

Gold Seal Staff Analysis for The Joseph L. Morse Health Center, Inc.

Background Info

NH Name	The Joseph L. Morse Health Center, Inc.	Nominator Name	Stephen Bahmer, Leading Age Southeast
NH Addr	4847 David S. Mack Drive	Nominator Addr	1812 Riggins Road, Suite 1
NH City	West Palm Beach	Nominator City	Tallahassee
NH Zip	33417-	Nominator Zip	32308-
NH Voice	(561) 480-0667	Nominator Voice	(850) 671-3700
NH Fax		Nominator Fax	(850) 671-3790
NH eM		Nominator eM	
NH Web	www.morselife.org	Nominator Web	www.LeadingAgeSoutheast.org
NH AO	9		
PermID	95013		
Application Received	2024-03-14	Nomination Received	2024-03-14

Staff Review

	Date Completed	Pass	Comment
Record Review	2024-03-15	<input checked="" type="checkbox"/>	This facility is owned by The Joseph L. Morse Health Center, Inc. This is a 170 bed facility and is a Medicare/Medicaid provider. According to the Nursing Home Guide, this is a 5-star facility.
by	J. Williams		
Quality of Care Review	2024-03-22	<input checked="" type="checkbox"/>	The facility is in the upper one percentile of skilled nursing facilities region covering the period of July 1, 2021, through December 2023. This facility meets the requirements of Rule 59A-4.200(4), Florida Administrative Code.
by	J. Williams		
Conditional Review	2024-03-22	<input checked="" type="checkbox"/>	The facility has not received either a Class I or II deficiency nor a Conditional license over the past 30 months. The facility has not received either a Class I or II deficiency nor a Conditional license over the past 30 months.
by	J. Williams		
Financial Review	2024-03-18	<input checked="" type="checkbox"/>	The facility meets the financial requirements of Section 400.235(4), Florida Statutes and Rule 59A-4.200(5), Florida Administrative Code.
by	D. Hillman		
Staffing Review	2024-03-29	<input checked="" type="checkbox"/>	According to the facility's staffing report, the facility meets both the stability and turnover rate. Therefore, the facility meets the requirements of Section 400.235(5)(e), Florida Statutes and Rule 59A-4.200(6), Florida Administrative Code.
by	J. Williams		
Ombudsman Review	2024-03-18	<input checked="" type="checkbox"/>	Based on a review of the facility 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	M. Hart		
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, 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

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MAR 14 2024

Long Term Care Services Unit

A. Nursing Home Information

Facility Name: The Joseph L. Morse Health Center, Inc

Address: 4847 David S Mack Dr City: West Palm Beach Zip Code: 33417

Telephone: 561-480-0667 Web Site: www.morselife.org

Facility Licensee Name: The Joseph L. Morse Health Center, Inc

Facility Contact Person for Gold Seal Information

Name: Sherry Suarez Title: Executive Assitant

Telephone: 561-480-0667 E-mail: ssuarez@morselife.org

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

Name: Stephen Bahmer

Profession/Type of Organization: LeadingAge Florida

C. Financial Soundness and Stability - Section 400.235(5)(b), Florida Statutes and Rule 59A-4.200(5), F.A.C.
Attach evidence of financial soundness and stability in accordance with the protocol contained in agency rule 59A-4.200(5), 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. 4/27/1992

E. Consumer Satisfaction - Section 400.235 (5)(c), Florida Statutes and Rule 59A-4.200(2)(a)4.a., 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.

F. Community / Family Involvement - Section 400.235(5)(d), F.S. and Rule 59A-4.200(2)(a)4.b., 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 file: Community and Family Involvement

G. Stable Workforce - Section 400.235(5)(e), Florida Statutes and Rule 59A-4.200(6), 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-4.200(6)(a)1., 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-4.200(6)(a)2., F.A.C.).

H. Target In-service - Section 400.235 (5)(g), Florida Statutes and Rule 59A-4.200(2)(a)4.c., 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 file: In-Service


I. Best Practices

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

See attached file: Best Practices

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.

 03/14/2024
Signature of Person Completing Application Date

Sherry Suarez 03/14/2024
Printed Name Date

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Long Term Care Services Unit

Nursing Home Guide Inspection Ratings

JOSEPH L. MORSE HEALTH CENTER, INC., THE

Rating Time Period: July 2021 - December 2023

Last Updated: February 2024

Facility	City	Region	County	Overall Inspection	Inspection				Inspection Components				
					Quality of Care	Quality of Life	Administration	Nutrition & Hydration	Restraints & Abuse	Pressure Ulcers	Decline	Dignity	
JOSEPH L. MORSE HEALTH CENTER, INC., THE	WEST PALM BCH	Region 9 W. Palm Beach	Palm Beach	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★



RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

DATE: March 29, 2024
TO: Brian O. Smith, Long Term Care Services Unit Manager
FROM: Michelle Hart, Complaint Administration Unit Manager
SUBJECT: Gold Seal Complaint Review – September 15, 2021 through March 15, 2024

JOSEPH L. MORSE HEALTH CENTER, INC.

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.





RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

INTEROFFICE MEMORANDUM

DATE: March 18, 2024
TO: Jacqueline Williams
FROM: Derron Hillman
CC: Bernard Hudson
SUBJECT: Gold Seal Financial Review: Approval
Licensee: Joseph L. Morse
Facility: Joseph L. Morse

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

From: Hillman, Derron
Sent: Monday, March 18, 2024 2:57 PM
To: Williams, Jacqueline
Subject: RE: Gold Seal Award Financial Review - Josphe L. Morse Health Center - File # 95013
Attachments: Joseph L Morse.docx

Jacquiline,

Attached is the review of Joseph L Morse. 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



From: Noble, Kimberly <Kimberly.Noble@ahca.myflorida.com>
Sent: Monday, March 18, 2024 2:25 PM
To: Hillman, Derron <Derron.Hillman@ahca.myflorida.com>
Subject: FW: Gold Seal Award Financial Review - Josphe L. Morse Health Center - File # 95013

This one is for you thanks,

Kim

From: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>
Sent: Monday, March 18, 2024 2:19 PM
To: Noble, Kimberly <Kimberly.Noble@ahca.myflorida.com>
Subject: Gold Seal Award Financial Review - Josphe L. Morse Health Center - File # 95013

Good Afternoon Kim,

Attached for your review are Joseph L. Morse financial documents for review for consideration for Gold Seal Award.

Thanks.

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



Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT
2727 MAHAN DR., TALLAHASSEE, FL. 32308
+1 850-412-4437 (Office) - (850) 410-1512 (Fax)
Jacqueline.Williams@ahca.myflorida.com



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RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

March 21, 2024

Via email: ssuarez@morselife.org

Mr. Keith A. Myers
Administrator
The Joseph L. Morse Health Center, Inc.
4847 David S. Mack Drive
West Palm Beach, FL 33417-8023

File Number: 95013
License Number: 1261096
Provider Type: Nursing Home

RE: Omission Notice for Nursing Home Gold Seal Award Application

Dear Mr. Myers:

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

According to the Florida Statutes, section 400.235(5)(c), Gold Seal Award applicants are required to meet the criteria of participating in a consumer satisfaction process, and demonstrate that information is elicited from residents, family members, and guardians about satisfaction with the nursing facility, its environment, the services and care provided, the staff's skills and interactions with residents, attention to residents' needs, and the facility's efforts to act on information gathered from the consumer satisfaction measures.

Please provide a copy of your survey form/questions utilized in the surveys.

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. To evaluate these criteria, please provide staffing to resident ratios, staff turnover, and staff stability for the last ten quarters (30 months) in the attached staffing document. Please provide numbers and not percentages on the first page 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.



Mr. Myers
March 21, 2024
Page 2 of 2

Please forward all responses via email no later than March 28, 2024. If you have questions, please contact me via email at 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

Williams, Jacqueline

From: Williams, Jacqueline
Sent: Thursday, March 21, 2024 5:40 PM
To: Sherry Suarez
Subject: Gold Seal Award Application Review - The Joseph L. Morse Health Center, Inc. (File#: 95013)
Attachments: Gold Seal OMIT- The Joseph L Morse Health Center Inc - March 2024.pdf; Gold Seal Staffing Form March 2024.pdf

Good Afternoon:

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

Attached are the following:

- Application omission letter
- Staffing Form

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

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



Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT
2727 MAHAN DR, MAILSTOP 33, TALLAHASSEE, FL 32308
850-412-4437 (Office)

Jacqueline.Williams@ahca.myflorida.com



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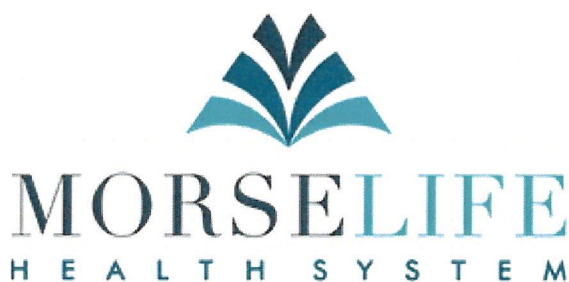
Williams, Jacqueline

From: Sherry Suarez <ssuarez@Morselife.org>
Sent: Friday, March 22, 2024 12:39 PM
To: Williams, Jacqueline
Subject: RE: Gold Seal Award Application Review - The Joseph L. Morse Health Center, Inc. (File#: 95013)
Attachments: Section G.2 Stable workforce efforts 2024.pdf; Section E.1 Customer Satisfaction Questionnaires Additional Info 2024.pdf; Section E.2 Customer Satisfaction Additional Info 2024.pdf; Section G.1 Staffing Form 2024.pdf
Importance: High

Good afternoon Ms. Jacque,

Thank you for your email and clarifying the paragraph for Section G. Attached please find the requested information. Should you need anything else please let me know. Have a nice weekend!

Regards,



SHERRY SUAREZ

Executive Assistant/Credentialing Coordinator

Marilyn and Stanley M. Katz Seniors Campus

4847 David S. Mack Drive

West Palm Beach, FL 33417

T. (561) 472-1678 C. (561) 480-0667

<https://morselife.org/>



From: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>
Sent: Thursday, March 21, 2024 5:40 PM
To: Sherry Suarez <ssuarez@Morselife.org>
Subject: Gold Seal Award Application Review - The Joseph L. Morse Health Center, Inc. (File#: 95013)

NOTICE This is an external email.

Good Afternoon:

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

Attached are the following:

- Application omission letter
- Staffing Form

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

Jacquie Williams - OPERATIONS & MGMT CONSULTANT MGR - SES



Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT
2727 MAHAN DR, MAILSTOP 33, TALLAHASSEE, FL 32308
850-412-4437 (Office)

Jacqueline.Williams@ahca.myflorida.com



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The long-standing mission of MorseLife is to enhance and improve the lives of seniors in our care. A charitable, not-for-profit organization, its programs include short-term rehabilitation, long term care, independent and assisted living, home health care, care management, Alzheimer's care, meals-on-wheels and research and training. Founded in 1983, MorseLife has built a reputation and tradition of caring for seniors with excellence, dignity and compassion -- honoring senior living - now and forever.

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STAFFING REPORT FOR The Joseph L. Morse Health Center, Inc.

