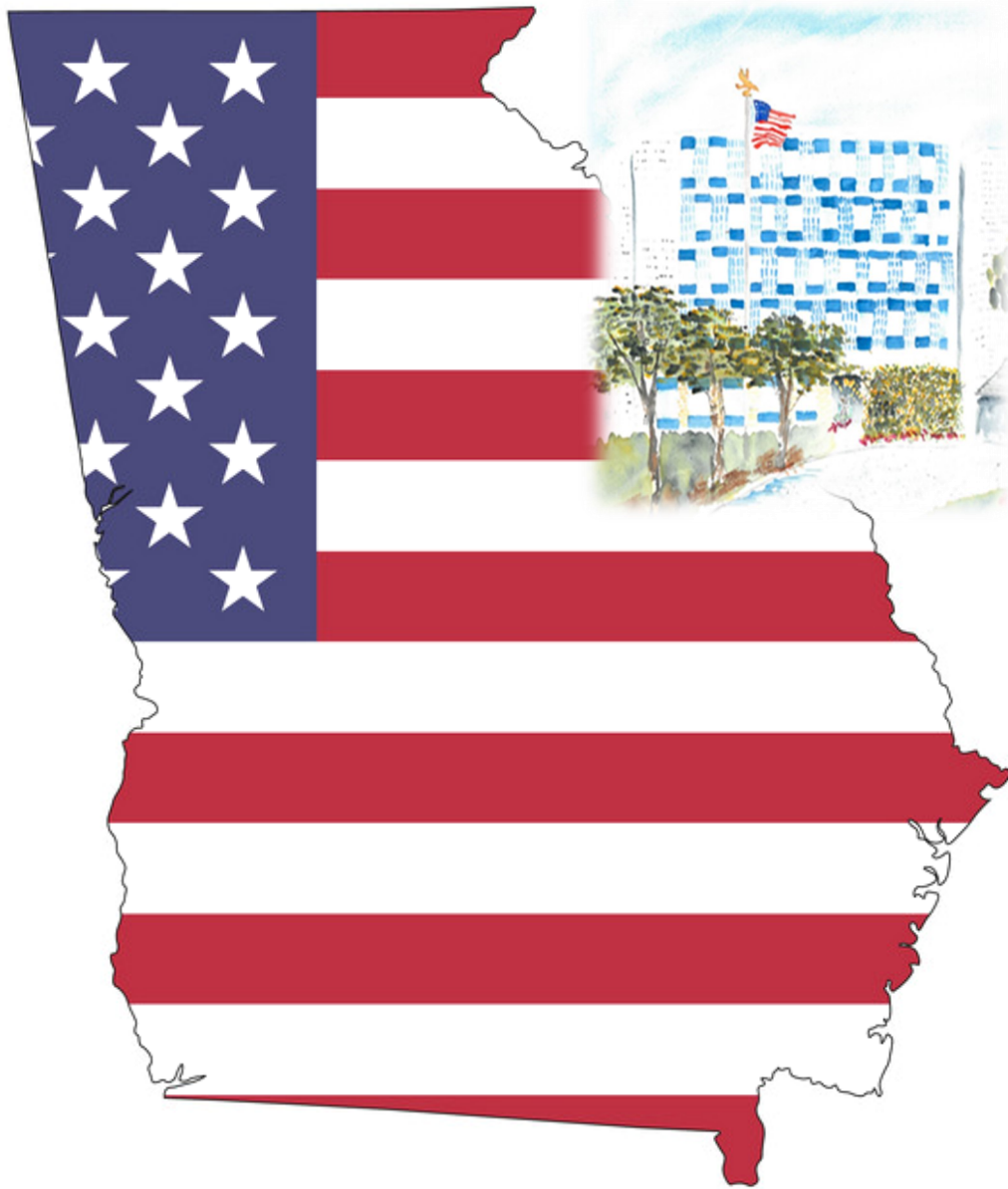


Georgia War Veterans Nursing Home Augusta, Georgia



ANNUAL REPORT FY 2023

ANNUAL REPORT FY 2023

Georgia War Veterans
Nursing Home
Augusta, Georgia



A Facility of the Veterans Service Board
State of Georgia Veterans Service
Atlanta, Georgia 30334

Patricia Ross, Commissioner
Shawn Hanley, Chairman
Takosha Swan, Vice-Chairman
Joshua Kopsie, Secretary

John Kubinec, Member
Steve Mendez, Member
Timothy Paslawski, Member
Pete Peterson, Member



Operated Under Contract with the
Board of Regents University System of Georgia

Harold Reynolds, Chair
Sonny Perdue, Chancellor



AUGUSTA
UNIVERSITY

by the Medical College of Georgia
Augusta, Georgia

Dr. Brooks Keel, President
Dr. David C. Hess, Dean, EVP
Carlton Deese, Executive Director

ANNUAL REPORT FY 2023

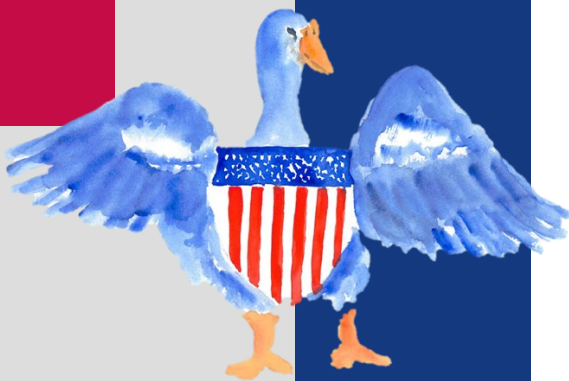
Georgia War Veterans Nursing Home Augusta, Georgia

ADMINISTRATIVE STAFF

Carlton Deese	Executive Director
Julia Eveker	Associate Director
Richard Sams, MD	Medical Director
Elizabeth Majchrzak	Administrative Assistant III
Timothy Lark	Chaplain
Heather Nichols	Director of Activities
Jordan Fields-Thomas	Director of Business Services
Henry Williams	Director of Food & Nutrition
Crystal Allen	Director of Health Information Management Services
Christopher Townsend	Director of Maintenance/Safety
Kay Roland	Director of Nursing
Stephanie Nichols	Assistant Director of Nursing
Karen Monaco	Director of Occupational Therapy
Everald Clarke, DPT	Director of Physical Therapy
Amy Green	Director of Social Work
Erika Bowdre	Environmental Services Manager
Jody Rocker, PharmD	Pharmacist

TABLE OF CONTENTS

4	ADMINISTRATION
7	BUSINESS SERVICES
10	HEALTH INFORMATION
13	FOOD & NUTRITION
15	ENVIRONMENTAL SERVICES
17	MAINTENANCE/SAFETY
19	NURSING SERVICES
24	OCCUPATIONAL THERAPY
27	PHYSICAL THERAPY
31	PHYSICIAN SERVICES
34	SOCIAL WORK
39	ACTIVITIES
42	PHARMACY SERVICES
45	CHAPLAINCY SERVICES



DEPARTMENT PROFILE

Georgia War Veterans Nursing Home provides long-term skilled nursing care to chronically ill veterans of Georgia who have served in the armed forces during war times. It is owned and funded by the Georgia Department of Veterans Service and operated through an interagency agreement with Augusta University through the Board of Regents.

In addition to the provision of quality resident care, Georgia War Veterans Nursing Home provides educational experience to the various students of the colleges comprising AUGUSTA UNIVERSITY. As a sponsored service of AUGUSTA UNIVERSITY, access is provided to the many resources throughout the enterprise. Through this association, the nursing home is allowed access to technology and expertise that promotes exceptional resident care. This relationship has made Georgia War a true teaching nursing home.

RESIDENT SAFETY & QUALITY

- ▶ Continued the Gold Seal of Approval by The Joint Commission with a continued focus on Person Centered Care: Continued focus on a Home-Like Environment including Seasonal Decorations, Music at Meal Time, and Artwork Displays. Additional focus on Antibiotic Stewardship, End-of-Life Care (Comfort Care), Dementia Care and the Pandemic Respiratory Illness Plan.
- ▶ Recipient of Pinnacle Quality Insight's Customer Experience Award (Best in Class) for 2023 by satisfying the rigorous demand of scoring in the Top 15% for nursing homes in the Nation. Qualifying for the award in 16 of 16 categories of Resident Satisfaction represents continued dedication to providing Best in Class Senior Healthcare Services.
- ▶ Continued certification by the United States Department of Veterans Affairs and the Georgia Department of Community Health.
- ▶ Daily medical coverage provided by Georgia War's Medical Director, Physician Assistant, Augusta University Family Medicine Resident Physicians, and Eisenhower Army Medical Center's Internal Medicine Resident Physicians.
- ▶ Continued medical education and clinical training opportunities provided to Augusta University's Medical College of Georgia, Dental College of Georgia, College of Allied Health Sciences, and College of Nursing. Continued relationships with the University of Georgia, Fort Gordon's Dwight D. Eisenhower Army Medical Center, University of South Carolina-Columbia, Augusta Technical College, and Augusta Tender Care Training Center.
- ▶ Superior clinical services specifically outlined include: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Rehabilitation Nursing, Therapeutic Recreation, Wound Care, Dental Services, Podiatric services, Pharmacy services, Psychosocial/Social Work Services, and Dietetic/Nutritional counseling.
- ▶ Began implementation of the new Point Click Care electronic medical record system (EMR) that meets LTC federal regulations and MDS requirements.

ADMINISTRATION

ENGAGEMENT

- ▶ Attendance at annual and quarterly Georgia Healthcare Association (GHCA) conferences meetings
- ▶ Monthly Customer Service Surveys provided by Pinnacle Quality Insight
- ▶ Quarterly Resident Care Plan in person and virtual meetings and surveys including resident families
- ▶ Quarterly Resident Bill of Rights virtual training for all staff
- ▶ Bimonthly Resident Council in-person and virtual meetings

CAPACITY MANAGEMENT

- ▶ Provided continued service to Georgia's veteran population while maintaining an average daily census of 126.
- ▶ Earned the Pinnacle Customer Experience Award for Best in Class in the following areas: Overall Satisfaction, Overall Customer Experience, Admissions Process, Activities, Professional Therapy, Recommend to Others, Safety and Security, Cleanliness, Laundry, Individual Needs, Nursing Care, Communication from Facility, Dignity and Respect, Dining Service, Quality of Food and Response to Problems.
- ▶ In FY23, the nursing home provided 45,890 days of care to Georgia's veterans with an average age of 81. Includes 73 Admissions, 71 Discharges, and an average LOS of 422 days.
- ▶ Services to residents included 3,962 Physical Therapy treatments and 8,518 individual Occupational Therapy procedures.

