetary Penalty Funds for the Virtual Dementia Tour Comprehensive Education Program September 21, 2021 in the amount of \$1,110,112.07 to implement the VDT in 125 certified, skilled nursing homes throughout the State of Florida. The project duration was two years, January 1, 2022 through December 31, 2023.

Second Wind Dreams® (SWD®) accomplished significant milestones related to nursing home participation and assessment findings considering the many setbacks associated with the continued presence of COVID, other contagious illnesses, and historic weather events in the State of Florida. All aspects of the outcomes were measured and are included in this report.

### B. Highlights

**1. Applications and Training Information:** The following summary includes data collected over the project period related to applications received, number of trainings conducted, participant counts, and CEU issuance.

Number of applications to participate received: **139**

Number of nursing homes completed two-day, facilitator training/first site visit: **124**

Number of nursing homes completed one-day, facilitator evaluation/second site visit: **32**

Number of nursing homes completed Inclusive VDT: **3**

Number of staff completed VDT training: **3,649**

- 3,178 staff attended the VDT during the first site visit.
- 435 staff attended the VDT during the second site visit.
- 36 staff attended the Inclusive VDT.

Number of staff trained as VDT Facilitators: **304**

- 241 staff trained during the first site visit.
- 57 staff trained during the second site visit.
- 6 staff trained during the Inclusive VDT.

Number of Continuing Education Units (CEUs) issued: **1209 in total:**

- 794 Nursing

- 231 Activities
- 86 Social Work
- 98 Dietetics

Number of Florida counties represented: **43** (See map below)

Alachua, Bay, Brevard, Broward, Calhoun, Charlotte, Citrus, Clay, Collier, Dade, Dixie, Duval, Escambia, Franklin, Gilchrist, Hardee, Hendry, Highlands, Hillsborough, Indian River, Jackson, Lafayette, Lake, Lee, Madison, Manatee, Marion, Martin, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Johns, St. Lucie, Volusia, and Walton.



Please see the attached *Appendix 1: Listing of Nursing Home Applications* for a detailed list of the applications received.

***Nursing Home Certified Trainers (NHCTs) assigned to the project were:***

1. Jennifer S. Stratton, Woodbine, GA
2. Linda Bledsoe, Miramar Beach, FL
3. Tina Haugstad, The Villages, FL
4. Clarke Pollard, Naples, FL
5. Deidre Reynolds, Flagler Beach, FL

In addition to our team of certified trainers, the SWD FL Grants Team included:

1. Chief Executive Officer: Gwenyth Johnson/Michelle Minor
2. Grants Manager: Abby Haegele
3. Grants Clinical Coordinator: Myra Braswell
4. Grants Assistant Manager: Donna Walker
5. Grants Coordinator: Katherine Boyet

6. Grants Assessment Coordinator: Sierra Nicely/Amelia Beebe
7. Bookkeeping Dept: Kay Anderson
8. Fulfillment Dept: Zach McClenithan/Sharon Messing

### ***SWD Staff Trainings:***

Comprehensive training for SWD's team of NHCTs was held January 12, 2022 through February 7, 2022. The training consisted of training modules for online study and distribution of training materials and was followed by two days of VDT Facilitator & Staff Training March 23-24, 2023. Myra Braswell, Clinical Coordinator for the FL project, conducted the NHCT training at a host site: Fernandina Beach Rehab and Nursing Center, 1625 Lime Street, Fernandina Beach, FL 32034. The training provided a detailed overview of the CMP project deliverables and content, including best practices for delivery of nursing home training. Monthly conference calls with the NHCTs, individual advising, and assistance with challenges, ensured ongoing clinical and logistical support. The Clinical Coordinator and other SWD team members assisted in managing challenges, such as nursing home staffing changes, last minute cancellations, on-site changes in selected facilitator trainees, and additional resource requests from nursing homes.

### ***Training Event Scheduling/Communications:***

The Grants Coordinator worked directly with key nursing home staff members to schedule the training site visits. The software program Basecamp was then utilized as an in-house tracking program for scheduled trainings and payment tracker for the nursing home certified trainers (NHCTs). Scheduling training was done via email and phone calls.

Planning emails used a standardized format that was customized for each nursing home to help expedite communication while also maintaining consistency with program information. Information was emailed to all nursing home administrators and contacts ahead of time and included training reminders. NHCTs also contacted nursing homes via email and phone calls to confirm meeting times and to determine proper planning and set-up prior to the training day.

The scheduling process was initiated upon receipt of an application. A welcome email was immediately sent verifying the names, titles, and email for the two facilitator trainees from the nursing home. After the review of the information was completed, the First Site Visit and Facilitator Training was scheduled. Once the dates were selected, an email and calendar invite were sent to the administrator and designated facilitators detailing the requirements and timeframes for training. After the review of the information was completed, the nursing home training was scheduled. Secure links to video presentations were issued along with a sample schedule, promotional flyer and checklists, giving each facilitator the guidance necessary for a successful site visit.

Once training was completed, all observations, surveys, and other paperwork were sent to SWD by the NHCTs via email and mail. SWD recorded all incoming data, scanned documents for document retention, and kept paper copies of all documents.

SWD managed Continuing Education Units (CEU) and attendance certificate issuance for each training. Each nursing home received certificates via email for printing. Renewals and audit requirements were met for four disciplines: Activities, Social Work, Dietetics, and Nursing.

***Documents/Project Materials:***

SWD created multiple documents and materials to implement the VDT in FL nursing homes.

**Media/Flyers/Press Release/Recruitment Category**

FL NHCT Recruitment Flyer

FL Press Release

Recruitment Postcards

Media Guidelines

Florida CMP E-Brochure

Nursing Home – Post Training Press Release Template

**Administrative/Reporting Documents**

Site Visit Summary Report Form

Florida Newsletter

VDT Site Visit Report

VDT Second Site Visit Report

VDT Facilitator Assessment Form

**Nursing Home Materials**

FL Informational Packet

    FL Enrollment Application

    FL Letter to Administrator

    VDT FL Grant Flyer

    VDT Grant Brochure

VDT Staff Scheduling Sheet

VDT Volunteer/Tour Guide Roles & Responsibilities

DACE Handbook & DACE Evaluation Form

DACE Quick Guide

Nursing Home Preparation Check List

CEUs Certificates Created for Disciplines: Nursing, Activities, Social Work, Dietary, and  
    Certificate of Attendance

Hold Harmless Form (available in English and Spanish)

VDT Terms and Conditions Agreement

Facilitator Roles & Responsibilities Agreement

General Information Form (available in English and Spanish)

Pre and Post Survey Forms (available in English and Spanish)

Task List I & II (available in English and Spanish)

Facilitator Letter-Congratulations for Completing Training

**NHCT Training Documents**

NHCT Pre-Visit Phone Call Check List

DACE Site Visit Report

DACE Cheat Sheet

VDT Media Guidelines & Photo Restriction Flyer

VDT Wall Tasks (I & II)

VDT Task Instructions

VDT Tour Guide Cheat sheets  
NHCT Facilitator Training Day Agenda  
VDT Feedback Forms-Facilitator, Staff, Nursing, and Social Work

### **IVDT Materials**

Certificate of Attendance 3.0 hours  
IVDT Observation Tabulation Form  
IVDT Pre-Post Tabulation Form  
IVDT Site Visit Report  
IVDT Program Overview and Facilitator Agenda  
IVDT Letter of Commitment

### **C. Summary of Communications**

As indicated in quarterly reports, SWD attended no-cost events and engaged in multiple conversations about the CMP project to provide updates, clarify processes, and disseminate information to various people and organizations. Some of those highlights include:

- Ongoing weekly status meetings: Participants: Abby Haegele, Donna Walker, Myra Braswell, Katherine Boyet, and Sierra Nicely/Amelia Beebe, SWD leadership.
- Ongoing monthly NHCT meetings: Participants: Myra Braswell, Abby Haegele, Donna Walker, Katherine Boyet, Clarke Pollard, Tina Haugstad, Jennifer Stratton, Deirdre Reynolds, and Linda Bledsoe.
- Ongoing Data Meetings: Sierra Nicely/Amelia Beebe and Donna Walker.

