



Gold Seal Site Visit Report Summary

Lakeview Terrace Rehabilitation and Health Care Center

110 Lodge Terrace Drive
Altoona, FL 32702

Date of Visit:	Panel Member Conducted Visit:
May 5, 2023	Teresa Scott

Staff Interviewed:

Name	Title	Date of Hire
Chris Sefjack	Executive Director (CCRC)	5 Years
Gwen Merrill	Assistant Executive Director (CCRC)	9 Years
Tammi Frisbie	Nursing Home Administrator	2003-2017 2021-Present

Entrance Meeting/Summary of the Tour: *(Overview of the entrance meeting and initial tour of the facility)*

I met with Chris, Executive Director, Tammi, NHA, and Gwen, Assistant Executive Director. Tammi was the NHA at Lakeview Terrace from 2003 through 2017. She left for a brief time and returned in 2021. When asked what she likes about Lakeview Terrace, Tammi said the family-like atmosphere among the employees. In reviewing their application, I noted the program they have where employees can go to another department to see if that would be a good fit for them. They are very proud of this program because they have seen employees grow and learn new skills. It also helps when they are looking for coverage when someone is absent. For example, several people have cross-trained as receptionists. They have established second positions to address salary changes in the different positions. Another example of this program is the Activities Director who held several positions before becoming the Activities Director.

During the tour, I met several employees - including the housekeeping manager, CNAs, and nurses - as well as residents, and family members. All had nothing but positive things to say about Lakeview Terrace.

Consumer Satisfaction: *(Topics covered should include how it is measured and how results are used.)*

Satisfaction surveys are completed annually with residents and family members. Their resident satisfaction scores were very good. When asked to share an example of an opportunity for improvement, Tammi gave me an overview of the lost clothing program. They have a competition and can win prizes for items found. When they have events, it is "all hands-on deck" and the employees participate with the residents and families. They also have an active volunteer program.

Community/Family Involvement: *(Topics covered should include how the facility interacts with the community; about the use of students and volunteers; activities within and outside the facility; and special activities, such as special events, Resident Council, and Family Council.)*

Lakeview Terrace has a positive relationship with the surrounding community. Many of their activities are provided through community partners. Examples include musical programs, pet visits, high school marching bands, dance studios, and a Trunk-and-Treat program around Halloween.

Targeted In-Service: *(Topics covered should include how training topics are determined, what continuing education opportunities are available for staff and any affiliations of the facility with educational institutions.)*

All staff meetings target required training, but also address just-in-time skills development.

Best Practices: *(Topics should include the programs, activities and services that make the facility unique and exemplary.)*

Lakeview Terrace is proud of their consistent assignment program. Staff have the responsibility of caring for the same residents on an ongoing basis. This gives them the opportunity to identify and provide individual care. They also are fortunate to have a positive partnership with a local staffing agency who provides them with the same staff consistently. They know their residents and are familiar with their policies and

Lakeview Terrace Rehabilitation and Health Care
May 5, 2023

procedures. On the outside of the residents' doors, there are encouraging signs. For example: You are Beautiful, You are Strong, You are Valued. Lakeview Terrace is committed to providing quality care for those in memory care. They are certified in the Music & Memory program.

Follow-Up Item(s) from previous meeting (if applicable): *(Areas noted for additional review from the initial panel meeting):*

Lakeview Terrace had their annual AHCA survey after their application for the Gold Seal was submitted for consideration. Their corrective action plan was submitted and approved, according to the administrator. They are utilizing their QAPI team to continue to monitor their corrective action plan.

Conclusion: *(Summary of the site visit findings)*

Lakeview Terrace has received the Governor's Gold Seal in the past and are very excited about the potential to be recommended again. They are proud of their commitment to providing the highest quality care to those they serve and to the employees who meet the same expectations. In summary, I would like to recommend Lakeview Terrace for the Governor's Gold Seal for Excellence in Long-Term Care.