FINANCIAL PERFORMANCE

- ▶ Achieved budgeted reimbursement for FY23 from the State of Georgia, Department of Veterans Service and resident billing in excess of \$7.4 Million
- ▶ The U.S. Department of Veterans Affairs provided financial assistance in excess of \$8.4 Million
- ▶ Continued certification in finance by the U.S. Department of Veterans Affairs
- ▶ FY23 year end with minimal delinquent accounts receivables
- ▶ Achieved budget goals for Operation expenses and Capital investments
- ▶ Funding established for new Architectural & Engineering for new Classroom on the first floor and historical review and approval obtained
- ▶ Veteran Service organizations, Civic and Fraternal organizations and Religious groups provided numerous donations, visits, and sponsorship of activities and programs
- ▶ Total FY23 in-kind donations exceed \$39K

STRATEGIC PLANNING

- ▶ Continued Marketing efforts focused on Georgia’s veteran population. Educational materials provided to local and regional hospitals, long-term care facilities, and assisted living communities around the state of Georgia.
- ▶ Continued focus on Comfort Care and Dementia Care Programs.
- ▶ In FY23, hosted volunteer opportunities for regional businesses, churches, and local groups who have donated thousands of hours and dollars to our nation’s heroes.
- ▶ Achieved an American Heart Association Top Team award as one of Augusta University’s top fundraisers. Raised over \$8,295 for the 2023 CSRA Heart Walk.
- ▶ Participated in the Augusta University Day of Service as a volunteer site with bonus BINGO for the residents during the week and on a weekend.
- ▶ Evaluate alternatives and develop specifications for new rooftop chiller systems and elevator upgrades with implementation anticipated during FY25.

BUSINESS SERVICES

DEPARTMENT

The Business Services Department (Business Office) provides information and services to residents, employees, and visitors. Primarily, the Business Office coordinates the purchasing of supplies and equipment for the operation of the facility, while ensuring compliance with applicable state purchasing laws, policies, and procedures. The Business Office maintains records and reports regarding purchases, receives and distributes supplies, and maintains current records of all inventoried equipment for reporting to state agencies. Resident Billing manages the room and board funds collected from the veteran residents each month, including all related records and reports. Resident Accounts is another function of the Business Office whereby individual accounts are set up for residents to deposit and withdraw funds for their personal needs. Through the Business Office, residents, staff, and visitors are able to obtain change, vending refunds, or purchase stamps. The Business Office is also responsible for the storage of resident valuables. The Business Office is a central source of information, upon which the facility depends for efficient operation.

SUMMARY OF ACTIVITIES

The Business Office assisted all departments in planning and purchasing of supplies for facility operations. In working with the Augusta University (AU) Supply Chain department, the Business Office purchased goods via Purchasing Cards (P-Cards), Health eShop, Interdepartmental Requisitions (IDR), Check Requests, and PeopleSoft requisitions. In FY23, the Business Office processed over 1,700 orders/invoices that totaled over \$9.2 million.

In FY23, several groups and individuals donated to the Resident Benefit Fund. The Resident Benefit Fund provides our veteran residents with welfare items, special equipment, and supplies. It also helps fund holiday celebrations, recreational activities and individualized therapies. However, the giving did not stop with financial donations!

The value of in-kind donations for veteran residents benefit for FY23 exceeded \$39K. Many individuals, families, and groups provided baked goods, letters, cards, and more to boost both veteran resident and staff morale over the past year.

FY23 saw a flurry of other activities as well:

ACTIVITIES
The Business Office assisted with decorating the facility and put together beautiful displays for everyone in the facility to enjoy. The decorations created a more homelike environment within the facility.
The Office Specialist (Faith Powell) continued assisting the Communication Team with resident FaceTime's on a weekly basis.
The Business Office, along with the Administrative Assistant III (Liz Majchrzak), successfully completed a facility-wide IT inventory reconciliation.
The Business Office provided accounting assistance to the FY23 American Heart Association Georgia Warriors fundraising team at GWVNH.

SUMMARY OF ACTIVITIES

ACTIVITIES
The Business Office provided assistance during the recent, successful VA survey, and special events.
Effective 1/15/2023, the rates for Barber Services increased from \$10/head to \$12/head.
Development and implementation of the following performance improvement initiatives: <ul style="list-style-type: none"> ▶ Continued implementation of the mobile banking cart when/as needed, including Fridays for the Snack Shack. ▶ Revised the Resident Bedside Table Key Form, log, and sign-out/return process. ▶ Revised policy 7001.01 to meet expectations in the updated AU Purchasing Policy. ▶ Revised the Property Pick Up Form.
The Business Office welcomed Ashley Pierce, Office Assistant, in September 2022. However, Ashley departed Georgia War in May 2023.
The Business Office said farewell to Shannon Black, Director of Business Services, in May 2023.
In June 2023, the Business Office welcomed Jordan Fields-Thomas, Director of Business Services.
In June 2023, the Business Office welcomed DeMarcus Cooper, Office Assistant.
Faith Powell has continued her role as Office Specialist. The Office Specialist is currently running both Resident Billing and Resident Accounts.

DEVELOPMENT PLANS

New opportunities await the Department of Business Services every year. The Business Office will meet all opportunities in an efficient and flexible manner. The Business Office will continue to work within and stay abreast of any changes regarding state purchasing laws, as well as state, institutional, and facility policies and procedures. Moreover, the Business Office seeks to continue their role as a central source of information to residents, staff, and visitors.

BY THE NUMBERS

BUSINESS SERVICES

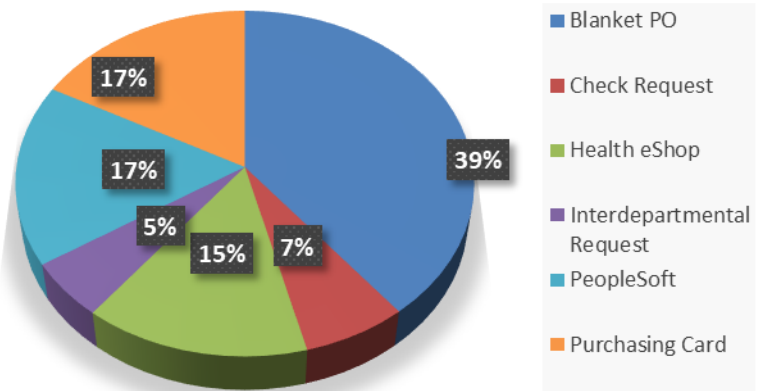
Financial Analysis of Department Activities

The Business Office managed 170 resident billing accounts and 164 resident trust funds in FY23. Georgia War spent over \$17.7 million on personnel, supplies, and equipment during the fiscal year.

DEPARTMENT COST ANALYSIS JULY 2022 THROUGH JUNE 2023				
Department	Personnel	Travel	Operating	Total
Administration	\$ 899,864.90	\$ 9,161.70	\$ 358,401.68	\$ 1,267,428.28
Dietary	\$ -	\$ -	\$ 1,140,825.84	\$ 1,140,825.84
Environmental Services	\$ 681,252.42	\$ -	\$ 474,134.17	\$ 1,155,386.59
Maintenance	\$ 314,140.56	\$ -	\$ 498,550.13	\$ 812,690.69
Nursing Services	\$ 5,139,541.64	\$ -	\$ 6,568,305.68	\$ 11,707,847.32
Occupational Therapy	\$ 182,603.55	\$ -	\$ 7,810.17	\$ 190,413.72
Physical Therapy	\$ 529,365.86	\$ -	\$ 5,705.41	\$ 535,071.27
Physician Services	\$ 390,350.16	\$ -	\$ 115,407.64	\$ 505,757.80
Social Work	\$ 107,768.71	\$ -	\$ 26,803.44	\$ 134,572.15
Activities	\$ 303,798.26	\$ -	\$ 8,419.31	\$ 312,217.57
Total:	\$ 8,548,686.06	\$ 9,161.70	\$ 9,204,363.47	\$ 17,762,211.23

FY 2023 Orders Processed

ORDERS PROCESSED JULY 2022 THROUGH JUNE 2023	
Interdepartmental Requests	91
Purchasing Card	292
Check Request	115
Health eShop	248
PeopleSoft	289
Blanket PO	669
Total Number of Orders	1,704



DEPARTMENT PROFILE

The department's responsibilities include processing applications, new resident admissions, maintaining and managing resident health information, facility statistics, and resident transportation. These tasks are accomplished currently by two staff members and the Director. Their efforts continue to result in deficiency free surveys from The Joint Commission, Veterans Administration, and state surveys in medical records.

FY23 kept the HIMS department engaged during the course of the year. The Director of HIMS, Crystal Allen, and the Assistant Director, Jordan Fields-Thomas, continued to provide leadership and departmental coverage for all responsibilities when necessary. In June, Jordan departed the HIMS department for a promotion within the facility. The HIMS Clerk role remained vacant at the end of the fiscal year.

The members of the department, Candace Schumann and Sabrina Williams, continue to conduct themselves in a compassionate manner while enhancing the culture of person-centered care and embracing a home-like environment. Both members of our team strive to create a superior service to all residents, their families, and other staff members with whom we work. I am grateful for both of them for the dedication and service they provide to our veterans and their loved ones.

SUMMARY OF ACTIVITIES

Census improved gradually during FY23 with a final average daily census of 126. External factors impacting census included increased hospital stays for residents whose age during the year averaged 81, continuation of the daily resident fee, and other placement venues closer to family members. In an effort to increase census, marketing efforts were increased using US mail and email directed to local and state veteran organizations and local hospitals.