SNF LICENSE # 1261096

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	3 rd (July 1, 2021 – September 30, 2021)	129	82	108	70	8	7
2021	4 th (October 1, 2021 – December 31, 2021)	126	72	104	65	N	5
2022	1 st (January 1, 2022 – March 31, 2022)	118	70	98	60	8	4
2022	2 nd (April 1, 2022 – June 30, 2022)	121	72	99	58	11	2
2022	3 rd (July 1, 2022 – September 30, 2022)	124	73	103	63	9	10
2022	4 th (October 1, 2022 – December 31, 2022)	134	70	98	59	15	3
2023	1 st (January 1, 2023 – March 31, 2023)	129	72	96	57	20	9
2023	2 nd (April 1, 2023 – June 30, 2023)	116	65	85	56	15	7
2023	3 rd (July 1, 2023 – September 30, 2023)	112	69	88	50	12	3
2023	4 th (October 1, 2023 – December 31, 2023)	115	74	90	56	14	10

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 The Joseph L. Morse Health Center, Inc.

(AGENCY USE ONLY)

Turnover Rate

3rd Quarter (2021): 7.10%
4th Quarter (2021): 8.08%
1st Quarter (2022): 6.38%
2nd Quarter (2022): 6.73%
3rd Quarter (2022): 9.64%
4th Quarter (2022): 8.82%
1st Quarter (2023): 14.42%
2nd Quarter (2023): 12.15%
3rd Quarter (2023): 8.28%
4th Quarter (2023): 12.69%

Turnover
Average: 9.43%

Stability Rate

3rd Quarter (2021): 84.36%
4th Quarter (2021): 85.35%
1st Quarter (2022): 81.04%
2nd Quarter (2022): 81.34%
3rd Quarter (2022): 84.26%
4th Quarter (2022): 76.96%
1st Quarter (2023): 76.11%
2nd Quarter (2023): 77.90%
3rd Quarter (2023): 76.24%
4th Quarter (2023): 77.24%

Stability
Average: 80.38%



March 14, 2024

Jacqueline Williams
OPERATIONS & MGMT CONSULTANT MGR - SES
Long Term Care Services Unit
Bldg 1 Rm 329 - LONG TERM CARE SERVICES UNIT
2727 Mahan Drive MS#33
Tallahassee, FL 32308

I am pleased to enclose the Gold Seal Application from The Joseph L. Morse Health Center, Inc. Should you have any questions about the application, please call me at 561-480-0667.

Sincerely,

A handwritten signature in blue ink that reads "Sherry Suarez". The signature is fluid and cursive, with the first name being more prominent.

Sherry Suarez
Executive Assistant

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Long Term Care Services Unit

Marilyn and Stanley M. Katz Seniors Campus
4847 David S. Mack Drive • West Palm Beach, FL 33417
T. 561.471.5111 • morselife.org



The Joseph L. Morse Health Center, Inc.

Gold Seal Application

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Long Term Care Services Unit

LeadingAge®
Southeast
Florida | Alabama | Louisiana | Mississippi

February 19, 2024

Mr. Bernard Hudson
Agency for Health Care Administration
2727 Mahan Drive, Mail stop # 33
Tallahassee, FL 32308

Dear Mr. Hudson:

On behalf of LeadingAge Southeast and the 350 providers we represent across the Gulf Coast region, I am honored to wholeheartedly endorse MorseLife Health System's application for the Governor's Gold Seal Award for Excellence in Long-Term Care.

MorseLife has been a member of LeadingAge Southeast for more than 30 years. In that time, the community and its staff have set the standard for delivering the highest quality long-term care in Florida. It is an award-winning, five-star Center of Excellence that consistently staffs above levels required by regulation, as well as above both state and national averages.

Excellent staffing is a particular contributor to quality care, and MorseLife maintains a team of highly trained, long-tenured staff, including a board-certified, Harvard-fellowship trained geriatrician and a team of certified aides, dietitians, social workers, and recreational, physical, occupational, and respiratory therapists and speech pathologists, all of whom work on campus to ensure the best possible resident outcomes, as well as maximum comfort and convenience.

MorseLife's residents benefit from this clear and ongoing investment in top-tier staff, and our Association has benefited enormously from the leadership of MorseLife over the last three decades as well. Their clinical and infection prevention expertise were particularly critical components of LeadingAge Southeast's support of our members during the COVID-19 pandemic. Their leadership and clinical staff served on task forces and in other roles, helping to develop best-in-class protocols and tools for all of our members to use in helping minimize the spread of the virus, and to mitigate its impact. Additionally, they are leaders and strong supporters of our Association's efforts to deliver the latest education on statutory changes, regulatory updates, and quality improvement. MorseLife has frequently hosted such LeadingAge Southeast programs, signaling its commitment to enhancing quality care for residents across the continuum.

The MorseLife Health System is an outstanding community of caregivers with a history of excellent quality and a focus on resident care that are the very illustration of the goals of the Gold Seal program. It is my pleasure, once again, to offer our full endorsement.

Sincerely,



Steve Bahmer
President/CEO

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MAR 14 2024

Long Term Care Services Unit

1812 Riggins Road, Suite 1 | Tallahassee, Florida 32308
P 850.671.3700 | F 850.671.3790 | www.LeadingAgeSoutheast.org

Garry D. Hennis, Board Chair
Steve Bahmer, President/CEO

Expanding Possibilities for Aging



Customer Satisfaction

General Overview

MorseLife Health System utilizes an in-house developed system to measure and improve customer satisfaction; gathering resident feedback through a questionnaire that is specific to each MorseLife service line. Each questionnaire has a total of 12 quantitative questions that are answered with a four-point Likert Scale (Excellent-Good-Fair-Poor + N/A). In addition, there are 2 open-ended qualitative questions asked at the end of each questionnaire. Quantitative scores are mapped into a file that measures all services lines on a percentage measure, while qualitative feedback is compiled into each respective question category and scored as positive, negative, or neutral.

Long Term Care

The questionnaire specific to long term care consists of the following categories:

- Nurse & Nurse Aide Care
- Medical Care
- Dining Experience
- Programs & Activities
- Housekeeping
- Social Services
- Safety & Security
- Resident Choice

In addition, the following campus-wide categories are included within the long-term care questionnaire:

- Responsiveness
- Respectfulness
- Overall Satisfaction
- Likelihood to Recommend
- What Stands Out
- Recommended Improvements

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Long Term Care Services Unit

All scores and feedback are compiled on a bi-annual basis and discussed during the RM/QAPI meeting.



Customer Satisfaction

Evidence of Facility Efforts to Act on Info Gathered from Consumer Satisfaction Measures

MorseLife Health Center has implemented ongoing efforts to improve each category listed on both STS and LTC satisfaction surveys. Below depicts each one of these methods:

Individual “Red Flag” Feedback

Upon completion of each customer satisfaction questionnaire, feedback that is considered a “Red Flag” (quantitative response of “fair” or “poor” and/or qualitative response that is negative) for a specific category is immediately reported to the respective department leader. Each department leader is required to implement an improvement action plan and follow-up within 24-hours to resolve the “Red Flag”.

Individual STS Feedback

In addition to “Red Flag” reporting, each individual STS score and acquired feedback is sent via email to the department leaders overseeing each questionnaire category.

Risk Management/Quality Assurance Performance Improvement (RM/QAPI)

Customer satisfaction data acquired over a monthly (STS) and bi-annual (LTC) basis is analyzed in a report that depicts quantitative score changes over specific time periods, departmental rankings, benchmarks/trends and qualitative feedback totals (positive, neutral, negative) for each category. Each report is thoroughly discussed during the monthly RM/QAPI meeting, specifically highlighting areas that have declined, possible reasons for decline and suggested improvement initiatives.

Performance Improvement Plans (PIPs)

Utilizing Abaqis, an online nursing facility quality management system, MorseLife Health System implements PIPs for customer satisfaction metrics that are identified as low-scoring on the qualitative scale. Below are examples of PIPs that have been initiated within the last 30 months:

- Responsiveness (STS/LTC)
- Dining Experience (STS/LTC)
- Proactive PIP - Quality of Life (QoL) – Resident Directed Focus Groups (STS/LTC)

Food Committee Meeting

In addition to improving the dining experience through the use of a PIP, MorseLife Health Center conducts monthly food committee meetings, welcoming all residents to participate in giving dining and food preference feedback. Staff attending the meeting includes the Director of Culinary, Dietary Manager and the Pantry Supervisor. Topics included but not limited for discussion are the addition or removal of specific menu choices by resident voting, food satisfaction survey feedback, suggestions for seasonal menus, fruit/snack options and the review of previous meeting topics.

Safety Committee

A monthly safety committee meeting is conducted within the MorseLife Health Center to discuss all topics impacting both resident and staff safety. Department leaders attending the meeting includes the Facilities Director, Risk Manager, Director of Nursing, Assistant Nursing Home Administrator and a Human Resource/Workers Compensation representative. Topics included but not limited for discussion comprise of facility and/or county-wide emergency drills, emergency planning and procedures, employee accidents and workers compensation, life safety compliance and security/safety feedback acquired from STS and LTC customer satisfaction surveys.



Customer Satisfaction

The figure below depicts the MorseLife customer satisfaction questionnaire specific to STS:

Short-Term Stay Satisfaction Survey



Name: _____

Room: _____

Person Contacted: _____

Date: _____

ID#: _____

Rate the following:

	Poor	Fair	Good	Excellent	N/A
1. Admission Process (Communication, Tours, Entry to Facility)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Nursing & Nurse Aide Care (RN/LPN, CNA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Medical Care (Phys./ARNP, Clarification of Med. Treatment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Dining Experience (Food Quality/Taste/Temp, Timely, Atmosphere)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Housekeeping Services (Cleanliness of Room/Bed/Bathroom/Facility)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Social Services (Concerns, Support, Counseling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Rehabilitation Therapy (Physical/Occupational/Speech Therapy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Campus Safety/Security (How Safe/Secure You Feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Responsiveness of Team (To Your Personal Needs, Wants and Concerns)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Respectfulness of Team (Friendliness/Courtesy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Overall Satisfaction (MorseLife STS Experience)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Likelihood to Recommend (Friend/Family Member)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What stands out with your experience at MorseLife?

Are there any specific changes that you would recommend?

Comments

The figure below depicts the MorseLife customer satisfaction questionnaire specific to LTC:

Long-Term Care Satisfaction Survey



Name: _____

Room: _____

Person Contacted: _____

Date: _____

ID#: _____

Rate the following:

	Poor	Fair	Good	Excellent	N/A
1. Nursing & Nurse Aide Care (RN/LPN, CNA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Medical Care (Phys./ARNP, Clarification of Med. Treatment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Dining Experience (Food Quality/Taste/Temp, Timely, Atmosphere)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Programs/Activities (Events, Music, Games, Activity Staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Housekeeping Services (Cleanliness of Room/Bed/Bathroom/Facility)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Social Services (Concerns, Support, Counseling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Campus Safety/Security (How Safe/Secure You Feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Team Acknowledges/Fulfills Your Choices (Bathing, Sleeping, Seeing Visitors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Responsiveness of Team (To Your Personal Needs, Wants and Concerns)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Respectfulness of Team (Friendliness/Courtesy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Overall Satisfaction (MorseLife Rehab Experience)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Likelihood to Recommend (Friend/Family Member)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What stands out with your experience at MorseLife?