### **D. Challenges**

#### **Nursing Home Response**

SWD reached out to various entities in the aging network to help spread the word about the grant to their members and associates and received a few applications as a result. SWD did a mailing campaign for administrators that were listed online through nursing home websites, as well as to “Administrator” when specific information was unavailable. Quarterly mailings were completed throughout the life of the project. Applications were sent with each mailing. Phone calls were initiated once the target nursing homes were established and continued during the grant.

#### **Employee Turnover and Staffing**

The project faced challenges as the result of nursing home staff turnover. Changes in administration posed problems because if one administrator submitted the application, another may not have considered it a priority. Staff changes and low staffing numbers made scheduling difficult because the administration was understandably concerned with having staff off the floor. Scheduled training was often canceled due to staffing shortages and, on occasion, staff, and resident illnesses. Staffing was a critical issue during the project period because it impacted on the number of participants for the VDT experience.

#### **Training Event Challenges**

Staffing, crippling weather events, COVID and other illness related issues affected training scheduling. Once we were able to schedule onsite training, SWD was challenged with the

following issues:

- Unprepared nursing homes where the contact person had changed,
- Staffing issues,
- Facilitators were not a good fit for the program, or they lacked basic knowledge of dementia,
- A few nursing homes had limited/inappropriate spaces for training,
- A few designated facilitator trainees were unreceptive, negative, and/or distracting to others,
- Lack of administrator or upper management staff program buy in or support for the training,
- Completion of DACE Assessments as directed per the Grant protocols prior to NHCT arrival was not achieved by all communities. NHCT's encouraged DACE collection and provided coaching for completion prior to the start of the VDT on Day 2, as well as prior to second site visit. Many times, DACE was completed while the NHCT was on site conducting facilitator training.
- Training was not mandatory and staff were not prescheduled. Mandatory or key staff were pre-selected to participate rather than making attendance mandatory for all staff at some sites. There were sites where training was made mandatory for all staff. The provided sign-up sheets were not used at most sites. This process would have ensured a steady flow of participants for the training as well as maintaining the timing flow for the experience.
- Staff unscheduled often leads to timing issues. Staff pre-selected or determined prior to site visit, use of sign-up sheet noted at most sites. Late day scheduling was observed to result in cancellations or missed opportunities, particularly around or after schedule changes. Conflicts such as other meetings, holiday activities, and state presence onsite did interrupt program flow on occasion.
- Of those nursing homes who successfully completed the first site visit, 92 nursing homes did not schedule a second site visit. These nursing homes were contacted multiple times through both email and telephone calls and all contact attempts were documented.

## **E. Lessons Learned**

Important lessons were learned, and subsequent adaptations were made throughout the program. This allowed for a stronger program for those participating nursing homes. These lessons learned included:

- NHCTs utilized their pre-training event calls with nursing homes to identify and address any concerns which could cause issues on the day of training. In addition, a few NHCTs scheduled visits to the nursing homes the day before training to set up the experience room. This allowed training to begin on the day scheduled on time.
- NHCTs learned to be flexible as all facilities are not prepared and may not have understood all the directions and information provided prior to the training event.
- NHCTs learned that all facilities are not equal in terms of space set aside and utilized for the VDT experience.
- The Grants Coordinator, when scheduling training, started to ask whether the administrator or contact person had an opportunity to review her emails and the program



guidelines. If the answer was no, she verbally explained the process. This alleviated many of the problems for trainers in the field.

## **F. Best Practices/Successes**

### **Successes**

As previously mentioned, 124 out of 125 applicants moved forward with the project. Overall, 139 applications were received. This was the result of SWD's focused efforts to increase the number of applications via mailings, email, social media, phone calls, NHCTs reaching out to sister properties of facilities they trained or were in their areas, and recruitment through the aging network.

The Inclusive VDT was rolled out to three participating nursing homes with success. Feedback received was positive, as the training showed staff the differences between traditional standards of care for dementia versus person-centered care in a simulation-style learning environment.

### **Best Practices**

Within the project, best practices fell into three domains: Engagement of nursing home staff, clinical support for the nursing home trainees, and clinical support for the Nursing Home Certified Trainers (NHCTs). Commitment of the nursing home administration was a key factor to successful training and implementation. NHCTs strategies to entice staff to participate, such as asking staff participants to send co-workers to take the Tour after they finished, increased participation when there was no pre-scheduling. Other strategies included NHCT communication with nursing home contacts multiple times prior to the training events to build rapport and ensure logistics were addressed. NHCTs required nursing home staff to sign in at the debrief session to ensure participation in this vital conclusion of the tour. The debrief is designed to assist participants with understanding their own feelings and reactions to the dementia simulation and discuss the effects of what they experienced in contrast to their patients.

The NHCTs provided clinical support to the nursing home facilitators and volunteers. The facilitators were able to rehearse the training, were assisted with the training of the Tour Guides and coached as they took staff through the Tour. The NHCTs modeled proper debriefings and provided backup as the facilitators conducted their first few debriefing sessions. Most facilitator trainees were eager and receptive to learning. There was excellent communication with most nursing home contacts and plentiful volunteers from the nursing homes.

Clinical support for the NHCTs included thorough training and monthly conference calls to communicate best practices, problem-solve, and address business items. Training event reports included reminder checks and opportunities to articulate positives, concerns, and best practices in addition to gathering data. Example forms and customizable communication templates were given to the trainers. The Clinical Coordinator was available to the NHCT team for ongoing clinical support via phone, email, Microsoft Teams, and in-person.

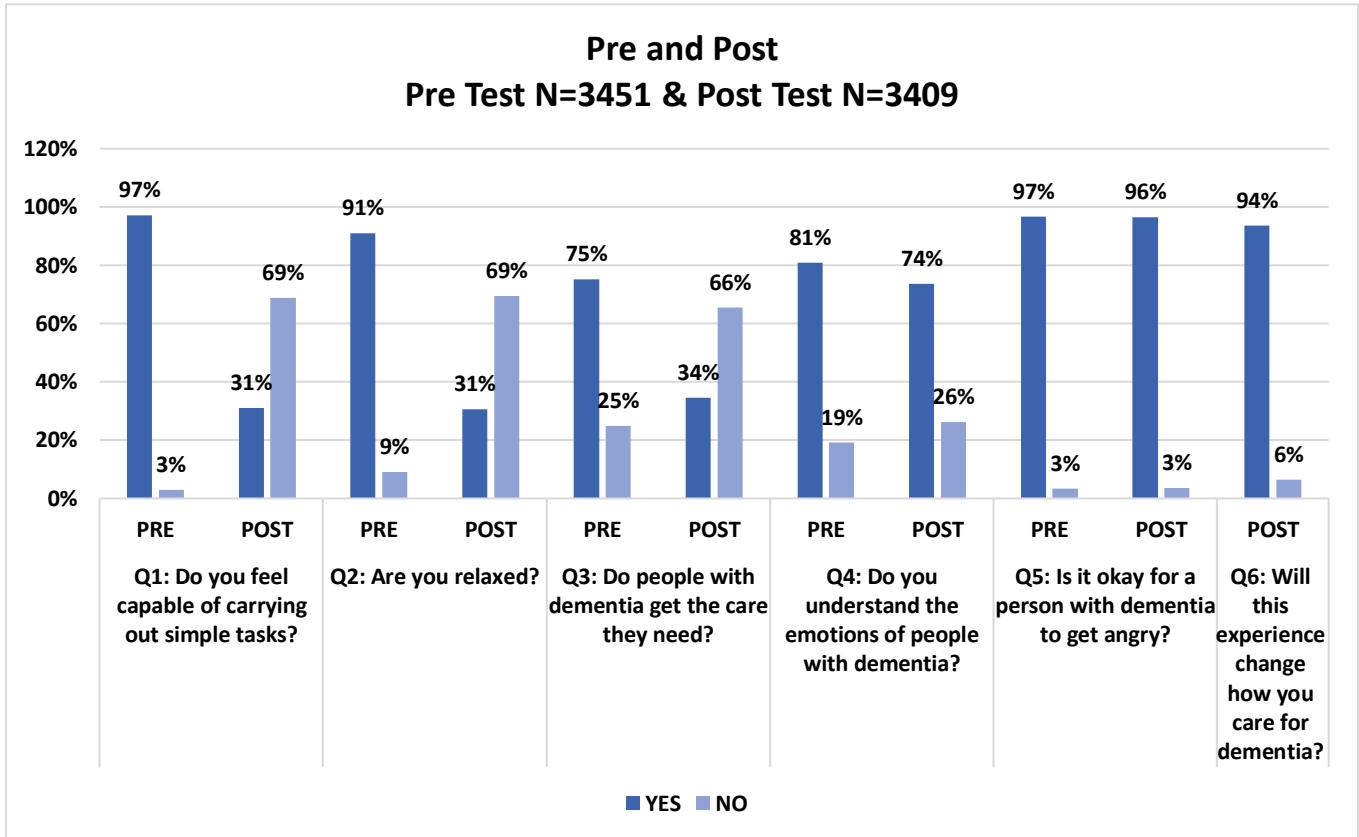
### **Identified important practices for achieving success in Florida:**