The department is instrumental in the verification of credentials for physicians, medical students, nurse practitioner students, physician assistant students, and observers. In addition, the department conducts orientation for these students in conjunction with the Medical Director to include review of documents, procedures, and a "mock" chart and facility tour. Staff development also includes review of policies, rules of the facility, and The Joint Commission requirement topics including Cultural Diversity, Pain Management, Falls Risks and Protocols, Infection Control including both handwashing and Antimicrobial Stewardship to name a few.

With the participation of the Medical Director, resident medical staff, and clinical department directors, the department is able to process and maintain resident health records with outstanding documentation. Through the department's concurrent monitoring process, a sample of our paper medical records are reviewed each month with findings reported to the Utilization Review Committee for follow-up as necessary. This process continues to be reviewed to determine if additional performance improvement issues need to be addressed.

Beginning in February, implementation and adoption of Georgia War's electronic health record (EHR) began. The Director of HIMS was the project leader for this transition. The go-live date that Georgia War started using the EHR was June 1st.

SUMMARY OF ACTIVITIES

The desired outcomes for utilizing the EHR are to streamline workflows by standardize documentation and have real-time visibility into what is transpiring in the home which allows for data transparency. The ultimate goal of the EHR is to improve access to more detailed health information leading to better care plans which will lead to better resident outcomes.

The HIMS department continued to maintain the facility statistics for COVID-19 data to include vaccination status and testing dates for all residents and staff. The department was responsible for submitting accurate data to the CDC, DPH, and Veteran Affairs. The department worked in collaboration with nursing to ensure facility testing was conducted when necessary and the

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

We continue to focus on improving processes and procedures in regards to our relationship with the Department of Family and Community Medicine Resident Physicians, which is now in its fifteenth year. We continue to provide orientation for rising interns and second year Resident Physicians. The purpose of the orientation is to familiarize the Resident Physicians with the various documents, procedures, expectations, and the medical record at Georgia War.

Throughout the fiscal year, HIMS staff attended a variety of in-service sessions presented to the department including Infection Control Basics, HIPAA, Accident Prevention, Emergency Management, Telephone Etiquette, Sexual Harassment, Customer Service, Emotional Intelligence in the Workplace, Goal Setting, Stress Management, and How to Use a Fire Extinguisher. In addition, the department staff attended facility in-services and completed self-study modules.

DEVELOPMENT PLANS

The department remains excited for the upcoming year as the transition continues to our EHR. The department looks forward to learning more about the system and applying new workflows that make the department and facility more efficient.

The annual VA survey will be forthcoming and it is the goal that the department will remain deficiency free. Any opportunities for improvement identified during the survey process will become performance improvement objectives.

The department plans to continue increasing marketing efforts to veterans all over the state of Georgia and increase local community outreach to increase facility census. At this time, Georgia War does not have a waiting list and there are beds available!

Finally, the HIMS department looks forward to improving services and continuing to serve our residents, families, and the community during FY24.

HIMS

JULY 2022 THROUGH JUNE 2023			
ADMISSIONS		DISCHARGES	
New (44 male/0 females)	44	To Home/Other Facility	4
Readmissions from hospital	28	To LOA	1
Readmissions from LOA	1	Deaths In-House	32
		To Hospital (4 subsequent deaths)	34
Total	73	Total	71

CENSUS	
JULY 2022 THROUGH JUNE 2023	
Resident Days	45,890
Average Daily Census	125.73
Average Length of Stay	422.40
Days Lost to Hospital Admission	378
Days Lost to Leave of Absence	3
Average Daily Loss	0.96
Beds Available	188
Average Beds Assigned	129.09
Average Patient Age	80.71

Ten Most Common Discharge Diagnoses
COPD/Diseases of the Respiratory System
Diseases of the Genitourinary System
Cardiovascular Disease
Dementia/Psychosis
Metabolic Diseases
Digestive System Diseases
Hypertensive Diseases
Pneumonia/Influenza
Cerebrovascular Accidents/Disease
Musculoskeletal and Connective Tissue Diseases/Arthritis & Arthropathies

DEPARTMENT PROFILE

The food service team is composed of 8 full-time positions and 6 part-time positions. Led by a Certified Dietary Manager/Director of Food & Nutrition, Registered and Licensed Dietitian, Kitchen Supervisor and a Safety Champion, the team focuses on five core values of Trust, Team, Customers, Learning, and Profit. The Director and Dietitian are SERV Safe certified. The team strives to provide quality food service to our residents' three meals a day, 365 days a year.

SUMMARY OF ACTIVITIES

Special holiday meals were served to residents and their families for the following: Fourth of July, Labor Day, Veterans Day, Thanksgiving Day, Christmas Day, New Year's Day, Martin Luther King, Jr. Day, Valentine's Day, St. Patrick's Day, Easter, Memorial Day, Father's Day and Mother's Day. We participated in the Be-A-Star employee recognition program and received the award for meeting the requirements for this program. Employees and accounts were recognized for achieving business goals that focused on recognition of outstanding associates, safety, diversity, food safety audit compliance report, resident satisfaction, involvement in the community, and managing our budgets.

The department continues to support the Augusta University Dietetic Internship program through planned clinical and culinary experiences for interns. These interns completed many performance improvement activities throughout the year and make valuable contributions to resident care. Last September, the department participated in the facility VA survey, with no deficiencies noted. In addition, we received a score of 100/A on our most recent Health Department inspection.

SUMMARY OF PERFORMANCE

Performance improvement activities included enteral outcome measures, monthly weight loss monitoring, risk potential monitoring, adaptive equipment identification process monitoring, albumin trends for residents with wounds, web-based tray line program, allergy alert process, monitoring of the input & outputs (I & O's) of enterally fed residents, and input into the LTC program for care plans and MDS reporting.

We strive to create a warm welcoming environment where dining among fellow residents is encouraged. We continually update menu cycles allowing us to offer fresh seasonal fruits, vegetables, and herbs.

We have a beverage cooler for bottled drinks and a self-serve vending machine, where residents and staff can purchase house made salads and sandwiches, drinks, chips, and candy. This allows 24/7 access to goods from the dietary department.

The Nutrition Alert committee, a preventive weight loss program for residents who are 3% below usual body weight, met weekly to monitor and plan care for those losing weight.

SUMMARY OF PERFORMANCE

The Certified Dietary Manager and Kitchen Supervisor managed the daily food service operations by monitoring sanitation, safety, equipment, food procurement, food temperatures, schedules, time and attendance records, monthly safety, and loss control evaluations, and enforcing a united and consistent management plan. Cutting food costs and maintaining quality was a primary focus of our team.

The following performance benchmarks were used to help manage and maintain the bottom line:

OPERATIONAL EXCELLENCE	Cost efficiency is the heart of our operating model. Through strict prime vendor compliance, purchasing power and proprietary optimization programs, we contain and control costs.
HUMAN RESOURCES SERVICES	Integrating full payroll and benefit administration reduces staffing, training, and administrative costs while maintaining employee morale.
CULINARY EXPERTISE	Morrison has developed an array of food and menu management solutions to cut costs, eliminate waste, and satisfy unique regional tastes. The Compass Group continued to provide daily support with company programs that focus on food recalls, market pricing updates, the elimination of trans-fats, the purchasing of sustainable seafood and cage-free shell eggs, rGHB-free milk, and Folgers coffee.

The company’s values make it clear how best to work together to achieve our vision:

- Can-Do Attitude ● Embrace Diversity ● Share Success ● Superior Quality

Win-Through-Teamwork specific plans are to make every effort to meet the expectations of our customers by:

- ▶ Continuing high quality service and management
- ▶ Maintaining high health inspection scores
- ▶ Continuing visibility in the dining room during meals
- ▶ Continuing to improve the dining room atmosphere
- ▶ Continuing to pursue the individual desires of resident patients
- ▶ Maintaining 95% or higher adherence to planned menus

EDUCATIONAL OPPORTUNITIES

Morrison’s associate training includes 18 in-service training topics and 14 job-specific development plans.

Professional training meets the commission on Dietetic Registration Professional Development guidelines.

ENVIRONMENTAL SERVICES

DEPARTMENT PROFILE

The mission of the Environmental Services department is to strive to provide top quality, professional service, and to maintain Georgia War Veterans Nursing Home for the Veterans, staff, and visitors, making it a clean, safe, and a desirable place to live, work, and visit.

The primary objectives of the Environmental Services department are:

- To maintain the nursing home environment at the highest sanitary level possible by forward thinking to improve the cleaning process.
- To keep the nursing home environment free of micro-organisms as well as daily dust and dirt accumulation.
- To ensure that these objectives are accomplished through the use of germicides, written procedures, and in-service education.

SUMMARY OF ACTIVITIES

- ▶ The Environmental Services department assisted the facility in preparing for the VA survey during the fiscal year.
- ▶ FY23 ended with two (2) vacant Environmental Services positions.
- ▶ In September, the department celebrated International Executive Housekeepers Week.
- ▶ The Assistant Environmental Services manager continued to assist with coaching, training, and the day-to-day operation of the department.
- ▶ The Environmental Services department participated in Environment of Care Rounds.

PERFORMANCE IMPROVEMENT SUMMARY

CONTINUED to educate staff and focus on facility emergency codes to ensure all staff are oriented and respond correctly in the event of an emergency.

CONTINUED to brainstorm ways of improving environmental services performance techniques.

CONTINUED to cross-train all employees to promote loyalty and enhanced teamwork, while reducing burnout, and risk of injury.

CONTINUED to improve the 7-step cleaning process and workload.

CONTINUED to use of an ultraviolet sanitation system to efficiently and rapidly disinfectant surfaces to reduce the spread of COVID-19 and other germs as needed.

CONTINUED to use flip top caps on all cleaning quart bottles to prevent chemical reactions in the respiratory system.

DEVELOPMENT PLANS

The Performance Improvement program is the basis from which the Environmental Services Department maintains a clean, orderly, and safe environment and it ensures:

Ongoing monitoring of all functions that are essential to the department in fulfilling its purpose.