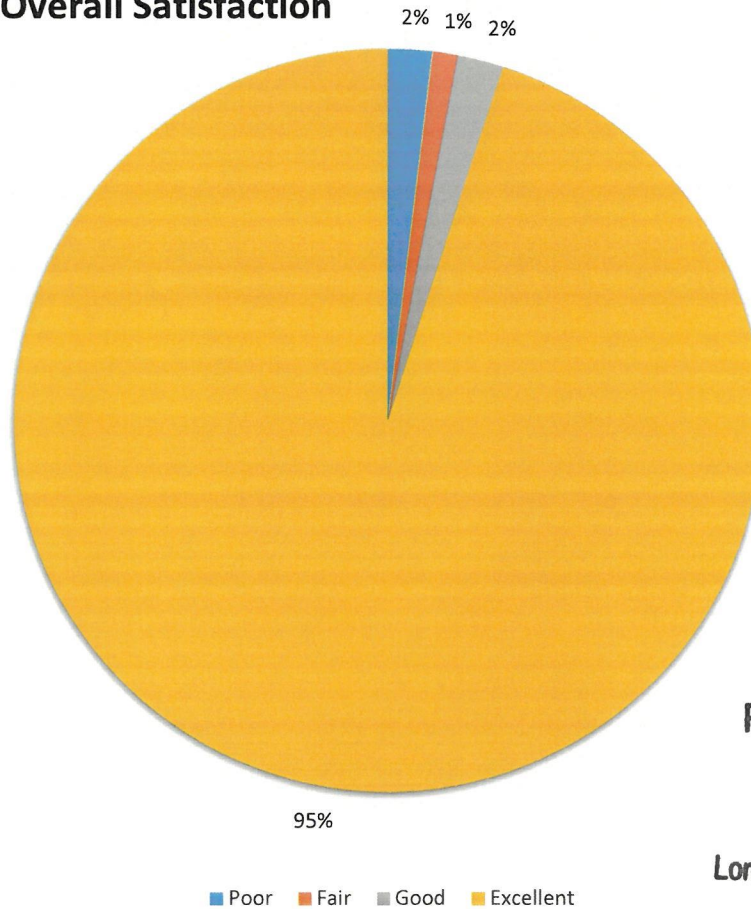
Are there any specific changes that you would recommend?

Comments

Long Term Care Satisfaction Scores

LTC SURVEY FY 2018-2024										
		AVERAGES						FY18-FY23	FY24 AVERAGES	Progress
		FY18	FY19	FY20	FY21	FY22	FY23		FY24	FY18-23/FY24 +/-
Departmental	Nurse/Aide Care	83.68%	90.74%	96.67%	90.36%	90.36%	96.25%	91.34%	97.50%	6.16%
	Medical Care	86.58%	90.49%	96.67%	91.25%	91.25%	96.36%	92.10%	97.50%	5.40%
	Dining Experience	72.56%	83.61%	93.33%	83.17%	83.17%	87.06%	83.82%	90.00%	6.18%
	Programs/Activities	84.14%	90.51%	93.75%	89.47%	89.47%	87.62%	89.16%	90.00%	0.84%
	Housekeeping	84.74%	88.43%	91.11%	88.09%	88.09%	93.53%	89.00%	95.00%	6.00%
	Social Services	87.57%	90.74%	95.56%	91.29%	91.29%	95.15%	91.93%	97.00%	5.07%
	Safety/Security	91.39%	93.61%	97.78%	94.26%	94.26%	97.58%	94.81%	98.50%	3.69%
	Choice	84.41%	89.62%	96.67%	90.23%	90.23%	93.53%	90.78%	95.00%	4.22%
	Dept. Score	84.38%	89.72%	95.19%	89.76%	89.77%	93.39%	90.37%	95.06%	3.62%
Organizational	Responsiveness	77.89%	87.25%	94.44%	86.53%	86.53%	89.09%	86.95%	95.00%	8.05%
	Respectfulness	88.21%	91.48%	96.67%	92.12%	92.12%	94.55%	92.52%	95.00%	2.48%
	Satisfaction	86.58%	89.08%	96.67%	90.78%	90.78%	96.77%	91.78%	95.00%	3.22%
	Recommend	91.35%	90.13%	98.82%	93.43%	93.43%	95.88%	93.84%	95.00%	1.16%
		Org. Score	86.01%	89.48%	96.65%	90.71%	90.71%	94.07%	91.27%	95.00%
	Overall	85.20%	89.60%	95.92%	90.24%	90.24%	93.73%	90.82%	95.03%	4.41%
	Survey Responses	40	84	48	34	36	38	280	50	

Long Term Care Overall Satisfaction



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Long Term Care Services Unit

Short Term Stay

The questionnaire specific to short term stay consists of the following categories:

- Admission Process
- Nurse & Nurse Aide Care
- Medical Care
- Dining Experience
- Housekeeping
- Social Services
- Rehab
- Safety & Security

Short-term-stay also has the following campus-wide categories in the:

- Responsiveness
- Respectfulness
- Overall Satisfaction
- Likelihood to Recommend
- What Stands Out
- Recommended Improvements

All new admissions to short term stay are asked to participate in the individual interview within the first 72 hours. If the new admit is unable to complete the survey due to cognition, a family member (if available) is asked to participate in the survey. "Red Flag" feedback acquired from an individual survey is immediately discussed with the respective department leader and corrected within 24-hours. To enhance all areas that needed betterment Morse started a "Room Champion" assignment, this involves Quality Assurance members to visit patients twice per week to identify improvement opportunities and to meet regulatory standards.

The Goal of the Room Champion program is to complete a purposeful on every new admission to Morse Health Center and subsequent follow-up visits to enhance customer service excellence.

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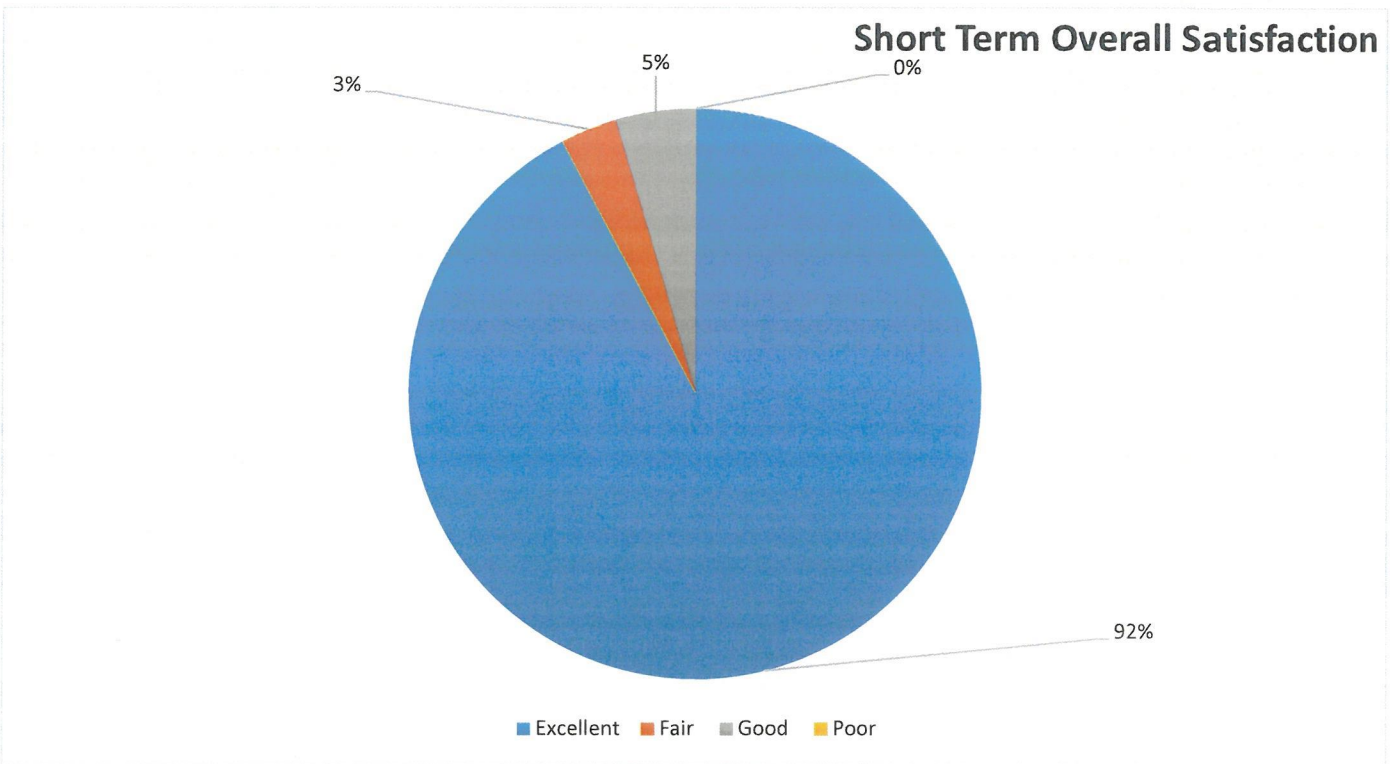
MAR 14 2024

Long Term Care Services Unit

All scores and feedback are compiled monthly and discussed every quarter during the monthly RM/QAPI meeting.

Short Term Rehab Satisfaction Scores

STS SURVEY FY 2018-2024										
		AVERAGES						FY24 AVERAGES	Progress	
		FY18	FY19	FY20	FY21	FY22	FY23	FY18-FY23	FY24	FY18-23/FY24 +/-
Departmental	Admission Process	89.96%	91.67%	93.79%	96.48%	95.31%	98.61%	94.30%	98.79%	4.49%
	Nurse/Aide Care	87.65%	89.77%	90.12%	75.00%	80.76%	97.68%	86.83%	97.59%	10.76%
	Medical Care	88.77%	89.49%	91.54%	83.46%	90.27%	99.11%	90.44%	98.42%	7.98%
	Dining Experience	81.76%	85.67%	87.45%	63.51%	68.07%	97.22%	80.61%	95.92%	15.31%
	Housekeeping	86.31%	90.17%	92.68%	90.88%	93.71%	99.03%	92.13%	99.07%	6.94%
	Social Services	90.34%	91.42%	93.14%	94.15%	93.80%	99.27%	93.69%	98.16%	4.47%
	Rehab	92.05%	94.07%	95.25%	95.21%	95.83%	99.45%	95.31%	99.46%	4.15%
	Safety/Security	91.51%	93.85%	96.30%	96.62%	97.70%	99.80%	95.96%	99.76%	3.80%
	Dept. Score	88.54%	90.76%	92.53%	86.91%	89.43%	98.77%	91.16%	98.40%	7.24%
Organizational	Responsiveness	84.19%	85.99%	87.02%	69.18%	73.58%	96.88%	82.81%	95.50%	12.69%
	Respectfulness	90.41%	91.69%	93.43%	88.70%	88.68%	98.15%	91.84%	98.41%	6.57%
	Satisfaction	90.06%	91.19%	93.47%	89.86%	88.39%	97.59%	91.76%	98.17%	6.41%
	Recommend	92.55%	93.96%	95.01%	88.51%	91.28%	98.67%	93.33%	98.51%	5.18%
		Org. Score	89.30%	90.71%	92.23%	84.06%	85.48%	97.82%	89.93%	97.65%
	Overall	88.92%	90.74%	92.38%	85.49%	87.46%	98.30%	90.55%	98.02%	7.47%
	Survey Responses	675	638	493	93	354	455	2708	900	



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 Long Term Care Services Unit



COMMUNITY AND FAMILY INVOLVEMENT

MorseLife Health System's Palm Beach County Western Community Workforce Initiative

MorseLife recognizes the population in western Palm Beach County has been, and continues to be, underserved. Some might say that this demographic is disenfranchised and marginalized. Specific to this initiative, addressing generational and situational poverty in western Palm Beach County is the primary goal of the project. The secondary objective will address the healthcare needs of the rapidly expanding elderly population in Palm Beach County. This project will be achieved by recruiting individuals, providing prescribed hands-on employment training, and deploying a mentorship program. MorseLife has the financial commitment, workforce development expertise, and nationally recognized excellence in senior healthcare to achieve the above-stated goals.

