

# Gold Seal Staff Analysis for Tri-County Nursing Home

## Background Info

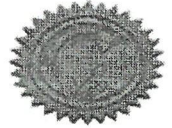
NH Name	Tri-County Nursing Home	Nominator Name	Kristine Gibbons
NH Addr	7280 SW State Road 26	Nominator Addr	4040 Esplanade Way
NH City	Trenton	Nominator City	Tallahassee
NH Zip	32693-	Nominator Zip	32399-
NH Voice	(352) 463-1222	Nominator Voice	(888) 831-0404
NH Fax		Nominator Fax	(850) 414-2377
NH eM		Nominator eM	
NH Web	www.tricountynh.org	Nominator Web	ombudsman.elderaffairs.org
NH AO	3		
PermID	32102		
Application Received	2024-03-15	Nomination Received	2024-03-15

## Staff Review

	Date Completed	Pass	Comment
Record Review	2024-03-15 by J. Williams	<input checked="" type="checkbox"/>	This facility is owned by Health Facilities, Inc. This is an 81 bed facility and is a Medicare/Medicaid provider. According to the Nursing Home Guide, this is a 5-star facility.
Quality of Care Review	2024-03-29 by J. Williams	<input checked="" type="checkbox"/>	The facility is in the upper 8 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.
Conditional Review	2024-02-29 by J. Williams	<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.
Financial Review	2024-03-29 by D. Hillmon	<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.
Staffing Review	2024-03-29 by J. Williams	<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.
Ombudsman Review	2024-03-29 by M. Hart	<input checked="" type="checkbox"/>	Based on a review of the facility complaint histor, 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.
Preliminary Report		<input type="checkbox"/>	
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

**CORRECTED COPY**

## A. Nursing Home Information

Facility Name: Tri-County Nursing Home		
Address: 7280 SW SR 26	City: TRENTON	Zip Code: 32693
Telephone: 352-463-1222	Web Site: www.tricountynh.org	
Facility Licensee Name: Health Facilities Inc.		

## Facility Contact Person for Gold Seal Information

Name: Heather Snellgrove	Title: Nursing Home Administrator
Telephone: 352-463-1222	E-mail: tricountynha@gmail.com

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

Name: Kristine Gibbons
Profession/Type of Organization: Ombudsman Representative

**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. [Click or tap here to enter text.](#)

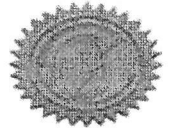
## E. Consumer Satisfaction - Section 400.235 (5)(c), Florida Statutes and Rule 59A-4.200(2)(a)4.a., F.A.C.

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.





# 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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Long Term Care Services Unit

## A. Nursing Home Information

Facility Name: TRI-COUNTY NURSING HOME

Address: 7280 SW SR 26 City: TRENTON Zip Code: 32693

Telephone: 352-463-1222 Web Site: www.tricountynh.org

Facility Licensee Name: Tri-County Nursing Home

## Facility Contact Person for Gold Seal Information

Name: Heather Snellgrove Title: Nursing Home Administrator

Telephone: 352-463-1222 E-mail: tricountynha@gmail.com

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

Name: Kris Gibbons

Profession/Type of Organization: Ombudsman Representative

**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. 05/01/1996

## 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.

Tri-County Nursing home partners with Gilchrist County Senior Center, A local Care-Giver Support Group, Fanning Springs Chamber of Commerce, Chiefland Rotary, Chiefland Chamber of Commerce, and the Gilchrist County Chamber of Commerce, and North Central Florida Health Care Coalition. Resident centered care plan meetings, Quarterly Family Council meetings, and volunteer opportunities. Additionally, we host free community events for Easter, 4th of July and a Fall Festival. The community events hosted by Tri-County Nursing Home have 1000+ in attendance.

**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.

Tri-County Nursing Home utilizes Leading Age's Continuing Education Competency Tool-Kits, Certified Virtual Dementia Training Program, and attend Annual Conferences, such as FHCA, Leading Age and ANACC. Additionally, community partners aid in providing relevant training expertise. We ensure the ability to provide current and relevant education materials to ensure, we as a whole, are able to provide competent quality care in a resident centered environment.