- Plan thoroughly, be organized, and start on time,
- Contact nursing homes in advance about the training requirements,
- Encourage nursing homes to use the staff sign-up sheet prior to training date,
- Encourage nursing homes to send facilitator trainees with dementia knowledge,
- Verify attendance the day before training day, if possible.

## II. Data Tabulation and Analysis

### Pre and Post Survey

**Table 1: Pre and Post Survey Results**



Prior to the VDT, all Tour participants complete a short pre-survey. After completing the Tour, the same survey with an additional question is administered. The difference in the number of responses is due to incomplete surveys being submitted. These surveys are meant to capture a general feeling before and after the tour to illustrate the immediate effect the VDT has on people's view of people living with dementia.

#### **The questions on the surveys are:**

1. Do you feel capable of carrying out simple tasks?
2. Are you relaxed?
3. Do people with dementia get the care they need?
4. Do you understand the emotions of people with dementia?
5. Is it okay for a person with dementia to get angry?
6. (Post Only) Will this experience change how you care for dementia?

The first question is asked to collect baseline data that informs whether the participant felt the loss of functioning and change in anxiety level, validating the simulation of dementia. Based on the

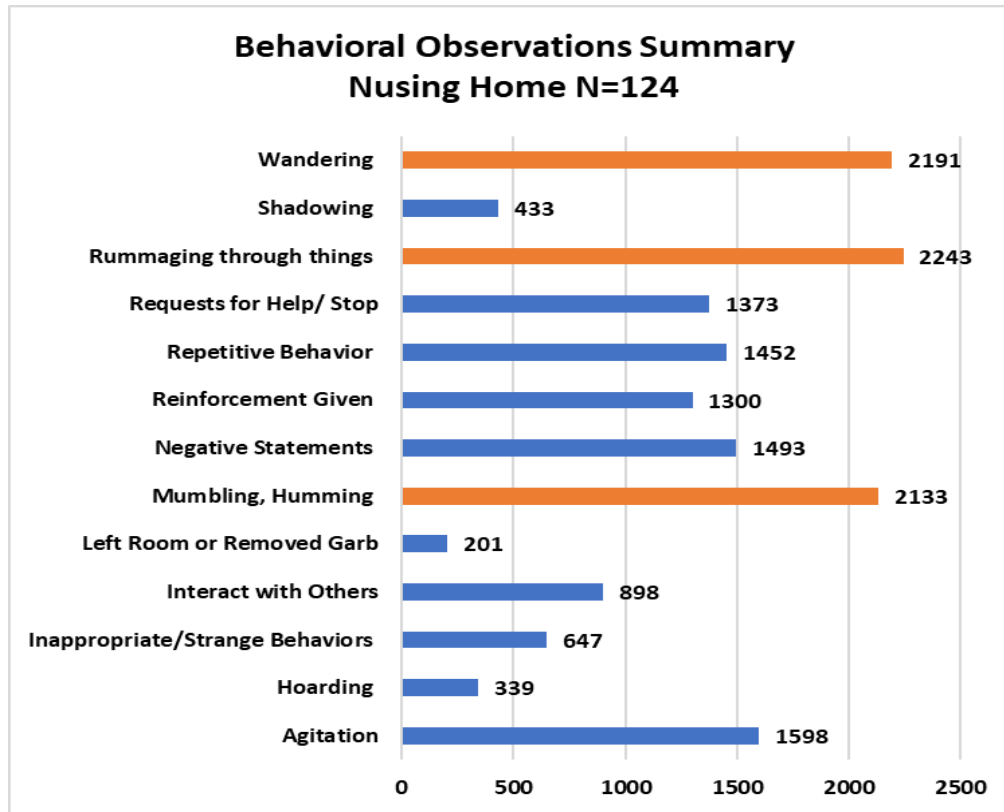
results tabulated for this project, **97%** felt capable of carrying out simple tasks, but immediately after only **31%** felt capable. This shows the sudden and downward shift in perception of capability. Similarly, prior to the Virtual Dementia Tour, **91%** of the participants were relaxed, but post VDT the responses changed drastically and only **31%** of the participants felt relaxed. These questions are meant to have the staff participants see the radical change that experiencing dementia could have on their lives after experiencing it for only a few minutes.

Question three refers to the VDT experience back to the residents with dementia under the staff's care by showing how attitudes change in regards to the care people with dementia receive. For example, before going through the tour **75%** of staff participants felt that patients with dementia get the care they need and after the tour only **34%** felt they receive the care they need. The VDT was created as a means to increase the levels of empathy in caregivers. One of the desired goals of the experience is to have them question if the care they were providing for their residents with dementia was really what they would have wanted if put in the same position. Question four builds from question three and looks at understanding of the emotions of people with dementia. Interestingly, there was no change in response after going through the tour. Responses indicate that prior to the VDT **81%** of staff participants feel they understand the emotions of people with dementia. After the VDT **74%** felt they understood.

The fifth question evaluates the understanding of a specific emotion that persons with dementia have, anger. The results to this question are neutral, **97%** of staff participants before and **96%** after the VDT indicated that they felt it was okay for dementia patients to get angry.

Question six is only asked in the post-survey and **94%** of staff who took the Tour stated that the experience will change the way they care for people with dementia. This gives us a clear indication that staff want to change how they provide care to provide the best care. These questions are a quick snapshot of the people who participate in the VDT. These questions and the resulting experiences are further explored with each tour participant in a post tour debrief.

**Table 2: Behavioral Observation Summary**



During the VDT experience, a trained Behavioral Observer observes participants. Tabulating the behavioral responses of the participants in the VDT clearly illustrates the similarity to people with dementia. Observed behaviors during the VDT are only tabulated once by the observer. For example, if a participant rummaged several times during the Tour, the observer only tabulated it once. The behaviors selected to tabulate were determined by the most commonly reported behavior challenges presented by a resident with dementia as well as Minimal Data Set (MDS) behavioral indicators.

**Often the most recognized behaviors of those living with dementia are mumbling and humming, rummaging, and wandering.** As shown above, participants exhibited the same exact behaviors during their VDT experience. For example, tour participants may wander around the experience room, speaking negatively to themselves, and rummaging through the tour room materials looking for a task to complete.