- ✿ The initiative will serve the residents of western Palm Beach County, which includes Belle Glade, and the surrounding areas. These populations have been historically underserved due to a myriad of factors including limited access to quality healthcare, poor education, and a variety of economic challenges. The community is 50 miles from the county's major economic center in West Palm, which places this community at a significant disadvantage compared to other communities in the county

- ✿ The initiative will serve the unemployed and underemployed residents in Western Palm Beach County, who have had limited opportunities for gainful employment. The initiative will provide hands-on training, ultimately offering quality employment, in areas such as the nursing home, housing, homecare and hospitality. Those who complete the training will have a mentor to guide them during their first weeks of employment, ensuring successful onboarding. Individuals who otherwise would not have access to secure employment training and mentorship programs will be offered job placements upon completing their individual career path tracks.

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Long Term Care Services Unit

MorseLife Health System has partnered with a local nursing education entity, Victory Nursing, Inc. This partnership is the first of many that MorseLife Health System will embark in the Western Community of Belle Glade, Pahokee, and South Bay

MorseLife and Victory Nursing will recruit, and train, individuals for Clinical and Hospitality Careers. Target areas for recruiting are Belle Glade, South Bay, and Pahokee. The first objective of this project/partnership is to help individuals advance their goals in their chosen career, ultimately benefiting themselves, their families, and communities in Western Palm Beach County. Secondary objective is to help the shortage of qualified healthcare professionals. Thus far 41 students have completed the CNA Training course and 17 are now employed at MorseLife.

MorseLife Health System: NOW for Holocaust Survivors Initiative

MorseLife's culture is shaped by the strong Jewish tradition of "tzedakah" and the organization's deep emotional connection to those who suffered in the Holocaust. MorseLife Health System created *NOW for Holocaust Survivors Initiative* in early 2020 to improve the lives of impoverished survivors and their caregiver children living in Palm Beach County. The mission of the *NOW for Holocaust Survivors Initiative* is to provide Holocaust Survivors and their caregiving families a full range of services they may need that are unavailable from other agencies, with a person-centered trauma-informed care approach. Any Survivor or their caregiving family members residing in Palm Beach County may be eligible for services.

Generous donors to the NOW Initiative have supported over 430 Survivors since implementation and currently funds at least 112 Survivors, with a continuum of care. All services are *provided at no cost* and include:

- 🌿 Medical Assessment
- 🌿 In-home Personal Care
- 🌿 Care Management
- 🌿 Medication Management
- 🌿 Skilled Nursing Care
- 🌿 Housekeeping and Errands
- 🌿 Nutritious Meal Service/Food
- 🌿 Transportation/Escort to MD appointments
- 🌿 Respite Care
- 🌿 Dental Care
- 🌿 Emergency Response System Installation
- 🌿 Home Repairs and Modifications
- 🌿 Assistance with rent, utilities, food, and appliances
- 🌿 Music and Art Therapy
- 🌿 Financial Management
- 🌿 Clothing and more...

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Long Term Care Services Unit

Palm Beach County is one of the fastest growing areas of Holocaust survivors, especially Child Survivors/Hidden Children. The reason no one knows the exact numbers of Holocaust Survivors is that generally Holocaust survivors have chosen to remain “under the radar”, are fearful of bureaucracies, buildings, and programs, and don’t trust easily. They are generally intensely fearful of being included on any lists.

It is estimated that 5,000 of the 12,000 Survivors live at or below the poverty level; having long outlived their savings.

Homebound Mitzvah Program

This award-winning program provides homebound Jewish seniors the opportunity to celebrate two of the most significant Jewish holidays of the year – the Jewish New Year (Rosh Hashanah) and Passover. Absent this program, the recipients would not have the opportunity to experience these important Jewish milestones, because of their inability to shop, drive or prepare the celebratory meal. Typically, the program reaches 3,500 seniors annually though during the pandemic years, the program has been scaled back to protect the many volunteers who deliver the meals. This year we anticipate providing 1200 meals for Rosh Hashanah alone. Advertisements are placed in local papers and in communities surrounding the MorseLife campus to reach out to the needy. Recipients receive complete meals including ritual symbols and a video service for the Jewish High Holidays and Passover.

Legacy Corp

Legacy Corps is federally funded program and part of the national AmeriCorps project that aims to provide caregiver support services. MorseLife provides these services to residents living on campus and around our community, primarily through offering companionship. Our goal is to decrease isolation & feelings of loneliness, while offering caregivers a break & stress relief. These services maintain & at times increase the independence of the assigned program client. We recruit and train residents of Palm Beach County to become Legacy Corps members to provide socialization. The trained member can additionally offer transportation to doctors’ appointments, grocery shopping, errands, and meaningful activities. Light cooking or housekeeping can be provided as needed. Members receive pre-service training & ongoing supervision. They connect with like-minded members at monthly meetings. Members receive \$200 per month for their participation & mileage reimbursement when taking a client from their home. The goal is for members to achieve 450 hours of program service/year for an education award of \$1700/year for up to 4 years. This is transferable to a child or grandchild if the member is 55 or older.

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Long Term Care Services Unit

Association with Local Temples

MorseLife is actively involved with several local temples, offering assistance during special holiday events, providing speakers for health care events, and working with Temple staff to promote individual Temple events. The MorseLife PACE program (Program (All Inclusive Care for the Elderly) has experienced extraordinary growth and when the program expanded plans were developed to co-locate PACE at the site of two local Temples, one located in Delray Beach and the other located in Greenacres. The PACE programs entered a long-term lease with both Temples which has resulted in a win-win arrangement—providing a secure rental income to Temples experiencing declining membership, while reducing capital outlay associated with constructing a new site. This creative approach to developing new sites in conjunction with religious institutions has been identified by the National PACE Association as a creative approach to PACE expansion and has never been replicated in other PACE programs throughout the country.

Meals on Wheels (MOW)

Morse Health Center plays a pivotal role in the kosher “Meals on Wheels” program. The food is prepared, plated, and stored by the Morse culinary department and delivered by a group of dedicated volunteers. On average 850 meals per week were delivered last fiscal year to the needy residents of nearby communities. Food insecurity increased during the most intense periods of the pandemic and MorseLife was able to employ vans from their fleet to ensure that meals continued to be delivered (primarily using transportation/activity staff in lieu of volunteers).

MorseLife Pantry Program

Developed by involved and concerned board members, this program was created to fill the gap some meals on wheels recipients experience between meals on wheels deliveries. The Pantry Program provides a variety of shelf stable meals to program recipients and the plan is for the program to resume this fall.

MorseLife Nearly New Thrift

MorseLife maintains a thriving thrift store located in the community on antique row in West Palm Beach. MorseLife Board members and supporters routinely donate items to this store. The MorseLife Thrift store often provides donated items to staff and community members based on need. Proceeds from the store revert back to the organizations to enhance various MorseLife initiatives. The Nearly New Store has grown since the last Gold Seal application and has been a valuable resource for staff experiencing emergent needs during the pandemic.

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MorseLife Speakers Bureau

The MorseLife speaker's bureau which has been very popular with both the donor and general community routinely provides prominent speakers on a variety of topics to speak to the community. Covid has prevented "live" lectures however an active program of speakers is being planned for the 2022-2023 season. Past speakers have included noted personalities as Wolf Blitzer, Peggy Noonan, and Dr. Ruth Westheimer.

Literary Society

This society meets at least three times per year to discuss current literary works of well-known authors. Several of the authors have received the Pulitzer Prize for fiction or the Penn Faulkner award for outstanding literary achievement. Each event is preceded by a brief introduction about MorseLife and its myriad of services. The Literary Society now has more than 200 members and is a great vehicle for educating the community and donors about Morse Health Center. In the past two years, the Literary Society meetings have been presented in a virtual format. Attendance has remained strong, and the Literary Society has a full schedule planned for the next season. A partial list of the scheduled authors includes: Anthony Doer (Cloud Cuckoo Land), Hernan Diaz (Trust), Jennifer Egan (The Candy House) and Geraldine Brooks(Horse).

Promise Fund

MorseLife has been identified as a target site by the Promise Fund of Florida in a joint project aimed at reducing cancer deaths specifically in the minority community. This innovative program employs patient navigators to reduce barriers to care. Navigators provide education, transportation, and care management to a target population that typically encounters institutional and economical barriers to accessing care. In July 2022 the Navigator located at the MorseLife site recently introduced Dr. Jill Biden in a symposium in West Palm Beach designed to increase community awareness about cancer and the need for frequent check-ups.

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Long Term Care Services Unit



Stable Workforce

Morse Health Center provides a respectful, dignified, and meaningful workplace. The Center provides an environment conducive to employee development, leadership, and recognition. Through various employee initiatives detailed below, MorseLife has established a high performing culture consistent with the values and beliefs of the organization, and the result is an employee group willing to go above and beyond. These initiatives support the Health Center's high-performance culture, a culture that attracts and retains the best talent in the industry. It is this culture that engages the organization's human resources in a way that creates a deep connection between the employee and the Health Center.

Retention

Weekly Retention Meeting: review turnover numbers, termination reasons based on the exit interview, employee relations, employee morale and recognition to be able to track and trend, and then implement approaches, as necessary.

Birthday Celebration Alerts: each supervisor, manager, director, and executive receive alerts about employees' birthdays and the immediate supervisor presents the employee a birthday card and two movie tickets to enjoy.

Salary Adjustment: MorseLife routinely completes a compensation analysis to remain competitive and make salary adjustments for those out-of-range according to the analysis result.

Focus group: when a trend or issue is identified management will set up focus group meetings with the employees to discuss the issue, complete a root cause analysis and give the opportunity to be part of the solution.

Celebrations: throughout the year MorseLife recognizes its employees, not only with incentive programs but also by celebrating special occasion in the MorseLife Campus with cookouts, uniform vouchers, holiday parties, and a free turkey for Thanksgiving, Easter raffles and more!

Above and Beyond Awards program: a peer nominated monthly program that recognizes staff who consistently go Above & Beyond

Leadership & Years of Service: Morse Health Center introduced a semi-annual leadership award and a “new years of service program” that recognizes employees by providing them the opportunity to select award products in an expansive product catalogue.

Perfect Attendance: Morse believes that staff stability is key to resident and patient satisfaction and quality care. A perfect attendance award is-given annually where employees may receive \$150 for consistent attendance throughout the year. In 2017, 77 employees received the bonus, while in 2018, 80 employees received the bonus totaling \$27,100 for the two years.

Career Trees: MorseLife also encourages staff to “Plant” their feet and grow with Morse. The program was created with the purpose to help our valued employees build a strong and rewarding future at MorseLife. The trees represent the diverse range of career opportunities available within the system — highlighting all the diverse ways MorseLife can help you grow and advance professionally.

CNA Test Prep Course

Recruitment and Retention of qualified Certified Nursing Assistants has long been a challenge in the Long-Term Care (LTC) arena. In response to this issue the Florida Health Care CNA Task Force designed a facility-based CNA Prep Test Course.

To participate in the MorseLife CNA Test Prep Course prospective students go through a rigorous selection process. They are interviewed and if they successfully complete the interview process, they “shadow” a MorseLife CNA for a complete shift. This allows them to fully appreciate the career they wish to pursue and to experience firsthand what the position of CNA entails daily. Once selected to participate in the program Morse pays the tuition for the course and the fee for the student to sit for the certification exam.

CNA Testing Center:

To enhance the Centers ability to offer career opportunity to incumbent workers as well as graduates from the CNA Test Prep Course MorseLife has been certified by Prometrics, the testing corporation that conducts testing for the State, as a Regional Testing Center. This allows for graduates to more rapidly receive licenses and begin working.

