

# Gold Seal Staff Analysis for Palace at Kendall Nursing and Rehabilitation Cente

## Background Info

NH Name	Palace at Kendall Nursing and Rehabilitation Cent	Nominator Name	Monique Stephens
NH Addr	11215 SW 84th Street	Nominator Addr	
NH City	Miami	Nominator City	
NH Zip	33173-	Nominator Zip	
NH Voice	(305) 271-2225	Nominator Voice	(954) 593-2365
NH Fax		Nominator Fax	
NH eM		Nominator eM	mostephens@alz.org
NH Web		Nominator Web	
NH AO			
PermID			
Application Received	2023-09-14	Nomination Received	2023-09-14

## Staff Review

	Date Completed	Pass	Comment
Record Review	2023-10-10	<input checked="" type="checkbox"/>	This facility is owned by Kendall Health Care Properties III. This is a 180 bed facility and is a Medicare/Medicaid provider. According to the Nursing Home Guide, this is a 5-star facility.
by JMW			
Quality of Care Review	2023-10-10	<input checked="" type="checkbox"/>	The facility is in the upper 8 percentile of skilled nursing facilities regional covering the period January 1, 2021 through June 30, 2023. This facility meets the requirements of 59A-4.200, F.A.C.
by JMW			
Conditional Review	2023-10-10	<input checked="" type="checkbox"/>	The facility has not received either a Class I or Class II deficiency nor a Conditional license over the past 30 months.
by			
Financial Review	2023-09-18	<input checked="" type="checkbox"/>	The applicant meets the financial requirements of Section 400.235, Florida Statutes and Rule 59A-4.200(5), Florida Administrative Code.
by JMW			
Staffing Review	2023-10-10	<input checked="" type="checkbox"/>	According to the facility's staffing reports, the facility meets both the stability rate and the turnover rate. Therefore, the facility meets the requirements of 59A-4.200, F.A.C.
by JMW			
Ombudsman Review	2023-10-04	<input checked="" type="checkbox"/>	Based on a review of the facility's complaint history, the facility did not have any Long Term Care Ombudsman Program-verified complaints that resulted in citations by the Agency for Health Care Administration. Therefore, the applicant meets the requirement of Section 400.235(5)(f), Florida Statutes.
by JMW			
Preliminary Report		<input type="checkbox"/>	
by			
Facility Presentation to Panel		<input type="checkbox"/>	



# Application for Nursing Home Gold Seal Award



Refer to sections 400.235, Florida Statutes and 59A-4.200 - 59A-4.206, Florida Administrative Code for regulations. Attach additional pages as necessary to respond to information requested.

**Note: There is a 50 page maximum limit on supplemental information included with this application for review.**

\*Please do not include resident privileged and confidential and/or protected health information (PHI) which may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, (HIPAA).

## Please send letter of recommendation, attachments and completed application to:

Agency for Health Care Administration  
Long-Term Care Unit  
2727 Mahan Drive, MS 33  
Tallahassee Florida 32308  
Phone: (850) 412-4303 Fax: (850) 410-1512

### A. Nursing Home Information

Facility Name: Palace at Kendall Nursing and Rehabilitation Center		
Address: 11215 SW 84th Street	City: Miami	Zip Code: 33173
Telephone: (305) 271-2225	Web Site: WWW.Thepalace.org	
Facility Licensee Name: Kendall Health Care Properties III a/k/a Kendall Associates		

### Facility Contact Person for Gold Seal Information

Name: Liliana Patterson	Title: Administrator
Telephone: (305) 271- 2225	E-mail: Lily@thepalace.org

### B. Recommending Person or Organization - Section 400.235(6), Florida Statutes

Name: Monique Stephens
Profession/Type of Organization: Vice President of Development South East Florida Alzheimer Association

**C. Financial Soundness and Stability - Section 400.235(5)(b), Florida Statutes and Rule 59A-4.203, F.A.C.**  
Attach evidence of financial soundness and stability in accordance with the protocol contained in agency rule 59A-4.203, F.A.C.

### D. Regulatory History will be verified- Section 400.235(7), F.S.

Has the facility been licensed and operating for the past 30 months?  Yes  No  
Date the current licensee became licensed to operate this facility. 1991

### E. Consumer Satisfaction - Section 400.235 (5)(c), Florida Statutes and Rule 59A-4.201(1)(d)1., F.A.C.

Attach evidence, within the 30 months preceding this application, demonstrating consumer satisfaction in your facility and demonstrate that information is elicited from residents, family members, and guidance in accordance with this section of the Florida Statutes.

Approved  
SEP 14 2023  
Central Services



**F. Community / Family Involvement – Section 400.235(5)(d), F.S. and Rule 59A-4.201(1)(d)2., F.A.C.**  
Describe or attach evidence of the regular involvement of families and members of the community in the facility for the period of 30 months preceding this application.

See Attached

**G. Stable Workforce – Section 400.235(5)(e), Florida Statutes and Rule 59A-4.204, F.A.C.**

Provide information demonstrating the facility’s effort to maintain a stable workforce and to reduce turnover of licensed nurses and certified nursing assistants.

Attach evidence of meeting at least one of the following:

A turnover rate no greater than 50 percent for the most recent 12 month period ending on the last workday of the most recent calendar quarter prior to submission of an application (turnover rate will be computed in accordance with Rule 59A-4.204(1)(a), F.A.C.); or

A stability rate to include that at least 50 percent of its staff have been employed at the facility for at least one year (stability rate will be computed in accordance with Rule 59A-4.204(1)(b), F.A.C.).

**H. Target In-service - Section 400.235 (5)(g), Florida Statutes and Rule 59A-4.201(1)(d)3., F.A.C.**

Describe or attach information demonstrating how in-service training meets the training needs identified by internal or external quality assurance efforts for the period of 30 months preceding this application.

See attached

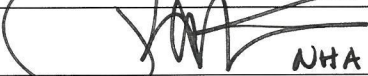
**I. Best Practices**

Describe the facility’s best practices and the resulting positive resident outcomes.

See attached

**J. Presentation to the Governor’s Panel on Excellence in Long-Term Care**

Our facility would like an opportunity to make a presentation to the Governor’s Panel on Excellence in Long-Term Care.

  
Signature of Person Completing Application

Click or tap here to enter text. 09/11/2023  
Date

Liliana Patterson, NHA  
Printed Name

Click or tap here to enter text. 09/11/2023  
Date

Received  
SEP 14 2023  
Central Services



**RON DESANTIS**  
**GOVERNOR**

**JASON WEIDA**  
**SECRETARY**

DATE: October 4, 2023  
TO: Brian O. Smith, Long Term Care Services Unit Manager  
FROM: Michelle Hart, Complaint and Incident Management Unit Manager  
SUBJECT: Gold Seal Complaint Review – March 15, 2021 through September 15, 2023

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**PALACE AT KENDALL NURSING AND REHABILITATION CENTER**

Based on a review of the facility's complaint history, the above listed facility did not have any Long Term Care Ombudsman Program-verified complaints that resulted in citations by the Agency for Health Care Administration.

The applicant meets the requirement of Section 400.235(5)(f), Florida Statutes.





**Nursing Home Guide Inspection Ratings**  
**Selected Facility: PALACE AT KENDALL NURSING AND REHABILITATION CENTER**  
**Rating Time Period: January 2021 - June 2023**  
**Last Updated: August 2023**

Facility / City	Region	Inspection				Inspection Components						
		Overall Inspection	Quality of Care	Quality of Life	Administration	Nutrition & Hydration	Restraints & Abuse	Pressure Ulcers	Decline	Dignity		
PALACE AT KENDALL NURSING AND REHABILITATION CENTER MIAMI	Region 11 Miami	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****	*****



RON DESANTIS  
GOVERNOR

JASON WEIDA  
SECRETARY

## INTEROFFICE MEMORANDUM

**DATE:** September 18, 2023  
**TO:** Jacqueline Williams  
**FROM:** Derron Hillman  
**CC:** Mills Smith, Bernard Hudson  
**SUBJECT:** Gold Seal Financial Review: Approval  
Licensee: Palace at Kendall Nursing & Rehab Center  
Facility: The Palace at Kendall

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**Conclusion:** The applicant meets the financial requirements of Section 400.235, Florida Statutes and Rule 59A-4.200, Florida Administrative Code.

**Analysis:** I have reviewed the financial requirements of the Gold Seal application for the license holder in accordance with Rule 59A-4.200, Florida Administrative Code.

Rule 59A-4.200, Florida Administrative Code, specifies that each licensee must meet at least two of the three financial soundness and stability thresholds for at least two of three years of the statements, to include the most recently submitted. Otherwise, its facility cannot be recommended for the Gold Seal Award except as described in Rule 59A-4.200, Florida Administrative Code. The financial stability thresholds are as follows:

- A positive current ratio of at least 1.0
- A positive tangible net worth
- A times interest earned ratio of at least 1.15

Based on the review conducted, I believe the applicant meets the financial requirements of Section 400.235, Florida Statutes and Rule 59A-4.200, Florida Administrative Code.





## Williams, Jacqueline

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**From:** Hillman, Derron  
**Sent:** Monday, September 18, 2023 9:23 AM  
**To:** Williams, Jacqueline  
**Cc:** Hudson, Bernard; Smith, Mills  
**Subject:** RE: Gold Seal Financial Review - Palace at Kendall Nursing and Rehabilitation Center  
**Attachments:** Palace at Kendall (OK).docx

Jacqueline,

Attached is the review of The Palace at Kendall. If you have any questions call me at 44351.

Derron Hillman  
Health Services & Facilities Consultant  
Financial Analysis Unit  
Agency for Health Care Administration  
(850)412-4351  
hillmand@ahca.myflorida.com



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**From:** Smith, Mills <Robert.Smith@ahca.myflorida.com>  
**Sent:** Monday, September 18, 2023 6:15 AM  
**To:** Hillman, Derron <Derron.Hillman@ahca.myflorida.com>  
**Cc:** Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>  
**Subject:** FW: Gold Seal Financial Review - Palace at Kendall Nursing and Rehabilitation Center

Derron, please provide a Gold Seal review of the above.

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**Robert Smith - REGULATORY ANALYST SUPERVISOR - SES**

Building 3, Room 3232 - BUREAU OF CENTRAL SERVICES - CO  
& FAU

2727 MAHAN DR., TALLAHASSEE, FL. 32308

+1 850-412-4353 (Office) - (Fax)

[Robert.Smith@ahca.myflorida.com](mailto:Robert.Smith@ahca.myflorida.com)



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**From:** Williams, Jacqueline <[Jacqueline.Williams@ahca.myflorida.com](mailto:Jacqueline.Williams@ahca.myflorida.com)>  
**Sent:** Friday, September 15, 2023 4:49 PM  
**To:** Smith, Mills <[Robert.Smith@ahca.myflorida.com](mailto:Robert.Smith@ahca.myflorida.com)>  
**Cc:** Noble, Kimberly <[Kimberly.Noble@ahca.myflorida.com](mailto:Kimberly.Noble@ahca.myflorida.com)>  
**Subject:** Gold Seal Financial Review - Palace at Kendall Nursing and Rehabilitation Center



RON DESANTIS  
GOVERNOR

JASON WEIDA  
SECRETARY

September 26, 2023

Via email: [Lily@thepalace.org](mailto:Lily@thepalace.org)

Ms. Liliana Patterson  
Administrator  
Palace at Kendall Nursing and Rehabilitation Center  
11215 SW 84<sup>th</sup> Street  
Miami, FL 33173

File Number: 111351  
License Number: 1401096  
Provider Type: Nursing Home

RE: Omission Notice for Nursing Home Gold Seal Award Application

Dear Ms. Patterson:

This letter is to acknowledge receipt of your application for the Gold Seal license. After review, it was found to be incomplete. Applicants receive only **one** letter describing the errors or omissions that must be addressed to deem the application complete.

**Section E. - Consumer Satisfaction**

Please forward evidence, within the 30 months preceding your application, demonstrating consumer satisfaction in your facility and demonstrate how that information is elicited from residents and family members. Please attach copies of your survey form/questions and your survey findings for the prior 30 months.

Also, please indicate the facility's efforts to act upon information gathered from the consumer satisfaction survey's findings.

**Section G. - Stable Workforce**

An applicant for the Gold Seal award must meet the turnover rate or stability rate pursuant to Section 400.235, F.S. and Rule 59A-4.200, Florida Administrative Code. In order to evaluate these criteria, please provide staffing to resident ratios, staff turnover, and staff stability for the last ten quarters (30 months) on the attached staffing document. Please provide numbers and not percentages in the top portion of the form. The computations will be completed by Agency staff.

Also, please provide information demonstrating the facility's effort to maintain a stable workforce and to reduce turnover of licensed nurses and certified nursing assistants.

**Please forward all responses via email no later than October 6, 2023.** If you have questions, please contact me via email at [Jacqueline.Williams@ahca.myflorida.com](mailto:Jacqueline.Williams@ahca.myflorida.com) or by phone at (850) 412-4437.

Sincerely,

*Jacquie Williams*

Jacquie Williams  
Operations and Management Consultant Manager  
Long Term Care Services Unit

2727 Mahan Drive • Mail Stop #33  
Tallahassee, FL 32308  
[AHCA.MyFlorida.com](http://AHCA.MyFlorida.com)



Facebook.com/AHCAFlorida  
Twitter.com/AHCA\_FL



## Williams, Jacqueline

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**From:** Williams, Jacqueline  
**Sent:** Tuesday, September 26, 2023 5:16 PM  
**To:** Lily@thepalace.org  
**Subject:** Gold Seal Award Application Review - Palace at Kendall Nursing and Rehabilitation Center - Omit Letter  
**Attachments:** Gold Seal OMIT- Palace at Kendall Sept 2023.pdf; Gold Seal Staffing Form - Sept 2023.pdf

Good Afternoon Ms. Patterson:

In an effort to streamline the Gold Seal Award application process, we are sending your application omissions letter by email. Therefore, if you would forward the requested information as soon as possible, it will give staff ample time to complete the review for your facility.

Attached are the following for your review and completion:

- Application omission letter
- Staffing Form

If you have any questions, please contact me at the telephone number listed below.