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**I. Best Practices**

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

Long Term Care Services Unit

Antipsychotic & Psychotropic Use Reduction Program – Program presented to Joint Commission in 2020, Wound Care Program, Full-Time Wound Care Certified Registered Nurse, Wound Care Physician weekly rounding, Specialized COPD/CHF management, BiPap, C-Pap, Trilogy Machine, Advanced Care Planning Services, Effective Antibiotic Stewardship Program, Specialized Dementia Training Program, Virtual dementia training is also offered during family council, hosted community events, and partnered community events. Effective adoption of Center for Medicare Services Artifacts of Culture Change, Dining Culture, No pre-prepped meals – Facility made meals, even hand tossed pizza dough, Multiple Dining Programs to meet individualized resident needs, Al-la Carte meals, Multiple Dining Areas to accommodate resident preferences, Specialized Therapy Team, Outpatient Therapy, Many residents continued to be followed in the home by in-house therapists, Specialized Discharge Program, On-going calls to discharged residents to ensure continued success in the community (Utilities, Meals, Physician Visits, Medications, Home Health Visits & etc). Home-like Environment, Personalized Resident Rooms, Raised Gardens/Flower Beds, Resident Meetings, Bi-weekly Food Committee Meetings, Monthly Resident Council Meetings, Quarterly Family Council Meetings, Resident centered activities, Consistent staff member assignments, Agency for Healthcare Research & Quality Patient Safety Culture Survey Utilization, Outstanding Resident and Family satisfaction, Resident Care & Services Provided, Resident Environment, Facility Culture, Agency Staff Free

**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.



<i>Heather Snellgrove, NHA</i>	3/13/2024
Signature of Person Completing Application	Date

Heather Snellgrove	3/13/2024
Printed Name	Date

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MAR 15 2024

Long Term Care Services Unit



RON DESANTIS  
GOVERNOR

JASON WEIDA  
SECRETARY

## INTEROFFICE MEMORANDUM

**DATE:** March 21, 2024  
**TO:** Jacqueline Williams  
**FROM:** Derron Hillman  
**CC:** Bernard Hudson  
**SUBJECT:** Gold Seal Financial Review: Approval  
Licensee: Tri-County Nursing Home  
Facility: Tri-County Nursing Home

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

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

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

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

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





## Williams, Jacqueline

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**From:** Hillman, Derron  
**Sent:** Thursday, March 21, 2024 7:29 AM  
**To:** Williams, Jacqueline  
**Cc:** Hudson, Bernard  
**Subject:** RE: Gold Seal Award Financial Review - Tri-County Nursing Home - File #: 32102  
**Attachments:** 1292 Tri-County (OK).docx

Jacque,

Attached is the review of Tri-County. If you have any questions call me at 44351.

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



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**From:** Noble, Kimberly <Kimberly.Noble@ahca.myflorida.com>  
**Sent:** Wednesday, March 20, 2024 2:47 PM  
**To:** Hillman, Derron <Derron.Hillman@ahca.myflorida.com>  
**Subject:** FW: Gold Seal Award Financial Review - Tri-County Nursing Home - File #: 32102

Here is the file.

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**From:** Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>  
**Sent:** Monday, March 18, 2024 5:24 PM  
**To:** Noble, Kimberly <Kimberly.Noble@ahca.myflorida.com>  
**Cc:** Hillman, Derron <Derron.Hillman@ahca.myflorida.com>  
**Subject:** Gold Seal Award Financial Review - Tri-County Nursing Home - File #: 32102

Good Afternoon Kim,

Attached for your review are Tri-County Nursing Home's financial documents for review for consideration for Gold Seal Award.

Thanks.