MorseLife Learning Institute (MLI):

The MorseLife Learning Institute, the education department for the company, has taken two major steps; first Morse Health Center has been approved by Prometrics as a Regional Testing Center for nursing assistants, and the second is that the Institute is in process of becoming licensed to offer a Certified Nursing Aide program. These two steps will provide our current employee group new opportunities for growth and development.

An important innovation was the introduction of a new leadership development program called “HR Boot Camp.” HR Boot Camp combines traditional leadership concepts with the basics of human resource management.

Key to Retention is Exceptional Recruitment

Talent Acquisition: this process has matured since 2017 and transformed as the company continues to grow. Today’s recruitment team has become specialized by position, i.e., they are now dedicated clinical recruiters and on-boarding specialists. As part of this effort Morse Health Center has expanded prescreening to include competency testing and a behavioral matching process.

Predictive Index: The behavioral matching process is an assessment designed to be an effective, simple, and easy measurement of current and future employee work skills. The insights revealed by the index allows for a true understanding of what people need to function at their best and what uniquely motivates, drives, or even excites staff in comparison to the needs of others.

Hiring Events: monthly, candidates are interviewed, meet the hiring managers, take competency and predictive index screenings, and can be hired on the spot.

Meet-Up-Mondays: Morse Health Center has also introduced this program to allow potential candidates to walk in off the street and move rapidly through the hiring process.

Morse Health Center has extensively expanded its social media presence on such sites as LinkedIn, Instagram, and Facebook.

The Center continues to use the new hire follow up program, surveying and conducting focus groups at 30-, 60-, and 90-days post hire. These surveys examine the new hire’s view of their complete on-boarding process and orientation and affords human resource staff to make changes in the process.

Partnering with Colleges and Community Resources:

Morse Health Center has a strong affiliation with organizations that assists in the sourcing and screening of candidates and training for current associates. Career Source, formerly known as Workforce Alliance, has partnered with Morse to provide high quality candidates to fill critical roles such as registered nurses, patient care specialists, and registered nutritionists.

Morse Health Center has entered an exciting new relationship with the Palm Beach School District which connects students in their clinical programs with clinical rotations,

internships, and future job opportunities with the Health Center. The Center has also partnered with the school district to bring graduates of their adult clinical programs directly into front line care giving roles.

Since the partnership with the Palm Beach County School District began this year, twelve graduates have joined the Health Center and twenty-five more are advancing through the testing and interviewing process.

Additional Employee Initiatives

Education Assistance: MorseLife offers a robust tuition reimbursement program giving \$3,000 for undergraduate classes and \$5,000 for graduate classes. In addition, financial support is available for completing work related certifications and licensure programs.

Since 2017, seventy employees have taken advantage of this program with an average of \$30,000 reimbursed each year.

Providing MorseLife Health Center Wellness to Those That Care for Others: Since the introduction of The Vitality Program in 2016 Morse has introduced new offerings such as “MorseLife Health Center Wellness fairs” where employees can track their biomedical metrics and build action plans ensuring they remain healthy. MorseLife Health Center also achieves about 80% participation in the “go 365” fitness program yearly and has about 750 associates participated in the MorseLife Health Center Wellness fairs.

The Health Center achieved a 95% completion rate for the on-line health assessment up from 93% in the previous plan year. The national average for these types of programs is 64%.

Hardship Fund: The Health Center established a hardship fund to assist caregivers in time of personal need. Since 2017 more than \$20,000 awarded to staff members who took advantage of this program. These awards are not required to be repay.

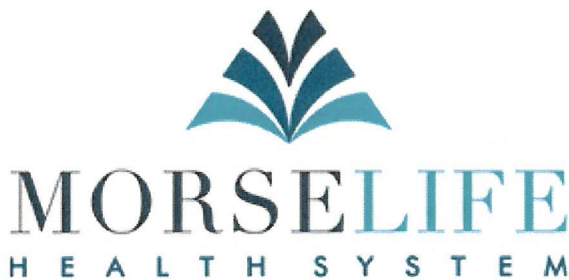
Williams, Jacqueline

From: Sherry Suarez <ssuarez@Morselife.org>
Sent: Friday, March 22, 2024 12:39 PM
To: Williams, Jacqueline
Subject: RE: Gold Seal Award Application Review - The Joseph L. Morse Health Center, Inc. (File#: 95013)
Attachments: Section G.2 Stable workforce efforts 2024.pdf; Section E.1 Customer Satisfaction Questionnaires Additional Info 2024.pdf; Section E.2 Customer Satisfaction Additional Info 2024.pdf; Section G.1 Staffing Form 2024.pdf
Importance: High

Good afternoon Ms. Jacquie,

Thank you for your email and clarifying the paragraph for Section G. Attached please find the requested information. Should you need anything else please let me know. Have a nice weekend!

Regards,



SHERRY SUAREZ

Executive Assistant/Credentialing Coordinator

Marilyn and Stanley M. Katz Seniors Campus

4847 David S. Mack Drive

West Palm Beach, FL 33417

T. (561) 472-1678 C. (561) 480-0667

<https://morselife.org/>



From: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>
Sent: Thursday, March 21, 2024 5:40 PM
To: Sherry Suarez <ssuarez@Morselife.org>
Subject: Gold Seal Award Application Review - The Joseph L. Morse Health Center, Inc. (File#: 95013)

NOTICE This is an external email.

Good Afternoon:

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

Attached are the following:

- Application omission letter
- Staffing Form

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

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



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The long-standing mission of MorselLife is to enhance and improve the lives of seniors in our care. A charitable, not-for-profit organization, its programs include short-term rehabilitation, long term care, independent and assisted living, home health care, care management, Alzheimer's care, meals-on-wheels and research and training. Founded in 1983, MorselLife has built a reputation and tradition of caring for seniors with excellence, dignity and compassion -- honoring senior living - now and forever.

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**Turnover Report
Morse Geriatric Center**

Quarters

Annualized
Turnover Rate

February 2023-February 2024

8.86

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Long Term Care Services Unit



TARGETED IN-SERVICES

MorseLife Learning Institute (MLI) constitutes the learning and staff development arm of MorseLife Health System. Ongoing clinical education is a core component of organizational development, resulting in clinical and corporate compliance, continuously improving processes and outcomes to meet the needs of the everchanging landscape of Long Term and Post-Acute Care.

Defining the educational needs of the organization is a multifaceted process. A formal needs assessment is sent to Nurse Managers, nursing staff, and ancillary departments. Focused discussions with nursing administration in addition to information derived from the Risk Management/Quality Assurance Performance Improvement (RM/QAPI) meetings is considered as well as feedback from staff, leadership, and the input from the families of residents/patients.

The knowledge, skills and abilities of staff is consistently enhanced through educational offerings. A variety of teaching modalities are employed to deliver education in a traditional classroom setting, online, in simulated environments and “hands on” settings. Employees have access to online learning encompassing more than 600 courses designed to enhance Long-Term Care and Post-Acute Care provided at MorseLife Health System. State required education courses are provided at no cost to all employees.

Educational compliance is facilitated in partnership with Relias - a leader in online training and compliance solutions for the health and human services market. Relias Academy provides access to a complete catalog of courses tailored specifically for the senior care market. This partnership enhances MorseLife’s ability to administer and maintain annual educational requirements and to utilize Relias tracking and reporting tools to ensure compliance. Relias provides the ability to monitor mandatory educational requirements, including emergency management, allowing the MorseLife leadership and education team to focus on specialty learning areas e.g., Alzheimer’s disease and related Dementing Illnesses, Skilled Nursing, Leadership Skills, Safety, Nutrition, etc. Well over 1,000 employees have taken courses through Relias.

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Morse Health Center is the only designated Teaching Nursing Home (TNH) in the state of Florida. As a TNH MorseLife is instrumental in creating a positive perception and image of a nursing home in academia as well as in the community. Morse is a symbol for quality care and quality of life that promotes interdisciplinary education and practice as well as resident centered care. It is also an ideal setting in which to build and train the healthcare workforce to care for the future older adult population. This last attribute has made MorseLife a sought-after clinical sight for pre-licensure registered nurses, licensed practical nurses, certified nursing assistants, occupational/physical/speech therapy students, and medical students.

The overarching goal of education at MorseLife is to provide exceptional care in a safe environment, improving patient/resident outcomes while exceeding patient/resident and family expectations. All programs are designed to improve clinical outcomes enhance nursing competence and enhance staff satisfaction. Following are examples of some of the special offerings that have been provided by MorseLife.

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January to December 2020

- ✦ Abuse, Neglect, Exploitation
- ✦ Critical thinking skills and validation, Communication and maintaining compliance with documentation
- ✦ Following plan of care
- ✦ Emergency Preparedness
- ✦ HIPAA Privacy and Security
- ✦ Resident Rights, Dignity, Quality of Life
- ✦ Mechanical lift training
- ✦ Admission, Transfer, and Discharge
- ✦ Dementia/Cognitive Impairment
- ✦ Identification of Changes in Condition
- ✦ Skin and Wound Care
- ✦ COVID-19 infection prevention and control measures
- ✦ COVID-19 use of PPE
- ✦ Performing rapid influenza test
- ✦ Wearing facemask appropriately
- ✦ Effective Communication
- ✦ COVID-19 Prevent chain of infection
- ✦ How to wear N95 facemask appropriately
- ✦ Donning and Doffing of PPE
- ✦ Storage and re-usage of facemask
- ✦ Compliance and Ethics Program
- ✦ Medication Management
- ✦ Workplace Safety
- ✦ Mechanical lift transfer
- ✦ Preventing geriatric syndrome- Early identification of COVID 19 signs and symptoms
- ✦ COVID-19 infection prevention measures
- ✦ COVID-19 PPE use
- ✦ Bowel protocol and documentation
- ✦ End of Life/Hospice
- ✦ Neurological Disorders
- ✦ Trauma Informed Care
- ✦ COVID-19 Reusable thermometer for screening
- ✦ Screening and early identification of COVID -19
- ✦ COVID-19 testing updates
- ✦ COVID -19 Laundry guidelines
- ✦ CPR training
- ✦ Abuse, Neglect, Exploitation
- ✦ Fall Prevention and Management
- ✦ Documentation
- ✦ Donning and Doffing of PPE
- ✦ COVID-19 screening
- ✦ Crisis strategies for PPE– reusing facemask and face shield
- ✦ Transmission based precautions related to COVID-19
- ✦ Following plan of care and mechanical lift transfers
- ✦ Peri-care
- ✦ COVID-19 – Steps to take when you have symptoms of COVID-19 or possible exposure
- ✦ Pressure ulcer prevention – Waffle boots
- ✦ PPE use and review
- ✦ Respiratory protection COVID-19
- ✦ Providing assistance to residents during meals
- ✦ Facemask use while providing care to resident in the room
- ✦ Oxygen tank safety
- ✦ Dementia/Cognitive Impairment
- ✦ Identification of Changes in Condition

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Long Term Care Services Unit

January to December 2020 continued

- ✦ Emergency Preparedness
 - ✦ COVID-19 how to obtain PPE supplies
 - ✦ Transmission based precautions and PPE usage related to COVID-19
 - ✦ Hand Washing

 - ✦ Infection control and infection prevention: How to transport, storage and handle linen
 - ✦ COVID-19: Infection control/prevention practices
 - ✦ Medication administration
- ✦ COVID-19 Infection prevention- Cleaning equipment and high touch surface areas
 - ✦ Narcotic reconciliation
 - ✦ Medication administration
 - ✦ CPR training
 - ✦ COVID-19: Infection prevention measures
 - ✦ Nurse leadership training
 - ✦ COVID-19 vaccine in-service
 - ✦ Transmission based precautions and PPE use
 - ✦ Donning and Doffing of PPE
 - ✦ C.diff infection prevention