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**Jacquie Williams - OPERATIONS & MGMT CONSULTANT MGR  
- SES**



Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT  
2727 MAHAN DR., TALLAHASSEE, FL. 32308  
850-412-4437 (Office)

[Jacqueline.Williams@ahca.myflorida.com](mailto:Jacqueline.Williams@ahca.myflorida.com)



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# STAFFING REPORT FOR Palace at Kendall Nursing and Rehabilitation

SNF LICENSE # 1401096

Year	Quarter	Employed CNAs	Employed Licensed Nurses	CNAs Employed for 1 Year	Licensed Nurses Employed for 1 Year	CNAs Resigned or Terminated	Licensed Nurses Resigned or Terminated
2021	1 <sup>st</sup> (January 1, 2021 – March 31, 2021)	95	69	76	62	7	7
2021	2 <sup>nd</sup> (April 1, 2021 – June 30, 2021)	97	73	76	61	18	9
2021	3 <sup>rd</sup> (July 1, 2021 – September 30, 2021)	97	72	75	59	19	11
2021	4 <sup>th</sup> (October 1, 2021 – December 31, 2021)	94	68	70	56	21	9
2022	1 <sup>st</sup> (January 1, 2022 – March 31, 2022)	93	63	71	55	18	10
2022	2 <sup>nd</sup> (April 1, 2022 – June 30, 2022)	100	60	68	53	20	4
2022	3 <sup>rd</sup> (July 1, 2022 – September 30, 2022)	95	85	68	61	25	11
2022	4 <sup>th</sup> (October 1, 2022 – December 31, 2022)	97	79	68	55	12	9
2023	1 <sup>st</sup> (January 1, 2023 – March 31, 2023)	110	80	68	52	14	10
2023	2 <sup>nd</sup> (April 1, 2023 – June 30, 2023)	113	73	67	52	20	8

Stable Workforce Review: Section 400.235(5)(e), F.S. and 59A-4.200 (6), Florida Administrative Code

6(a) An applicant for Gold Seal Award must meet at least one of the following to demonstrate a stable workforce:

1. Have a turnover rate no greater than 50 percent for the most recent 12 month period ending on the last workday of the most recent calendar quarter prior to submission of an application. The turnover rate is the total number of terminations or resignations of certified nursing assistants (CNAs) and licensed nurses during the quarter divided by the number of CNAs and licensed nurses employed at the end of the quarter, or
2. Have a stability rate indicating that at least 50 percent of its staff have been employed at the facility for at least one year. The stability rate is the total number of CNAs and licensed nurses that have been employed for more than 12 months, divided by the total number of CNAs and licensed nurses employed at the end of the quarter.

**(Please also note pursuant to 59A-4.200, F.A.C., each applicant for Gold Seal Award must submit evidence of an effective recruitment and retention program.)**

# STAFFING REPORT FOR Palace at Kendall Nursing and Rehabilitation

## STAFFING REPORT FOR

(AGENCY USE ONLY)

### Turnover Rate

1st Quarter (2021): 8.53%  
2nd Quarter (2021): 15.88%  
3rd Quarter (2021): 17.75%  
4th Quarter (2021): 18.51%  
1st Quarter (2022): 17.94%  
2nd Quarter (2022): 15%  
3rd Quarter (2022): 20%  
4th Quarter (2022): 11.93%  
1st Quarter (2023): 12.63%  
2nd Quarter (2023): 15.05%  
*- Met*

### Stability Rate

1st Quarter (2021): 84.14%  
2nd Quarter (2021): 80.58%  
3rd Quarter (2021): 79.28%  
4th Quarter (2021): 77.77%  
1st Quarter (2022): 80.76%  
2nd Quarter (2022): 75.62%  
3rd Quarter (2022): 71.66%  
4th Quarter (2022): 69.88%  
1st Quarter (2023): 63.15%  
2nd Quarter (2023): 63.97%  
*- Met*



8/28/2023

To Whom It May Concern:

It is my great pleasure to recommend The Palace Nursing and Rehabilitation Center, in Miami, for consideration for the Nursing Gold Seal Award presented by the Agency for Health Care Administration. The Palace is an excellent privately owned and operated facility that offers its residents the very highest quality of rehabilitative services and environment. It works diligently in providing quality care to their residents and peace of mind to their loved ones and caregivers. The Palace also contributes to its community by educating and bringing much needed awareness of Alzheimer's disease and other dementias.

The Palace Group has the highest quality standards and is a leader in senior care in South Florida. It is an honor to recommend and support The Palace Nursing and Rehabilitation Center for candidacy for the Gold Seal.

Sincerely,

*Monique Stephens*

**Monique Stephens**  
**Vice President of Development - Southeast Florida**  
**Alzheimer's Association**

[mostephens@alz.org](mailto:mostephens@alz.org) | C: 954.593.2365 | 24/7 Helpline 800.272.3900



Received  
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*Section C. Financial Soundness and Stability  
Section 400.235(5)(b), Florida Statutes*

*Received  
SEP 14 2023  
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*Section E. Consumer Satisfaction  
Section 400.235(5)(c), Florida Statutes*

Received  
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## ***Section E: Consumer Satisfaction***

### **Family Satisfaction Surveys**

The Palace Group's policy is to conduct Satisfaction Surveys on a bi-annual basis for all of its' senior living communities. The Nursing & Rehabilitation Center's Survey is mailed to families twice a year in order for us to have the ability to make necessary changes to service delivery on a timely basis and to give us more feedback as to the overall satisfaction in the building.

The survey comprises some 50 questions, addressing all areas of the facility - from management to food to nursing and so on. Answers to individual questions are given on a 7-point scale and the goal for individual questions is to achieve a score of 90% or higher on that 7-point scale (this amounts to an average score of 6.3 out of 7). In order to have integrity of the results, all surveys are mailed directly to the families by the owner's executive assistant and the returned surveys are sent directly to the owner's post office box. The data is then entered by the owner's executive assistant.

The corporate goal for The Palace is to achieve 90% overall satisfaction and The Palace Nursing & Rehabilitation Center has consistently achieved the highest overall satisfaction for any Palace Community.

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## ***Long-Term Family Satisfaction Survey Results***

***April, 2023***

### ***Palace SNF Long-Term Family Satisfaction Survey Results April, 2023***

***Return rate for the SNF:***

***SNF: 77 returned (70% response rate)***

*Last survey – 55 were returned.*

***2. How long has your loved one lived at The Nursing & Rehab  
Center?***

*Average Length of Stay = 33 months*

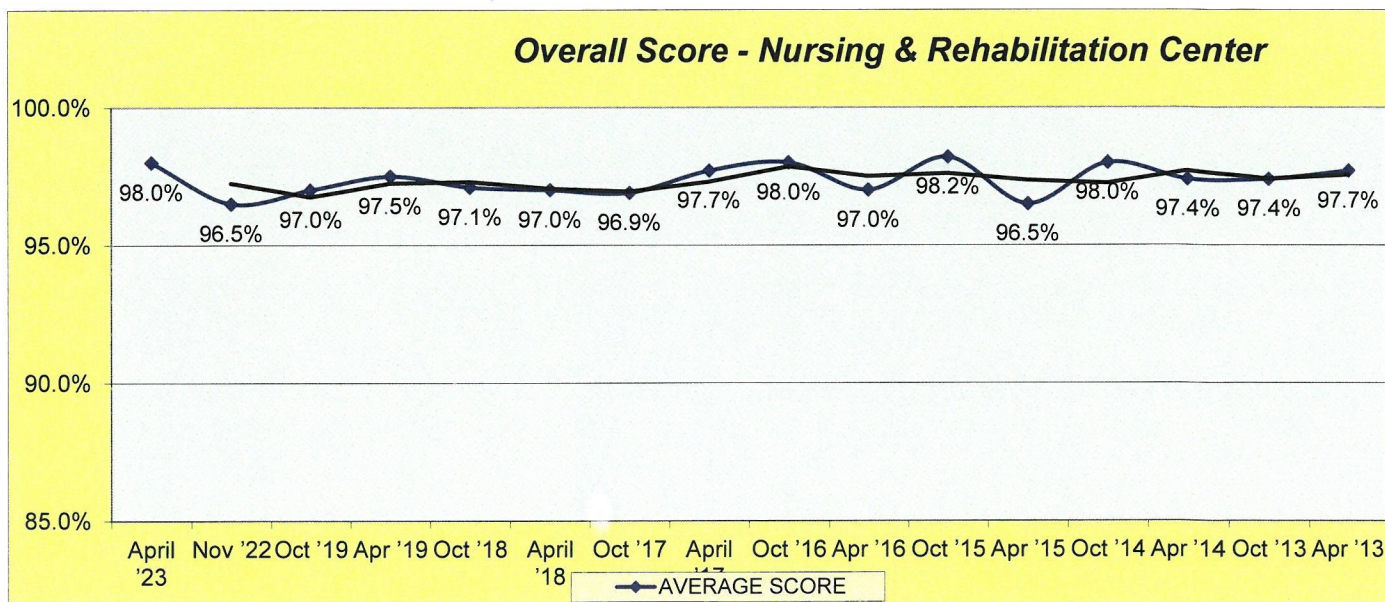
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*Overall, please give us a grade on a scale from 0-100%.*

Survey Date	April '23	Nov '22	Oct '19	Apr '19	Oct '18	April '18	Oct '17	April '17	Oct '16	Apr '16	Oct '15	Apr '15	Oct '14
AVERAGE SCORE	98.0%	96.5%	97.0%	97.5%	97.1%	97.0%	96.9%	97.7%	98.0%	97.0%	98.2%	96.5%	98.0%
Median	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100%	100%	100%	98%	100%
Standard Deviation	4.2	6	5.3	5.1	7.7	5.2	6.4	3.5	4	5.6	3.2	5.5	5.8
High Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Low Score	80%	80%	85%	75%	60%	80%	70%	85%	85%	80%	85%	75%	60%

*Overall, please give us a grade on a scale from 0-100%.  
Graphically, through the years...*



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**Hist = Historical Average.** The historical average is the mean of the 29 previous satisfaction surveys.

**Diff Last =** The difference between the current survey and the previous survey in October, 2022.

**Diff Hist =** The difference between the current survey and the historical average.

• *Compared to the last survey, The Nursing & Rehabilitation Center improved or remained the same in 34 of the 44 questions (77%).*

• *Compared to the historical average, The Nursing & Rehabilitation Center improved or remained the same in 36 of the 44 questions (82%).*

AVERAGE BY DEPARTMENT	April '23	Nov '22	HIST	Diff Last	Diff Hist
MANAGEMENT	98.4%	97.8%	98.1%	0.7%	0.3%
DINING ROOM – FOOD	92.8%	91.1%	92.6%	1.7%	0.2%
DINING ROOM – SERVICE	96.9%	96.6%	96.5%	0.2%	0.3%
ACTIVITIES	99.0%	97.2%	96.7%	1.8%	2.3%
NURSING MANAGEMENT/CARE	97.2%	94.9%	95.3%	2.2%	1.8%
HOUSEKEEPING	97.5%	94.6%	96.2%	2.9%	1.3%
MAINTENANCE	98.3%	96.3%	97.3%	2.1%	1.1%
LAUNDRY/LINEN SERVICE	96.0%	96.5%	95.1%	-0.5%	0.9%
QUALITY OF LIFE	99.1%	98.7%	97.6%	0.4%	0.4%
OTHER	97.4%	94.4%	96.5%	3.0%	0.8%
<b>AVG FOR ALL DEPARTMENTS</b>	<b>97.3%</b>	<b>95.8%</b>	<b>95.6%</b>	<b>1.5%</b>	<b>1.7%</b>

MANAGEMENT	April '23	Nov '22	HIST	Diff Last	Diff Hist
2. The Administrator is accessible.	99.4%	99.2%	98.4%	0.2%	1.0%
3. The Administrator shows a caring attitude.	98.9%	99.2%	98.3%	-0.3%	0.6%
4. Management is willing to discuss problems with residents/families.	98.7%	97.2%	98.1%	1.5%	0.6%
5. When I have a problem, Management always communicates with me and follows up until the problem has been resolved.	97.5%	98.3%	98.3%	-0.8%	-0.8%
6. My calls are returned in a timely manner.	97.7%	94.9%	97.5%	2.8%	0.2%
<b>AVERAGE FOR MANAGEMENT</b>	<b>98.4%</b>	<b>97.8%</b>	<b>98.1%</b>	<b>0.7%</b>	<b>0.3%</b>

DINING ROOM (FOOD)	April '23	Nov '22	HIST	Diff Last	Diff Hist
7. The food is good.	92.0%	87.9%	90.8%	4.1%	1.2%
8. The food is presented attractively.	93.5%	90.4%	91.7%	3.1%	1.8%
9. The food is served at the proper temperatures.	91.7%	89.8%	92.0%	1.9%	-0.3%
10. Family members' dietary restrictions are followed as directed by the physician.	93.9%	96.1%	96.0%	-2.2%	-2.1%
<b>AVERAGE FOR FOOD</b>	<b>92.8%</b>	<b>91.1%</b>	<b>92.6%</b>	<b>1.7%</b>	<b>0.2%</b>

SEP 14 2023  
Central Center



<b>DINING ROOM (SERVICE)</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
11. Food servers are pleasant.	96.2%	98.0%	97.1%	-1.8%	-0.9%
12. Food servers try to accommodate my loved one's requests.	96.8%	97.1%	97.3%	-0.3%	-0.5%
13. Staff is available to assist my loved one when they need help with their meal.	96.6%	93.2%	95.5%	3.4%	1.1%
14. Dining at The Palace is a pleasant experience.	97.8%	98.1%	96.2%	-0.3%	1.6%
<b>AVERAGE FOR FOOD</b>	<b>96.9%</b>	<b>96.6%</b>	<b>96.5%</b>	<b>0.2%</b>	<b>0.3%</b>

<b>ACTIVITIES</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
15. The Palace offers a wide variety of activities.	98.1%	94.0%	95.7%	4.1%	2.4%
16. If my family member needs help, someone will assist him/her to activities.	99.4%	97.7%	96.4%	1.7%	3.0%
17. The Activity Director does all she can do to provide my loved one with fulfilling recreational & social opportunities.	99.2%	97.9%	97.2%	1.3%	2.0%
18. The Activity Assistants are enthusiastic & friendly.	99.3%	99.1%	97.5%	0.2%	1.8%
<b>AVERAGE FOR ACTIVITIES</b>	<b>99.0%</b>	<b>97.2%</b>	<b>96.7%</b>	<b>1.8%</b>	<b>2.3%</b>

<b>NURSING MANAGEMENT &amp; CARE</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
19. If your loved one had pain, it was managed well.	96.3%	94.3%	95.4%	2.0%	0.9%
20. My loved one's care meets their individual needs.	96.4%	95.5%	96.3%	0.9%	0.1%
21. My loved one's personal care is handled with skill and competence.	97.4%	93.9%	95.6%	3.5%	1.8%
22. Nursing Supervisor is professional & knowledgeable.	98.1%	97.1%	97.2%	1.0%	0.9%
23. Nursing Assistants treat my loved one with dignity & respect.	98.4%	96.5%	96.8%	1.9%	1.6%
24. Staff response is reasonably prompt when my loved one calls for assistance.	92.2%	87.2%	92.2%	5.0%	0.0%
25. My loved one's medications are properly administered.	98.6%	97.6%	97.2%	1.0%	1.4%
26. I am kept informed of my loved one's medical condition.	98.7%	95.7%	95.6%	3.0%	3.1%
27. Nursing Administration/Dir. of Nursing is always available to me and/or my loved one.	97.4%	95.8%	96.2%	1.6%	1.2%
<b>AVG. FOR NURSING MGT. &amp; CARE</b>	<b>97.2%</b>	<b>94.9%</b>	<b>95.3%</b>	<b>2.2%</b>	<b>1.8%</b>

