

# Bryant T. Aldridge Rehabilitation Center

## Performance Improvement Activities 2017

**Mission of Nash Health Care and the Bryant T. Aldridge Rehabilitation Center**

**To provide superior quality health care services and to help improve the health of the community in a caring, efficient and financially sound manner.**

Goal	Improvement Activities and Actions	Results	
Reduce Falls that occur in our facility.	Ceiling tile use, leadership rounding, wheelchair alarms, huddle	Falls decreased from 41 in 2016 to 28 in 2017	
Improve the understanding of the discharge plans.	huddle, discharge services form issued at discharge, training for person's served, patient satisfaction surveys, follow-up phone calls, 90 day follow-up	Patient experience with Overall discharge planning increased from: 2016: 92.1 (95th percentile) 2017: 93.5 (98th percentile)	
Provide safe care and reduce risk of infections.	hand washing, maintain a clean facility, huddle, safety huddle	Urinary Tract Infections with catheter use: 2016: 1 infection 2017: 0 infections	Hospital Acquired MRSA Infection: 2016: 0 infections 2017: 0 infections
Improve the patients experience with meal choices.	Patient satisfaction surveys, rounding, feedback to staff, interdepartmental rounding with dietary, patient feedback on new items to be offered	Created a new menu offering additional food choices for breakfast and dinner.	
Improve the overall experience of care with those we serve.	Carolina Care education, Carolina Care Committee, rounding, follow-up phone calls, multi-level rounding, informal staff discussions	Patient experience with Overall discharge planning increased from: 2016: 92.4 (86th percentile) 2017: 92.7 (89th percentile)	