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Long Term Care Services Unit

January to December 2021

- 🌿 Standard and transmission based precautions:
- 🌿 Donning and doffing PPE
- 🌿 Infection Prevention and Infection Control (IPIC)
- 🌿 Hand Hygiene
- 🌿 Peri care / Cath care
- 🌿 COVID-19 Vaccine education
- 🌿 Environmental Rounds:
- 🌿 IPIC Review
- 🌿 IPIC: Cleaning high touch surface areas
- 🌿 Hand Hygiene
- 🌿 Subcutaneous Injections and handling insulin pens
- 🌿 Dining process: Utilizing disposables and Adaptive devices
- 🌿 Environmental Rounds: IPIC review
- 🌿 Compliance Review Nurses/CNA's
- 🌿 ROM Review
- 🌿 COVID-19 Update-We are still in a pandemic
- 🌿 Transmission Based Isolation Precautions (TBIP): Donning and doffing PPE
- 🌿 Hand Hygiene
- 🌿 Identification of Changes in Condition
- 🌿 Skin and Wound Care
- 🌿 Oral / Stoma Suction procedure
- 🌿 CPR, Suction and Oxygen administration to patients with stoma.
- 🌿 Preventing Transmission of SARS-COV-2
- 🌿 CPR, Suction & Oxygen administration via laryngeal/trach stoma
- 🌿 Mechanical lifts training
- 🌿 What to do if...
- 🌿 Preventing Transmission of SARS-CoV-2 and other Pathogen cont'd
- 🌿 CMS family visitation regulations
- 🌿 Hand Hygiene
- 🌿 Environmental Rounds:
- 🌿 IPIC Review
- 🌿 Infection control and COVID-19 outbreak
- 🌿 COVID-19 vaccine awareness
- 🌿 Hand Hygiene
- 🌿 How to collect Nasal mid-turbinate specimen
- 🌿 Unresponsive patient/resident
- 🌿 End of Life/Hospice
- 🌿 Urinary incontinence, toileting programs, Cath care & UTI
- 🌿 Hand Hygiene
- 🌿 Infection control and prevention
- 🌿 COVID-19 Variants
- 🌿 IC measures while dressing & undressing residents
- 🌿 COVID-19 Vaccine Update
- 🌿 Environmental Rounds:
- 🌿 IPIC Review
- 🌿 Hand Hygiene
- 🌿 Infection control and prevention/COVID-19 Update
- 🌿 Family visitation guidelines
- 🌿 Restructured dining room process
- 🌿 Infection control update re use of PPE
- 🌿 Covid-19 -Testing sites starting July 26, 2021
- 🌿 Donning & Doffing for COVID-19 rooms & TBIP rooms
- 🌿 Hand Hygiene

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January to December 2021 continued.

- 🌿 Infection control and prevention
 - 🌿 How to socialize safely & responsibly
 - 🌿 Cleaning your face shield
 - 🌿 ADLs/Air-mattress
 - 🌿 Updates on IC Guidelines for COVID-19 infection
 - 🌿 Abuse, Neglect, Exploitation
 - 🌿 IC tips/cleaning high touch surface areas & supplies
 - 🌿 Pain Management
 - 🌿 Resident Rights, Dignity, Quality of Life and facility responsibility
 - 🌿 Hand Hygiene
 - 🌿 Infection control and prevention
 - 🌿 FLU and Immunization 2021
- 🌿 2022 Patient Safety Goals
 - 🌿 Look-Alike, Sound-Alike Medication list
 - 🌿 Critical Lab Values
 - 🌿 Pain written test - nurses/CNA's
 - 🌿 Blood Glucose written test
 - 🌿 Blood Glucose return demo test
 - 🌿 Customer Service/ Professionalism
 - 🌿 Dining room services (Infection control practices)
 - 🌿 Infection control and prevention
 - 🌿 Requirements and Expectations of short-term stay patient care
 - 🌿 Ostomy care
 - 🌿 G-tube care

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Long Term Care Services Unit

January to December 2022

- 🌿 How to prevent skin injuries
- 🌿 Infection Control Reminder
- 🌿 TBIP Updates
- 🌿 Infection Control Rounding
- 🌿 Emergency Preparedness reminder
- 🌿 Annual Hand Hygiene (all departments)
- 🌿 Abuse, neglect and exploitation (ANE)
- 🌿 Incident / accident reporting
- 🌿 Grievance
- 🌿 Peri care
- 🌿 Dignity and IC
- 🌿 Compliance review for nurses and CNAs
- 🌿 Dining room standards
- 🌿 Hand Hygiene
- 🌿 Oral / Stoma Suction procedure
- 🌿 CPR, Suction and Oxygen administration to patients with stoma.
- 🌿 Behavioral Health
- 🌿 Effective Communication
- 🌿 Infection Prevention and Control Program
- 🌿 Patient Centered Trauma Informed Care
- 🌿 Blood Glucose monitoring
- 🌿 Steps to verifying air mattress setting
- 🌿 Bed rails usage
- 🌿 Compliance and Ethics Program
- 🌿 Medication Management
- 🌿 Workplace Safety
- 🌿 Infection Control Rounds
- 🌿 Potential for COVID-19 exposure
- 🌿 Type 2 Diabetes - Once-Weekly Trulicity: For Your Long-term Care Residents
- 🌿 Donning and Doffing TBIP rooms
- 🌿 PPE Update for COVID-19
- 🌿 End of Life/Hospice
- 🌿 Neurological Disorders
- 🌿 Infection Control
- 🌿 Culture sensitivity
- 🌿 Therapeutic interchange of non-formulary Medications
- 🌿 Infection Control and Prevention
- 🌿 End of Life Care / Grief and Loss
- 🌿 Why we need COVID-19 Booster?
- 🌿 Patient Centered Trauma Informed Care (PCTI) for SEC
- 🌿 Residents' Rights
- 🌿 Pain Management and Rounding
- 🌿 Identification of Changes in Condition
- 🌿 Emergency Preparedness Reminders
- 🌿 COVID-19 Update: To Keep all COVID 19 positive room doors closed at all times.
- 🌿 Mechanical Lifts Training (Review Sit to Stand and Sling lifts)
- 🌿 Compliance and Ethics Program
- 🌿 Culturally Competent Care and Effective Communication
- 🌿 Quality Assurance and Performance Improvement (QAPI)
- 🌿 Residents' Rights
- 🌿 Patient Centered Trauma Informed Care (PCTI)
- 🌿 Substance Use Disorders
- 🌿 COVID-19 Vaccination Booster Update/ Flu Shot
- 🌿 Cellphone and Dress Code Training

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Long Term Care Services Unit

January to December 2022 Continued

🌿 SKILLS FAIR: Hand Hygiene, Customer Service/Professionalism, Infection control, Dementia and Alzheimer's Disease, Life Safety / emergency preparedness, Handling of BIOHAZARD waste, Wound Care, CAUTI, Peri care & Cath Care, Mechanical Lift, Blood Glucose Monitoring system, Incident Reporting, Enteral feeding, Tardive Dyskinesia (TD)

🌿 Heimlich Maneuver Training
🌿 Behavioral Health Basics
🌿 Diabetes Awareness
🌿 Bedrail Evaluation
🌿 N95 Fit Test Training
🌿 PureWick Female External Catheter
🌿 Clostridioides Difficile (C.Diff)
🌿 Cellphone and Dresscode Policies

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Long Term Care Services Unit

January to December 2023

- ❖ Principles of adequate nutrition and Techniques for assisting with eating and proper feeding.
- ❖ Covid-19 Update/ Infection Control and Prevention
- ❖ Air Mattress Safety
- ❖ Grievance (Housekeeping Dept)
- ❖ COVID-19 Booster/Flusht
- ❖ Dementia – Behavioral management
- ❖ Risk management and Risk prevention
- ❖ Foot Care and Nail Care
- ❖ Foley Catheter Insertion (Home Care Dept.)
- ❖ Outside Appointment Consultation
- ❖ Resident's Rights, Dignity, Quality of Life
- ❖ Abuse, neglect, and exploitation / Federal Justice Act
- ❖ The Do's and Don'ts of the Mechanical Lifts Protocol
- ❖ Fall Prevention Strategies
- ❖ MGC Policy and Procedures for Obtaining Patient's Weight (RNs/LPNs)
- ❖ Medication: Nudexta
- ❖ Blood Glucose Monitoring
- ❖ House Keeping Department and Facilities Department:
- ❖ Abuse, Neglect, and Exploitation/ Federal Justice Act
- ❖ Resident's Rights, Dignity, Quality of Life
- ❖ Grievance
- ❖ Infection Control and Handwashing
- ❖ Rehabilitation/Security Department:
- ❖ Abuse, Neglect, and Exploitation/ Federal Justice Act
- ❖ Resident's Rights, Dignity, Quality of Life
- ❖ Grievance
- ❖ Dining Room Findings
- ❖ Easy Deficient Practices to Avoid 2023
- ❖ Employee Communications: English Language Policy
- ❖ Purewick Female External Catheter
- ❖ Grievance
- ❖ Nursing Documentation and Preventing Liability (RNs/LPNs)
- ❖ Customer Experience, Key Service Standards and Employee Communication Policy
- ❖ Annual Competency RN, LPN, C.N.A.
- ❖ Medication Pass, Medication Cart Compliance, Glucometer Cleaning and Blood Glucose Monitoring, and Wound Care and Pressure Ulcer Injuries. (RNs/LPNs)
- ❖ Patient Perception, Call Light Response and Customer Service (RNs/LPNs)
- ❖ Patient Centered Trauma Informed Care.

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Long Term Care Services Unit

January to December 2023 Continued

- ❖ Biomedical Waste Plan, Hazardous Waste, Biohazard Bins and Bloodborne Pathogens (RNs/LPNs)
- ❖ Advance Directives (RNs/LPNs)
- ❖ Behavioral Management, Elopement, Missing Resident, and Code Purple
- ❖ Medication Management, Medication Review and Preventing Medical Errors (RN/LPN)
- ❖ C.N.A. : Fingernail Policy
- ❖ Infection Control, Call lights and Dining Room Review (C.N.A.)
- ❖ Reporting and Documenting changes in condition of the Residents/Patients (C.N.A.)
- ❖ Performing perineal Care/Catheter Care (C.N.A.)
- ❖ How to administer suppository and perform enema for patient's/residents with colostomy.
- ❖ CPR, Suction and Oxygen administration to patients with stoma.
- ❖ CareOne Pharmacy Volumat IV Pump Training
- ❖ Standardized Glucometer Cleaning
- ❖ Blood Glucose Check/Monitoring
- ❖ Insulin Administration and Management
- ❖ C.N.A.: Plan of Care, Safety/Fall Intervention
- ❖ Nurses: Plan of Care, Safety/Fall Intervention
- ❖ Following Protocols for Blood Pressure Medications
- ❖ Risk Factors for Pressure Ulcers.
- ❖ Pain Management and Rounding
- ❖ Quality Assurance and Performance Improvement (QAPI)Program
- ❖ Nursing: Critical Thinking during the Admission process.
- ❖ Diabetes Assessment & Management
- ❖ Wound V.A.C. Dressing Change and Management
- ❖ RN/LPN: Assessment Prior to performing Suction Procedure to a patient & Steps on how to properly suction a patient.
- ❖ Infection Control: COVID 19 Infection
- ❖ Infection Control Tips/Updates – Student Clinical Rotation
- ❖ RN/LPN: Infection Control: Clostridium Difficile (C.Diff)
- ❖ Bowel Monitoring and Use of Bowel Protocol
- ❖ Abuse
- ❖ Person Centered Care, Honoring Resident's Choice, Resident's Rights and Customer Service
- ❖ Identification of Changes in Condition
- ❖ Incident / accident prevention and reporting for C.N.A, RN and LPN.
- ❖ Oxygen Safety
- ❖ MDS Documentation Update/C.N.A Skills lab.
- ❖ Culturally Competent Care