## Nursing Home Guide Inspection Ratings TRI-COUNTY NURSING HOME

Rating Time Period: July 2021 - December 2023

Last Updated: February 2024

Facility	City	Region	County	Inspection			Inspection Components						
				Overall Inspection	Quality of Care	Quality of Life	Administration	Nutrition & Hydration	Restraints & Abuse	Pressure Ulcers	Decline	Dignity	
TRI-COUNTY NURSING HOME	TRENTON	Region 3 Gainesville/Ocala	Gilchrist	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★





**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

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#### TRI-COUNTY NURSING HOME

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.



# STAFFING REPORT FOR

Trip County Nursing Home

SNF LICENSE # 105770

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 <sup>rd</sup> (July 1, 2021 – September 30, 2021)	60	26	30	14	10	3
2021	4 <sup>th</sup> (October 1, 2021 – December 31, 2021)	58	28	29	16	7	2
2022	1 <sup>st</sup> (January 1, 2022 – March 31, 2022)	62	32	33	19	15	7
2022	2 <sup>nd</sup> (April 1, 2022 – June 30, 2022)	54	25	33	18	12	3
2022	3 <sup>rd</sup> (July 1, 2022 – September 30, 2022)	46	27	32	17	10	5
2022	4 <sup>th</sup> (October 1, 2022 – December 31, 2022)	47	26	27	18	4	2
2023	1 <sup>st</sup> (January 1, 2023 – March 31, 2023)	53	26	27	18	2	4
2023	2 <sup>nd</sup> (April 1, 2023 - June 30, 2023)	60	28	32	14	5	5
2023	3 <sup>rd</sup> (July 1, 2023 – September 30, 2023)	65	25	32	14	3	1
2023	4 <sup>th</sup> (October 1, 2023 – December 31, 2023)	70	25	38	13	3	1

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 Tri-County Nursing Home

STAFFING REPORT FOR

(AGENCY USE ONLY)

## Turnover Rate

3<sup>rd</sup> Quarter (2021): 15.11%  
4<sup>th</sup> Quarter (2021): 10.46%  
1<sup>st</sup> Quarter (2022): 23.46%  
2<sup>nd</sup> Quarter (2022): 18.98%  
3<sup>rd</sup> Quarter (2022): 20.54%  
4<sup>th</sup> Quarter (2022): 8.21%  
1<sup>st</sup> Quarter (2023): 7.59%  
2<sup>nd</sup> Quarter (2023): 11.36%  
3<sup>rd</sup> Quarter (2023): 4.44%  
4<sup>th</sup> Quarter (2023): 4.21%

12.43%

## Stability Rate

3<sup>rd</sup> Quarter (2021): 51.16%  
4<sup>th</sup> Quarter (2021): 52.32%  
1<sup>st</sup> Quarter (2022): 55.31%  
2<sup>nd</sup> Quarter (2022): 64.55%  
3<sup>rd</sup> Quarter (2022): 67.12%  
4<sup>th</sup> Quarter (2022): 61.64%  
1<sup>st</sup> Quarter (2023): 56.96%  
2<sup>nd</sup> Quarter (2023): 52.27%  
3<sup>rd</sup> Quarter (2023): 61.11%  
4<sup>th</sup> Quarter (2023): 53.68%

57.61%



RON DESANTIS  
GOVERNOR

JASON WEIDA  
SECRETARY

March 21, 2024

Via email: [tricounty@nh.org](mailto:tricounty@nh.org)

Ms. Heather Snellgrove  
Administrator  
Tri-County Nursing Home  
7280 SW State Road 26  
Trenton, FL 32693

File Number: 32102  
License Number: 1563096  
Provider Type: Nursing Home

RE: Omission Notice for Nursing Home Gold Seal Award Application

Dear Ms. Snellgrove:

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 A. – Nursing Home Information**

The information entered on the Gold Seal Application for the area listed below is not the same as the information on file with the Agency. Please revise accordingly.

- Facility's Licensee Name

**Section B. - Recommending Person or Organization/Recommendation Letter**

The writer's name of the letter of recommendation is not the same name listed on your application. Please revise this section of the application page accordingly and resubmit.