The data provided in Table 2 gives VDT facilitators the ability to draw parallels for the staff to the behaviors of their residents with dementia during the debrief. It clarifies how to identify with “normal” dementia behaviors and better understand the person with dementia, responding in a more patient and supportive manner. During the debrief it is common for staff to be surprised at their own behavior mirroring that of their residents. Most people do not realize that their behavior shifted so drastically in the few minutes they were on the Virtual Dementia Tour.

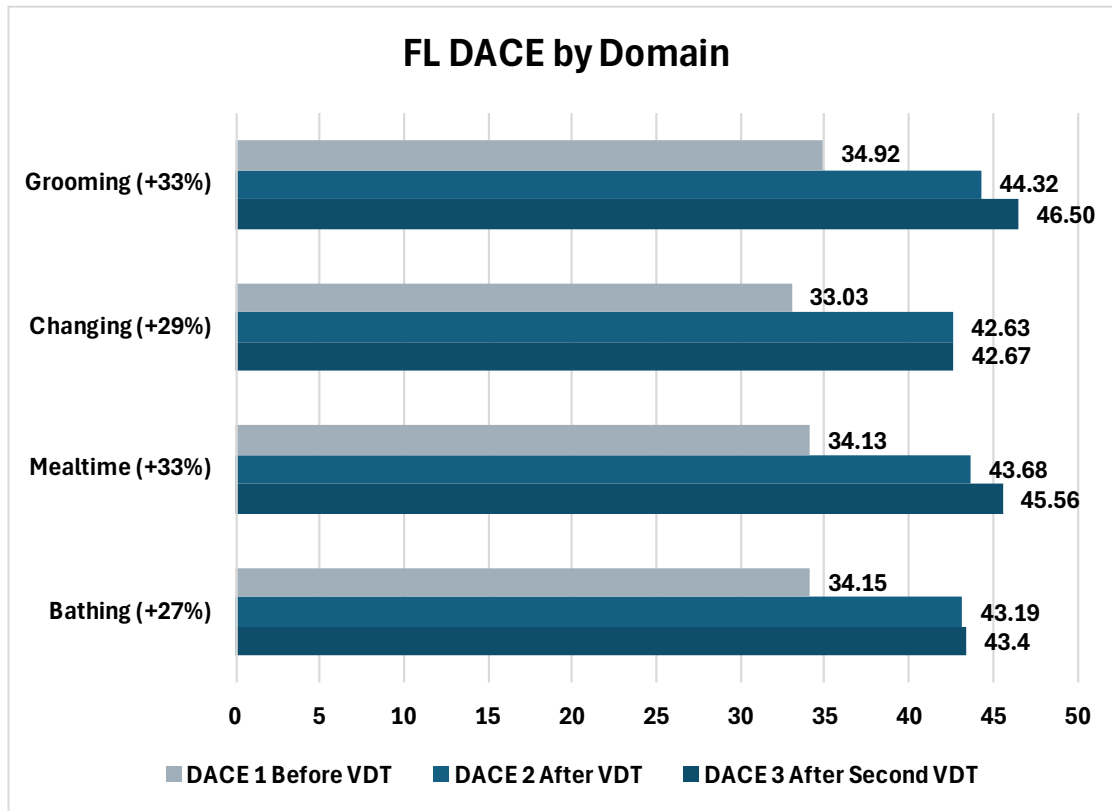
**DACE: Dementia Aware Competency Evaluation (DACE®)**

DACE helps staff and caregivers learn how their actions in the caregiving role are sensed by the person with dementia which directly impacts both the relationship and the quality of care provided. This method of learning allows for real-world feedback and training based on the staff’s specific situation. DACE is conducted by an observer familiar with dementia care while Activities of Daily Living (ADL) care is given. DACE is administered to staff prior to the first site visit and then again two weeks after. It is administered a third time approximately two weeks after the second site visit.

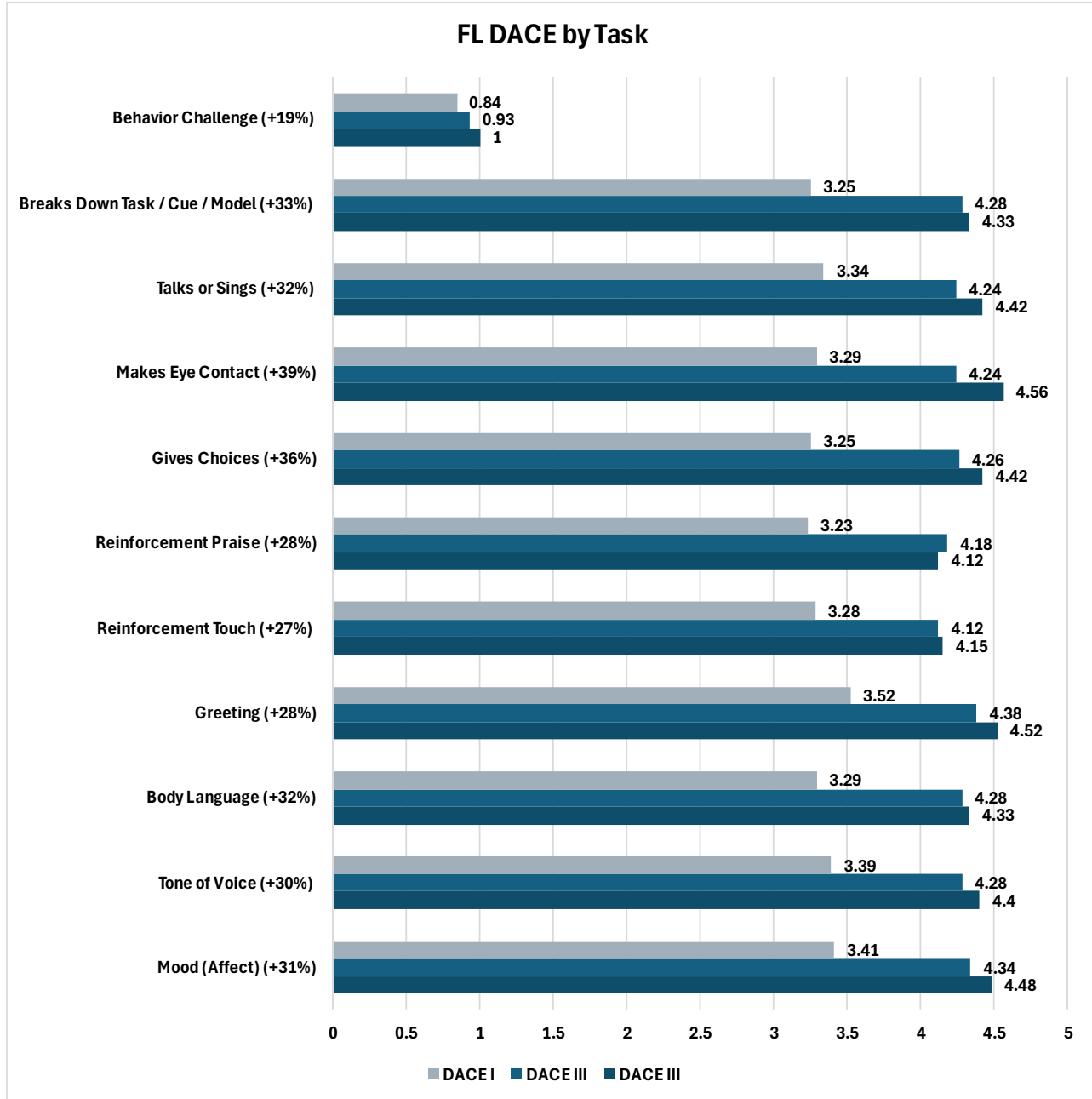
Upon acceptance into the program, every participating nursing home received an email introducing DACE and were asked to identify a contact-person to ensure the evaluations were completed according to the schedule. Each contact was given a link to view a 45-minute webinar about DACE, which included an informational handout and evaluation. The webinar included examples of good and bad empathic person-centered care, along with direction about scoring the evaluation. After viewing the webinar, an assessment was given to determine whether the staff member understood the responsibility of conducting DACE. If a passing score was not obtained, they were given another opportunity to view the webinar.