Follow-up monitoring of identified problems and their resolutions, which includes responding to comments and concerns of family members, staff, and visitors.

- The Joint Commission and VA Standards are maintained.
- The facility is kept as germ-free as possible.
- Effective communication and coordination between Environmental Services and other departments for the purpose of problem investigation and resolution to enhance the quality of service and care.
- Ongoing quality improvement inspections.
- Continued supervision and coaching of personnel.

EDUCATIONAL OPPORTUNITIES

Education continues to be one of the important factors for the department. We are always interested in improving the techniques involving the department. The Manager attends weekly, monthly, and yearly meetings. All employees attend monthly in-services, quarterly Resident Bill of Rights in-services, and staff meetings. The department participated in monthly fire drills and weekly Fall Risk committee meetings.

Staff attended the following monthly in-services:

MONTHLY IN-SERVICES	
Workplace Violence	Customer Service
Employee Uniforms	Confidentiality
Proper Use of Chemicals & Equipment	Bed Washing
Bomb Threat	Pain (Back, Knee, etc.)
Housekeeping Department Role	Fire Drill/Explosion
Tornado Watch / Warning	Resident Elopement
Cyber Security: DUO Training	Boosting Employee Morale
Cyber Security: Phishing	Fire Safety
CDC Education: Basic Principles of Infection Control	
Shipping Biological Substances & Support Materials & Blood Bourne Pathogens	

The Environmental Services manager attends campus Green Team meetings. This group’s mission is to protect and improve the campus environment and move toward more green initiatives. The Environmental Services manager attends professional association meetings.

MAINTENANCE

DEPARTMENT PROFILE

The Maintenance Department's mission is to maintain, repair and upgrade the nursing home's 70,000 square feet of enclosed space, all outdoor buildings and 4.3 acres of grounds and parking facilities. The Department Director and staff of three focus on quick response to emergency repair needs and then plan routine preventive maintenance to maintain and improve facilities for our residents, staff and visitors.

SUMMARY OF ACTIVITIES

During FY23, the Maintenance Department worked closely with all contractors who worked in the facility.

MAJOR PROJECTS COMPLETED

Installed new Security Cameras

Installed new HVAC units in Resident rooms

Installed new Deep fryers in the Kitchen

Installed gas grill in the kitchen

Repairs to the Penthouse Chiller

Installed new stove in the kitchen

Repairs to the 1st floor Chiller

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The Maintenance staff participated with other departments on the completion of performance improvement activities and continuing education efforts. In addition, departmental in-services were held throughout the year on various topics including boilers, communication failure, utility failure, tornado watch/warning, bomb threat, evacuation, severe weather, chillers, flood, resident elopement, fire/explosion and PASS Fire Extinguisher training. Additionally, the list of projects as outlined above contributed to the improvement of facilities and services for the residents. During FY24, the department will focus on continued upgrades to existing equipment and facilities.

DEVELOPMENT PLANS

- Explore installation of new motor and pulleys in the large elevator versus replacement
- Research replacement of a new rooftop chiller
- Investigate improvements to the hot water system
- Continue to focus on planning Emergency Management drills
- Develop and implement a new water management program

BY THE NUMBERS

MAINTENANCE

JULY 2022 THROUGH JUNE 2023	
Work Orders Completed	2,946
Major Projects Completed	7
Total Work Orders & Projects	2,953

NURSING SERVICES

DEPARTMENT PROFILE

Our management team and nursing staff bring many years of experience and knowledge to this nursing care center. The Department of Nursing continues its commitment to providing compassionate quality care in an environment which supports and enhances the health and well-being of our veterans.

The nursing team consists of registered and licensed practical nurses, restorative techs, office assistants, and certified nursing assistants who provide 24-hour health care coverage to the veterans. The addition of the unit specific LPN Charge Nurse has strengthened our management team by providing more oversight of unit activities, nursing care and documentation review. Our goal is to ensure quality compassionate care with dignity and respect. This experienced team manages certain aspects of resident care, listen to resident needs and advocate on behalf of our veterans. The nursing management, including the LPN Charge Nurse, are an integral part of Georgia War's interdisciplinary team. The nurses are responsible for carrying out physician's orders concerning all aspects of care. The Director of Nursing, Assistant Director of Nursing, Nurse Managers, Charge Nurses, Infection Preventionist and Supervisors are always available for resident or family consultations and are the best resource for daily details of care. Our staff is dedicated to our veterans and committed to provide a comfortable, home-like environment insuring privacy and safety in a respectful manner.

SUMMARY OF ACTIVITIES

The Nursing Management team conducted annual physical exams for all employees of the Georgia War Veterans Nursing Home facility as well as provided health information and education. The Annual Flu Fair was held for all employees, and 100% were vaccinated. The residents received annual influenza vaccinations with 100% compliance. While COVID is no longer an imminent threat, our Infection Preventionist remains vigilant in keeping the staff engaged with good hand hygiene, cough etiquette and appropriate glove usage. In addition to maintenance of a healthy work environment, the Infection Preventionist along with the Associate Director obtained a CLIA waiver for our facility to perform in-house COVID testing in the event a staff member or veteran becomes ill with symptoms of COVID.

During the last quarter of the fiscal year, the nursing staff were trained on the new electronic medical record documentation system.

The Nursing Team members continued to donate to Golden Harvest food bank, Ronald McDonald House, Children's Hospital of Georgia, local homeless outreach and participated in several Health and career events in the CSRA as well as the annual American Heart Association 2023 Campaign.

Acknowledgment, celebratory games, and gifts were provided by both the Nursing Administrative Team and Activity's department that allowed for a festive celebration for the licensed nurses and nursing assistant during their respective recognition weeks. As a result of comments provided from the Pinnacle Quality Insight survey, some nursing staff have received certificates of recognition for creating an excellent customer service experience.

SUMMARY OF ACTIVITIES

The Nursing Administration team created the “Life Saver” project to provide immediate acknowledgement for providing a positive working environment. Furthermore, some of the nursing staff were acknowledged for their outstanding customer.

The Nursing Management team remain active members of our facility committees. The committees include the Interdisciplinary Resident Care Team, Wound Care, Safety Committee, Nutrition Alert Committee, Fall Risk Committee, Antimicrobial Stewardship Program, Infection Prevention, Utilization Review, Performance Improvement, and Pharmacy Committee. It is our philosophy that involvement in these committees’ fosters not only better resident care, but also a better working relationship with our interdisciplinary team.

PERFORMANCE IMPROVEMENT SUMMARY

The Nursing staff is always looking for opportunities to improve the safety and care provided to our veterans. Several projects that stand out for FY23 include:

STAND OUT PROJECTS
Pro-Active Risk Assessment: COVID-19 In-house Testing
MDS: As it relates to the monitoring and documentation of Fall Prevention/Intervention, Anti-psychotic Medications and Foley Catheters
Weights: As it relates to the monitoring and documentation of weekly, monthly and medically ordered values

EDUCATIONAL OPPORTUNITIES

Educational programs were provided by the medical, nursing, dietary, podiatric, and audiology departments on a variety of subjects related to resident care, as well as programs to promote personal health and safety. There are routine programs that include but are not limited to programs provided on Functional Maintenance, Restorative Technician’s Monthly Tidbits, independent review via Self-Study Modules on General Safety, Infection Prevention, Resident Centered Care, Dementia/Antipsychotic Use in the Elderly and Reporting Suspected Resident Abuse/Exploitation and Resident Rights, monthly Individual Fire Drills and Emergency Management Codes.

All nursing personnel, in compliance with organizational requirements, are American Heart Association BLS/CPR certified. This course is available to all departments and is provided monthly. There are three (3) BLS instructors on-site. Some of the most essential programs provided by this facility include new employee and agency staff orientation. Our licensed and unlicensed nursing staff are tested annually on the tasks they perform daily. Proficiency requires a passing grade of 80% or better on the corresponding quiz associated with these skills.

NURSING SERVICES

EDUCATIONAL OPPORTUNITIES

As part of our educational mission, Georgia War's Nursing Administration team are members of the Advisory Board of Augusta Technical College LPN and Augusta University BSN program. In addition, our facility resumed its status as a clinical site for Tender Care Training Center and Augusta University Allied Health students.

The licensed nursing staff are required to have Continuing Education Units as dictated by the state of Georgia to maintain active licensure.

During FY23, learning opportunities were available via in-house presentations, webinars/online/off-campus continuing education, Infection Prevention Newsletter and Pharmacy News You Can Use.

In-house education from July 1, 2022 to June 30, 2023:

PHARMACY	
Pain Control in Geriatrics	Refresher of Inhaler Usage
How to use Trelegy Inhaler	Flu Fighters
Bivalent Booster	AUMC Pharmacy Update
Epi-Pen Administration	Guidance on Insulin Pen Administration
Insulin & Other Diabetic Medications	Rifampin Pearls
Stroke (CVA) Review	Heart Failure
Review Treatment of Dermatological Issues	
Review Ophthalmic and Otic Medications	
Constipation and Diarrhea: The Scoop on Poop	
Review of the Upgrades for the Emergency Kit	
Annual Competency Review: Anti-psychotic Use in the Elderly and Quiz	
The Review & Comparison of Potassium Binders	
AUMC Pharmacy Update: <ul style="list-style-type: none"> → Cart Exchange and Controlled Substances → Vitamin B-12 Injections New Information → Lidocaine Patch Strength Change 	
Pharmacy News You Can Use: <ul style="list-style-type: none"> → What's Up with Warfarin? → Chlorthali-Do or Chlorthali-Don't? 	