<b>HOUSEKEEPING:</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
28. The Palace is clean & tidy.	96.9%	94.8%	97.0%	2.1%	-0.1%
29. My loved one's room is kept neat & clean.	96.4%	91.4%	94.1%	5.0%	2.3%
30. Housekeeping staff is courteous.	99.2%	97.5%	97.6%	1.7%	1.6%
<b>AVG for Housekeeping</b>	<b>97.5%</b>	<b>94.6%</b>	<b>96.2%</b>	<b>2.9%</b>	<b>1.3%</b>

Central Services



<b>MAINTENANCE:</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
31. The Palace is cheerful & bright.	98.4%	96.8%	97.4%	1.6%	1.0%
32. The building is well maintained.	96.8%	95.6%	97.0%	1.2%	-0.2%
33. The grounds are well maintained.	98.2%	95.6%	97.6%	2.6%	0.6%
34. Requests for repairs are attended to in a timely manner.	98.5%	95.0%	96.1%	3.5%	2.4%
35. Maintenance staff is courteous.	99.7%	98.3%	98.2%	1.4%	1.5%
<b>Avg for Maintenance</b>	<b>98.3%</b>	<b>96.3%</b>	<b>97.3%</b>	<b>2.1%</b>	<b>1.1%</b>

<b>LAUNDRY/LINEN SERVICE</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
36. Personal Laundry is properly done.	96.3%	97.1%	94.8%	-0.8%	1.5%
37. An adequate supply of linens and towels are available.	96.2%	96.2%	95.0%	0.0%	1.2%
38. Personal laundry is returned in a timely manner.	95.6%	96.3%	95.6%	-0.7%	0.0%
<b>AVG. for LAUNDRY/LINEN SERVICE</b>	<b>96.0%</b>	<b>96.5%</b>	<b>95.1%</b>	<b>-0.5%</b>	<b>0.9%</b>

<b>QUALITY OF LIFE AT THE PALACE</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
39. Staff honors my loved one's confidential personal matters.	98.9%	98.3%	98.2%	0.6%	0.7%
40. My loved one's privacy is respected.	99.2%	98.0%	97.8%	1.2%	1.4%
41. The front desk/receptionist is courteous.	99.4%	99.6%	98.0%	-0.2%	1.4%
42. The front desk/receptionist is helpful.	99.3%	99.6%	98.2%	-0.3%	1.1%
43. The Palace cares about my loved one's quality of life.	98.6%	98.0%	98.1%	0.6%	0.5%
<b>AVG for QUALITY OF LIFE</b>	<b>99.1%</b>	<b>98.7%</b>	<b>97.6%</b>	<b>0.4%</b>	<b>0.4%</b>

<b>OTHER</b>	<b>April '23</b>	<b>Nov '22</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
44. The Social Services staff is accessible.	99.2%	97.5%	97.8%	1.7%	1.4%
45. The Social Services staff handles my loved one's care with skill & competence.	98.9%	96.8%	97.2%	2.1%	1.7%
46. The billing office is efficient.	94.0%	88.8%	94.6%	5.2%	-0.6%
<b>AVG FOR OTHER</b>	<b>97.4%</b>	<b>94.4%</b>	<b>96.5%</b>	<b>3.0%</b>	<b>0.8%</b>

*100% said they would recommend The Palace to a friend.*

Received  
 8/22/2023  
 Central Office





**Long-Term Family**  
**Satisfaction Survey Results**

**November, 2022**



*Palace SNF Long-Term Family  
Satisfaction Survey Results  
November, 2022*

*Return rate for the SNF:*

**SNF: 55 returned (50% response rate)**

Last survey – 41 were returned.

*2. How long has your loved one lived at The Nursing & Rehab  
Center?*

Average Length of Stay = 35 months



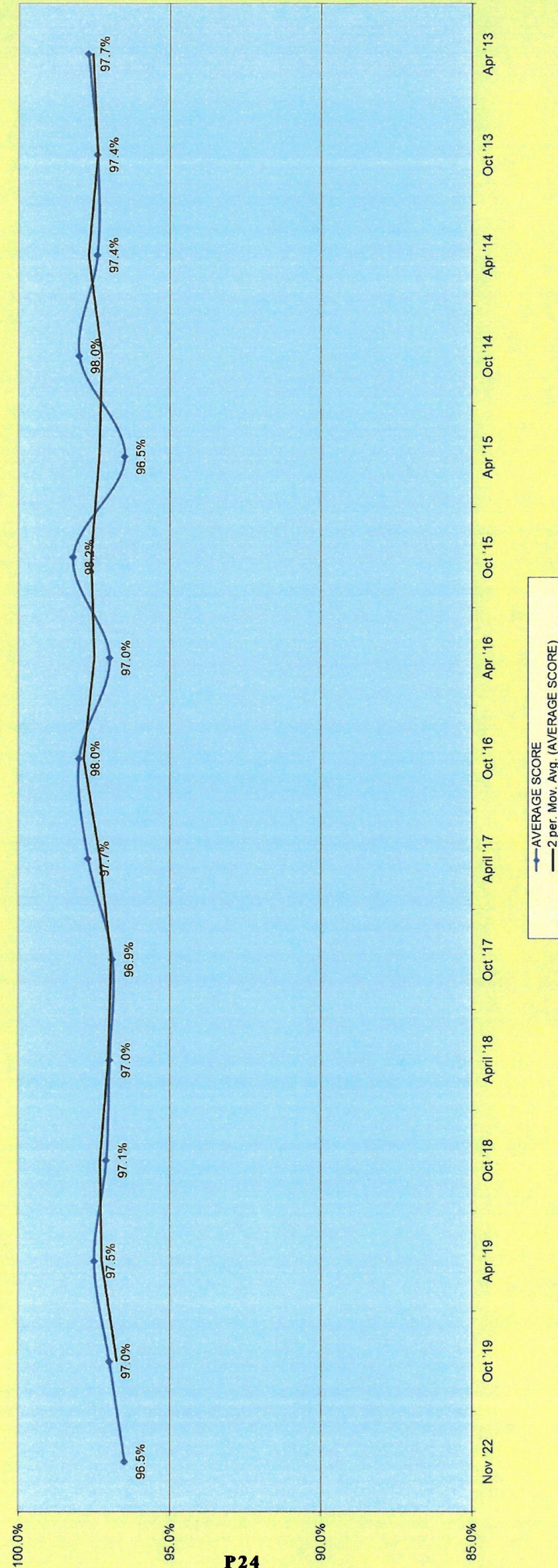
*Overall, please give us a grade from 0-100%.*

Survey Date	Nov '22	Oct '19	Apr '19	Oct '18	April '18	Oct '17	April '17	Oct '16	Apr '16	Oct '15	Apr '15	Oct '14
AVERAGE SCORE	96.5%	97.0%	97.5%	97.1%	97.0%	96.9%	97.7%	98.0%	97.0%	98.2%	96.5%	98.0%
Median	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100%	100%	100%	98%	100%
Standard Deviation	6	5.3	5.1	7.7	5.2	6.4	3.5	4	5.6	3.2	5.5	5.8
High Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Low Score	80%	85%	75%	60%	80%	70%	85%	85%	80%	85%	75%	60%



*Overall, please give us a grade on a scale from 0-100%.  
Graphically, through the years...*

Overall Score - Nursing & Rehabilitation Center





**Hist = Historical Average.** The historical average is the mean of the 28 previous satisfaction surveys.

**Diff Last =** The difference between the current survey and the previous survey in October, 2019.

**Diff Hist =** The difference between the current survey and the historical average.

- *Compared to the last survey, The Nursing & Rehabilitation Center improved or remained the same in 9 of the 44 questions (20%).*
- *Compared to the historical average, The Nursing & Rehabilitation Center improved or remained the same in 19 of the 44 questions (43%).*

<b>AVERAGE BY DEPARTMENT</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
MANAGEMENT	97.8%	98.7%	98.3%	-0.9%	-0.5%
DINING ROOM – FOOD	91.1%	93.5%	93.1%	-2.5%	-2.0%
DINING ROOM – SERVICE	96.6%	96.5%	96.5%	0.1%	0.1%
ACTIVITIES	97.2%	98.4%	96.7%	-1.2%	0.5%
NURSING MANAGEMENT/CARE	94.9%	96.8%	95.5%	-1.9%	-0.6%
HOUSEKEEPING	94.6%	98.8%	96.6%	-4.2%	-2.0%
MAINTENANCE	96.3%	97.7%	97.6%	-1.4%	-1.3%
LAUNDRY/LINEN SERVICE	96.5%	94.9%	94.9%	1.7%	1.6%
QUALITY OF LIFE	98.7%	98.7%	97.6%	0.0%	0.4%
OTHER	94.4%	98.8%	97.0%	-4.4%	-2.7%
<b>AVG FOR ALL DEPARTMENTS</b>	<b>95.8%</b>	<b>97.3%</b>	<b>95.6%</b>	<b>-1.5%</b>	<b>0.0%</b>



<b>MANAGEMENT</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
2. The Administrator is accessible.	99.2%	99.6%	98.2%	-0.4%	1.0%
3. The Administrator shows a caring attitude.	99.2%	99.6%	98.3%	-0.4%	0.9%
4. Management is willing to discuss problems with residents/families.	97.2%	97.8%	98.4%	-0.6%	-1.2%
5. When I have a problem, Management always communicates with me and follows up until the problem has been resolved.	98.3%	98.2%	98.3%	0.1%	0.0%
6. My calls are returned in a timely manner.	94.9%	98.1%	98.1%	-3.2%	-3.2%
<b>AVERAGE FOR MANAGEMENT</b>	<b>97.8%</b>	<b>98.7%</b>	<b>98.3%</b>	<b>-0.9%</b>	<b>-0.5%</b>



<b>DINING ROOM (FOOD)</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
7. The food is good.	87.9%	93.8%	91.5%	-5.9%	-3.6%
8. The food is presented attractively.	90.4%	91.5%	92.2%	-1.1%	-1.8%
9. The food is served at the proper temperatures.	89.8%	90.7%	92.5%	-0.9%	-2.7%
10. Family members' dietary restrictions are followed as directed by the physician.	96.1%	98.1%	96.0%	-2.0%	0.1%
<b>AVERAGE FOR FOOD</b>	<b>91.1%</b>	<b>93.5%</b>	<b>93.1%</b>	<b>-2.5%</b>	<b>-2.0%</b>



<b>DINING ROOM (SERVICE)</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
11. Food servers are pleasant.	98.0%	97.7%	96.9%	0.3%	1.1%
12. Food servers try to accommodate my loved one's requests.	97.1%	97.8%	97.3%	-0.7%	-0.2%
13. Staff is available to assist my loved one when they need help with their meal.	93.2%	95.5%	96.0%	-2.3%	-2.8%
14. Dining at The Palace is a pleasant experience.	98.1%	95.0%	95.9%	3.1%	2.2%
<b>AVERAGE FOR FOOD</b>	<b>96.6%</b>	<b>96.5%</b>	<b>96.5%</b>	<b>0.1%</b>	<b>0.1%</b>



<b>ACTIVITIES</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
15. The Palace offers a wide variety of activities.	94.0%	97.3%	96.0%	-3.3%	-2.0%
16. If my family member needs help, someone will assist him/her to activities.	97.7%	98.3%	96.2%	-0.6%	1.5%
17. The Activity Director does all she can do to provide my loved one with fulfilling recreational & social opportunities.	97.9%	98.9%	97.1%	-1.0%	0.8%
18. The Activity Assistants are enthusiastic & friendly.	99.1%	98.9%	97.5%	0.2%	1.6%
<b>AVERAGE FOR ACTIVITIES</b>	<b>97.2%</b>	<b>98.4%</b>	<b>96.7%</b>	<b>-1.2%</b>	<b>0.5%</b>



<b>NURSING MANAGEMENT &amp; CARE</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
19. If your loved one had pain, it was managed well.	94.3%	96.6%	95.8%	-2.3%	-1.5%
20. My loved one's care meets their individual needs.	95.5%	97.7%	96.6%	-2.2%	-1.1%
21. My loved one's personal care is handled with skill and competence.	93.9%	95.7%	96.0%	-1.8%	-2.1%
22. Nursing Supervisor is professional & knowledgeable.	97.1%	98.1%	97.2%	-1.0%	-0.1%
23. Nursing Assistants treat my loved one with dignity & respect.	96.5%	98.1%	96.8%	-1.6%	-0.3%
24. Staff response is reasonably prompt when my loved one calls for assistance.	87.2%	92.4%	93.3%	-5.2%	-6.1%
25. My loved one's medications are properly administered.	97.6%	97.7%	97.2%	-0.1%	0.4%
26. I am kept informed of my loved one's medical condition.	95.7%	97.2%	95.6%	-1.5%	0.1%
27. Nursing Administration is always available to me and/or my loved one.	95.8%	97.6%	96.2%	-1.8%	-0.4%
<b>AVG. FOR NURSING MGT. &amp; CARE</b>	<b>94.9%</b>	<b>96.8%</b>	<b>95.5%</b>	<b>-1.9%</b>	<b>-0.6%</b>



<b>HOUSEKEEPING:</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
28. The Palace is clean & tidy.	94.8%	99.4%	97.5%	-4.6%	-2.7%
29. My loved one's room is kept neat & clean.	91.4%	97.6%	94.6%	-6.2%	-3.2%
30. Housekeeping staff is courteous.	97.5%	99.4%	97.6%	-1.9%	-0.1%
<b>AVG for Housekeeping</b>	<b>94.6%</b>	<b>98.8%</b>	<b>96.6%</b>	<b>-4.2%</b>	<b>-2.0%</b>



<b>MAINTENANCE:</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
31. The Palace is cheerful & bright.	96.8%	98.2%	97.9%	-1.4%	-1.1%
32. The building is well maintained.	95.6%	96.5%	97.5%	-0.9%	-1.9%
33. The grounds are well maintained.	95.6%	96.5%	98.0%	-0.9%	-2.4%
34. Requests for repairs are attended to in a timely manner.	95.0%	97.3%	96.4%	-2.3%	-1.4%
35. Maintenance staff is courteous.	98.3%	100.0%	98.2%	-1.7%	0.1%
<b>Avg for Maintenance</b>	<b>96.3%</b>	<b>97.7%</b>	<b>97.6%</b>	<b>-1.4%</b>	<b>-1.3%</b>