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

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





Ms. Snellgrove  
March 21, 2024  
Page 2 of 2

**Section F. – Community/Family Involvement**

Please provide evidence of the regular involvement of families and members of the community in the facility, within the 30 months preceding your application.

**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.

**Section H. - Targeted In-Service**

Please indicate the facility's actions to identify in-service training needs by internal or external quality assurance efforts. How do you identify your training needs?

**Section I. - Best Practices**

Please provide additional best practices and the resulting positive resident outcomes. If you require assistance with this section, please let me know.

**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](mailto:Jacqueline.Williams@ahca.myflorida.com) or by phone at (850) 412-4437.

Sincerely,

*Jacquie Williams*

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

## Williams, Jacqueline

---

**From:** Williams, Jacqueline  
**Sent:** Thursday, March 21, 2024 3:13 PM  
**To:** Administrator  
**Subject:** Gold Seal Award Application Review - Tri-County Nursing Home (File#: 32102)  
**Attachments:** Gold Seal OMIT- Tri-County Nursing Home March 2024.pdf; Gold Seal Staffing Form March 2024.pdf

Good Afternoon Ms. Snellgrove:

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.

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

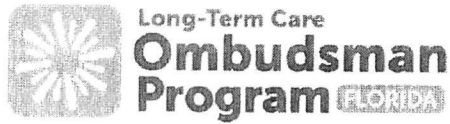


Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT  
2727 MAHAN DR, MAILSTOP 33, TALLAHASSEE, FL 32308  
850-412-4437 (Office)

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



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February 21, 2024

Heather Snellgrove  
Nursing Home Administrator  
Tri-County Nursing & Rehabilitation Center  
7280 SW State Road 26  
Trenton, FL 32693

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MAR 15 2024

Long Term Care Services Unit

**Re: Gold Seal Award - Tri-County Nursing Home**

Dear Ms. Snellgrove:

As a Florida certified Ombudsman, I am pleased to highly recommend Tri-County Nursing Home for the Gold Seal Award. With over 5 years of experience, I've worked with numerous nursing homes. Tri-County Nursing Home is easily within the top tier of any of those nursing homes.

Walking through the front doors, the cleanliness and homelike atmosphere are readily apparent. The staff are courteous, friendly, and especially helpful—both with resident interaction as well as interaction among each other. Conducting a monthly visit at Tri-County Nursing Home is among the highlights of my month. The residents are happy, always dressed in clean clothing and typically engaged—with other residents or activities. The library is visited often by residents. There always is a huge range of activities—mind challenging games, coordination, craft making—not just the typical bingo games that most homes offer. The residents enjoy living in their home at Tri-County Nursing.

The level of care provided to residents is one of the best I've seen. The staff care: they're not just working to earn money. They care that the residents are receiving the best attention and services that can be provided. So importantly, activities are constantly held to interact with the local community—from children to adults. Halloween parties, Christmas parties, Easter egg hunts. A rewarding way to keep the residents engaged. The way issues are addressed every day by the resident council president and your staff is impressive. The issues are solved—either immediately or as quickly as possible. Are there issues at Tri-County Nursing Home? Of course! But what sets you apart is the way issues are resolved. In my opinion, one of the primary reasons Tri-County Nursing Home has such a stellar reputation.

Most recently, a resident was transferred out of the memory care unit back into the nursing home side. With a little extra help from staff, that resident has blossomed and is a functional nursing home resident. Because you, as the nursing home administrator, listen to ideas and suggestions from the Ombudsman. Tri-County Nursing Home should qualify as a Gold Seal nursing home!

Sincerely,

Kristine Gibbons  
Ombudsman

# Southeast

Florida | Alabama | Louisiana | Mississippi

February 26, 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 Tri-County Nursing Home's application for the Governor's Gold Seal Award for Excellence in Long-Term Care.

Tri-County Nursing Home has been a member of LeadingAge Southeast for nearly 20 years. The community and its staff have set the standard for delivering the highest quality long-term care in Florida by providing exceptional service to the residents of their community. It is an honor to recommend a community that has demonstrated its commitment to excellence by achieving eligibility for this recognition.