DACE results showed that the VDT training made a measurable difference among staff in care delivery in the nursing homes. Results have been separated into two categories: 1) DACE Results by Domain of Care and 2) DACE Results by Tasks.

**Table 3: D.A.C.E. Results by Domain**



**Table 4: D.A.C.E. Results by Task**



For this project, SWD analyzed 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> DACE assessment forms from 37 nursing homes. During DACE, staff are scored using a five-point Likert scale across four domains of care. As illustrated in Table 3: DACE Results by Domain and Table 4: DACE Results by Task, the average score at DACE 1 (prior to the VDT) was 3.33 out of 5, the average score at DACE 2 (after the first VDT) was 4.26 out of 5, and the average score at DACE 3 (after the second VDT) was 4.37 out of 5. DACE scores closer to 5 indicate greater empathic person-centered care being

performed. This shows a marked improvement in providing person-centered care during Activities of Daily Living (ADL) after going through the Virtual Dementia Tour®. For example, the occurrence of a staff member engaged in reinforcement praise or touch increased in all categories by almost a full point. Calm, gentle touch during care as opposed to rough and abrupt touch gives the person with dementia a sense of well-being that the care partner is paying attention to them in a caring way. Additionally, the increase in positive praise means that the care partners were focused on doing a task with the person with dementia rather than doing a task to them.

After the VDT, staff also gave the residents more choices in how they would like to receive care. Keeping the person with dementia engaged in ADLs helps provide a sense of control over the process and creates diversion when necessary. Allowing the resident living with dementia, this level of participation, the agency decreases the likelihood of behavioral challenges during the caregiving session. After experiencing the social and environmental barriers of dementia during the VDT, staff's ability to provide a more person-centered approach to care increased.

#### **D. The Debrief Process**

After the VDT experience, staff members are given an extensive debriefing in-service led by the newly trained facilitator under the supervision of the NHCT. Each 30-minute session is designed to allow staff to talk about their experience during the VDT. The facilitator relates the staff experience to the residents they serve while providing examples of how the staff can help the residents with dementia. The facilitator utilizes the outline below to ensure all aspects of the experience are covered:

##### **1. Describe Your Experience**

- a. How did you feel?
- b. What frustrated you the most?

##### **2. The Brain**

This part of the debrief helps the participants begin to move to a greater understanding of what happens in the brain with this disease that results in some of the problems experienced by a resident with dementia.

##### **3. What is “Normal” Dementia Behavior?**

- a. Wandering
- b. Agitation
- c. Inability to Process Information
- d. Poor Memory

##### **4. Patented Components**

Each of the components used during the Tour is discussed and the reasons they help a normal person understand the plight of a resident with dementia.

##### **5. The Tasks**

A discussion is held about how to ask residents to do something and how difficult it is for them. In addition, the facilitator provides examples of ways communication can be increased.

##### **6. Staff Behavior Observations**

Each of these behaviors are discussed during the debrief so that staff can learn from their own

personal behavior during the Tour and develop a deeper understanding of their residents with dementia.

## **7. General Recommendations**

### **a. What would have helped you during the Tour?**

Asking this question elicits staff responses and insights into how to help residents based on their own experience in the Tour.

### **b. What can we do?**

The concluding section covers suggestions by the staff about how they will work with residents with dementia because of the Tour.

## **E. Training Event Reports**

From the NHCT site visit reports, successes and challenges emerged. Positive aspects were that many administrators, facilitators, and staff were enthusiastic, engaged and prepared for the training. Many of the facilitators were interested and took the initiative to ensure the training went smoothly and productively. In many of these cases, the administrator was supportive and helpful.

The challenges reported by the NHCT team fell into three categories: staff behavior, physical limitations, and staff abilities:

### **Staff Behavior**

SWD encountered nursing home administrators were unsupportive and/or unavailable. Some appointed staff to be trained as facilitators without consultation and sometimes without the appointee being made aware. A handful of administrators challenged the NHCTs and attempted to interfere with the training. Many of the nursing home contacts and facilitators were unprepared. At several sites, the staff were in conflict, which further reduced interest in the training.

### **Physical Limitations**

The lack of available space for the training was a challenge at some sites. However, staff and NHCTs were creative and did make the training successful. Some nursing homes lost all or part of their equipment or manuals, so replacements were needed. The primary challenge was the lack of Wi-Fi at many sites. In areas with little or no cellular signal, the team needed to switch from electronic to paper forms.

### **Staff Abilities**

While not a major disruption, there were several staff participants that were non-English speaking and there were some that were not literate. NHCTs worked with staff who could translate and/or read the pre- and post-survey questions to those participants. Forms were produced in Spanish to address this need.

## **Cumulative Site Visit Report Statistics:**

Total Sites Served: 124 FSV's, 32 SSV's, 3 IVDT's

Total Number of Staff Participating in VDT: 3,178 @FSV, 435 @ SSV, 36 @ IVDT

Total Number of Facilitators Trained: 241 @ FSV, 57 @ SSV, 6 @ IVDT

Total Number of Staff Attending Debrief: 3,159 Total Staff, 591 Debriefs sessions



**Additional Key Data/Averages:**

- Average Number of Participants: 22
- Average Number of Facilitators: 2
- Average Number of Debrief Participants: 19
- Average Number of Tasks Completed by Participants: 0.52
- Average Number of Tour Guides: 3

**III. Conclusion**

**A. Project Conclusion**

The success of the Virtual Dementia Tour CMP project was a collaborative effort focused on training staff to deliver empathetic person-centered care to residents with dementia or memory care issues. Maintaining regular communications enabled SWD trainers and staff to provide continual support to nursing home facilitators, helping them to establish their VDT training within their facilities. Also, through the utilization of quality measures in the VDT Facilitator training program, SWD was able to promote accountability, meaning, and best practices in dementia care. Comments received from nursing home staff regularly spoke to individual and facility-wide improvements in perspective, attitude, and actions.

Throughout the duration of the project, SWD was able to acquire consistent data that measured outcomes and provided a snapshot of the success of the project, as outlined in this report. Based on the data received and positive feedback from nursing home administrators and staff, SWD is confident that this project played a significant role in improving empathetic person-centered care in Florida nursing homes. This effort will lead to enhanced relationships between caregivers and residents, resulting in those with dementia receiving more consistent, sensitive, and empathetic care.