<b>LAUNDRY/LINEN SERVICE</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
36. Personal Laundry is properly done.	97.1%	93.5%	94.2%	3.6%	2.9%
37. An adequate supply of linens and towels are available.	96.2%	95.9%	95.0%	0.3%	1.2%
38. Personal laundry is returned in a timely manner.	96.3%	95.2%	95.6%	1.1%	0.7%
<b>AVG. for LAUNDRY/LINEN SERVICE</b>	<b>96.5%</b>	<b>94.9%</b>	<b>94.9%</b>	<b>1.7%</b>	<b>1.6%</b>



<b>QUALITY OF LIFE AT THE PALACE</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
39. Staff honors my loved one's confidential personal matters.	98.3%	99.4%	98.2%	-1.1%	0.1%
40. My loved one's privacy is respected.	98.0%	99.4%	97.8%	-1.4%	0.2%
41. The front desk/receptionist is courteous.	99.6%	98.2%	98.0%	1.4%	1.6%
42. The front desk/receptionist is helpful.	99.6%	97.6%	98.2%	2.0%	1.4%
43. The Palace cares about my loved one's quality of life.	98.0%	98.8%	98.1%	-0.8%	-0.1%
<b>AVG for QUALITY OF LIFE</b>	<b>98.7%</b>	<b>98.7%</b>	<b>97.6%</b>	<b>0.0%</b>	<b>0.4%</b>



<b>OTHER</b>	<b>Nov '22</b>	<b>Oct '19</b>	<b>HIST</b>	<b>Diff Last</b>	<b>Diff Hist</b>
44. The Social Services staff is accessible.	97.5%	98.9%	97.8%	-1.4%	-0.3%
45. The Social Services staff handles my loved one's care with skill & competence.	96.8%	99.0%	97.7%	-2.2%	-0.9%
46. The billing office is efficient.	88.8%	98.5%	95.6%	-9.7%	-6.8%
<b>AVG FOR OTHER</b>	<b>94.4%</b>	<b>98.8%</b>	<b>97.0%</b>	<b>-4.4%</b>	<b>-2.7%</b>



**If you would like to name any managers or staff members whom you feel have consistently served you/family in an outstanding manner, please feel free to do so. Names are listed below by number of times mentioned by the residents, with percentage of residents listed next to the name.**

- Marya Garcia – 20%
- Lily Patterson – 10%
- Marie Colas – 10%
- Martha – 10%
- Rebecca Artiles – 8%
- Adrian – 6%
- Everyone – 6%
- Maybelin – 6%
- Mira – 6%
- Adrian – 6%
- Jessica – 4%
- Teresita – 4%
- Rosa – 4%
- Elaine – 4%
- Alix – 4%
- Aracelly – 4%
- Janet – 4%
- Lianet – 4%
- Maria Pilar – 4%
- Rosa – 4%
- Susana – 4%
- Josefina – 4%
- Katherine – 4%
- Mayra Pereda – 4%
- Peyton Decker – 4%
- Sophia Gonzalez – 4%
- 3<sup>rd</sup> floor CNAs – 2%
- Ilanais – 2%
- Yanette – 2%
- Rafael – 2%
- Unasys – 2%
- Tina – 2%
- Mauricio – 2%
- Alicia – 2%
- Caridad – 2%
- Faustiana – 2%
- Zuly – 2%
- Biana – 2%
- Dina – 2%
- Bianca – 2%
- Gigi – 2%
- Betsy – 2%
- Kenya – 2%
- Debbie H – 2%
- Martha Rosales – 2%
- Lyzette in Billing – 2%





*Rehabilitation Center  
Short-Term  
Satisfaction Survey Results*

*August, 2020*



# *Palace Nursing & Rehab Short-Term Satisfaction Survey Results*

## **Method:**

Surveys were sent to residents upon discharge from the short-term rehabilitation unit in The Palace Nursing & Rehabilitation Center.

**97 surveys were received as part of this survey, as compared to 109 in December.**

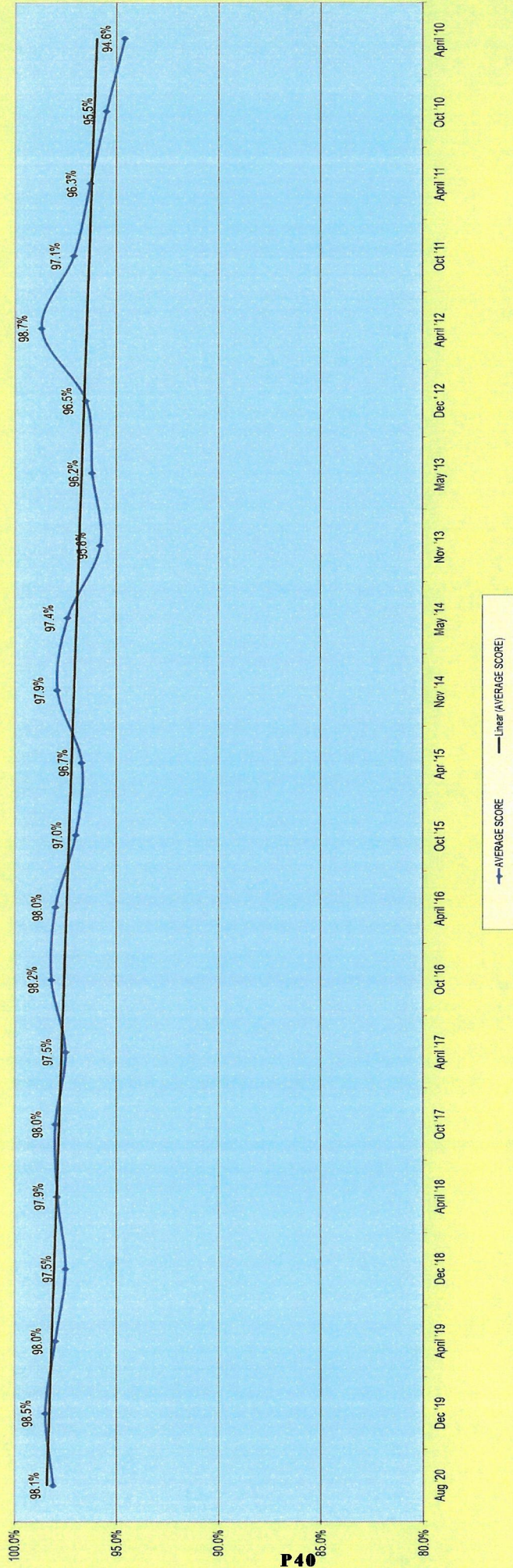


# Overall Scores

Survey Date	Aug '20	Dec '19	April '19	Dec '18	April '18	Oct '17	April '17	Oct '16	April '16	Oct '15	Apr '15	Nov '14	May '14
<b>AVERAGE SCORE</b>	98.1%	98.5%	98.0%	97.5%	97.9%	98.0%	97.5%	98.2%	98.0%	97.0%	96.7%	97.9%	97.4%
<b>Median</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	98%
<b>Standard Deviation</b>	4.2	3.2	4.1	3.8	3.9	3.3	3.9	2.9	3.9	3.8	4.8	4.5	2.8
<b>High Score</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Low Score</b>	80%	85%	80%	85%	80%	85%	80%	85%	80%	85%	80%	80%	90%



Overall Score - Nursing & Rehabilitation Center





*Compared to the previous survey, The Nursing & Rehab Center improved or remained the same in 6 of 34 questions (18%).*

*Compared to the historical average, The Nursing & Rehab Center improved or remained the same in 15 of 34 questions (44%).*

<b>AVERAGE BY DEPARTMENT</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
MANAGEMENT	98.3%	99.3%	98.5%	-1.0%	-0.2%
DINING ROOM – FOOD	97.3%	96.5%	91.9%	0.8%	5.4%
NURSING/CARE	97.2%	97.7%	96.4%	-0.5%	0.9%
REHAB SERVICES	98.8%	99.5%	99.4%	-0.7%	-0.6%
HOUSEKEEPING	97.5%	98.0%	97.4%	-0.5%	0.1%
MAINTENANCE	97.2%	97.9%	98.0%	-0.7%	-0.8%
QUALITY OF LIFE	98.3%	98.9%	98.3%	-0.6%	-0.1%
SOCIAL SERVICES	98.3%	98.6%	98.5%	0.8%	0.0%
<b>AVG FOR ALL DEPARTMENTS</b>	<b>97.9%</b>	<b>98.3%</b>	<b>97.3%</b>	<b>-0.3%</b>	<b>0.6%</b>



<b>MANAGEMENT</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
1. Management Department Heads were accessible.	98.2%	98.7%	98.0%	-0.5%	0.2%
2. Management showed a caring attitude.	98.2%	99.2%	98.3%	-1.0%	-0.1%
3. Management was willing to discuss problems with me.	98.4%	99.2%	97.9%	-0.8%	0.5%
4. When I had a problem, management followed up with me.	98.5%	99.5%	98.3%	-1.0%	0.2%
5. Director of Customer Service was accessible.	98.2%	99.5%	99.2%	-1.3%	-1.0%
6. Director of Customer Service showed a caring attitude.	98.4%	99.5%	99.5%	-1.1%	-1.1%
<b>AVERAGE FOR MANAGEMENT</b>	<b>98.3%</b>	<b>99.3%</b>	<b>98.5%</b>	<b>-1.0%</b>	<b>-0.2%</b>



<b>DINING ROOM (FOOD)</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
7. The food was good.	97.7%	97.2%	91.0%	0.5%	6.7%
8. The food was presented attractively.	97.0%	96.6%	93.6%	0.4%	3.4%
9. The food was served as hot or cold as it should be.	97.2%	95.6%	91.1%	1.6%	6.1%
<b>AVERAGE FOR FOOD</b>	<b>97.3%</b>	<b>96.5%</b>	<b>91.9%</b>	<b>0.8%</b>	<b>5.4%</b>



<b>NURSING</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
10. If your loved one had pain, it was managed well.	96.5%	97.7%	96.5%	-1.2%	0.0%
11. I am satisfied with the care I received.	97.3%	97.9%	97.3%	-0.6%	0.0%
12. Nursing supervisor was professional & knowledgeable.	97.0%	97.2%	97.3%	-0.2%	-0.3%
13. Nursing assistants treated me with dignity & respect.	97.3%	98.2%	97.5%	-0.9%	-0.2%
14. Response was prompt when called for assistance.	96.8%	96.4%	92.4%	0.4%	4.4%
15. I was kept informed regarding my condition.	97.7%	98.7%	96.4%	-1.0%	1.3%
16. Nursing administration was available to me.	97.2%	97.9%	97.3%	-0.7%	-0.1%
<b>AVERAGE FOR NURSING</b>	<b>97.2%</b>	<b>97.7%</b>	<b>96.4%</b>	<b>-0.5%</b>	<b>0.9%</b>



<b>REHABILITATION SERVICES</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
17. I am satisfied with the Rehab Services I received.	<b>98.5%</b>	<b>99.2%</b>	<b>99.5%</b>	<b>-0.7%</b>	<b>-1.0%</b>
18. My therapists were courteous & attentive.	<b>99.0%</b>	<b>99.7%</b>	<b>99.3%</b>	<b>-0.7%</b>	<b>-0.3%</b>
19. My therapists were knowledgeable of my condition for treatment.	<b>99.0%</b>	<b>99.7%</b>	<b>99.5%</b>	<b>-0.7%</b>	<b>-0.5%</b>
<b>AVERAGE FOR REHAB SERVICES</b>	<b>98.8%</b>	<b>99.5%</b>	<b>99.4%</b>	<b>-0.7%</b>	<b>-0.6%</b>



<b>HOUSEKEEPING:</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
20. The Palace was clean & tidy.	<b>97.2%</b>	<b>97.9%</b>	<b>97.2%</b>	<b>-0.7%</b>	<b>0.0%</b>
21. My room was kept neat & clean.	<b>97.4%</b>	<b>97.3%</b>	<b>96.5%</b>	<b>0.1%</b>	<b>0.9%</b>
22. Housekeeping staff was courteous.	<b>97.8%</b>	<b>98.7%</b>	<b>98.4%</b>	<b>-0.9%</b>	<b>-0.6%</b>
<b>AVG for Housekeeping</b>	<b>97.5%</b>	<b>98.0%</b>	<b>97.4%</b>	<b>-0.5%</b>	<b>0.1%</b>



<b>MAINTENANCE:</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
23. The Palace was cheerful & bright.	97.1%	97.2%	98.1%	-0.1%	-1.0%
24. The building was well maintained.	96.7%	97.9%	98.0%	-1.2%	-1.3%
25. The grounds were well maintained.	97.1%	97.4%	98.0%	-0.3%	-0.9%
26. Requests for repairs were attended to in a timely manner.	97.5%	98.7%	97.4%	-1.2%	0.1%
27. Maintenance staff was courteous.	97.5%	98.4%	98.6%	-0.9%	-1.1%
<b>Avg for Maintenance</b>	<b>97.2%</b>	<b>97.9%</b>	<b>98.0%</b>	<b>-0.7%</b>	<b>-0.8%</b>



<b>QUALITY OF LIFE AT THE PALACE</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
28. Staff honors my confidential personal matters.	98.2%	98.9%	98.7%	-0.7%	-0.5%
29. My privacy was respected.	98.4%	99.1%	98.9%	-0.7%	-0.5%
30. Transportation service was good.	98.5%	98.9%	97.4%	-0.4%	1.1%
31. The front desk/receptionist was courteous.	98.5%	98.7%	98.0%	-0.2%	0.5%
32. The front desk/receptionist was helpful.	98.0%	98.7%	98.4%	-0.7%	-0.4%
33. The Palace cares about my quality of life.	98.0%	98.9%	98.6%	-0.9%	-0.6%
<b>AVG for QUALITY OF LIFE</b>	<b>98.3%</b>	<b>98.9%</b>	<b>98.3%</b>	<b>-0.6%</b>	<b>-0.1%</b>



<b>SOCIAL SERVICES</b>	<b>August 2020</b>	<b>December 2019</b>	<b>Historical</b>	<b>Diff Last</b>	<b>Diff Hist</b>
34. The Social Services staff were accessible.	98.2%	98.2%	98.1%	0.0%	0.1%
35. Social Services handled my needs with skill & competence.	98.3%	98.9%	98.8%	-0.6%	-0.5%
<b>AVG FOR SOCIAL SERVICES</b>	<b>98.3%</b>	<b>98.6%</b>	<b>98.5%</b>	<b>-0.3%</b>	<b>-0.2%</b>



**If you would like to name any managers or staff members whom you feel have consistently served you/family in an outstanding manner, please feel free to do so. Names are listed below by number of times mentioned by the residents, with percentage of residents listed next to the name.**

- Everyone – 24%
- Victoria – 21%
- Rebecca Artiles – 9%
- Teresita – 9%
- 2<sup>nd</sup> floor team – 7%
- Pascale – 6%
- Margarette – 6%
- Lily Patterson – 6%
- Adelis – 6%
- Natalia – 5%
- Heather – 5%
- Lucy – 5%
- Marlene – 5%
- Marie Colas – 4%
- Batia – 4%
- Alberto – 4%
- Yailin – 4%
- Olivia – 3%
- Peyton – 3%
- Juan – 3%
- Sophia – 3%
- Esther – 3%
- Elena – 2%
- Elizabeth -2%
- Mabel – 2%
- Miguel – 2%
- Marinela – 2%
- Ramses – 2%
- Java – 2%
- Jennifer – 2%
- Norma – 2%
- Maria – 2%
- Yvonne – 2%
- Betsy – 2%
- Rosemary – 2%
- Andres – 2%
- Ana Lucia – 2%
- Paula – 2%
- Liliana – 2%
- Jose – 2%
- Romy – 1%
- Lamise – 1%
- Christine – 1%
- Dr. Jimenez -1%
- Yanet – 1%
- Diane – 1%
- Susan - 1%
- Fanny – 1%
- Rocio – 1%
- Jessica – 1%
- Justine – 1%
- Leonia – 1%
- Paula - 1%



*Section F. Community / Family Involvement  
Section 400.235(5)(d), Florida Statutes*

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## ***Section F: Community Involvement***

The Palace Nursing and Rehabilitation Center recognizes the importance of being involved in the greater outside community and we take active participation in worthy charitable events and fundraisers that our staff, residents, and their families can be proud to be associated with. Our residents are especially cognizant of the impact their contributions to society have on the greater good and the meaning it brings to their own lives.

