



Gold Seal Site Visit Report Summary

Westminster St. Augustine

230 Towerview Drive
St. Augustine, FL 32092

Date of Visit:	Panel Member Conducted Visit:
05/09/2023	Ken Kniepmann

Staff Interviewed:

Name	Title	Date of Hire
Misty DeGross	Administrator	02/2022
Lynn Smith	Director of Nursing	03/2021
Debbie Pattinson	Executive Director	01/2018
Sharon Piety Nowell	Resident/Past Chair Health Committee	

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

Westminster St. Augustine has 30 skilled nursing and rehab/Nursing Home private beds. Assisted Living has 15 one-bedroom apartments and 15 studio apartments. Westminster Communities of Florida purchased the facility in 2017 and has made almost \$20 million in total improvements since then, including \$6 million in capital improvements in 2022.

During the entrance meeting, Misty, Lynn, and Debbie spoke at length about the importance of developing culture. Working within the organization’s “Strategic Culture Plan”, they have worked to improve retention, recruitment, and resident care. They have actively promoted a cooperative and engaging work environment, and implemented programs that make staff feel valued (e.g., scholarship program).

Met multiple staff members during the tour, which included rehab nursing wing where I was able to witness rehab therapy. Also toured the private nursing home wing and the assisted living wings. I was able to observe staff conducting memory testing with a resident, as well as multiple staff/resident interactions.

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

The facility has multiple means to measure and address issues related to customer satisfaction, including its "Quality of Life Survey" which measures dimensions of personal satisfaction, nursing care, activities, staff interactions, personal care, therapy, privacy, administration, and community. Westminster St. Augustine has the highest QLS score across all 10 Westminster facilities.

Westminster also has a resident council, whose members report that staff have a history of being willing to "address issues straight on to overcome them."

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.)*

Westminster encourages the participation and involvement of families in the lives of residents and sponsor activities in which family members can engage. From sharing regular meals to special dining to religious services to the 4th of July golf cart parade, family members are encouraged to actively participate with their family members. When residents of the independent living community encounter a medical issue, they often discharge to the Health Center for rehab services.

Westminster has an active Resident Council that works closely with administration and staff.

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.)*

Training happens on numerous levels at Westminster, including formal training and informal coaching. Staff receive training on new equipment, suggestions from the joint commission, individualized training, and discussion.

Westminster offers scholarships for employees to further their careers in healthcare. Currently, 3 staff are in nursing school. Westminster just added a new scholarship for education in law enforcement that is available to the children of employees.

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

Westminster utilizes a Strategic Culture Plan that has specific goals, objectives and deliverables that are designed to increase employee and resident engagement and satisfaction.

The Resident Experience Planning Calendar provides opportunities across 8 important dimensions of residential life: physical, nutritional, spiritual/emotional, community/social, vocational and team member relationships.

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

N/A

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

The staff and residents at Westminster St. Augustine made me feel welcomed. The staff took time to answer all my questions and give me an overview of the operation and their commitment to caring for their residents and employees.

I appreciated the honesty of the administration in speaking to hurdles they've had to overcome in regard to staffing (acquiring a failing operation, pandemic, competitive pressure from nearby commercialization). Their upgrade and capital improvement plans have been hampered by supply chain issues, yet the facility is spotlessly clean and in perfect repair.

Westminster St. Augustine is staffed by professionals who love what they do, and who care deeply for the residents they serve.