**Report Date:** 2/15/2024

**Compiled by:** Donna Walker, Assistant Grant Manager  
Abby Haegle, Grants Manager, Second Wind Dreams.

Signature: *Donna J. Walker* *Abigail Haegle*

**Appendix 1: List of Nursing Home Applications**

Florida CMP Project #GFA087

Final Report

	Application Date	FL Nursing Home Name	Nursing Home Address	Telephone	County	Administrator (at time of application)
1	1/25/2022	Royal Care of Avon Park	1213 W. Stratford Road, Avon Park, FL 33825	863-453-6674	Highlands	Pamela Mathels
2	1/26/2022	Port St. Lucie Rehabilitation and Healthcare	7300 Oleander Avenue, Port St. Lucie, FL 34952	772-466-4100	St. Lucie	Richard Brown
3	1/27/2022	Eagle Lake Nursing and Rehabilitation	1100 66th Street North, St. Petersburg, FL 33710	727-345-9331	Pinellas	Sherry Bush
4	2/1/2022	Gandy Crossing-Acute & Rehabilitation Center	4610 Manhattan Ave, Tampa, FL 33611	813-417-7996	Hillsborough	Ivana Kirby
5	2/9/2022	Life Care Center of Sarasota	8104 Tuttle Ave, Sarasota, FL 34243	941-360-6411	Manatee	Melissa Reilly
6	2/10/2022	South Campus Care Center	715 E. Dixie Ave. Leesburg, FL 34748	352-326-7999	Lake	Louis Lloyd Kass
7	2/21/2022	Bartow Center	2055 E. Georgia Street, Bartow, FL 33830	863-956-6657	Polk	Jamie Bowden
8	2/21/2022	Life Care Center of Citrus	3325 W. Jerwayne Lane, Lecanto, FL 34461	352-746-4434	Citrus	Leigh Thompson
9	2/24/2022	The Terrace of St. Cloud	3855 Old Canoe Creek Road, St. Cloud, FL 34769	407-957-2280	Osceola	Kat Perry Huff, NHA
10	2/25/2022	Trinity Regional Rehabilitation	2144 Welbilt Blvd. Trinity, FL	727-859-4102	Pasco	Ryan Dulski
11	3/2/2022	Palm Garden of Vero Beach	1755 37th Street, Vero Beach, FL 32960	772-5678-2443	Indian River	Nicole Jordan
12	3/10/2022	Solaris Healthcare Lake Zephyr (formerly ACC Zephyrhills South)	38250 A Ave., Zephyrhills, FL 33542	813-782-5508	Pasco	Maria N. Mayor
13	3/10/2022	Fairway Oaks Center	13806 N. 46th Street, Tampa, FL 33613	813-977-4214	Hillsborough	Andre Handy Mervil-Lamour
14	3/11/2022	Arbor Trail Rehab & Skilled Nursing Center	611 Turner Camp Road, Inverness, FL 34453	352-637-1130	Citrus	Daniel Jones
15	3/15/2022	Fernandina Beach Rehabilitation: HOST SITE	1625 Lime Street, Fernandina Beach, FL 32034	904-261-0771	Nassau	Sophia Priscilla Peart
16	3/17/2022	The Woodlands at John Knox Village	700 S.W. 4th Street, Pompano Beach, FL 33060	954-247-5800	Broward	Mark Rayner
17	3/24/2022	Harbourwood Care Center	549 Sky Harbor Drive Unit 33, Clearwater, FL 33759	727-724-6800	Pinellas	Danny M. Davis
18	3/30/2022	Orlando Health Central Park	411 N. Dillard Street, Winter Garden, FL 34787	407-407-9195	Orange	Ronald Milliner
19	4/4/2022	Clewiston Nursing and Rehabilitation Center	301 South Gloria Street, Clewiston, FL 33440	863-983-5123	Henry	Yronise Brevil
20	4/18/2022	Lakeside Neurologic	1962 Vandolha Road, Wauchula, FL 33873	863-773-4425	Hardee	Tim Bryant
21	4/20/2022	Douglas T. Jacobson State Veterans Home	21281 Grayton Terrace, Port Charlotte, GL 33954	941-613-0919	Charlotte	Jocelyn Wurster
22	5/5/2022	Life Care Center at Wells Crossing	355 Crossing Blvd., Orange Park, FL 32073	904-264-1950	Clay	Tim Hall
23	5/13/2022	Bayview Center	301 S Bay Street, Eustis, FL 32726	352-357-8105	Lake	Loren Trene McCutchen
24	5/20/2022	Life Care Center at Inverrary	4300 Rock Island Road, Lauderhill, FL 33319	954-485-6144	Broward	Kelsey - Interim
25	5/20/2022	Life Care Center of Palm Bay	175 Villa Nueva Ave., Palm Bay, FL 32907	321-952-1818	Brevard	Will Tarbet
26	5/23/2022	Darcy Hall of Life Care	2170 Palm Beach Lakes Blvd. West Palm Beach, FL 33409	561-683-3333	Palm Beach	Gilda Osborn
27	5/25/2022	Life Care Center of Punta Gorda	450 Shreve Street, Punta Gorda, FL 33950	941-639-8771	Charlotte	Elizabeth Brust
28	5/26/2022	The Commons at Orlando Lutheran Towers	210 Lake Ave., Orlando, FL 32801	407-422-4103	Orange	Catherine Henderson
29	6/1/2022	Life Care Center of Jacksonville	4813 Lenoir Avenue, Jacksonville, FL	904-332-4546	Duval	Donald Crews
30	7/15/2022	The Terraces at Bonita Springs aka Renaissance at the Terraces	26475 S. Tamiami Trail, Bonita Springs, FL 34134	239-949-7570	Lee	David Gray
31	7/25/2022	River Valley Rehabilitation Center	17884 NE Crozier Street, Blountstown, FL	850-674-5464	Calhoun	Dustin Dryden
32	7/26/2022	Crestview Rehabilitation Center	1849 East First Avenue, Crestview, FL 32539	850-682-5322	Okaloosa	Danny Blakely
33	7/26/2022	Fort Walton Rehabilitation Center	1 LBJ Sr. Drive, Fort Walton Beach, GL 32547	850-863-2066	Okaloosa	Ashley Hodge
34	8/3/2022	Tri County Nursing & Rehabilitation	7280 SW State Road 26, Trenton, FL 32693	352-463-1222	Gilchrist	Heather Snellgrove
35	8/4/2022	Indian River Center	7201 Greenboro Drive, West Melbourne, FL 32904	321-727-0990	Brevard	Jerry Remedor
36	8/10/2022	Palm Garden of Winter Haven	1120 Cypress Gardens Blvd, Winter Haven, FL 33884	863-293-3100	Polk	Samantha Lahat
37	8/11/2022	Palm Garden of Clearwater	3480 McMullen Booth Road, Clearwater, FL 33761	727-786-6697	Pinellas	Sandra Hill
38	8/12/2022	Orange City Nursing & Rehabilitation	2810 Enterprise Road, DeBary, FL 32713	386-668-8818	Volusia	Kristen Shifflet
39	8/16/2022	Palm Garden of Pinellas	200 16th Ave SE, Largo, FL 33777	727-585-9377	Pinellas	Sandra Mitchell
40	8/25/2022	Century Center for Rehabilitation & Healing	6020 Industrial Blvd., Cenury, FL 32535	850-256-1540	Escambia	Annie Lindley
41	8/29/2022	Life Care Center of Pensacola	3291 E. Olive Road, Pensacola, FL 32514	850-471-5400	Escambia	Cody J. Brayton
42	8/30/2022	Anchor Care Health & Rehabilitation	1515 Port Malabar Blvd. NE, Palm Bay, FL 32905	321-723-1235	Osceola	Johnny Guy
43	8/30/2022	Clyde E. Lassen State Veterans Nursing Home	4650 State Road 16, St. Augustine, FL 32092	904-940-2193	St. Johns	Heather Salerno
44	8/31/2022	Okeechobee Health Care Facility	1646 Hwy 441 N, Okeechobee, FL 34972	863-763-2226	Okeechobee	Patricia A. Eubanks
45	9/7/2022	Avante at Lake Worth	2501 N A Street, Lake Worth, FL 33460	561-421-4041	Palm Beach	Nashika Jackson Ogilvie
46	9/14/2022	Solaris Healthcare Imperial	900 Imperial Golf Course Blvd. Naples, FL 34110	239-591-4800	Collier	Jamie Weis-Jones
47	9/14/2022	St. James Health & Rehabilitation	239 Crooked River Road, Carrabelle, GL 32322	850-697-2020	Franklin	Laura Weseman
48	9/16/2022	The Bristol Care Center	1818 E. Fletcher Ave, Tampa, FL 33612	813-971-2383	Hillsborough	Carlos Moreno
49	10/7/2022	Palm Garden Jacksonville	5725 Spring Park Road, Jacksonville, FL 32216	904-733-6954	Duval	Kenyon Demps
50	10/10/2022	AdviniaCare Naples	7801 Airport Puling Road N. Naples, FL 34109	239-566-8077	Collier	Beth Eubanks
51	10/10/2022	AdviniaCare Venice	950 Pinebrook Road, Venice, FL 34285	941-484-8801	Sarasota	Michael P. McClatchy
52	10/17/2022	Palm Garden of Aventura	21251 E. Dixie Hwy, Aventura, FL 33180	305-935-4827	Miami Dade	Alesia Weekes
53	10/21/2022	Lafayette Nursing & Rehabilitation	512 W. Main Street, Mayo, FL 32066	386-294-3300	Lafayette	Shayne Baumgardner
54	10/27/2022	Jacksonville Nursing & Rehabilitation	4134 Dunn Ave., Jacksonville, FL 32218	904-766-2297	Duval	Jacques Joseph
55	11/1/2022	Cross City Nursing & Rehabilitation	583 NE 351 Hwy, Cross City, FL 32628	352-498-2005	Dixie	Robert Ritter
56	11/11/2022	Moultrie Creek Nursing & Rehabilitation Center	200 Mariner Health Way, St. Augustine, FL 32086	904-979-1800	St. Johns	Jason Davis