### ***Participating Institutions***

FIU College of Medicine	Residency in Family Practice
FIU School of Public Health	Dietetic Interns
FIU College of Nursing & Health Sciences	Speech Therapy Interns
Florida National University	RN Program
Keiser University	Dietetic Interns
West Coast University	RN Program

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## ***FIU Residency Program***

The Palace at Kendall has partnered with the West Kendall Baptist Hospital Florida International University Herbert Wertheim College of Medicine, Family Medicine residency program (FIU residency program). The Palace is the primary teaching site for long-term Care for the FIU residency program.

The goal of the Palace and the FIU residency program is to have the FIU physicians manage a panel of rehabilitation, long-term and palliative care residents over a three-year period under the direct supervision of their attending physician and FIU faculty member Dr. Milton A. Jimenez. These physicians will address the ethical issues typically found in long-term care such as honoring advanced directives, understanding decision making capacity in the elderly, pain management and end of life care. Additionally, they will be introduced to the state and federal guidelines which regulate long term care such as those on the use of chemical and physical restraints. Moreover, their direct interaction with the residents and their significant others will assist in learning how to effectively manage common geriatric syndromes such as dementia. Ultimately, they will derive an understanding of the scope of care provided under a multidisciplinary team approach which provides quality care, while attaining and maintaining the highest practicable physical, social and emotional wellbeing of the resident.

In partnering with the FIU residency program the Palace will introduce well rounded expert physicians to our well-deserved community.

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## ***Alzheimer's Walk***

The Palace Nursing and Rehabilitation Center has partnered with the Alzheimer Association to increase awareness within our community. Participating in the Annual Palace Alzheimer's Community Walk.

## ***Alliance of Therapy Dogs***

The Palace is the testing site for all dogs to get their certification to become a therapy dog. An important part of becoming a therapy dog is how they can handle themselves around different illnesses and wheelchairs and other adaptive equipment.

## ***Nicklaus Children's Hospital Christmas Toy Drive***

Each year The Palace helps put a smile on the face of the children of the hospital in their "Spread Joy" campaign they have during the holiday season. Last year, we donated over 300 toys to this organization.

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# West Kendall Baptist Hospital

**BAPTIST HEALTH SOUTH FLORIDA**

An academic affiliate of the  
**FIU** | Herbert Wertheim College of Medicine

**Baptist Health South Florida/ FIU  
Family Medicine Residency**

15955 SW 96th ST  
Suite 200

Miami, FL 33196

Tel: (786) 467-3140

Fax: (786) 533-9276

[www.BaptistHealth.net](http://www.BaptistHealth.net)

August 23, 2023

To whom it may concern,

The Baptist Health South Florida/ Florida International University Family Medicine Residency Program at West Kendall Baptist Hospital is a proud partner of The Palace Nursing & Rehabilitation Center "The Palace".

Our mission is to train Family Medicine physicians to serve our South Florida community. The Palace is the primary teaching site that provides an essential resource as an outstanding learning, training and safe environment for our resident physician in the long-term care setting program curriculum.

Since our residency program was accredited by the ACGME in 2017, The Palace has been an obvious natural partner because of their quality and safety record, and excellent care.

Together with the Palace, we are training the next generation of physicians to meet the needs of South Florida's elderly. We are extremely proud of this successful partnership.

Please feel free to contact me if you have any questions,

Sincerely,

**Douglas J. Inciarte, MD, MMM, FAAFP**

WKBH-FIU Family Medicine Residency Program Director

**Baptist Health South Florida**

15955 SW 96 Street, #200

Miami, FL 33196

Tel: 786-467-3140 | Fax: 786-533-9276

Email: [DouglasI@baptisthealth.net](mailto:DouglasI@baptisthealth.net)

<https://learning.baptisthealth.net>

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August 28, 2023

To whom this may concern:

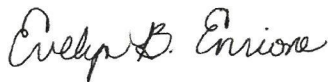
The Department of Dietetics and Nutrition at Florida International University is proud of its long-standing affiliation with The Palace Nursing and Rehabilitation Center. For over 10 years, interns in FIU's Dietetic Internship have rotated through The Palace to gain clinical experience in an extended care practicum.

FIU's Dietetic Internship is accredited by ACEND (Accreditation Council for Education in Nutrition and Dietetics). One of their standards is that the dietetic intern completes a rotation of at least 152 hours in an opportunity serving individuals in an extended care environment. Research has shown that nutritional disparities exist among certain populations such as those individuals (primarily seniors) requiring extended care. The Palace has graciously supported FIU to meet this requirement for Health Disparities/Extended-Care, by accepting 6-8 interns per year to complete this rotation at The Palace.

Under the coordination and guidance of Natalia Sanchez, MS, RDN, interns practice nutritional care in a competent and respectful environment. Through Ms. Sanchez, The Palace also provides opportunities for FIU dietetic interns to complete the food service rotation. This rotation provides the intern practice with the dynamics of providing quality food service to the residents/customers as well as the staff of The Palace. This experience demonstrates the role of a quality food service operation, both as an essential component of nutritional care and as an integral part of customer satisfaction.

I appreciate the time and expertise of The Palace team. Following a rotation at the Palace, most interns are surprised to feel passionate about working in the long-term care environment. You may contact me if you have further questions.

Sincerely,



Evelyn B. Enrione, PhD, RDN, LD/N  
Director, Dietetic Internship  
[enrione@fiu.edu](mailto:enrione@fiu.edu)

**ROBERT STEMPEL COLLEGE OF PUBLIC HEALTH AND SOCIAL WORK**  
Public Health · Dietetics & Nutrition · Social Work · Disaster Preparedness  
11200 SW Eighth Street, AHC5 · Miami, FL 33199 · Tel: 305-348-4903 · [stempel@fiu.edu](mailto:stempel@fiu.edu) · [www.fiu.edu](http://www.fiu.edu)

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August 25<sup>th</sup>, 2023

To whom it may concern,

Florida National University (FNU) has had a formal articulation agreement with The Palace since 2005. The Palace was one of the first nursing homes to open their doors to our nursing students. The Palace has served our students by providing them with the experience required to be successful in the nursing and Allied Health fields. Their dedicated staff has provided our students with mentorship, instruction, as well as career advising. The Palace provides extremely valuable experience for the FNU students to enhance their professions in nursing and Allied Health.

I commend The Palace for opening their doors and assisting the Allied Health and Nursing Schools in the community. The support The Palace provides to schools and students is vital to prepare future health care workers that will provide medical care to those in need and instill the same values learned at The Palace.

Florida National University is extremely thankful for this partnership and looks forward to continuous collaboration and cooperation with The Palace.

We would like to recognize Mrs. Bustamante's efforts in perpetuating our partnership, as well as the entire staff and administration.

Frank Andreu  
President / CEO

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4425 W. Jose Regueiro (20th) Avenue • Hialeah, Florida 33012 • Ph: (305) 821-3333 • Fax: (305) 362-0595  
www.fnu.edu





8/28/2023

The Alzheimer's Association, Southeast Florida Chapter is happy to be a community partner with The Palace that works diligently in providing quality care to their residents and peace of mind to their loved ones and caregivers. The Alzheimer's Association Southeast Florida Chapter is a local 501 (c) 3 organization committed to helping the families in eight Florida counties: Okeechobee, St. Lucie, Martin, Palm Beach, Broward, Miami-Dade, Monroe and Indian River. The Palace has worked closely with our association in their 4 locations in Miami-Dade, Broward and Palm Beach Counties. The Palace has continuously provided to their residents and employees much needed care through support groups as well as bringing awareness and educational presentations on Alzheimer's disease.

Our mission at the Alzheimer's Association is to lead the way to end Alzheimer's and all other dementia — by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support. We proudly partner with other organizations that help us reach our mission goal. The Palace is helping realize our vision of a world without Alzheimer's and all other dementia.

It is always a great pleasure to go to any of The Palace locations, the team is always extremely professional, friendly and I have seen them provide a high level customer service experience to their residents and their families. The Palace has worked alongside us for a number of years, showing a high level of commitment to our community and our strong partnership supporting the needs of our most vulnerable population. We look forward to continuing to work alongside The Palace supporting our community for years to come.

Sincerely  
Monique Stephens

**Monique Stephens**  
**Vice President of Development - Southeast Florida**  
**Alzheimer's Association**

[mostephens@alz.org](mailto:mostephens@alz.org) | C: 954.593.2365 | 24/7 Helpline 800.272.3900

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# Thank you!



**Nicklaus  
Children's  
Hospital**

Ms. Debbie Horvitz  
Director of Activities  
The Palace Nursing & Rehabilitation Center  
11215 SW 84 Street  
Miami FL 33173-3600

January 26, 2023

Dear Ms. Horvitz:

Thank you for your thoughtful donation to Nicklaus Children's Hospital! We appreciate your willingness to help us inspire hope and healing for the patients and families we serve. Your generosity also inspires our dedicated team of healthcare heroes who work so diligently to care for kids every day.

Our patient families choose Nicklaus Children's because of the quality care we deliver to every child as the region's only freestanding hospital exclusively for kids. Today, we are so thankful that you chose us. To us, you are our hero for opening your heart to lend a helping hand.

We hope you will continue to stay connected with our hospital. Please visit our website at [give.nicklauschildrens.org](http://give.nicklauschildrens.org) to learn more about the many ways you can continue to support us.

Best regards,

Matthew A. Love  
President and CEO  
Nicklaus Children's Health System

Nicklaus Children's Hospital Foundation, LLC is wholly owned by Nicklaus Children's Health System and treated as a disregarded entity. Gifts to Nicklaus Children's Hospital Foundation are tax deductible according to IRS regulations and 100% of gift proceeds benefit Nicklaus Children's Hospital Foundation. No goods or services, in whole or in part, were provided in consideration for your contribution. Please keep this acknowledgment as a receipt for your charitable contribution deduction, pursuant to IRS Code, Section 6115. Nicklaus Children's Hospital Foundation, Registration No. CH40196, and Nicklaus Children's Health System have complied with the registration requirements of Chapter 496, Florida Statutes, the Solicitation of Contributions Act. A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE 1-800-435-7352 WITHIN THE STATE OF FLORIDA. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL OR RECOMMENDATION BY THE STATE. If you do not want to receive future fundraising requests supporting Nicklaus Children's Hospital Foundation, please write to us at 3100 S.W. 62 Ave. Miami, FL 33155 or by email to [ncf@nicklaushealth.org](mailto:ncf@nicklaushealth.org).

Gift Date: 12/31/2022  
Donation of: Toys  
Contribution from: The Palace Nursing & Rehabilitation Center  
In Support of: Spread Joy

**Nicklaus Children's Hospital Foundation**

3100 S.W. 62 Ave. Miami, FL 33155

305.666.2889 | [give.nicklauschildrens.org](http://give.nicklauschildrens.org)



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Jan 14 2023  
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*Section G. Stable Workforce -  
Section 400.235(5)(e), Florida Statutes*

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Central Council



## Section G: Stable Work Force

The Palace Nursing and Rehabilitation Center believes that by having a stable work force it ensures quality care and services to all residents and their families. Many programs have been implemented in the past few years that focus on employee engagement with the continued efforts to reduce the overall employee turnover. Using specific employee data collecting tools such as: Gallup employee engagement surveys, employee open desk, monthly employee meetings etc.... we can assess, analyze and pre-determine our employee needs to create a comfortable family-like atmosphere. We believe that our employees are our best assets and we want to keep them happy. The recent Gallup survey notes that 77% of our employees are actively engaged.