EDUCATIONAL OPPORTUNITIES

INFECTION PREVENTION	
Help Stop the Spread	Respiratory Etiquette
Mask Do's & Don'ts	Clostridium Difficile (C. Diff)
Bivalent Booster	Ebola Outbreak
Hydration Cart Procedure	Cleaning your Stethoscope
Wearing Mask Appropriately	"Think Pink": Skin Tears
Hand hygiene Spot Checks	Donning/Doffing Do's & Don'ts
Scabies Frequently Asked Questions	Infection Prevention Newsletter
COVID-19 POC (Point of Care) Testing	Lunch Bag Storage Do's and Don'ts
Things You Should Know About Shingles	COVID Tidbits Review: Icons We Use
Fungal Infections: Raising Public Health Flag	
New Cases of Measles Confirmed in Kentucky	
Older Adults are at High Risk for Severe RSV Infection	
What is the COVID-19 Situation in Georgia?	
COVID-19 Action Plan for Persons with Weakened Immune Systems	
Annual Flu-Fair and Influenza Season Review	
Facility Infection Prevention Requirements	
Things You Should Know About Monkey-Pox	
Infection Prevention and You: CRE (Carbapenem-Resistant Enterobacteriaceae)	
CDC Health Advisory: Outbreak of Extensively Drug Resistant Pseudomonas Aeruginosa Associated with Artificial Tears	
Annual Competency Reviews:	
→ Infection Prevention and Quiz	
→ Pressure Ulcers and Quiz	
SAFETY	
Restraint: Free Movement	Fire Extinguisher Training
Chillers	Resident Elopement
Review of Power Wheelchair Functions	Fire Drill/Explosion
National Preparedness Review	Proper Use of Chemicals
Floods	P-A-S-S
Managing Resident Safety Events	Annual Driver Certification Review
Communication Failure	Evacuation
Utility Failure	Sexual Harassment Part-2
Safety Flash: Tornado Terminology	Bomb Threat
Tornado Watch/Warning	Abuse, Neglect and Exploitation
Fall Prevention Annual Competency Review: Fall Prevention and Quiz	
AED (Automated External Defibrillator) Refresher	
Emergency Management Plan: Code Black	

NURSING

**REVIEW OF RESIDENT CLASSIFICATION REPORT
JULY 2022 THROUGH JUNE 2023**

DATE	CATEGORY I	CATEGORY II	CATEGORY III	CENSUS
7/31/2022	33	57	33	123
8/31/2022	35	59	33	127
9/30/2022	34	57	32	123
10/31/2022	32	61	31	124
11/30/2022	31	61	30	122
12/31/2022	31	64	29	124
1/31/2023	30	65	29	124
2/28/2023	29	67	30	126
3/31/2023	27	72	26	125
4/30/2023	29	69	31	129
5/31/2023	28	69	31	128
6/30/2023	30	66	32	128
Annual Average	31	64	31	125

**REVIEW OF VAMC & AUMC CLINIC VISITS
JULY 2022 THROUGH JUNE 2023**

DATE	AUMC CLINICS	VAMC CLINICS
July 2022	11	30
August 2022	23	34
September 2022	14	33
October 2022	12	41
November 2022	20	32
December 2022	13	38
January 2023	19	29
February 2023	8	34
March 2023	11	31
April 2023	13	32
May 2023	17	37
June 2023	8	31
TOTAL	169	402

DEPARTMENT PROFILE

Occupational Therapy promotes a person's well-being and independence in all aspects of one's life. The aging process may present unexpected challenges to participation in life roles. At Georgia War Veterans Nursing Home, the Occupational Therapy department encourages residents to engage in all aspects of regaining or maintaining self-management independence. Activities of Daily Living include but are not limited to self-care, leisure, and meaningful tasks of the resident's choosing. Upon admission, each resident is screened or evaluated by the Occupational Therapist in accordance with the physician's referral. Treatments are planned to increase sensorimotor, cognitive and psychosocial components of residents' functional abilities. The environment is adapted to maximize one's abilities and safety while preventing abnormal postures and contractures by using positioning or orthotic devices. The need for adaptive equipment is assessed and appropriate equipment is issued. The Occupational Therapist (OT) and Occupational Therapy Assistant (OTA) collaborate in resident care and provide periodic screenings to assess needs for occupational therapy to address each resident's current status throughout the resident's stay.

During the FY23, the department had one full-time licensed and certified Occupational Therapist and one full-time licensed and certified Occupational Therapy Assistant who worked closely with the resident care team and maintained standards consistent with the Joint Commission, the American Occupational Therapy Association, the Georgia State Board of Occupational Therapy and the National Board for Certification in Occupational Therapy, Inc.

SUMMARY OF ACTIVITIES

The Occupational Therapy staff participated in the annual VA survey along with the facility's other team members.

The Occupational Therapy staff provided the following services:

- ▶ Evaluation of residents upon referral from the physician with the development of treatment plans, if indicated
- ▶ Implementation of recommended treatments; custom fabrication of orthotics
- ▶ Routine screening of residents
- ▶ Consultation to the staff, family members and residents
- ▶ Provision of in-service education to facility staff
- ▶ Collaboration and training with nursing staff regarding functional maintenance programs and restorative nursing programs
- ▶ Orientation sessions provided for new nursing employees to Occupational Therapy services regarding adaptive equipment and functional maintenance programs
- ▶ Falls Risk Committee weekly participation to discuss falls, determination of appropriate falls prevention techniques and recommendation of safety interventions
- ▶ Resident care conference weekly participation providing input in the resident care planning process on a quarterly and annual basis

OCCUPATIONAL THERAPY

SUMMARY OF ACTIVITIES

- ▶ Weekly wound rounds team member; bed positioning programs as medically directed
- ▶ Nutrition Alert Committee member; monitor residents' weight loss/gain weekly
- ▶ Monthly Safety Committee meetings – secretary
- ▶ Restorative CNA and Senior CNA training in collaboration with Physical Therapist
- ▶ The Occupational Therapist participated in the COVID-19 task force and Communications Committee

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

Efforts in improving the quality of care have occurred through our on-going Performance Improvement Program including use of pressure relieving wheelchair cushions for at risk residents in order to enhance wound healing and/or prevent wound development.

DEVELOPMENT PLANS

- Continue high standards and improvement of quality of care
- Strengthen existing programs and expand programs as needed
- Developed plan to provide skilled occupational therapy services in a safe environment during the COVID-19 pandemic
- Strengthen teamwork among all services in the care of the resident
- Consult with and provide training for staff as needed
- Continue to provide fieldwork experience for Occupation Therapy graduate students and Occupational Therapy Assistant students
- Attend pertinent continuing education to maintain OTR/OTA state licensure

EDUCATIONAL OPPORTUNITIES

Occupational Therapy will continue with a monthly departmental in-service program, in collaboration with the Physical Therapy and Activities Departments and will continue to participate with facility in-services, both in attendance and in presentations. Professional courses are attended to maintain staff's professional competence and license requirements. The Occupational Therapy Department supports the education of Occupational Therapy students and Occupational Therapy Assistant students by providing clinical experiences that introduce prospective students to the field of geriatric occupational therapy.

OCCUPATIONAL THERAPY

MONTHLY AVERAGES JULY 2022 THROUGH JUNE 2023	
Number of residents seen for all services	53
Number of residents seen for individualized treatments	42
Number of residents seen for group activity	0
Number of residents seen for short term/consult	1
Number of new residents evaluated	5
Number of residents re-evaluated	0
Number of residents reassessed	4
Number of residents screened	12
Number of residents on inactive status	83

JULY 2022 THROUGH JUNE 2023	
Treatment Unit Summary (15 minute segments)	Annual Totals
Evaluations	215
Re-evaluations	10
Reassessments	86
Individualized Treatments	8,064
Group Activities	0
Short Term Interventions/Consultations	4
Screenings	139
Total:	8,518

PHYSICAL THERAPY

DEPARTMENT PROFILE

The Physical Therapy Department provides individualized sensory-motor interventions for our resident veterans who have been referred by our physicians and will benefit from skilled physical therapy services. The goal of the department is to assist our veterans in obtaining their maximal functional level.

On admission, each resident is screened or evaluated by the Physical Therapist in accordance with the physician's recommendation. An evaluation and individualized plan of care is then developed in coordination with other departments to achieve the resident's maximal functional level. Our resident veterans are also assessed for a restorative nursing program or functional maintenance program upon discharge from skilled physical therapy. The Physical Therapy staff coordinates with the nursing staff regarding restorative programs and functional maintenance programs designed specifically for that individual resident.

An annual screen is also performed to assess our veterans' functional status and possible need for a physical therapy re-evaluation. Equipment needs are assessed on admission as well as during the veteran's stay, and are acquired with assistance from the Social Worker, family, and/or VAMC.

The Physical Therapy department also provides the following:

- ▶ Facility staff in-services for all departments in body mechanics, transfers, or any topic pertaining to employee/resident physical needs or care
- ▶ Appropriate documentation for meeting requirements as outlined in Georgia War policy and procedures and The Joint Commission
- ▶ Opportunities for physical therapy students from local colleges and technical schools to obtain clinical experience in a nursing home setting
- ▶ Opportunities for high school students to volunteer during summer months to introduce them to the field of Physical Therapy and for prospective physical therapy students to gain necessary volunteer hours for acceptance into a physical therapy school

The department is currently staffed by a Physical Therapist, who is the Director of Physical Therapy, a Physical Therapist Assistant, and a Restorative Technician, who also serves the Occupational Therapy and Activities departments.

SUMMARY OF ACTIVITIES

The Physical Therapy Department utilizes all therapies, a restorative nursing program, and a functional maintenance program to help restore veterans functionally to their highest potential, consistently monitor changes in their functional status, and maintain that level through consistent intervention by personnel trained in nursing and all therapies.

Restorative Technicians, who are supervised by the nurse manager on each floor, provide comprehensive restorative nursing care designed by physical, occupational, or speech therapists. The department's Restorative Technician provides an additional resource to assure continuity of care in the restorative nursing programs.

SUMMARY OF ACTIVITIES

The Fall Risk Committee meets weekly to reduce fall instances, review restraints and alternatives, and determine appropriate interventions to prevent falls or reduce the incidence of injuries due to falls. Recommendations from the Committee are communicated to the floor nursing staff. The Fall Risk Committee strives to keep the safety of our veterans at the forefront of all care provided for them. The committee is comprised of staff from Physical Therapy, Occupational Therapy, and Activities departments, as well as Nursing Supervisors, Restorative Technicians, Senior CNAs, and Environmental Services representatives.