**Appendix 1: List of Nursing Home Applications**

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	Application Date	FL Nursing Home Name	Nursing Home Address	Telephone	County	Administrator (at time of application)
57	12/5/2022	Willow Brooke Court at Azalea Trace	10100 Hillview Drive, Pensacola, FL 32514	850-857-4958	Escambia	GloryAna Webb
58	12/5/2022	Willow Brooke Court at Indian River Estates	2440 Citrus Blossom Circle, Vero Beach, FL 32966	772-562-8700	Indian River	Jessica Winton
59	12/7/2022	Willow Brooke Court at Edge Water Boca Pointe	23315 Blue Water Circle, Boca Raton, FL 33433	561-391-6305	Palm Beach	Melissa Palhano
60	12/8/2022	Ocala Oaks Rehabilitation Center	3930 E. Silver Springs Blvd. Ocala, FL 34471	352-236-2626	Marion	Christina Brancato
61	12/14/2022	Willow Brooke Court at St. Andrews Estates	6152 N Verde Trail, Boca Raton, FL 33433	561-210-0293	Palm Beach	Sophia Fyffe
62	12/29/2022	Lake Park of Madison Nsg & Rehabilitation	259 SW Captian Brown Road, Madison, FL 32340	850-973-8277	Madison	Ashley Sevor
63	12/29/2022	Westwood Nursing & Rehabilitation Center	1001 Mar Walk Drive, Fort Walton Beach, FL 32547	850-499-1461	Okaloosa	Kristin Taylor
64	1/18/2023	Life Care Center of Altamonte Springs	989 Orienta Ave, Altamonte Springs, FL 32701	407-831-3446	Seminole	Francisco Gonzalez
65	1/27/2023	Aidan Post-Acute & Rehabilitation	700 S. 29th Street, Fort Pierce, FL 34947	772-465-7560	St. Lucie	Shawn Taylor
66	1/30/2023	St. Amaro Post-Acute & Rehabilitation Center	401 Orange Pl, Wauchula, FL 33873	863-773-3231	Hardee	Marissa Dewey
67	1/30/2023	St. Andrew Post-Acute & Rehabilitation Center	16702 N. Dale Mabry Hwy., Tampa, FL 33618	813-908-2333	Hillsborough	Patricia Joseph
68	1/30/2023	St. Camillus Post-Acute & Rehabilitation Center	3011 Kenilworth Boulbhard, Sebring, FL 33870	863-382-2153	Highlands	Tammie Smith
69	1/30/2023	Winter Haven Post Acute & Rehabilitation Center	2701 Lake Alfred Road, Winter Haven, FL 33881	863-298-5000	Polk	Patti Jo Robinson
70	2/6/2023	Westminster Suncoast	1095 Pinellas Point Drive South, St. Petersburg, FL 33705	727-867-1131	Pinellas	Jason Brunner
71	2/8/2023	Ayers Health & Rehabilitation	606 NE 7th Street, Trenton, FL 32607	352-463-7101	Gilchrist	Shelby Jackson
72	2/14/2023	Nursing & Rehabilitation Center of Bayonet Point	8132 Hudson Ave, Hudson, FL 34667	727-863-3100	Pasco	Anthony Jay Trujillo
73	2/28/2023	Ruleme Center	2810 Ruleme Street, Eustis, FL 32726	352-357-1990	Lake	Daniel Cleaver
74	3/10/2023	Sunnyside Health & Rehab Center	5201 Bahia Vista Street, Sarasota, FL 34232	941-371-2750	Sarasota	Alexandra Maliwacki
75	3/15/2023	Middleburg Rehabilitation & Nursing Center	1280 Henley Road, Middleburg, FL 32068	904-600-3798	Clay	Erica Henderson
76	3/16/2023	Orange Park Rehabilitation & Nursing Center	2029 Professional Center Drive, Orange Park, FL 32073	904-272-6194	Clay	Lori Fordham
77	3/16/2023	Ormond Rehabilitation & Nursing Center	103 Clyde Morris Blvd., Ormond Beach, FL 32174	386-673-0450	Voulsia	Donna Smith
78	3/23/2023	Plaza Health & Rehabilitation	4842 SW Archer Road, Gainesville, FL 32608	352-376-8821	Alachua	Carolyn Hicks
79	5/1/2020	Titusville Rehabilitation & Nursing Center	1705 Jess Parish Court, Titusville, FL 32796	321-269-5720	Brevard	Mary Stephanie Showers
80	5/2/2023	Windsor Woods Health & Rehabilitation	13719 Dallas Drive, Hudson, FL 34467	727-862-6795	Pasco	Donna VanBelkum
81	5/3/2023	Port Charlotte Rehabilitation Center	25325 Rampart Blvd., Port Charlotte, FL 33948	941-629-7466	Charlotte	Erin Soltis
82	5/4/2023	Life Care Center of Winter Haven	1510 Cypress Gardens Blvd., Winter Haven, FL 33884	863-969-5610	Polk	Sarah Mennen
83	5/5/2023	Lake Mariam Health and Rehab Center - formerly The Palms Rehab at Winter Haven	1801 N. Lake Mariam Drive, Winter Haven, FL 33884	863-293-1989	Polk	Jared Wright
84	5/5/2023	The Palms of Sebring	725 South Pine Street, Sebring, FL 33870	863-385-0161	Highlands	Georges Similien
85	5/15/2023	Oak Manor Senior Living & Rehab Center	3500 Oak Manor Lane, Largo, FL 33774	727-489-0853	Pinellas	Brad Graham
86	5/17/2023	Homestead Manor	1330 NW 1st Ave, Homestead, FL 33030	305-248-0271	Miami Dade	Sam Saleh
87	5/19/2023	Madison Pointe Care Center	6020 Indiana Ave, New Port Richey, FL 34653	727-843-0600	Pasco	Chasmin Snyder
88	5/23/2023	The Sands at South Beach Care Center	42 Collins Ave, Miami Beach, FL 33139	305-672-1771	Miami Dade	Emma F. Dial
89	5/23/2023	Sabal Palms Health & Rehabilitation	499 ALT Keene Road, Largo, FL 33771	727-586-4211	Pinellas	Theresa Felicione
90	5/24/2023	Lake Port Square	701 Lake Port Blvd., Leesburg, FL 34748	352-728-3366	Lake	Charlene Bedor
91	6/7/2023	Cypress Cove Care Center	700 SE Drive Martin Luther King Jr. Ave, Crystal River, FL 34413	352-795-8832	Citrus	Heidi Yerby
92	6/9/2023	LaBelle Health & Rehabilitation Center	200 Broward Ave., LaBelle, FL 33935	863-675-1440	Hendry	Adra Baldwin
93	7/31/2023	Oak View Health & Rehabilitation	833 Kingsley Ave., Orange Park, FL 32073	904-269-2610	Orange	David Prater
94	8/24/2023	Palm Garden of Orlando	654 N. EconlockhatcheeTrail, Orlando, FL 32825	407-273-6158	Orange	Greg Hovey
95	8/25/2023	Life Care Center of Ocala	2800 41st Street, Ocala, FL 34474	352-873-7570	Marion	Joseph Jicha
96	9/11/2023	Aspire at Jacksonville - formerly Radiant HC of Jacksonville	4101 Southpoint Dirve East, Jacksonville, FL 32216	904-296-6800	Duval	Deanna Jones
97	9/13/2023	Riverwood Center	2802 Parental Home Road, Jacksonville, 32216	904-721-0088	Duval	Jessa Collins
98	9/15/2023	Madison Health & Rehabilitation	2481 W. US 90, Madison, FL 32340	850-973-4880	Madison	Paul E. Kovary
99	9/29/2023	PruittHealth Panama City	3212 Jenks Ave, Panama City, FL 32405	850-771-1521	Bay	Renee Hamilton
100	10/4/2023	Woodland Grove Health & Rehabilitation	4325 Southpoint Blvd., Jacksonville, FL 32216	904-245-7620	Duval	Deb Covert
101	10/5/2023	Avante at Leesburg	2000 Edgewood Ave, Leesburg, FL 34748	352-431-2482	Lake	Steve Reynolds
102	10/5/2023	Avante at Ormond Beach	170 N. Old Kings Road, Ormond Beach, FL 32174	386-267-0254	Voulsia	Trisha Kruse
103	10/5/2023	The Lilac at Bayview	161 Marine Street, St. Augustine, FL 32084	904-829-3475	St. Johns	Daniel Crumb
104	10/5/2023	Avante at Mount Dora	3050 Brown Ave, Mount Dora, FL 32757	352-729-9600	Lake	Thomas McDaniel
105	10/5/2023	Lake Bennet Center for Rehabilitation and Healing	1091 Kelton Ave, Ocoee, FL 34761	407-523-0300	Orange	Adria Mussari
106	10/5/2023	Water's Edge Health & Rehabilitation	1600 SW Capri Street, Palm City, FL 34990	772-223-5863	Martin	Erin Rachel Montegut
107	10/6/2023	The Meadows Center for Nursing & Healing	5157 Park Club Drive, Sarasota, FL 34235	941-377-0022	Sarasota	Shenika Ray
108	10/9/2023	Avante at Melbourne	1420 Oak Street, Melbourne, FL 32901	321-326-2300	Brevard	Charles Harper
109	10/10/2023	Avante Villa at Jacksonville Beach	1504 Seabreeze Ave., Jacksonville Beach, FL 32250	904-222-6675	Duval	Samantha Evans
110	10/10/2023	Solaris HealthCare Plant City	701 N. Wilder Road, Plant City, FL 33566	813-752-3611	Hillsborough	Ashley Parker
111	10/11/2023	Gardens at Terracina Health & Rehabilitation	6869 Davis Blvd. Naples, FL 34104	239-348-6000	Collier	Henry Brant Huisman
112	10/11/2023	Majestic Oaks	901 Veterans Memorial Parkway, Orange City, FL 32763	386-775-2008	Voulsia	Megan Pilko
113	10/12/2023	Village on the Green	515 Village Place, Longwood, FL 32779	407-300-9441	Seminole	Melissa Galeda Costa
114	10/17/2023	MorseLife Health System	4847 David S. Mack Drive, West Palm Beach, FL 33417	561-471-5111	Palm Beach	Keith Myers