Tri-County Nursing Home is located in a rural area of Florida that is designated as a Health Professional Shortage Area and a Medically Underserved Area. This 81-bed nursing home serves a critical health care need in the region and provides services to those most in need, with more than 60% of their residents being Medicaid recipients.

Tri-County's mission is not only to provide a critical service, but also to provide that service at the highest quality. Tri-County Nursing Home is currently achieving an overall Five-Star rating in CMS' Five-Star Quality Rating System. The rating system is composed of three domains: Health Inspection, Staffing, and Quality Measures. For more than seven years, Tri-County has maintained a Five-Star rating within the Quality domain. This demonstrates its sustained high standards of excellence.

Tri-County Nursing Home is consistently used as a model for other nursing homes throughout the state in working to reduce residents' use of antipsychotic medications. Antipsychotic medications prescribed to seniors can have serious medical complications, including an increased risk of mortality and a reduction in quality of life. In 2018, Tri-County implemented a program to reduce antipsychotic medications among residents, and since implementation it has continuously maintained the lowest rates of antipsychotic use among all nursing homes in the state. The program showed such success that it earned attention from the Joint Commission, which requested a presentation on Tri-County's efforts in 2020. Tri-County's leadership is generous with sharing their approach with colleagues and partners to benefit as many nursing home residents as possible.

Tri-County staff are leaders and strong supporters of our Association's efforts to deliver the latest education on statutory changes, regulatory updates, and quality improvement. Staff frequently participate in LeadingAge Southeast education programs and serve on our committees, signaling their commitment to enhancing quality care for residents.

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

Expanding Possibilities for Aging

1812 Riggins Road, Suite 1 | Tallahassee, Florida 32308  
P 850.671.3700 | F 850.671.3790 | [www.LeadingAgeSoutheast.org](http://www.LeadingAgeSoutheast.org)

The Tri-County Nursing Home 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 to offer our full endorsement.

Sincerely,



Steve Bahmer  
President/CEO

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MAR 15 2024  
Long Term Care Services Unit



## Supplemental Paperwork

### **Section E – Consumer Satisfaction**

Tri-County Nursing Home uses a customer service satisfaction survey, tailored to utilizing feedback that will help improve services provided by the facility. The survey is available throughout the care center and is offered to residents/representatives at the following:

1. Care Plan Meetings
2. Quarterly Family Council Meetings
3. Upon Discharge
4. Upon Request

The response varies, which is why we attempt so many different opportunities to provide the satisfaction survey. Recently the questions were adapted to be more comprehensive in hopes of greater participation from our valued customers. To be noted, we do not track the number we offer, because we offer them so frequently via every opportunity available.

The data is tracked, concerns are resolved and all information is submitted to our monthly Quality Assurance meetings, to ensure continued improved customer service through all aspects of our care center. This data is used to provide service recovery opportunities, enhance programs, implement new programs, review efficacy of our policies and procedures, and provide education opportunities. Of the received surveys, the negative responses are listed and all actions taken regarding the responses.

2021 – 14 Customer Service Satisfaction Surveys received.

2022 – 28 Customer Service Satisfaction Surveys received.

2023 – 30 Customer Service Satisfaction Surveys received.

2024 – 5 Customer Service Satisfaction Surveys received to date.

**2021 – 14 Surveys Received with 3 negative responses overall**

1. Noted negative response regarding residents being quarantined. Additional education provided to residents/representatives regarding on-going COVID-19 required procedures.
2. Noted issues with Physician responsiveness. Facility credentialed and added 2 additional providers, and opted to not renew credentialing for the physician that was having responsiveness issues. No further issues noted.
3. Noted negative response regarding resident lunch meals. After speaking with resident, the resident stated he preferred spouse's cooking, and it was used as a method to get her to visit him daily. Resident noted no issues with breakfast, or dinner, but really wanted his wife provide meals for lunch. Reviewed the A-la Carte and resident preference menu. Resident insisted, no issues with meals served. No additional follow-up required at this time.