Monthly staff meetings including Physical Therapy, Occupational Therapy, and Activities departments are held to provide a forum for presentation of innovative ideas to improve our residents' care and departmental functioning and for discussion of performance improvement in current programs. Staff members present in-services at each meeting and include knowledge and skills gained through attendance in continuing education programs.

Physical Therapy also participates weekly in Wound Rounds, Quarterly and Annual Resident Care Conferences, and New Admission Conferences. The Physical Therapist is a member of the Safety Committee and the Performance Improvement Committee. The Physical Therapist or the Physical Therapist Assistant educates all new employees in body mechanics in-service training and works with facility staff following an injury to ensure competency in body mechanics. The veterans' family members are also in-serviced regarding safe transfers, assisted movement, and equipment usage as needed.

The department continues to facilitate improvement in the method used to procure appropriate equipment for our veterans. Equipment is procured by effective coordination between the Prosthetics and Physical and Occupational Therapy Departments at the VAMC. Seating assessment remains an opportunity for collaboration with the VAMC Rehabilitation Department, resulting in improved outcomes for our veterans. The Physical Therapy Director frequently accompanies resident veterans to seating clinic visits at the VAMC to procure custom-designed and other specialty seating systems.

PERFORMANCE IMPROVEMENT

The Physical Therapy department is continuously searching for ways to improve the department and the lives of the veterans we serve. A few highlighted improvements for the past year include:

- Replacement of broken or damaged rehabilitation equipment for continued safety of our residents
- Providing residents with the option of listening to a variety of music selections while performing their therapeutic interventions
- Continued ordering replacement parts for equipment to have on hand within the department, thus decreasing the completion time for repairs to standard equipment
- Continued monitoring the weekly check system for the replacement of damaged or broken resident equipment

PHYSICAL THERAPY

PERFORMANCE IMPROVEMENT

- Replacement of old and broken Broda wheelchairs with the newly improved Juditta wheelchairs for ease of use by residents and nursing staff
- Continue to incorporate COVID-19 and general infection prevention protocols to decrease the possibility of spreading of infections to residents and staff

PROPOSED FUTURE CHANGES:

- ▶ Procurement of decorations to be placed throughout the rehabilitation department to continue the creation of a more homelike environment for our residents
- ▶ Purchase of additional workout equipment(s) to aid in improving our veterans' strength and mobility

DEVELOPMENT PLANS

- ▶ Interdisciplinary training for restorative technicians and senior certified nursing assistants
- ▶ Continue monitoring of an Interdisciplinary Approach to Functional Maintenance Programs

PHYSICAL THERAPY

JULY 2022 THROUGH JUNE 2023	
Treatments (15 minute Unit)	Annual Totals
Therapeutic Exercise	3,962
Therapeutic Activity	308
Balance/Coordination	43
Gait Training	1,770
Equipment Modification	4
Neuromuscular Re-Education	0
Modalities	52
Evaluation/Re-evaluation	126
Supervisory Visit	6
Annual Screening/Admission Screening	107
Total:	6,378

JULY 2022 THROUGH JUNE 2023	
	Monthly Average
Number of residents at the beginning of month	42
Number of residents in the hospital at the beginning of the month	2
Number of residents at the end of the month	43
Number of residents in the hospital at the end of the month	1
Number of new residents admitted	4
Number of current residents re-admitted to PT	1
Number of residents discharged	4
Number of residents on Restorative Nursing at the end of the month	54
Number of residents on Functional Maintenance at end of month	21

JULY 2022 THROUGH JUNE 2023	
Reasons for Discharge	Total
Expired	16
Discharge to home/another facility	2
Discharged - goals met	8
Discharged to Restorative Nursing	1
Discharged to Functional Maintenance	0
Other	16

DEPARTMENT PROFILE

The Georgia War Veterans Nursing Home is a skilled nursing facility owned and operated by the Georgia Department of Veterans Services under Augusta University (AU) in an interagency agreement with the Board of Regents, University System of Georgia. The overall mission of this long-term care facility is to provide optimal medical care to aging and disabled veterans. Comprehensive ongoing care is provided to our veterans under the direction of the Medical Director, Dr. Richard W. Sams, II, MD, MA has served as the Medical Director since April, 2021. Dr. Sams also holds a faculty position of Professor in the AU Department of Family and Community Medicine. A full-time certified Physician Assistant (PA-C) augments clinical services. Through its association with AU Department of Family and Community Medicine, Georgia War Veterans Nursing Home is considered a leader in the area of geriatric educational training for Medical and Allied Health Students, and House-staff.

AU Family Medicine PGY-2 and PGY-3 house-staff participate in the care of Georgia War residents for both monthly visits and longitudinal care. Also, each PGY-1 house-staff is assigned a one-month block of time during which they participate in the day-to-day operations of the nursing home. Dr. Sams also supervises in-depth Geriatric training for Fort Gordon's Dwight D. Eisenhower Army Medical Center (DDEAMC) PGY-3 Internal Medicine house-staff under a memorandum of understanding between the two organizations. House-staff are taught a comprehensive multidisciplinary approach to caring for elderly chronically ill residents. Dr. Sams participates in teaching Medical, Pharmacy, Allied Health Nurse Practitioner, and Physician Assistant Students. Topics include, but are not limited to: the comprehensive geriatric assessment, including functional assessment; frailty; dementia diagnosis and management; falls assessment and reduction; palliative and end of life care; pain assessment/management; neuropsychiatric manifestations of medical illness; the behavioral management of agitated demented residents and various other issues that are unique to the nursing home population. As such, the practical experience provided allows the learners to gain expertise in caring for older individuals in a skilled nursing facility.

SUMMARY OF ACTIVITIES

Medical staff continued to provide quality services to meet the needs of the resident population. During the past year, the department of Physician Services was assessed by the Department of Veterans Affairs. Through resident interviews, staff consultation and review of documentation, the medical care was found to be in compliance with no deficiencies noted. The facility is accredited by The Joint Commission.

ACTIVITIES INCLUDED:

- ▶ Physician services lead in implementing Point Click Care, the electronic health record adopted by Georgia War
- ▶ Associate investigator in an Institutional Review Board approved research study examining relationship between group exercise activities and cognitive function
- ▶ Supervision of one-month block rotations for thirteen AU Family Medicine PGY-1 House-staff
- ▶ Provision of facility in-services

SUMMARY OF ACTIVITIES

ACTIVITIES INCLUDED:

- ▷ Oversight of longitudinal long-term care for twenty-one AU Family Medicine FYG-2 and PGY-3 House-staff
- ▷ Administration of one month Geriatrics rotation for nine DDEAMC Internal Medicine House-staff
- ▷ Medical direction of Wound Care and Resident Care Teams, with each team having weekly rounds throughout the year
- ▷ Participation in facility committees (including Department Head, Utilization Review, Infection Control, Performance Improvement, Pharmacy and Safety)
- ▷ Participation in Joint Commission Risk Assessment Group, Proactive Risk Assessments of Advance Directives and Code Status policies
- ▷ Collaboration with facility consultant pharmacists to optimize Pharmacologic Therapy in a team approach
- ▷ Medical direction of comprehensive geriatric intakes for new admissions
- ▷ Communication with family members of veterans on a regular basis
- ▷ 3rd year medical student geriatric experience for students rotating at AU Family Medicine
- ▷ Small group case-based learning each Thursday afternoon at the Harrison Commons/MCG for 1st and 2nd year medical students

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The Medical Director participates in the nursing home's Performance Improvement and Utilization Review programs with the focus to improve resident outcomes. Through the Utilization Review Committee, chaired by a member of the Department of Family Medicine faculty, resource utilization in the facility is assessed. Standards for physician services are addressed by the Medical Director who addresses any identified needs and works toward improvement. Special orientation conferences were held with new incoming Resident physicians. Through the Performance Improvement Committee, the Medical Director remains involved with projects throughout the facility.

As a teaching skilled nursing facility, continual focus is on improving opportunities for graduate and undergraduate medical education in Geriatric Medicine.

In the longitudinal training, continuity care of long-term residents under supervision of the Medical Director is emphasized. Beginning in the second year of Residency (PGY-2), all 2nd and 3rd year family medicine residents at AU are assigned a panel of veteran residents which they follow through completion of their Residency. The one month block rotation generally occurs during the PGY-1 year for Augusta University house-staff (Family Medicine) and PGY-3 year for DDEAMC house-staff (Internal Medicine). Ongoing efforts include multidisciplinary Resident Care Team involvement in periodic chart review, medication monitoring, end-of-life issues, falls, unintentional weight loss, and oral hygiene issues.

DEVELOPMENT PLANS

DEVELOPMENT PLANS
Complete transition to Point Click Care electronic health record
Continue to provide an ideal setting for academic interests such as teaching and research, while allowing excellent care for our most frail elderly veterans
One-month Geriatrics rotation for eight DDEAMC Internal Medicine House-staff
Medical Direction of Wound Care and Resident Care Teams, with each team having weekly rounds throughout the year
Participation in facility Committee: Department Head, Utilization Review, Infection Control, Performance Improvement, Pharmacy, and Safety
Participation in Joint Commission Risk Assessment Group, Proactive Risk Assessments of Advance Directives and Code Status policies
Provision of facility in-services
Collaboration with facility consultant pharmacists to optimize pharmacologic therapy in a team approach
Medical direction of comprehensive geriatric intakes for new admissions

DEPARTMENT PROFILE

The Department of Social Work provides comprehensive services to residents and their families and serves as liaison and advocate in the unique setting of long-term care. We emphasize the resident's quality of life, self-determination, strength and autonomy and reaching and maintaining their highest level of functioning. We emphasize early involvement with each resident and family at time of admission to facilitate the adjustment process to the new environment and change in personal and family dynamics. Ongoing support is provided to address psycho-social issues, end of life care, and discharge planning needs as they arise throughout the resident's life in the facility.