## Gallup Survey 2022 - 2023

EMPLOYEE ENGAGEMENT REPORT | GALLUP SURVEY (2022) - WHOLE ORGANIZATION

CO\_FULL\_NAME - THE PALACE NURSING & REHABILITATION CENTER | DEC 09, 2022 - JAN 01, 2023

Q12 Mean	Respondents	Engagement Mean	Change	Mean Percentile Rank - Gallup Overall	Engagement Index
The Gallup Q <sup>12</sup> score represents the average of the scores of 12 items that Gallup has consistently found to measure employee engagement as linked to business outcomes.	223	4.54	0.01	83	Engaged: 77% Not Engaged: 18% Actively Disengaged: 5%

	Respondents	Current Mean	Last Mean	Change	Mean Percentile Rank - Gallup Overall	Company Overall Current Mean
Q00: On a five-point scale, where 5 means extremely satisfied and 1 means extremely dissatisfied, how satisfied are you with your company as a place to work?	222	4.56	4.46	0.10	81	4.52
Q01: I know what is expected of me at work.	221	4.81	4.80	0.01	82	4.81
Q02: I have the materials and equipment I need to do my work right.	221	4.62	4.64	-0.02	79	4.62
Q03: At work, I have the opportunity to do what I do best every day.	222	4.71	4.67	0.04	86	4.70
Q04: In the last seven days, I have received recognition or praise for doing good work.	214	4.22	4.33	-0.11	71	4.22
Q05: My team leader, or someone at work, seems to care about me as a person.	218	4.53	4.50	0.03	65	4.50
Q06: There is someone at work who encourages my development.	221	4.46	4.44	0.02	73	4.44
Q07: At work, my opinions seem to count.	218	4.39	4.43	-0.04	75	4.33
Q08: The mission or purpose of my company makes me feel my job is important.	219	4.60	4.60	0.00	78	4.58
Q09: My team members are committed to doing quality work.	222	4.63	4.62	0.01	81	4.52
Q10: I have a best friend at work.	206	4.48	4.41	0.07	84	4.39
Q11: In the last six months, someone at work has talked to me about my progress.	210	4.48	4.46	0.02	71	4.41
Q12: This last year, I have had opportunities at work to learn and grow.	212	4.48	4.49	-0.01	69	4.49

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**STAFFING REPORT FOR PALACE AT KENDALL NURSING AND REHABILITATION  
CENTER LICENSE # 1401096**

Year	Quarter	Employed CNAs	Employed Licensed Nurses	CNAs Employed for 1 Year	Licensed Nurses Employed for 1 Year	CNAs Resigned or Terminated	Licensed Nurses Resigned or Terminated
2022	3 <sup>rd</sup> (June 1, 2022 – September 30, 2022)	100	83	63	56	25	11
2022	4 <sup>th</sup> (October 1, 2022 – December 31, 2022)	92	77	62	50	12	8
2023	1 <sup>st</sup> (January 1, 2023 – March 31, 2023)	105	79	62	48	14	10
2023	2 <sup>nd</sup> (April 1, 2023 – June 30, 2023)	108	72	61	48	20	8

Staffing Review: 59A-4.200, Florida Administrative Code Turnover Ratio

(1) An applicant for Gold Seal Award must meet at least one of the following to demonstrate a stable workforce:

- (a) Have a turnover rate no greater than 50% for the most recent 12- month period ending on the last workday of the most recent calendar quarter prior to the submission of an application. The turnover rate is the total number of terminations or resignations of certified nursing assistants (CNAs) and licensed nurses during the quarter divided by the number of CNAs and licensed nurses employed at the end of the quarter, or
- (b) Have a stability rate indicating that at least 50% of its staff have been employed at the facility for at least 1 year. The stability rate is the total number of CNAs and licensed nurses that have been employed for more than 12 months, divided by the total number of CNAs and licensed nurses employed at the end of the quarter.

**(Please also note pursuant to 59A-4.200, F.A.C., each applicant for Gold Seal Award must submit evidence of an effective recruitment and retention program.)**

**(AGENCY USE ONLY)**

**Turnover Rate**

3rd Quarter (2022): \_\_\_\_\_

4th Quarter (2022): \_\_\_\_\_

1st Quarter (2023): \_\_\_\_\_

2nd Quarter (2023): \_\_\_\_\_

**Stability Rate**

3rd Quarter (2022): \_\_\_\_\_

4th Quarter (2022): \_\_\_\_\_

1st Quarter (2023): \_\_\_\_\_

2nd Quarter (2023): \_\_\_\_\_

  
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*Section H. Target In-Service -  
Section 400.235(5)(g), Florida Statutes*

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## ***Section H: Targeted In-Services***

The Palace Nursing and Rehabilitation Center ensures quality care and services to all residents and their families through identification of specific areas of need through individual care plans, QAPI / Performance Improvement Committee, surveillance activities, Infection Control, Family and Resident Satisfaction surveys, Safety committee, employee evaluation and competencies/ performance reviews, customer suggestion box, employee opinion surveys, employee reporting, and AHCA surveys, in addition to all education requirements as mandated by the State of Florida.

Within each of these areas of measurable quality assurance indicators, a specific resident needs or staff performance improvement need is identified. Targeted in-services are met through these steps.

- ✦ An action plan for staff performance improvement needed and/or specific resident need is written and addresses the targeted areas, the staff to be trained, the training- specific content, and the manager/ trainer responsible for implementing the targeted in-service.
- ✦ In-service to meet the identified needs are delivered through a variety of methods, depending upon the specific area of need, i.e., one on one return demonstration, instructor lecture, video, e-based learning; all methods are competency-based training. All methods are based upon the level of comprehension and education for each employee position.
- ✦ All Customer Satisfaction survey results are presented to staff to ensure total comprehension of areas to be improved and knowledge of desired departmental goals.
- ✦ Staff performance and Competencies are reviewed and include goals for improvement needed, coaching, and recommendations for further training.
- ✦ Follow-up of targeted areas to ensure positive outcomes is completed through observation, resident interviews, customer satisfaction surveys, and staff testing, if appropriate.
- ✦ All targeted in-services require documented attendance.

Reviewed  
14 2023  
Control Center



# Final Instructor led classes

## 2023 Training & Education Plan

### Instructor Led Classes

Manuel Ruiz, LPN, Training and Education Coordinator

#### January

Biomedical Waste (All Staff)

Infection Control (All Staff)

Fire Drill (All Staff) 7-3

Hand Washing Observations (All Staff)

Person Centered Care (All Staff)

PTSD/Trauma Informed Care (All Staff)

Survey Prep (All Staff)

#### February

Biomedical Waste (All Staff)

Infection Control (All Staff)

Elopement Drill (All Staff) 7-3

Federal & State Requirements, Crime Reporting under FEJ Act, Corporate Compliance, APR 09.02.01-Resident Identifiers, Sensitivity (All Staff)

Fire Drill (All Staff) 3-11

Hand Washing Observations (All Staff)

Pain (Nurses & CNA)

Survey Prep (All Staff)

#### March

Active Shooter (All Staff)

Biomedical Waste (All Staff)

Infection Control (All Staff)

Customer Service (All Staff)

Falls (Nurses & CNA)

Fire Drill (All Staff) 11-7

Hand Washing Observations (All Staff)

Risk Management (All Staff)

Survey Prep (All Staff)

Transfer Techniques (C.N.A)

#### April

Blood Glucose (Nurses)

Infection Control (All Staff)

Fire Drill (All Staff) 7-3

Fire panel Training (All Staff)

Hoyer Lift Demonstration (C.N.A. & Nurses)

Person Centered Care (All Staff)

PTSD/Trauma Informed Care (All Staff)

Survey Prep (All Staff)

#### May

Blood Glucose (Nurses)

Infection Control (All Staff)

Elopement Drill (All Staff) 3-11

Federal & State Requirements, Crime Reporting under FEJ Act, Corporate Compliance, APR 09.02.01-Resident Identifiers, Sensitivity (All Staff)

Fire Drill (All Staff) 3-11

MedPass/IV Infusion Therapy (Nurses)

Pain (Nurses & CNA)

Safe Swallow (C.N.A.)

#### June

Blood Glucose (Nurses)

Received  
SEP 14 2023  
Quality Control



# Final Instructor led classes

Infection Control (All Staff)

Falls (Nurses & CNA)

Fire Drill (All Staff) 11-7

Food Safety (Dietary)

Multidrug Resistant Organisms (Nurses)

Risk Management (All Staff)

Transfer Techniques (C.N.A)

## July

Infection Control (All Staff)

Customer Service (All Staff)

Fire Drill (All Staff) 7-3

Fire panel Training (All Staff)

Ostomy Care (Nurses)

Person Centered Care (All Staff)

## August

Active Shooter (All Staff)

Infection Control (All Staff)

Elopement Drill (All Staff) 11-7

Federal & State Requirements, Crime Reporting under FEJ Act, Corporate Compliance, APR 09.02.01-Resident Identifiers, Sensitivity (All Staff)

Fire Drill (All Staff) 3-11

Hoyer Lift Demonstration (C.N.A. & Nurses)

Pain (Nurses & CNA)

Pressure Ulcer Prevention (Nurses & CNA)

## September

Infection Control (All Staff)

Falls (Nurses & CNA)

Fire Drill (All Staff) 11-7

Risk Management (All Staff)

Safe Swallow (C.N.A.)

Transfer Techniques (C.N.A)

## October

Infection Control (All Staff)

Fire Drill (All Staff) 7-3

Fire panel Training (All Staff)

Person Centered Care (All Staff)

PTSD/Trauma Informed Care (All Staff)

UTI (Nurses)

## November

Infection Control (All Staff)

Customer Service (All Staff)

Disaster Preparedness (All Staff)

Elopement Drill (All Staff) 7-3

Federal & State Requirements, Crime Reporting under FEJ Act, Corporate Compliance, APR 09.02.01-Resident Identifiers, Sensitivity (All Staff)

Fire Drill (All Staff) 3-11

Pain (Nurses & CNA)

Survey Prep (All Staff)

## December

Infection Control (All Staff)

Falls (Nurses & CNA)

Fire Drill (All Staff) 11-7

Hoyer Lift Demonstration (C.N.A. & Nurses)

Risk Management (All Staff)

Survey Prep (All Staff)

Transfer Techniques (C.N.A)

Revised  
SEP 14 2023  
Cynthia Carter



# Palace University Online Courses For 2023



## 2023 Computer Based Learning

Classes assigned yearly at a minimum based on last date of course completion.

1. Accident Prevention & Safety Awareness
2. Alzheimer's Disease and Related Disorders
3. Behavioral Health: Care & Communication with & for Cognitively Impaired, Difficult, and/or Aggressive Residents
4. Biomedical Waste
5. Bloodborne Pathogens & Control and Prevention of Infections and Communicable Diseases
6. Cultural Competency, Diversity, & Accessibility
7. Domestic Violence
8. Donning & Doffing PPE
9. Eating and Proper Feeding Techniques, and Safe Swallow
10. Emergency & Evacuation, Contingencies, Procedures, & Codes
11. End of Life, Advanced Directives, & DNRO
12. Fire and Life Safety & Prevention with R.A.C.E. & P.A.S.S.
13. Federal & State Laws and Requirements
14. Hand Hygiene
15. HIPAA
16. HIV/AIDS
17. Human Trafficking
18. Loss & Grief
19. Medical Error Prevention & Safety
20. Natural Disaster & Hurricane Preparedness
21. Nutrition and Hydration
22. Nutrition and Food Services
23. Pain & Disease Management
24. Preventing Workplace Violence & Sexual Harassment
25. QAPI
26. Recognizing and Reporting Resident Abuse, Neglect, and Exploitation
27. Recognizing Impairment in the Workplace
28. Reporting Major and Adverse Incidents
29. Resident Behavior and Needs/Providing Assistance with ADLs/Therapeutic Approaches
30. Resident Elopement Policy
31. Resident Rights & Sexual Behavior
32. Risk Management & Prevention of Falls
33. Risks & Prevention of Pressure Ulcers and Skin Alterations & Integrity
34. Safe Food Handling Practices and Foodborne Prevention & Illnesses in the Kitchen
35. Sensitivity
36. Suicide Prevention & Attempted Suicide
37. Social Distancing
38. Transfer Techniques
39. Trauma Informed Care

Registered  
SEP 14 2023  
Central Services



# Palace University course descriptions for 2023

## Palace University Course Descriptions 2023

### **Accident Prevention & Safety Awareness**

The purpose of this training is to educate long-term care personnel about the potential hazards that cause injury to residents and how to prevent them.

### **Alzheimer's Disease and Related Disorders (General & Written Information)**

This course aims to present an overview of Alzheimer's disease including causes and risk factors, diagnosis, stages, and treatments for symptoms. The goal is to expand the student's current understanding.

### **Alzheimer's Disease and Related Disorders (e.g., Delirium, Depression, Dementia, Anxiety, etc.) - (Continuing Education)**

This course aims to present continued education on topics related to Alzheimer's Disease and related disorders.

### **Alzheimer's Disease and Related Disorders (Level I)-NHs**

The purpose of this training is to educate nursing home on the history, stages, and symptoms of Alzheimer's Disease, as well as its effect on the patient's loved ones.

### **Behavioral Health: Care & Communication with & for Cognitively Impaired, Difficult, and/or Aggressive Residents**

The purpose of this course is to teach and assist long-term care healthcare providers to communicate with residents who express signs or symptoms of cognitive impairment.

### **Biomedical Waste**

The purpose of this training is to educate long-term care staff on the categories and proper disposal of biomedical waste.

### **Bloodborne Pathogens & Control and Prevention of Infections and Communicable Diseases**

The following course aims to present information that will assist a healthcare worker to protect themselves and others against exposure to blood or blood-containing items to avoid a blood borne pathogen infection and communicable disease.

### **Cultural Competency, Diversity, & Accessibility**

The purpose of this training is to educate long-term care staff on cultural competency and create awareness about how workplace interactions are affected by culture.

Revised  
SEP 14 2023  
Quality Control



# Palace University course descriptions for 2023

## **Cybersecurity**

The purpose of this training is to educate long-term care staff on cybersecurity techniques.

## **Domestic Violence**

This training is intended to give healthcare workers an overview of the prevalence and consequences of domestic violence, and to provide guidelines on how to ask patients if they are victims.

## **Donning & Doffing PPE**

The purpose of this training is to educate long-term care staff on the proper donning and doffing techniques for personal protective equipment.

## **Eating and Proper Feeding Techniques, and Safe Swallow**

The purpose of this training is to educate long-term care staff on proper feeding techniques for dependent residents.

## **Emergency & Evacuation, Contingencies, Procedures, & Codes**

The purpose of this training is to educate Team Members of The Palace on our facility's emergency codes, contingencies, and procedures.

## **End of Life, Advanced Directives, & DNRO**

The purpose of this training is to educate long-term care staff on how to recognize the signs of someone approaching end of life, and how to maintain resident dignity through out the process.

## **Fire and Life Safety & Prevention with R.A.C.E. & P.A.S.S.**

The purpose of this training is to educate long-term care staff on fire prevention protocol and response.

## **Federal & State Laws and Requirements**

The purpose of this course is to assess the laws and regulations enacted by the Florida Board of Nursing (FBN) to ensure that every licensed practitioner meets the minimum requirements for safe practice.

## **Hand Hygiene**

The purpose of this training is to educate long-term care staff on hand washing techniques.

Received  
SEP 14 2023  
Central Office



# Palace University course descriptions for 2023

## **HIPAA**

The purpose of this training is to educate long-term care staff on HIPAA laws and regulations.

## **HIV/AIDS**

The purpose of this course is to educate healthcare providers in long-term care about HIV and AIDS. The objective is to increase basic clinical understanding, quality of care, and inclusiveness for persons living with HIV.

## **Human Trafficking**

This training is intended to be used as an introduction for medical professionals who may come into contact with victims of human trafficking in the context of their daily practice.

## **License Type and Services Offered by Facility**

This course aims to present the different types of assisted living facilities in Florida, and outline the services offered in each, as well as services offered by The Palace Group.