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Long Term Care Services Unit

January to December 2023 Continued

- ❖ Compliance and Ethics Program
- ❖ How to respond to: An Unconscious Patient, A Cardiopulmonary Arrest, Patient with severe hypoglycemia, Hypotensive patient, Patient on a stroke alert, Wound Sepsis
- ❖ ANNUAL SKILLS FAIR: Infection Control, Resident Safety, Mechanical Lifts & Proper Body Mechanics, Fall Prevention Strategies & Identifying Patients at Risk for Falls, Peri-Care/Incontinence Care, Indwelling Catheter Care, Pressure Ulcer Prevention, Wound Care, Alzheimer's Disease, Advance Directives, Abuse, Neglect, and Exploitation, Hospice/Palliative Care & End of Life Care, Effective Communication, Customer Service, Diabetes Management, Emergency Response, CPR, Documentation, Identifying Changes in Condition, Incident-Accident Reporting, PICC Line/Midline Catheter & IV infusion, Enteral Feeding
- ❖ COVID Vaccination Booster Update & Influenza Vaccine
- ❖ Following Careplan/Plan of Care
- ❖ Department of Elder Affairs Mandatory Alzheimer's Disease and Related Disorder (ADRD) 1 hour training.
- ❖ PleurX Catheter Drainage System
- ❖ HIV and AIDS for Florida Health Care Professionals & Caring for People with HIV/AIDS

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Long Term Care Services Unit

January to February 2024

- 🌿 Resident's Rights, Dignity, Quality of Life- Freedom from Restraint or involuntary seclusion
- 🌿 Abuse, neglect, exploitation & Misappropriation/ Elder Justice Act- Suspicion of a crime, Activities that constitute to Abuse, neglect, exploitation & Misappropriation of resident property, Procedures for reporting abuse, neglect, exploitation, and misappropriation of resident property
- 🌿 Dementia Management and Abuse prevention
- 🌿 Safe Patient Handling and Promoting Safety for Hip Replacement Patients
- 🌿 Cleaning Heel Protectors and following manufacturer's instruction for the mechanical lift swing.
- 🌿 Safe Patient Handling: How to Assist a Falling Individual on the ground. One Person Stand-Pivot Transfer.
- 🌿 Patient Centered Care & Patient Centered Care Goals
- 🌿 Patient Centered Trauma Informed Care
- 🌿 Understanding Depression and Suicide in Older Adults
- 🌿 Suicide Precaution
- 🌿 Risk Factors for Pressure Ulcer and Pressure Ulcer Prevention

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Long Term Care Services Unit



BEST PRACTICES

Introduction - Joseph L. Morse Health Center, located on the Marilyn and Stanley M. Katz Seniors Campus in West Palm Beach, is a mission driven, not-for-profit long and short term stay facility. The center embraces a clearly articulated mission, “dedicated to enhancing senior living in the spirit of Jewish tradition” and a core set of values that affirm a commitment to the highest level of care for its residents.

Morse Health Center is a designated “provider of choice” for all the area hospitals, admitting 125 to 156 short term stay patients a month. The Center is part of MorseLife Health System and sits on a 47-acre campus that includes: The Tradition of the Palm Beaches Assisted Living, MorseLife Home Care, Kramer Senior Services Agency, MorseLife Foundation, the Friends of MorseLife, Memory Care Assisted Living, Palm Beach Hospice & Palliative Care, Resnick at MorseLife Health System Assisted Living, and two sites of the Program All Inclusive Care for the Elderly (PACE). The most recent addition to the campus is “The Palace” luxurious, Independent Living apartments. The entities off campus are the thriving Nearly New Thrift Shop located in West Palm Beach’s Antique Row District and two additional PACE sites one in Delray Beach and the other in Greenacres.

Morse Health Center was built in 1983 and expanded in 1989 and 2014 to meet the increasing demands of the community. MorseLife sits on a lushly landscaped, immaculately maintained campus that by design and architecture connotes respect and dignity for its residents and families.

Medical Affairs/ Nursing

MorseLife employs 2 full time physicians.

The Senior Vice President of Medical Affairs and Certified Medical Director is a board certified, Harvard University trained Geriatrician and Internist. His practice is dedicated solely to the care of MorseLife residents. Recognizing the need for training sites for geriatric fellows, the Medical Director instructs post-doctoral fellows from the University of Miami, School of Geriatric Medicine as they rotate through Morse Health Center monthly. MorseLife maintains an apartment adjacent to the campus so that rotating geriatric fellows will not spend excessive time commuting back and forth from Miami. The Medical Director is also a preceptor to medical students from Nova Southeastern University, University of Miami, and Florida Atlantic University.

A second physician, a board certified, Duke University fellowship trained geriatrician joined the Morse team primarily to provide services to Palm Beach PACE clients. This physician also provides medical services to Joseph L. Morse Health Center as back up. A third, fellowship trained physician, will provide services to the PACE clients off campus.

In addition, the Health Center employs 2 full-time Advanced Practice Registered Nurse (APRNs). The availability of round the clock in-house physicians and APRNs provides personalized medical care and follow up and is a realistic advantage to reduce re-hospitalization.

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Psychotherapeutic Medication Review - a monthly meeting comprised of the interdisciplinary team, which includes medical staff, nursing staff, social workers, psychiatrists, psychologists, and pharmacy representatives, reviews residents who receive psychotherapeutic medications. The format, developed by the Medical Director, includes all residents receiving a psychotherapeutic medication, the specific medication, the diagnosis for the medication, targeted behaviors, side effects, and date of the last gradual dose reduction (GDR). The process ensures regulatory compliance and eliminates the opportunity for a resident to receive an unnecessary medication. The interdisciplinary meeting promotes quality care, documentation of the care, and an educational opportunity for all disciplines involved. MorseLife continues to have outstanding results in reducing the use of antipsychotics. Morse's current usage is 4.2% compared to State and National averages of 9.9% and 14.9%.

Electronic Information Centers (EICs) - These digital monitors are strategically located throughout the MorseLife campus providing updated information for residents, guests, and employees in a fun, eye-catching manner. Staff transmits new data daily to educate the community regarding campus events, staff development, and clinical programs. The program content on the EICs is designed to update every few minutes and is tailored to where it is placed –for example an EIC next to the time clock is geared to impart messages specific to employees.

Information Technology (I.T.) - The Center prides itself in integrating technology to improve the care and enhance the living experience of its patients and residents. Many converging technologies and resources have been installed to achieve this goal. The campus is wired for internet and access is available to patients, residents and guests. This helps keep patients and residents connected to family and friends and encourages visitors as they will always have internet access. This infrastructure also provides the activity department with the ability to provide iPads to Residents to use in their room. Community computers are available in the Morse Library for both residents and guests. The social services department uses wireless technology to connect residents and families through FaceTime.

Culinary & Nutrition- The dining program at Morse Health Center is continuously evolving to meet the needs of the changing population served within the community. With the commitment of continuing to provide the highest quality foods under the guidelines of the kosher community. The culinary department strives to accommodate the preferences of residents/patients and family members so they may enjoy their favorite foods within the facility. All meals and foods are prepared under the guidance of an in-house Chef/Certified Dietary Manager. The development of both the menus and recipes is a collaboration between the Chef and the Registered Dietitian with the active involvement of the "Resident directed food committee".

In accordance with the "Culture Change" movement in Long-Term Care emphasizing a resident-centered approach, the MorseLife meal service uses a decentralized system. No central tray line is in place. The Health Center has one main kitchen, the Mack Building has 6 satellite kitchens & 6 dining rooms serving 20 patients/residents in each dining room. The Memory Care neighborhood has an open style kitchen with a cook who serves the 40 residents.

The philosophy of the Clinical Nutrition staff actively supports the concept of diet liberalization as a positive enhancement to the quality of life and improved nutritional status of our residents/patients. MorseLife's proactive approach to address those at nutritional risk includes monitoring meal intake and weight status trending to address nutritional support in an individualized way, limiting significant weight loss occurrences outside of clinical condition stressors. A report is submitted weekly to the interdisciplinary team for collaboration to address identified concerns. Clinical approaches include a liberalized diet focus, targeted supplement support, option of in-room refrigerator for personal food items, pantry stocking of individualized foods, snacks and beverages with the option of in-room snack bags.

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Therapeutic Activities - The pandemic presented many unique challenges to a department that thrives on and takes pride in group therapeutic activities. Adapting and adjusting what was once considered the norm became the standard of practice in order to ensure resident and staff health and safety.

During the pandemic, helping residents maintain contact with their family members was a top priority for the facility. The Therapeutic Recreation and Social Services teams helped facilitate over 12,000 video calls. Since the resumption of in-person visits, MorseLife has continued video calls for those family members who are not local or are not able to visit in-person.

Adjusting activities to meet social distancing requirements was necessary. In order to accomplish this Morse began offering individual activity packets, crossword puzzles, Sudoku, and word search booklets. In addition, having residents play bingo from their doorway in the hall was our way of continuing a favorite activity.

Through a partnership with Leading Age and Eldergrow, MorseLife received 4 Therapeutic Horticulture Gardens. These gardens, built by Veterans in Washington State, have provided residents an opportunity to collaborate with the Eldergrow staff in planting and maintaining their unit's garden. Along with the equipment and supplies, Eldergrow provides unique programs twice a month where residents join in lectures, educational sessions, crafts and projects, and hands-on care and planting.

Life Enhancement- The Life Enhancement program has allowed MorseLife to bring innovative technology and programs to the residents. The music and memory program is utilized as both a group activity and an individual experience. By interviewing residents and their families, the Life Enhancement Coordinator can design and personalize playlists for each individual, providing the greatest benefit to the residents by allowing them to experience the sounds of their past.

Using Bose speakers, paired with iPods, each unit has created a musical library suitable to the population of that floor. Customizing playlists to pair with themed events and parties enhances the ambiance, immersing the residents in the experience. The technology is also used daily for exercise groups, relaxation periods, memory lane, trivia, dancing, parties, and to enhance and encourage the playing of instruments.

Residents are also clearly benefiting from the collaboration with staff to customize their iPods. Empowering residents by allowing personal preferences to shape the music and memory experience. Additionally, the use of specialized headphones (Reizien Loud Ear), portable speakers and Bluetooth connectivity ensures that a resident's physical limitations are not permitted to negatively impact the experience.

Morse has further enhanced the Music & Memory program by bringing entertainers to the Campus. These live shows are performed in the Auditorium and in the neighborhoods. MorseLife continues to explore new technology and opportunities for the resident. The facility looks forward to incorporating the use of Virtual Reality (VR) software and programs in the future.

The Jewish Life Initiative at MorseLife has helped residents enrich and augment their spirituality. Special lectures and educational sessions are conducted twice a month and individual visits with Rabbis are always available. Special emphasis is placed on learning about and observing various Jewish holidays, memorial and remembrance celebrations.

Celebrating both special events and everyday life, boost morale and positivity. Monthly themed dinners are always popular with residents. Input from the residents guides the culinary team to create and develop a theme for each dinner and design the decorations, food, and music around that theme.

Palm Beach PACE Expansion

Palm Beach PACE, (Program All Inclusive Care for the Elderly) has experienced impressive growth since its inception in November 2013. The program is designed to help nursing home eligible seniors to age and live in the community if possible. This program has been extremely popular in Palm Beach County. The PACE program works very closely with Joseph L. Morse Health Center to avoid unnecessary hospitalizations for PACE enrollees by admitting them for a short stay in the sub-acute rehabilitation program. In addition, it is possible to reduce the time PACE clients spend in a hospital by admitting them to the Health Center for care as soon as possible. This also brings the patients in closer proximity to the PACE clinical team, who are intimately familiar with the patients and their unique needs.