Additionally, the department serves as a resource to all staff by providing information, education and assistance related to resident's rights, policy interpretation and implementation, assisting with possible abuse/neglect allegations, committee participation, and community resource identification and utilization.

SERVICES PROVIDED BY THE DEPARTMENT OF SOCIAL WORK:

- Resident/family counseling and education
- Case management
- Discharge Planning and Coordination
- Comprehensive assessment and coordination of end of life care/services
- Community resource identification and utilization
- Coordination/assistance with financial and benefit entitlements
- Assistance with advance directives, guardianship, and other legal issues
- Management/oversight of Grievance Log in accordance with state regulations
- Management/oversight of Theft and Loss Log
- Coordination/presentation of quarterly Residents' Bill of Rights in-services
- Coordination of bi-monthly Residents' Council meetings
- Presentation of new employee orientation
- Participation in special events, organizational committees and related functions
- Professional presentations and community education

MEET THE DEPARTMENT

Director of Social Work: Masters prepared, licensed clinical social worker (MSW, LCSW). This position provides direct clinical services to residents and families, serves as integral member of the interdisciplinary care team as well as, provides daily administrative oversight, and direction for the Social Work department. Additionally, this position serves as a member of the senior leadership team within the facility.

Social Worker III: A Masters level social work (MSW) position which provides direct clinical services to residents and families, serves as integral member of the interdisciplinary care team and frequently participates in department functions and committees. This position was vacant until the end of April 2023. A temporary licensed clinical social worker has been working on a full-time basis since the end of April 2023. However, the position remains vacant for a full-time permanent licensed or licensed eligible social worker.

SUMMARY OF ACTIVITIES

- ▶ Daily provision of comprehensive social work services to residents and families; average daily caseload for the year was 125 residents and their families
- ▶ Coordination of 44 admissions, 33 Comfort Measures / End of Life Care and 4 discharges
- ▶ Coordination/presentation of quarterly Residents' Bill of Rights in-services for staff
- ▶ Coordination of bi-monthly Resident Council meetings
- ▶ Presentation to new employees in monthly orientation sessions
- ▶ Development and implementation of performance improvement initiatives
- ▶ Participation in professional continuing education seminars and training opportunities
- ▶ Participation in VA and State surveys; department was deficiency free in all surveys
- ▶ Coordination and participation in special events and ceremonies
- ▶ Weekly, monthly, quarterly participation in the following committees:
 - ▶ Interdisciplinary Resident Care Conference
 - ▶ New Admission Resident Conference
 - ▶ Fall Committee
 - ▶ Safety Committee
 - ▶ Utilization Review Committee
 - ▶ Nutrition Alert Committee
 - ▶ Performance Improvement Committee
 - ▶ Application Review Board
 - ▶ Resident and Family Centered Care Committee
 - ▶ American Heart Association Yearly Fundraiser

The virtual video chats implemented in FY20 continued throughout FY23. These video chats help connect the resident with family members. The new residents and their family members are informed of the virtual chats at the time of admission. The video chats continued as an alternative if the family members preferred to visit virtually due to the distance or their own health concerns.

PERFORMANCE IMPROVEMENT INITIATIVES

FAMILY ATTENDANCE IN RESIDENT CARE CONFERENCES FOR NEW ADMISSIONS:

Family involvement in the development of plan of care for newly admitted residents is vitally important. The Social Work team continued this process for contacting families of newly admitted residents prior to their first scheduled Resident Care Conference to encourage attendance.

CUSTOMER SATISFACTION:

Continued process of contacting family members on a quarterly basis to identify and discuss any questions or concerns related to their loved one's care. All attempts are made to identify potential issues and address them as needed. This protocol ensures each family is contacted at least quarterly with additional contacts made as needed.

COMFORT MEASURES:

Continuous collaboration with physicians, nursing staff, resident care team and families to identify appropriate residents for consideration of implementation of Comfort Measures initiatives to enhance the provision and support of end of life care; coordinate protocol for team notification, staff education and implementation of support services. Comfort Measures were implemented with 18 residents throughout the year.

FAMILY SUPPORT GROUP:

The Family Support Group meetings have resumed. The Social Work team along with the Chaplain, facilitated monthly support group for family members of residents. Emphasis is placed providing support for the family members addressing psychosocial issues related to long-term care, adjustment to new environment, life style and relationship changes and end of life care. Another important function of the group is to foster relationships between the family members. The group sessions continue to include an educational component featuring discussions on select topics of interest as identified by group members.

PRESENTATIONS CONDUCTED BY DEPARTMENT:

- Residents' Bill of Rights virtual training
- New Employee Orientation
- COVID-19 Compassion Fatigue

STAFF DEVELOPMENT - EDUCATION COMPLETED

- ▶ National Preparedness Month Strategies Review
- ▶ Elder Abuse It's a Crying Shame-Self Study Module
- ▶ Prevention Works-Self Study Module
- ▶ Ethics, Implicit Bias, Cultural Humility, & Healthcare Disparities - Webinar
- ▶ Being an Ethical Leader: Using Improv to Understand & Address the Daily Ethical Challenges Faced in Healthcare - Webinar
- ▶ Influenza Review - Self Study

STAFF DEVELOPMENT - EDUCATION COMPLETED

- ▶ Fire Extinguisher Training
- ▶ MDS Basics: Self Study
- ▶ Wearing Mask Appropriately-Self Study
- ▶ Ebola Outbreak Over Uganda-Self Study
- ▶ What is the COVID-19 Situation in Georgia-Self Study
- ▶ Management of Resident Safety Events
- ▶ Live Webinar: Motivational Interviewing
- ▶ Live Webinar: Ethics of Self Determination in Health Care Settings
- ▶ Self-Study Module-Resident Centered Care
- ▶ Outbreak of Extensively Drug Resistant Pseudomonas Aeruginosa Associated with Artificial Tears
- ▶ COVID-19 Action Plan for Person with a Weak Immune System
- ▶ Staff Development In-service Joint Pain
- ▶ There's No Place Like Home: Debunking Myths & Exploring Best Practices to Help Clients Age in Place
- ▶ Suicide Assessment and Intervention
- ▶ Assessing and Treating Substance Abuse Disorders and Stigma
- ▶ Self-Study Module - Dementia
- ▶ IPGW Infection Control at Georgia War
- ▶ Tornado Terminology: Safety Flash
- ▶ Cyber Security
- ▶ Monthly Fire Safety and Monthly Emergency Management Code
- ▶ AU Annual Compliance Training

DEPARTMENT GOALS

CONTINUE to educate all staff regarding residents' rights as they pertain to our residents and long-term care environments.

MAINTAIN all VA, State, and The Joint Commission Standards with departmental deficiency free surveys.

DEVELOP expert knowledge and provide staff education and support regarding:

- Quality of life in long-term care (LTC)
- Ethical considerations in end-of-life care
- Dementia care and chronic illnesses in LTC population

PROVIDE excellent customer service in all encounters with residents, families, staff, and community contacts.

SOCIAL WORK

JULY 2022 THROUGH JUNE 2023	
	Annual Totals
Admissions	44
Discharges	4
Comfort Measures	33
Resident Contacts	2,329
Family Contacts	1,968
Staff Contacts	9,148
Agency Contacts	296
Total Contacts:	13,822

ACTIVITIES

DEPARTMENT PROFILE

The Activities Department consists of the Director and four Activity Therapists. Programs are planned and scheduled to meet the social, leisure, and physical needs of all our residents. These needs are met through programs that are designed to give residents entertainment, intercommunication, exercise, relaxation and opportunities to express creative talents. These programs fulfill basic psychological, social, and spiritual needs. The Activities team consists of Heather Nichols, Director of Activities, and our Activity Therapists Pam Parker, Lisa Hadden, Sharon Neely, and Miranda Crocker. The department ended FY23 fully staffed.

SUMMARY OF ACTIVITIES

The Activities Department worked with other departments throughout the year in several special activities. Internal events included National Skilled Nursing Care Week, modified community outings and annual holiday parties. Georgia War has had the pleasure of hosting many in-house as well as community cookouts with the support from Lanier's Fresh Meat Market. Residents were assisted in starting a garden with tomatoes, bell peppers, jalapenos, cucumbers, and mint. The vegetables and herbs grown in the container garden were used for resident snacks and to enhance veteran meals. In addition to internal events, the Activities Department was able to host product drives which included toiletries, and entertainment items.

The volunteer program continues to have strong support from the community. We are very thankful for the individuals and group volunteers that serve our veterans. Groups from various veterans' organizations including the sponsored activities such as our monthly birthday party, BINGO, pizza party, and banana split parties. Other sponsored events included ice cream socials, seasonal parties, product drives, letter writing campaigns, and live concerts. Many groups provided donations such as personal care items, lap blankets, refreshments and gifts for the residents. Donations were also made to the Resident Benefit Fund for comfort items, special events, equipment, and other projects that benefit our residents.