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115	10/18/2023	Isle Health and Rehabilitation Center	1125 Fleming Plantation Blvd., Fleming Island, FL 32003	904-541-3500	Clay	Jose D. Fuentes
116	10/19/2023	Central Park Healthcare & Rehabilitation Center	702 S. Kings Ave Brandon, FL 33511	813-651-1818	Hillsborough	Desteny Oliver
117	10/24/2023	The Lakes of Clermont Health & Rehabilitation	1775 Hooks Street, Clermont, FL 34711	352-717-7980	Lake	Wendy Stoujesdijk
118	10/26/2023	Bridgeview Center	350 S. Ridgewood Ave., Ormond Beach, FL 32174	386-677-4545	Volusia	Jay Lawrence
119	11/2/2023	Crystal River Health & Rehabilitation	136 NE 12th Ave, Crystal River, FL 34429	352-795-5044	Citrus	Lenny Ow
120	11/10/2023	Apopka Health & Rehabilitation Center	2001 Alston Bay Blvd., Apopka, FL 32703	407-565-5990	Orange	Brittney Trill
121	11/15/2023	The Club at Lake Gibson	855 Carpenterts Way, Lakeland, FL 33809	863-213-3335	Polk	Jeffrey Strozier
122	11/20/2023	Solaris Healthcare Windermere	4875 Cason Cove Drive, Orlando, FL 32811	407-420-2090	Orange	Bob Pate
123	11/27/2023	Solaris Healthcare Waterman	4501 Waterman Way, Tavares, FL 32778	352-609-4000	Lake	Timothy Leonard
124	12/1/2023	Ridgecrest Health & Rehabilitation	1200 N. Stone Street, Deland, FL 32720	386-734-4334	Volusia	Jeannette Baltzly
125	12/27/2023	Solaris Healthcare Apopka - <b>Waitlist</b>	305 E, Oak Street, Apopka, FL 32703	407-880-2266	Orange	Brian Horvath
126	1/26/2022	Guardian Care Nursing and Rehabilitation Center: <b>INACTIVE</b>	350 S. Johan Young Parkway, Orlando, FL 32805	407-295-5371	Orange	Eloise Abrahams
127	2/22/2022	Seminole Pavilion Health Center: <b>INACTIVE</b>	10800 Temple Terrace, Seminole, FL 33772	727-398-0123	Pinellas	Miki States
128	3/30/2022	The Edgewater at Waterman Village: <b>INACTIVE</b>	300 Brookfield Ave, Mount Dora, FL 32757	352-383-0051	Lake	David Nwogu
129	7/28/2022	Lanier Nursing & Rehabilitation: <b>INACTIVE</b>	12740 Lanier Road, Jacksonville, FL 32226	904-757-0600	Duval	Jason Mathew Kallen
130	1/27/2023	Grand Boulevard Health & Rehabilitation: <b>INACTIVE</b>	138 Sandestin Lane, Miramar Beach, FL 32550	850-267-2887	Walton	Connie Zuraff
131	1/30/2023	Aventura Bay Place	10300 4th St., N., St. Petersburg, FL 33716	727-568-1000	Pinellas	Bonnie Almond
132	1/31/2023	Marianna Health & Rehabilitation Center - <b>INACTIVE</b>	4295 Fifth Avenue, Marianna, FL 32446	850-482-8091	Jackson	Melinda Gay
133	3/16/2023	Jacksonville Rehabilitation & Nursing Center: <b>INACTIVE</b>	2061 Hyde Park Road, Jacksonville, FL 32210	904-786-7331	Duval	Connie Bend
134	4/27/2023	Siesta Key Nursing & Rehabilitation - <b>Inactive</b>	4602 Northgate Ct, Sarasota, FL 34234	941-355-2913	Sarasota	Becky Stocker
135	6/16/2023	Royal Oak Nursing Center: <b>INACTIVE</b>	37300 Royal Oak Lane, Dade City, FL 33525	352-567-3122	Pasco	Amy S. Gant
136	7/17/2023	Highland Pines Health & Rehabilitation: <b>INACTIVE</b>	1111 South Highland Ave, Clearwater, FL 33756	727-446-0581	Pinellas	Linda Damron
137	8/14/2023	Avante at Inverness	304 S. Citrus Ave, Inverness, FL 34452	352-726-3141	Citrus	Richard Soehner
138	10/5/2023	Hawthorne Center for Rehabilitation & Healing of Brandon	851 W Lumsden Road, Brandon, FL 33511	813-661-8998	Hillsborough	Alexandra Quay
139	12/29/2023	Riverwood Health & Rehabilitation Center - <b>Waitlist</b>	808 Colley Rd, Starke, FL 32091	904-964-6220	Bradforth	Aaron Coppola