**2022 – 28 Surveys received with 2 negative responses overall**

1. Negative response regarding activities. Resident stated she would rather spend time with her visiting family, and therapy, but did participate when she could and was upset she was not a "cooking channel" on the TV lineup. Activity log reviewed, which indicates resident participated in activities in, and at times would decline due to visitors and self-directed activity preference. No follow-up needed at this time. To be noted, the facility reviewed the TV Channel Vendor agreement and upgraded the system, which includes a wider variety of offered TV Channel Lineup. This project was completed in 2023. No further issues have been noted.
2. Negative response therapist did not knock prior to entering resident room. Facility wide in-service provided to all staff regarding resident rights, knocking on door and introducing self-prior to entering. No further issues have been noted.

**2023 – 30 Surveys received with 5 negative responses overall. 3 of those were related to roommate concerns and were addressed with agreed upon resident room changes and no further issues noted.**

1. Negative response noted regarding discharge planning. Resident medications were not ready when resident went to pick up medications from community pharmacy. Resident record reviewed to ensure information was faxed to pharmacy, call placed to pharmacy to ensure information had been received when faxed. Pharmacy verified fax had been received. No further action needed at this time.

However, during this review, it was determined there have been multiple issues with fax machine not working, and internet having connectivity issues. Due to this, the facility entered an agreement with a new provider to install internet services with greater capabilities. This project was completed in 2024 and there have been no issues noted since.

2. Negative response regarding room being comfortable. Resident requested room change due to room-mate not being compatible. No further issues noted.
3. Negative response regarding room being comfortable. Resident requested room change due to room-mate not being compatible. No further issues noted.
4. Negative response regarding discharge planning. Resident is a long-term care resident and does not have a home to return to in the community. Resident wants to live with son in the community, but son not able to take care of resident. Call placed to son, to request him visit resident if possible. Son visits resident frequently and not takes resident on outings in the community with him. Resident engagement throughout all activities is excellent. No further issues noted at this time.
5. Negative response regarding room being comfortable. Resident requested room change due to room-mate not being compatible. No further issues noted.

**2024 – 5 Surveys received with**

**No negative responses received to date.**



# Tri-County Nursing Home

*Neighbors helping Neighbors.*

7280 S.W. State Road 26, Trenton, Florida 32693 (352) 463-1222 Fax: (352) 463-1855

## Customer Satisfaction Survey

Tri-County Nursing Home values your feedback from your experience as a Customer.

Please be honest in your responses, so we are able to look for any areas that may need to be improved upon.

Also, if there are any Kudo's that need to be given, feel free to share those with us so we can pass them along.

Please know we appreciate the opportunity to serve you, your loved ones, and our community.

As always, please know that our doors are open to you, as a consumer. We value the opportunity to provide care to you or your loved one and we value your input.

Thank you,

The Tri-County Nursing Home Team

## Tri-County Nursing Home Consumer Satisfaction Survey

1. Score on a Scale of 1-5.

1 being worst and 5 being best.

Question	Score
Overall, how would you rate the food?	
How would you rate the Dining Experience?	
How clean is the overall care center?	
How clean is your room?	
Is your room comfortable to you?	
Are the staff respectful, responsive and attentive to your needs?	
Is your physician available to meet your needs?	
Is your call light answered timely?	
Do the staff introduce themselves?	
Overall, how would you rate the staff?	
How would you rate the care you receive?	
Are you able to make your own choices regarding your care?	
Are you bothered by noise throughout the care center?	
How is the resident council program?	
How would you rate the resolution of issues and/or grievances?	
Do you enjoy the activities offered?	
How do you rate the activities offered, are they engaging?	
How do you rate the activities offered, in the evenings and on the weekends?	
Overall, how would you rate the therapy services offered?	
How would you rate the therapy gym?	
How would you rate how well your discharge needs were met?	
In recommending this facility to your friends and family, how would you rate it overall?	