VOLUNTEER ACTIVITIES FOR OUR RESIDENTS:

Garden Club - Residents received a variety of flowers for the nursing units

Arts and Crafts - Residents assembled various crafts kits from ***Help Hospitalized Veterans***

Project Lifting Spirits - Product drives, goodie bag donations, socials, ice cream party, home baked goods, word search puzzles, letters of encouragement, and toiletry items

American Legion Post 192 - Product drives, goodie bag donations, Pizza Parties, Banana Split Party, and toiletry items

American Legion Post 205 - Goodie bag donations, Pizza Parties, and Banana Split Party

SUMMARY OF ACTIVITIES

VOLUNTEER ACTIVITIES FOR OUR RESIDENTS:

Elks Lodge 205 - Monthly Sub Sandwich Party, Snow Cone supplies, and cotton candy supplies; they also worked on a donation of two new popcorn machines with accompanying supplies in FY23

Combat Veterans Motorcycle Association - Donated various food, candy bars, BINGO supplies and entertainment items for veteran activities throughout the facility

VFW/Humana - Birthday cake/cupcakes, ice cream with toppings, and personal care items

Jim & Judy Whelan - popcorn and popcorn oil for weekly Movie & Popcorn activities

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The activities for our veteran residents were part of the Performance Improvement plan this past year:

- Falls prevention and restraint reduction – Activities is involved in a plan with Nursing and other teams; no restraints are in use at the facility
- Members actively involved with improving the safety of the residents through participation with the Falls Prevention and Restraint Reduction Committee
- Small groups and 1:1 activity events are ongoing
- VEToga and exercise clubs – Ambulating residents to activities is a joint effort of the Activity Therapists and Restorative Specialists
- Diet Changes – updating staff when changes occur
- Use of sunscreen and hydration with water during outside activities
- Ensuring all wheelchairs and Broda or Juditta chairs have footrests
- Provide support with End-of-Life Care and the Comfort Cart
- Continuing monthly reminiscence group to increase participation of residents with dementia by stimulating memories through the five senses
- Increased socialization with peers and staff with social distancing

ACTIVITIES

DEVELOPMENT PLANS

- ▶ Provide a current dietary list to Activity Therapists.
- ▶ Provide performance activity programs that meet the social, physical, and leisure needs of the residents.
- ▶ Provide a wide variety of activity programs for both group and individual needs.
- ▶ Document residents' participation to include the activity, the degree of assistance required to attend the activity and the level of participation in each activity.
- ▶ Invite community groups (e.g., schools, church groups and civic groups) to assist the facility in providing entertainment and interaction with the residents.
- ▶ Seek additional community volunteers to support/provide individual and group activity programs for our residents.
- ▶ Document 1:1 activity visits and how residents react to each.

EDUCATIONAL OPPORTUNITIES

The Activities staff participated in the Augusta University Days of Service held in November. The Activities Department also worked with other departments to host a successful Days-of-Service BINGO. This event required a team effort to ensure an appropriate number volunteers, prizes, and game boards were available. Also, Activity staff coordinated community groups in product drives.

The Activity department will continue monthly departmental in-service programs in conjunction with the Physical Therapy and Occupational Therapy departments. Activities staff will also continue to participate in facility in-services and will participate in community seminars that relate to our profession.

Activities participates in regular in-service programs on proper hand hygiene and use of PPE to best meet the guidelines set in place by the CDC and the Georgia Department of Public Health.

DEPARTMENT PROFILE

Pharmacy services are provided by the Augusta University Medical Center (AUMC) Pharmacy Department. Medications are distributed from the Medical Office Building Clinic Pharmacy using a unit dose system; the unit dose packaging provides a double check for safety and also controls drug costs by minimizing waste. The dispensing activity is managed by Periyasamy Sudharsan, PharmD. Clinical services at the nursing home are provided by AUMC consultant pharmacist, Jody C. Rocker, PharmD, BCPS.

The Pharmacy Department provides pharmacy resident care services with the goal of safe and cost effective drug therapy and optimal medication-related outcomes. Responsibilities include:

- **Direction** and oversight of all aspects of the acquisition, disposition, handling, storage and administration of medications in the facility
- **Medication** regimen review for each resident on admission, at least monthly thereafter, and upon readmission from hospitalizations, monitoring progress toward stated outcome goals and making recommendations when needed to optimize therapy
- **Participation** in interdisciplinary resident care planning team activities, including all new admission conferences and weekly MDS resident care plan conferences
- **Committee** involvement including Pharmacy Services, Antimicrobial Stewardship, Infection Control, Performance Improvement, and Utilization Review
- **Oversight/Leadership** of the medication use evaluation (MUE) and improvement program

SUMMARY OF ACTIVITIES

- ▶ Written consult recommendations/interventions to optimize care continues to be high and are reviewed weekly at interdisciplinary resident care conferences.
- ▶ During FY23, “live” presentations presented to the medical and nursing staff included: Pain Control in Geriatrics, Constipation/Diarrhea Treatment in Geriatrics, Review of Nayzilam Administration, Refresher on Usage of Inhalers, Review of Administration of Trelegy, GWVNH Emergency Kit Update, Guidance for Insulin Pen Administration, Guidance for EpiPen Administration, Review of Potassium Binder Medications, Review of Insulin and other Diabetic Medications, Review of Rifampin, Review of Stroke, Review of Heart Failure, Review of Dermatological Medications, and Review of Ophthalmic/Otic Medications. Memos providing information included: Pharmacy Update-Retail Pharmacy Changes and AUMC Pharmacy Update. The pharmacy consultant staff also provides Anticoagulation and Antimicrobial stewardship education to all incoming employees during their initial facility orientation. An automatic therapeutic interchange program (in conjunction with AUMC) has been in place for many years to help control medication costs while standardizing care and ensuring optimal therapy.
- ▶ An automatic therapeutic interchange program (in conjunction with AUMC) has been in place for many years to help control medication costs while standardizing care and ensuring optimal therapy.

SUMMARY OF ACTIVITIES

- ▶ A list of thirty high risk, look alike-sound alike medications has been identified for interventions to reduce the opportunities for medication errors.
- ▶ The medication management process is assessed annually as part of our annual Periodic Performance (Self) Evaluation against The Joint Commission standards and no issues or concerns have been identified.

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The Medication Use Evaluation (MUE) and Improvement program at Georgia War Veterans Nursing Home is reviewed annually by the Pharmacy Department and interdisciplinary Pharmacy Committee to assess progress and set goals for the year. The MUE program consists of medication use guidelines, ongoing screening evaluation activities and focused MUE studies. Monthly MUE reports for six drug classes are distributed to Nurse Managers. Screening evaluation activities are routinely performed by a pharmacist each time medications are ordered, and during monthly medication regimen reviews – to identify and resolve potential medication-related problems. Focused evaluations are conducted for selected medications or processes that are high risk, high cost, high use, or problem-prone.

CURRENT ACTIVITIES
Pharmacist/Physician Clinical Intervention program
Drug Allergy screening
Renal Dose monitoring
Adverse Drug Reaction monitoring
Medication Error Reporting/Prevention
Anti-Psychotic Drug Therapy monitoring and Dose Reduction program
Immunization promotion
Additional performance improvement projects initiated: assessment of renal function, non-formulary medication evaluation, update of the Look Alike-Sound Alike, Hazardous and do-not-crush medication lists, and weekly anticoagulation review report

EDUCATIONAL ACTIVITIES

The pharmacy teaching program provided five-week geriatric rotations for eight (8) Doctor of Pharmacy candidates from the University of Georgia (UGA) College of Pharmacy. They were supervised by UGA preceptor, Jody C. Rocker PharmD. She also serves as a preceptor offering an elective Geriatric rotation to post-graduate year one Pharmacy Residents from the Augusta University Medical Center which is accredited by the American Society of Health-System Pharmacists.

PHARMACY

PHARMACY SERVICES JULY 2022 THROUGH JUNE 2023	
	Annual Totals
Drug Regimen Reviews	1,536
New Admissions (development of initial Pharmacy Care Plan)	44
Pharmacist Recommendations	301
Live In-service Education Programs Provided	20

MEDICATION UTILIZATION JULY 2022 THROUGH JUNE 2023	
	Annual Totals
Anti-psychotic Drug Use	19.5%
Anti-depressant Drug Use	67.0%

CHAPLAINCY SERVICES

DEPARTMENT PROFILE

Timothy E. Lark Chaplain provides services to the residents and staff of the Georgia War Veterans Nursing Home. As an ordained minister, he offers our residents and staff dynamic spiritual support.

Spiritual Care and Chaplaincy services are provided voluntarily to all who desire them. The primary role of the Georgia War Veterans Nursing Home Chaplain is to provide emotional and spiritual support for residents, their families, and facility staff members. The Chaplain specializes in spiritual development and provides education and counseling to individuals facing grief, loss, aging, crisis, and terminal illness. The Chaplain offers the gift of presence and compassion during times of difficulty. It is not the Chaplain's role to influence, persuade or change an individual's religious belief but to explore their spirituality as a source of understanding, support, and comfort. The Chaplain serves those of all faiths and none. The Chaplain aims to model equality and inclusivity, hospitality and integrity, dignity and respect.

SUMMARY OF ACTIVITIES

- Provided weekly pastoral care visits to residents, their families, and staff members.
- Provided end-of-life support and bereavement follow-up with family members.
- Participated with the comprehensive bereavement team of Augusta University that follows up with residents' families after death.
- Provided 24-hour on-call services for Georgia War Nursing Home during times of crisis or death.
- Submitted monthly pastoral care articles for the Georgia War Nursing Home's VET COM newsletter.
- Conducted veteran resident spiritual needs assessments and evaluations as requested by the Medical Director, Resident Physicians, Social Workers, and Clinical Staff Members.
- Worked with medical students in the creation of a better understanding of how spirituality and the Chaplain can affect holistic resident health.
- Corresponded with family members, local pastors/priests, and funeral directors in the event of a resident's death.
- Visited or called hospitalized residents at the VA, AU Medical Center, and Piedmont Augusta hospitals weekly.
- Provided weekly Bible study and worship services.
- Conducted and documented weekly/routine pastoral care visits with residents placed on CMO/DNH status.
- Administered the Bereavement Card program.
- Conducted memorial services for staff and residents.

SUMMARY OF ACTIVITIES

- Provided Ash Wednesday, Blessing of the Hands for nursing and other staff, and Good Friday services upon residents' request.
- Conducted weekly Grief Support Sessions on Mondays and Evening sessions on the last Thursday of the Month, both in person and online.
- Assisted those who grieve and helped connect them to the appropriate bereavement resources.
- Provided counseling and crisis intervention for residents, families, and staff.
- Participated in monthly Family Support Group sessions.

Georgia War Veterans Nursing Home

Augusta, Georgia

This publication is prepared for the convenience of its readership and is not to be construed as an official document of the Georgia Department of Veterans Service or the Board of Regents of the University System of Georgia.

Georgia War Veterans Nursing Home is an Equal Opportunity Employer. Equal Employment Opportunity is provided to all applicants and employees regardless of race, color, religion, sex, national origin, age or physical disability. This policy applies to all personnel actions including, but not limited to, recruiting, hiring, compensation, benefits, promotions, transfers, or personnel reductions of the institution.