## **Loss & Grief**

The purpose of this training is to educate staff on the grief process experienced by those who suffered the loss of a loved one in long-term care.

## **Medical Error Prevention & Safety**

The intent of this training is to present prevalence, types, and causes of medical errors in the healthcare system, and to provide healthcare workers with an overview on how to prevent this threat and improve patient outcomes.

## **Natural Disaster & Hurricane Preparedness**

The purpose of this training is to educate The Palace Team Members on the company's hurricane and natural disaster policies and procedures.

## **Nutrition and Hydration**

The purpose of this training is to educate long-term care staff on proper nutrition and hydration parameters and techniques.

## **Nutrition and Food Services**

The purpose of this training is to educate food managers at each community on the techniques used to address the nutritional needs of each resident.

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SEP 14 2023  
Central Offices



# Palace University course descriptions for 2023

## **Pain & Disease Management**

The purpose of this training is to educate long-term care staff on chronic and non-chronic pain in older adults and management techniques.

## **Preventing Workplace Violence & Sexual Harassment**

The purpose of this training is to educate long-term care personnel about the company's strict policy against violence and sexual harassment in the workplace.

## **QAPI**

The purpose of this training is to educate nursing home staff on the Quality Assurance and Performance Improvement (QAPI) program and protocol.

## **Recognizing and Reporting Resident Abuse, Neglect, and Exploitation**

The purpose of this training is to educate Team Members of The Palace on recognizing and reporting resident abuse, neglect, and exploitation.

## **Recognizing Impairment in the Workplace**

The purpose of this course is to educate direct care team members on how to recognize and report impairment in their workplace.

## **Reporting Major and Adverse Incidents**

This course aims to teach long-term care workers the procedure for reporting major and adverse incidents at The Palace and through the AHCA Incident Reporting System (AIRS).

## **Resident Behavior and Needs/Providing Assistance with ADLs/Therapeutic Approaches**

The purpose of this training is to educate long-term care staff on methods and techniques to assist residents to complete their activities of daily living.

## **Resident Elopement Policy**

This course aims to present the facts regarding resident elopement in long term care (LTC) facilities, as well as discussing preventative measures and response protocol. The course will also present examples of the topic.

## **Resident's Rights & Sexual Behavior**

The purpose of this course is to define the rights that individuals gain when admitted into a long-term care facility and how healthcare providers can ensure, respect, and promote these rights.

Received  
SEP 14 2023  
Control Center



# Palace University course descriptions for 2023

## **Risk Management & Prevention of Falls**

The purpose of this training is to educate long-term care staff on techniques, measures, and precautions to manage potential hazards and prevent falls for residents.

## **Risks & Prevention of Pressure Ulcers and Skin Alterations & Integrity**

The purpose of this training is to educate long-term care staff to recognize risks factors that lead to pressure injuries, as well as the different stages, treatments, and prevention methods.

## **Safe Food Handling Practices and Foodborne Prevention & Illnesses in the Kitchen**

The purpose of this training is to educate long-term care staff on the proper handling, serving, and storage of food and beverages, as well as how to keep a safe food preparation environment.

## **Sensitivity**

The purpose of this training is to educate long-term care staff on treating residents with sensitivity and compassion.

## **Suicide Prevention & Attempted Suicide**

The purpose of this training is to educate long-term care staff on the prevalence of depression and mental illness in older adults, and the suicide risks that accompany it.

## **Social Distancing**

The purpose of this training is to educate long-term care staff on social distancing procedure and effects.

## **Team Member Handbook Acknowledgement and/or Update**

The purpose of this training is to educate Team Members of The Palace on changes and updates to the hourly Team Member Handbook.

## **Transfer Techniques - Continuing Education #2**

1. Describe the proper body mechanics to lift an individual.
2. Understand the rules of safe mobility.

## **Trauma Informed Care**

This course aims to present an overview of trauma, its prevalence in society, and its effect on health. The course also discusses the importance of a trauma-informed care approach and its principles.

Received  
SEP 14 2023  
Control Control



*Section I. Best Practices*

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SEP 14 2023  
Central Services



## **Section I. Best Practices**

The Palace Nursing & Rehabilitation Center is a 180 bed Skilled Nursing Facility built in 1991 in the heart of Kendall, Florida in Miami-Dade County.

The Palace was founded on The Golden Rule of “Do Unto Others as You Would Have Others Do Unto You.” The primary goal from the beginning is to provide outside care and service to the residents and their families.

With the changing needs of our residents and recent pandemic, The Palace has strived in maintaining their employees trained and educated to ensure each resident is safe, secure and happy. We are proud to have The Performance Excellence Department, providing our on-site training and education for all our employees from the front- line staff to the highest managers, including the owners.

Every manager in each Palace community is personally familiar with the residents within their community. Each resident receives person-centered care, assistance and attention designed to meet their specific needs. Furthermore, families of the residents are invited to a myriad of parties and special events. They are welcomed and encouraged to be actively involved in the social life at The Palace.

The Palace Nursing & Rehabilitation Center has also received the coveted 5- STAR rating from the Centers for Medicare and Medicaid as well as Joint Commission Accreditation since 2015.

The facility provides long term care for those who need skilled nursing care and /or short- term rehabilitation, including physical therapy, occupational therapy, speech therapy, IV therapy and more.

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SEP 14 2023  
Central Contract



**The Palace Nursing & Rehabilitation Center has many internal systems which enforce our best practice guidelines and promote positive resident outcomes and high resident satisfaction. Some of the programs include:**

### **I. Joint Commission Accreditation:**

The Palace Nursing and Rehabilitation Center became Joint Commission Accredited in June of 2015. The Palace organization believes that by obtaining this accreditation it sends a strong message to the community that we are committed in providing the highest quality service to our residents and families. Joint Commission has enhanced the quality of care by providing guidance and standards needed to further success and positive outcomes at the facility level. This valuable information has helped to create an atmosphere focused on streamlining processes in order to improve performance and quality within the facility.

### **II. Person Centered Care**

The Palace firmly believes that “Person Centered Care” promotes choice and meaning in the daily lives of our residents. Our goal is keeping our residents at the center of care planning and in the decision- making process. Therefore, maintaining our resident’s optimum level of physical, mental and psychosocial well-being that is individually practical. Leadership models the behavior by adhering to the “The 10 Palace Principles”. This also empowers staff to make the right customer service decisions and make even the small details of a resident’s life important. For Palace staff, a resident’s personal choice includes more than honoring personal preferences related to bathing, ambulation, sleeping, and meals. Resident Birthdays and other Celebrations are held at high importance. Families are very involved and there is a high level of attendance at facility special events. There are also private areas that may be reserved for family gatherings, private visits, etc. We strive to really make this facility their home and place them in charge of their own care!

### **III. Pain Management Program**

Effective pain identification and management is essential in achieving the highest quality of life for our residents. At the Palace Nursing and Rehabilitation Center, we strive to achieve the highest quality of life as we attain and maintain the residents’ highest practicable level of function. In order to accomplish this, we have implemented a team approach to pain management. The pain management team is directed by a well-respected psychiatrist, Claudia Penalba, M.D., who serves as the Medical Director of the Rehabilitation Department. The team members include the Admissions Committee, resident, resident’s significant others, staff nurses, physical therapist and occupational therapist, as well as nursing assistants. This holistic team approach facilitates the prompt identification and management of potential or actual pain.

Prior to admission, the residents are reviewed by the Admissions Committee, which is composed of professionals from the Admissions, Rehabilitation, Nursing, Social Services, Resident Services departments to determine potential for pain based on diagnosis and available referral information. The Admissions Committee works with the referring hospital to make certain that the residents are medicated as necessary for pain prior to transfer and that transfer documents include appropriate prescriptions for pain medications prior to discharge. Upon admission, the staff nurse assesses the resident’s pain level via a Pain Assessment/ Reassessment /Care Plan form and initiates an interim plan of care. The residents are then assessed by the therapists, who make further recommendations for pain management based on their observations during the evaluation process. The Rehabilitation Medical Director may complete a consultation to determine the resident’s needs, with a focus on pain management. The team then reviews the recommendations with both the psychiatrist and the attending physician to make certain that the residents plan of care provides the highest level of comfort. The nursing and rehabilitation staff monitor pain levels daily and reports changes, so that the pain and medications are managed appropriately as the resident’s needs change.



#### **IV. Wound Care Program**

The Palace at Kendall Nursing and Rehabilitation Center recognizes that in order for a resident to achieve the highest quality of life and their highest practicable level of function the potential for skin alterations as well as actual skin alterations must be promptly identified, assessed and managed. In keeping with our mission of attaining the highest quality of life the Palace at Kendall established a comprehensive interdisciplinary wound care team composed of the Attending Physician, Wound Care Physician, Wound Care Nurse, Registered Dietitian, Charge Nurses, Staff Nurses, and the Director of Nursing.

Prior to admission the residents are reviewed by the Admissions Committee composed of professionals from the Admissions, Rehabilitation, Nursing, and Social Services. The team reviews the referral information available to determine appropriate interventions and accommodations to have in place in anticipation of the resident's arrival.

Upon admission the staff nurse assesses the resident's skin via the Initial Skin Integrity Profile form and the Braden Pressure Ulcer risk tool. An interim plan of care that includes appropriate interventions that address skin care, mobility, pressure reduction, nutrition/hydration, and pain management are initiated. Our Wound Care nurse and our dietitian completes their consultation and makes recommendations as appropriate to the attending physician.

The Wound Care Physician and Wound Care nurse consult on a weekly basis and make necessary treatment adjustments to make certain that the wounds are healing and progressing as clinically appropriate, utilizing the most current products and modalities. The residents with skin alterations and or nutritional concerns are reviewed weekly at the Skin and Nutrition meeting by members of the wound care team. Given all these proactive interventions and strict control measures the Palace at Kendall has a successful wound healing program for our residents.

#### **V. Falling Leaf Program**

The Falling Leaf program has been initiated in recognition of the significant and detrimental impact of falls on a resident's quality of life. This program identifies residents who are at risk for falls in an effort to minimize the risk for those with history of falls as well as those determined to be at risk. Resident fall risks are reviewed by Admissions Committee composed of professionals from the Admissions, Rehabilitation, Nursing, and Social Services. Residents are reviewed and referred as appropriate into the Falling Leaf Program. Residents are subsequently assessed upon admission via a collaboration of an interdisciplinary team that includes Nursing, Rehabilitation and Risk management staff to make certain that residents are referred as appropriate into the program and that interventions intended to minimize the risk for falls are implemented. Residents with new onset of falls or at-risk fall behaviors are referred to the interdisciplinary team as noted above for assessment and subsequent revision of plan of care. This carefully executed systematic approach has had a positive impact on minimizing the risk for resident falls. The team is aware that prevention of all falls may not be a realistic expectation and strives to maintain and encourage the resident's independence while fostering a safe environment.

#### **VI. Staff Recognition and Retention Programs**

A motto of The Palace is that only a happy employee will provide outstanding customer service to their patients. It is for this reason that The Palace has a myriad of programs in place to keep employees happy & motivated.

Reviewed  
SEP 14 2023  
Central Services



It is a company goal to be the employer of choice in our industry. The Palace practices it's, "Ten Commandments" known as the Palace Principles. The Principles begin with the Golden Rule and they create a workplace with a focus on the family atmosphere. The Palace recognizes the worth and value of its staff and that retaining good staff begins in the recruitment and hiring phases. Once ideal candidates are hired, their orientation and training is paramount.,new hires are oriented to the workplace culture, are trained in the daily routine of the facility and the expected outcomes. The Palace acknowledges its employees through its Recognition Programs, which are linked to the Palace organizational values and corporate culture. The following are some examples of the Recognition and Retention program that are currently used in the facility.

♦ **Employee of the Month**

A ceremony is conducted on a monthly basis recognizing the Employee of the Month. The Employee of the Month is chosen based on several criteria, among them are: individuals receiving the most Shining Stars during the previous month, the individual must also exhibit good attendance record and no disciplinary actions. The winner receives a Certificate of Recognition and a \$50 gift certificate. All employees are invited to attend the ceremony, which includes games, entertainment, food and drinks. The management team serves the employees their meals in gratitude for their hard work. The ceremony provides the employees with a sense of accomplishment and recognition for their co-workers as well as an example on how to become the Employee of the Month. The names of the employees who were recognized are displayed in the common areas for everyone to view.



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SEP 14 2023  
Central Offices



### ♦ Employee of the Period

Employees are chosen by department heads as exhibiting exceptional service during the past six-month period. Employees are nominated from each department and employees with the most votes are chosen as the Employee of the Period. The criteria for the award include, providing exceptional service, attendance, punctuality and safety. Employees chosen for the award are provided a special ordered plaque and \$200 in cash presented by their department manager. A ceremony is held to announce the winners and a special luncheon is held for all the winners on a date after the ceremony. Customer satisfaction survey results are shared with the employees during the ceremony as well as a presentation of the activities & accomplishments from the previous six months.



### ♦ Anniversary Milestones

Employees who have been employed with the company for five, ten, fifteen, twenty & twenty-five years are recognized during the Employee of the Month/Period Ceremonies. Each employee reaching these milestones is awarded with a crystal plaque, which is presented to them during the ceremony. The employees are also invited to a special luncheon with the CEO of the company, the Administrator, Human Resource Director and their department head. During the company's Annual Holiday Party, milestone anniversaries of fifteen, twenty, twenty-five & thirty years are recognized and awarded gifts such as:

- ♦ 10th year – an engraved Palace Pin
- ♦ 15th year – an engraved Palace Watch
- ♦ 20th year – a cash award of \$2,500
- ♦ 25th year – a cash award of \$5,000
- ♦ 30th year – a cash award of \$7,500

### ♦ Evening & Midnight Dinners

The Palace values every single employee and value the input of each staff member. To ensure that we gather the input of all our employees from every shift, the management staff meets with each shift on a monthly basis. Every month, a dinner is scheduled for the evening and overnight shift which provides these shifts with a forum to share any concerns, questions and suggestions with the Administrator and Human Resource Director. This allows the staff to participate in events and provides them with support and encouragement from the management team.





♦ **Employee Gourmet Breakfast with Management**

Employees are invited to have an informal gourmet breakfast with the Department Managers. In this breakfast the managers, “Welcome” the midnight and day staff by feasting and socializing together as a team. The breakfast includes a buffet and omelet station. Offering all employees an opportunity to reach out to any manager when they feel they need assistance or have a question.



Received  
SEP 14 2023  
Central Services



#### ♦ **Employee Open Desk**

The open desk is conducted by Corporate Human Resources twice a year to address any issues that employees have on a strictly confidential basis. Employees are encouraged to participate in the open desk and ask any questions or address any issues. The results of the open desk are provided to the administrator to create an action plan to address the concerns from the employees. This provides the employee with a sense of empowerment that any question or issue will be addressed.