Palm Beach PACE also opened 2 additional sites in Palm Beach County, both located within local temples. This innovative approach to expansion has helped the local religious organization (part of the overall MorseLife mission) by entering a long-term lease arrangement. Temples (and churches) typically do not have significant daily traffic, so this model has greatly reduced excessive capital costs for PACE while providing a secure revenue stream to the local temple. This unique approach has been cited by the National PACE Association (NPA) for introducing a creative approach to program expansion. Additionally, Pace and MorseLife have invested in the continued success of the PACE program thru the construction of a 24,000 sq/ft facility on the North side of campus that open successfully in 2023.

Hospice and Palliative Care by MorseLife

MorseLife was able to secure Hospice licensure, which has long been a goal on the organization's strategic plan. Achieving this important milestone was the culmination of a series of initiatives directed by the MorseLife Senior Management team. The Hospice and Palliative care programs by MorseLife emphasize "compassionate care," a value that will tailor clinical care to the specific needs of each client rather than a "cookie-cutter" model of care. The establishment of the Hospice program completes a critical element in the MorseLife circle of care. It means that MorseLife clients and family members will be able to continue the excellent care they have come to associate with MorseLife and avoid having to access a completely new unknown provider of care, precisely when clients and their family members are most vulnerable. This program will blend in seamlessly with the existing MorseLife array of services.

Campus Security – Morse is a closed campus with a 24-hour manned security at all gated entrances. The campus has a complete video monitoring system featuring all-weather cameras to improve resident, employee, and guest safety. The system is web based and may be monitored at various locations or even with personal devices. The system went through an undergoing major upgrade that culminated with more than 200 high-definition cameras providing campus wide coverage. MorseLife has also installed 16 "Panic" buttons at various access points throughout the campus that alerts the security staff in the event of a security breach. A visitor registration and monitoring system was installed to increase the safety of residents and employees. Similar to those used in virtually all hospitals, this system logs all visitors in and out of the center. Security includes the 2 manned guard gate structures located on the campus perimeter. MorseLife has a security vehicle to roam the extensive grounds and assist guests to and from their cars during inclement weather. The facility has an "iWatch" radio system that has direct communication with the West Palm Beach Police Department. At the request of the Board of Directors, the campus security was evaluated by the West Palm Beach Police Department and scored an "A" for its campus security system. To ensure that all security protocols are in compliance and to address safety and security concerns the Safety and Security Committee meets monthly. The committee is made up of managers from every entity on campus.

MorseLife is also part of the Jewish Federation SCN (Secure Community Network) as an additional precaution to guard against threats and terrorist activity aimed at Jewish installations. Additionally, MorseLife recently became a member of Senior Secure which is a bank sponsored program to prevent fraud against seniors.

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MorseLife Learning Institute (MLI) MorseLife is a teaching nursing home. Our education department serves all educational needs throughout the campus. A furnished skills lab allows staff and nursing students to practice clinical skills on site. MorseLife is also a Prometric regional testing site for the Certified Nursing Assistant exam.

MorseLife is currently involved in several initiatives to improve quality nursing care and address the nursing staff shortage. One of the main projects is a certified nursing assistant training program where MorseLife recruits regular individuals, with no clinical skills, no training, and no job, just a desire for personal growth and development. This program assists our organization with providing trained nursing staff and provides a service to our community. These individuals are recruited and trained by a RN instructor. MorseLife provides all training materials and preceptorship at no cost to the students. The program also provides mentorship and career guidance for example, how to dress for an interview, professional conduct and how to behave at work. MorseLife also cross trained a group of MorseLife non-clinical staff to be Certified Nursing Assistants so they can augment basic care. Our CNA training program has had a 96% pass rate on the state exam.

Another project undertaken is the “Dining Assistance Program” where another group of non-clinical staff were trained to assist with dining. This is a state approved certification course which includes 12 hours classroom training and 8 hours of competency assessment. A Skill fair is also conducted annually to reassess clinical staff competencies and to identify staff strengths and weaknesses, allowing the education department to conduct focused training.

Employee Initiatives:

Education Assistance: MorseLife offers a robust tuition reimbursement program giving \$3,000 for undergraduate classes and \$5,000 for graduate classes. In addition, financial support is available for completing work related certifications and licensure programs. From 2021, ten employees have taken advantage of this program with an average of \$30,000 reimbursed each year.

Providing MorseLife Health Center Wellness to Those That Care for Others: Since the introduction of The Vitality Program in 2016 Morse has introduced new offerings such as “MorseLife Health Center Wellness Fairs” where employees can track their biomedical metrics and build action plans ensuring they remain healthy. MorseLife Health Center also achieved an 80% participation in the “Go365” fitness program and had nearly 600 associates participated in the MorseLife Health Center Wellness fairs.

Hardship Fund: The Health Center established a hardship fund to assist caregivers in time of personal need. Since 2021 more than \$20,000 has been provided to staff members who took advantage of this program. These funds are provided without a requirement to repay.

Employee Assistance Counseling: Through Humana, employees that are enrolled in health insurance benefits can receive assistance with Direct-Path, which helps employees with denied claims, medication authorization, finding a doctor in the network, and similar health benefit services.

Recognition at MorseLife:

Above and Beyond Awards Program: a peer nominated monthly program that recognizes staff who consistently go Above & Beyond. The winners are spotlighted on MorseLife Health System social media pages and receive a gift as well.

Years of Service: Morse Health Center administers a “years of service program” that recognizes employees by providing them the opportunity to select award products in a product catalogue in relation to years of service.

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Birthday: A birthday card is sent from the CEO to every employee, as well as a personalized card with a Snappy Gift from their direct supervisor.

Employee Appreciation Week: MorseLife Health System plans a weeklong set of activities for the employees where they feel appreciated. They can indulge in massages, facials, ice cream socials, game shows with prizes, and prize drawings for each department; just to give a few examples.

Holidays: MorseLife Health System also provides every employee with a turkey during the Thanksgiving holiday also a holiday party is held in December with food, music, prizes, entertainment, and memories.

Cultural Recognition: Acknowledgment of cultures such as Women's History Month, Black History Month, Hispanic Heritage Month, to name a few, and various events in support of these cultures, such as cultural dance classes for employees, ethnic food trucks and lunch and learns.

Recruitment & Retention:

Talent Acquisition: this process has transformed as the company continues to grow. Today's recruitment team has become specialized by position, i.e., they are now dedicated clinical recruiters and on-boarding specialists.

Hiring Events: monthly, candidates are interviewed, meet the hiring managers, and can be hired on the spot.

Social Media: Morse Health Center has extensively expanded its social media presence on such sites as LinkedIn, Instagram, and Facebook.

Stay Interviews: Senior HR Advisors meet with employees every 14, 30, 60, and 90 days to do a pulse check on all new hires to ensure they are having an optimal work experience.

Partnering with Colleges and Community Resources:

Morse Health Center has a strong affiliation with organizations that assist in the sourcing and screening of candidates and training for current associates. Victory Nursing, Palm Beach State College, and Keiser University are just a few, who have partnered with Morse to provide high quality candidates to fill critical roles such as Registered Nurses, and Certified Nursing Assistants.

Morse Health Center has entered into an exciting new relationship with the Palm Beach County School District which connects students in their clinical programs with clinical rotations, internships, and future job opportunities with the Health Center. The Center has also partnered with the school district to bring graduates of their adult clinical programs directly into front line care giving roles.

This year MorseLife Health Center has a heavy focus on training and development and has partnered with C.N.A training programs in Belle Glade and Boca Raton to increase the candidate pipeline. MorseLife is financially sponsoring non-clinical students to go through training programs and obtain their C.N.A license, where the student must commit to employment with MorseLife Health System for six months to one year. Year to date we have enrolled 150 students in these programs.

Clinical Education: MorseLife Health System has also partnered with Palm Beach State College, Keiser University, South University and Florida Atlantic University to facilitate clinical rotations for CNAs, LPNs, and RNs.

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Long Term Care Services Unit

Infection Prevention/Infection Control MorseLife continues to initiate a proactive approach based on evidence-based infection control measures and safety protocols to protect the health, the well-being and safety of our residents, visitors, family members, and staff. Besides CDC's Core Infection Prevention and Control practices for safe health care delivery, we have offered and administered RSV vaccines to our residents and patients in addition to flu, pneumonia and covid-19. Success rate of RSV vaccine administration is 75% in our Long-Term Care setting.

McGreer's criteria provides a standardized framework for identifying infections in long term care, ensuring accurate surveillance and facilitating timely intervention(s). Morse always goes above and beyond and now has incorporated the McGreer's criteria into the documentation template for the Clinical Practitioners to enhance infection assessment and to promote consistent practices in the facility.

PPE:

Based on CDC guidance, MorseLife allows all individuals – whether fully vaccinated or not – to wear masks if they choose whenever indoors. MorseLife is dedicated to ensuring enough PPE in inventory, supplying even family members and visitors with PPE, in addition to staff.

Cleaning and disinfecting:

MorseLife adheres to stringent disinfectant and cleaning protocols. A \$47,000 ionization disinfection system was purchased that generates an aerosol that disperses micro-droplets to kill 99.9% of bacteria, fungi and viruses, in a space. There is a HEPA filter in each resident room and larger units were purchased for use in common areas in the event of an outbreak on a unit.

A "Gas Plasma System" was also installed in the central air systems to ensure that any air moving thru the duct system would be sanitized prior to being recirculated.

Joint Commission:

MorseLife has been Joint Commission accredited since 2018 and was successfully reaccredited in February of 2022. Accreditation was awarded for both Long Term Care and Post-Acute Care.

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Long Term Care Services Unit

Williams, Jacqueline

From: Sherry Suarez <ssuarez@Morselife.org>
Sent: Thursday, March 14, 2024 4:07 PM
To: Williams, Jacqueline
Cc: Smith, Brian O.
Subject: Gold Seal Application - The Joseph L. Morse Health Center, Inc.
Attachments: Section A B C D. Gold Seal Application.pdf; Section C1. 000 - FS 21-20_Morse Ob Grp_Signed Adobe 10.26.21.pdf; Section C2. 000 - FS_22-21-Morse Ob Grp-Signed 10.28.22.pdf; Section C3. 000 - FS_23-22-Morse Ob Grp-Final 10.24.23.pdf; Section E. Consumer Satisfaction.pdf; Section F. Community and Family Involvement.pdf; Section G. Turnover.pdf; Section H. Targeted In-Services.pdf; Section I. Best Practices.pdf

Importance: High

Good afternoon,

I am pleased to enclose the Gold Seal Application from The Joseph L. Morse Health Center, Inc. Should you have any questions about the application, please call me at 561-480-0667.

Sincerely,

SHERRY SUAREZ

Executive Assistant/Credentialing Coordinator

Marilyn and Stanley M. Katz Seniors Campus

4847 David S. Mack Drive
West Palm Beach, FL 33417
T. (561) 472-1678 C. (561) 480-0667
<https://morselife.org/>



The long-standing mission of MorseLife is to enhance and improve the lives of seniors in our care. A charitable, not-for-profit organization, its programs include short-term rehabilitation, long term care, independent and assisted living, home health care, care management, Alzheimer's care, meals-on-wheels and research and training. Founded in 1983, MorseLife has built a reputation and tradition of caring for seniors with excellence, dignity and compassion -- honoring senior living - now and forever.

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