#### ♦ **Daily Employee Meals**

All meals are offered to all Palace employees free of charge daily.

#### ♦ **Resident Council**

The Palace Nursing and Rehabilitation encourages all residents to participate in this monthly forum in order for them to voice their concerns, identify problems and find solutions to the resident's satisfaction.

#### ♦ **Safety Committee**

The Palace Nursing & Rehab has designated a Safety Officer to collaborate with The Director of Training & Education and the Director of HR to analyze monthly employee incidents. These incidents are reviewed on a weekly basis and presented in a forum called, The Safety Lunch & Learn. All employees are invited for lunch and view the presentation to learn how each incident could have been prevented. This forum provides a platform for employees to discuss any safety concerns they may have throughout the facility.

#### ♦ **Recognition of Birthdays**

On a monthly basis, in collaboration with the Director of HR and the Administrator all employees are given a personalized card on their birthday. During the EOM/EOP ceremonies all monthly employee birthdays are announced and a cake is cut in their honor.

\*\*In addition to our follow-ups, periodically lunches are scheduled with our new employees to see how they are doing and identify any challenges they are facing.



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SEP 14 2023  
Central Corridor



#### ♦ Departmental Recognition Weeks

Management recognizes that in order to be successful, every department must work together, and each department is essential to our success. Therefore, throughout the year, each department is celebrated with a week of activities, in acknowledgement and appreciation for their work. The weeks are filled with catered lunches, prizes and relaxation activities. For example, during Dietary Week, a lunch is cooked by the department head for all employees of the kitchen. The Dietary Dept also went on an outing with their supervisors for a night of bowling. During Nurses Week massages and manicures are offered, as well as a makeup specialist to perform makeovers and give makeup tips. Every department is recognized and participates in the activities planned.

#### ♦ Gallup Q12 Employee Engagement

Gallup is a world-wide leader in Talent Management and Employee & Customer Engagement Survey & analysis. In the 1990s, Gallup's groundbreaking research identified the most important factor in helping companies grow -- employee engagement -- and developed its influential Q12 survey that included 12 actionable workplace elements that link to sales growth. The measurement includes Gallup's gold standard Q12 for global benchmarking and 10-to-25 additional question items chosen by the organization based upon their unique needs. A highly engaged workforce means the difference between a company that thrives and one that struggles. When employees are engaged, they are passionate, creative, and entrepreneurial, and their enthusiasm fuels growth. These employees are emotionally connected to the mission and purpose of their work. When employees are not engaged, they are indifferent toward their jobs -- or worse, outright hate their work, supervisor, and organization -- and they will destroy a work unit and a business.

In June 2016 The Palace released Gallup's online Employee Engagement Survey to all of its employees. The results of the survey revealed that The Palace is at the top 5% of thousands of companies & millions of employees who have ever taken this survey worldwide. **The Palace Nursing & Rehab Center score for 2022-2023 was 4.54 overall revealing that over 77% of our workforce is actively engaged.**

We were extremely pleased with our results and will continue to use Gallup's tools on continuing to improve our employee engagement.

#### VII. Dining Programs

An expert nutritional team runs The Palace Nursing and Rehabilitation Center's Dining Program. A Certified Dietary Manager oversees the day-to-day operations of the dining program. The menu is a four-week cycle written by a Registered Dietitian. This menu is changed quarterly based on resident response and feedback. Residents are encouraged to eat in one of the three dining rooms throughout the facility. The facility also hosts many special dining programs to enhance meal consumption and socialization.

**Some of these programs are as follows:**

##### Restaurant Style Dining

The Main Dining Room hosts the Restaurant Style Dining Program, where residents are allowed to choose from a variety of freshly prepared items and are served restaurant style to their table. The residents have daily "specials" available and are also able to request personal favorite meals in advance.

##### The Resident of the Month Luncheon

A special resident is selected monthly to serve as the facilities "Resident of the Month". This resident has a luncheon in their honor with the menu of their own selection. The resident is encouraged to invite any close family members that may want to attend.

Received  
08/14/2023  
Central Center



### **Culture Change Dining Program**

The Palace Nursing and Rehabilitation is a hub of cultural diversity, we have residents of many different races and cultural backgrounds living together under one roof.

All residents are observed during meal rounds. Those identified to be declining in intake are assessed and interviewed regarding which foods and meal textures would be most appealing to them. Based on resident response, a culture change menu with ethnic comfort foods was developed to meet their needs and promote oral intake. The items provided on this special menu are rotated and adjusted as needed on a weekly basis in order to satisfy their dining needs. Some of the comfort foods consist of Hispanic based foods such as maduros (plantains), white rice, and fried eggs. The kitchen staff is very helpful, attentive, and provides excellent service to the residents at The Palace. They key is individualization. By paying specific attention to their favorite ethnic or comfort foods, we are creating a reason to make them look forward to the day. This will often put a smile on their faces, as well as nourish their bodies.

### **Individualized Celebrations**

We pride ourselves in providing “Person Centered Care”. We love to celebrate Birthdays, Anniversaries, and other special events with our residents.

In conjunction with our Activity department, and Resident’s families we plan individualized celebrations for each and every resident. A birthday list is kept by the Food and Nutrition department and an individual cake (or other texture appropriate dessert) is provided to each resident on their special day. A group of Managers and staff will surprise the resident by presenting them the cake, gift, and singing them Happy Birthday. Wedding Anniversaries are also recognized with a special meal and dessert option either at the bedside or in a private room setting depending on our resident’s wishes.

Family member are also included in the fun and many times the facility will assist them to plan larger events. Our staff assists in coordinating these events by providing room reservations, supplying tables and chairs, and even providing catering. Families are very involved at the Palace and will often collaborate by bringing in favorite foods, special desserts, and even entertainment such as vocal artists and Mariachi’s for these celebrations.

### **VIII. Resident Activity Programs**

Under the direction of Debbie Horvitz, a 31-year veteran of The Palace Nursing & Rehabilitation Center, the Resident Activity Program is one of the strongest & most diverse programs available. Following are some of the unique initiatives and programs which make The Palace’s Activity program one of the best.

#### **Family Appreciation Luncheon**

We promote a family atmosphere at The Palace and encourage our residents to invite their loved ones into their homes as often as they would like, for casual get-togethers and for special events! Four times per year, we invite Residents and their Families to a very special Family Appreciation Luncheon to celebrate the change of the season. This event is open to all residents and their families and is hosted by all the management staff. New residents and their families get the opportunity to meet other residents and especially get to know the managers on a more personal and social basis. Managers get this special opportunity to let the Families know how much they are appreciated as partners in providing quality care and services to our residents. Music and great food and a time for sharing wonderful memories set the mood for this heartwarming event.

#### **Holiday Celebrations**

From Valentine’s Day thru the rest of the year we are celebrating, Easter, Passover, Mother’s Day, Father’s Day, Rosh Hashanah, Yom Kippur, Thanksgiving, Chanukah and Christmas here at the Palace, each event is decorated beautifully, and the food served enhances the experience. The following are just a few extras...





### July 4th Celebration

The Palace Nursing Home invites all residents, their families and employees with their families to celebrate America's birthday! This outdoor event features the traditional American BBQ, rides, clown's, face painting, games for the kids, a 4- piece band, and a lot of socializing and fun for our residents. Bringing the resident's families and the employee's families together gives a sense of togetherness and unity which strengthens the bond between resident and the caregiver role.



Respected  
 SEP 14 2023  
 Senior



### **Chocolate Festival**

An entire meal of chocolate! It will be finished off with “A Dessert Bar” with over 20 different chocolate temptations.



### **Hispanic Festival**

Every October we bring the resident’s back to their original country with a traditional roasting of the pig, paella, Spanish music and dance. We serve traditional cocktails from the different countries, and a professional cigar roller. The residents dress in their traditional clothing from the countries they came from.



### **Sensory Stimulation Program**

The Palace offers a sensory stimulation program three times a week to meet the needs of our residents with Alzheimer and Dementia. The goal of this activity is to increase self-awareness, decrease agitation and restlessness in order to increase socialization skills. Our sensory stimulation program consists of a multitude of activities and games that stimulate the five senses through touch, smell, taste, sight and hearing.

### **Happy Hour**

In order to maintain the social bond between the families, residents and staff together we have developed many themed happy hours to create a family atmosphere. From a wide variety of delicious mixed drinks to the lively music you see every one’s senses enhanced. Do not forget the appetizers.

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### **Evening Music Stroll**

To provide a patient centered community we have developed the “Evening Music Stroll”. We have a saxophonist to provide a relaxing atmosphere through music at the end of the day.

### **Resident Birthday Celebration**

Seeing a resident’s face light up when you go into their room singing “Happy Birthday” with a group of staff members is priceless. Along with the singing the resident receives a birthday bear and a piece of birthday cake with the candle flickering along with the celebration.

## **IX. Social Services**

The Palace Nursing and Rehabilitation Center is a pioneer in the area of customer service. The Social Services department acts as a liaison between residents/families and the facility staff to seek a satisfactory resolution to requests and concerns, as well as provide a “measure of comfort” to residents and families.

### **♦ Daily Family Contact**

We strive to provide excellent customer service by keeping in constant communication with families. Daily calls are conducted to families of long-term residents and a contact log is kept with the intent of facilitating open communication between the facility and the family as well as gathering information for continuous improvement efforts. This ensures that all families are contacted over a one-month period as a means of enhancing satisfaction within the facility.

### **♦ Family Conferences**

Family conferences are held to assist resident and families with any questions and concerns that may arise outside our regularly scheduled care plan meetings. These meetings address the needs and concerns of the resident and help in the resolution of grievances.

### **♦ Open Door Policy**

Our facility welcomes and encourages families and residents to express concerns openly and provide their own feedback in order to address issues immediately.

### **♦ New Family Luncheon**

This program was designed to help new family members adjust to one of the toughest challenges in life, and that is when having to make a decision for nursing home placement for a love one. This program helps the family face their own internal guilt by sharing their experience with others, in a comfortable setting, surrounded by all those involved with the resident’s care. This has been very successful with the adjustment process and the families have felt that they have partnered with the community enabling them to express their feelings and alleviate their fears and guilt.

### **♦ Weekend Manager on Duty**

This program was initiated to ensure that there is always a member of operations and of the nursing department in addition to the building supervisor available for all families, residents and employees to handle and resolve issues that arise on the weekends. biweekly basis on the status of COVID-19 in the building in relations of employees and residents.



## X. Nutrition & Wellness Committee

The Dietary Department has launched a Nutrition & Wellness Initiative for the employees. The purpose is to advocate for a healthier working environment and to provide education to the employees focusing on healthy lifestyle initiatives. Monthly, the Wellness board is updated with education, menus, and new challenges for them to join. Employees have shared their appreciation and love to try the new recipes. We have held contests in weight loss and healthy eating practices.

Wellness activities and classes:

- ✦ Monthly Wellness Board
- ✦ Wellness Weight Loss Challenges
- ✦ Variety of Wellness Events
  - ✦ Healthy Snacking
  - ✦ Departmental Celebrations
  - ✦ Managers Breakfast
  - ✦ Salad Bar (Buddha bowl events)
  - ✦ Coffee Bar Event
- ✦ Daily Employee Lunches
- ✦ In-services for wounds management and nutrition
- ✦ Purchase Stand Up Desk for Employees

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Salad Buddha Bowls Event



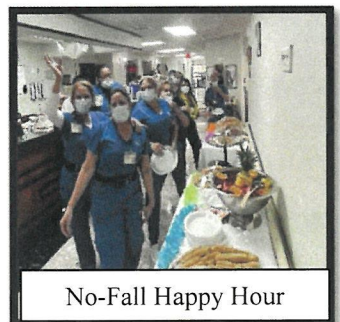
Walking Club



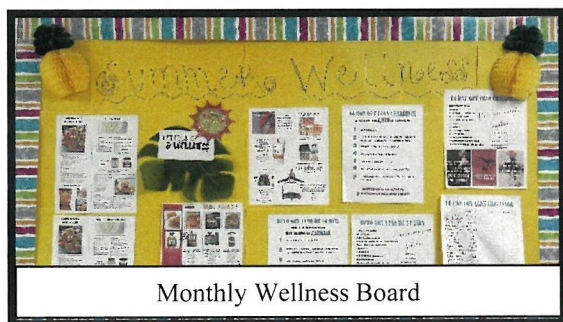
Healthy Lunch Event



Weight Loss Series



No-Fall Happy Hour



Monthly Wellness Board



Manager's Day Breakfast





December 10, 2021

Jacob Shaham  
CEO  
Kendall Health Care Properties III  
11215 SW 84th Street  
Miami, FL 33173-3600

Joint Commission ID #: 53460  
Program: Nursing Care Center Accreditation  
Accreditation Activity: Unannounced Full Event  
Accreditation Activity Completed : 12/10/2021

Dear Mr. Shaham:

The Joint Commission is pleased to grant your organization an accreditation decision of Accredited for all services surveyed under the applicable manual(s) noted below:

**Comprehensive Accreditation Manual for Nursing Care Center**

This accreditation cycle is effective beginning December 11, 2021 and is customarily valid for up to 36 months. Please note: The Joint Commission reserves the right to shorten the duration of the cycle.

Please note, if your survey was conducted off-site (virtually): Your organization may be required to undergo an on-site survey once The Joint Commission has determined that conditions are appropriate to conduct on-site survey activity.

Should you wish to promote your accreditation decision, please view the information listed under the 'Publicity Kit' link located on your secure extranet site, The Joint Commission Connect.

The Joint Commission will update your accreditation decision on Quality Check®.

Congratulations on your achievement.

Sincerely,

Mark G. Pelletier, RN, MS  
Chief Operating Officer and Chief Nurse Executive  
Division of Accreditation and Certification Operations

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SEP 14 2023  
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*Award-Winning Skilled Nursing & Rehabilitation*

*11215 SW 84th St.  
Miami, FL 33173*

*305.271.2225  
www.ThePalace.org*

Received  
SEP 14 2023  
Central Section





09/11/2023

Agency for Health Care Administration  
Long -Term Care Unit  
2727 Mahan Drive, MS 33  
Tallahassee, Florida 32308

To Whom It May Concern:

Please accept this application on behalf of the Palace at Kendall Nursing and Rehabilitation Center for the **Nursing Home Gold Seal Award**. If you require further information, please contact me at (305) 271-2225 ext. 2480.

Sincerely,

Liliana Patterson, NHA, BSPT

**RECEIVED**  
SEP 15 2023  
BUREAU OF HEALTH  
FACILITY REGULATION









*Award-Winning Skilled Nursing & Rehabilitation*

*Application for Nursing Home Gold Seal Award  
2023*