Resident Name: \_\_\_\_\_

Date Completed: \_\_\_\_\_



## Tri-County Nursing Home Consumer Satisfaction Survey

1. Score on a Scale of 1-5.

1 being worst and 5 being best.

	Question	Score
1	How would you rate the Dining Experience?	
2	How clean is the overall care center?	
3	Cleanliness of your room?	
4	Are the staff respectful, responsive and attentive to your needs?	
5	Is the physician available to you?	
6	Is your call light answered timely?	
7	Do the staff introduce themselves?	
8	Are your care needs being met?	
9	Are you able to make your own choices regarding your care?	
10	Are you bothered by noise throughout the care center?	
11	Do you participate in the Resident Council Program, if so, is it effective?	
12	How would you rate the resolution of issues and/or grievances?	
13	Do you enjoy the activities offered?	
14	Do you enjoy the activities offered in the evenings and on the weekends?	
15	Overall, how would you rate the therapy services offered?	
16	Is the facility responsive to your requests?	
17	Do you have access to YOUR resident funds, if the facility manages them?	
18	How would you rate how well your discharge needs were met?	
19	Would you recommend this facility to others?	

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Resident Name/Number: \_\_\_\_\_

Date Completed: \_\_\_\_\_

REVISED 3/2024

CUSTOMER SATISFACTION TRENDS 2021

RESULTS OF LESS THAN 3 REQUIRE FOLLOW-UP

NOTE ANY NEGATIVE COMMENTS PROVIDED AND FOLLOW-UP

SUBMIT TO QUALITY ASSURANCE MEETING MONTHLY

RESIDENT QUESTION #	REQUIRES FOLLOW-UP																						FOLLOW UP COMPLETED	QA REVIEW
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22		
3806	3	N/A	4	4	4	3	3	3	3	5	4	4	YES	NO	N/A	4	3-4	4	2	4	3	YES	Validated resident responses are apologized for the issue. At the time the comment was required, explained that to the resident and thanked them for allowing us to provide the care.	
3803	5	N/A	4	4	4	4	4	4	4	4	4	4	NO	N/A	3	3	3	4	4	4	3	YES	At time 2 providers available. Admin is in process of credentialing additional providers (Primary & Labver - Hospitalists with HCA & Internal Medicine)	
3847	4	4	4	4	5	4	5	5	5	YES GOOD	4	5	5	N/A	4	4	4	5	5	4	N/A	N/A	Resident for rehab, not to be quarantined to my room	
3884	5	3	5	5	5	5	4	4	4	4	4	5	5	5	5	5	4	5	4	5	5	N/A	1st Dr. did not return calls. After changing there were no issues with the new dr.	
3876	5	3	5	5	5	4	4	4	4	4	4	5	5	3	4	4	4	3	4	4	5	N/A		
3727	2	N/A	5	5	5	5	4	5	4	5	5	5	3	5	5	5	5	5	5	5	N/A	5	Resident did not enjoy meals, and opted to have spouse bring meals from home during the stay.	
3873	4	3	4	4	4	4	4	3	4	3	3	4	3	3	N/A	3	3	4	4	3	3	N/A		
3148	4	3	4	4	4	4	4	4	4	4	4	5	5	4	4	3	4	4	4	4	3	5	After speaking with resident regarding survey result - Resident stated the food was o.k, but if not the type of food he likes at lunch. No suggestions regarding changes, or how we could have made the meals better for the individual. Resident did state it was a way his wife would come visit daily during his stay. All care menu, and resident preferences offered during resident stay and resident declined.	
3488	5	4	4	3	4	4	4	4	4	4	4	4	4	4	N/A	4	4	4	5	4	5	9	Compliance regarding clothes that was resolved quickly. A different resident lock my blanket, but it was found and I had no other issues. Thank you for everything.	
3909	3	3	3	3	3	3	3	3	3	3	3	3	3	3	N/A	3	3	3	3	3	3	NO		
3812	5	4	4	3	5	4	4	4	4	4	4	4	4	4	N/A	5	5	4	4	5	5	NO		
3850	4	5	4	4	3	4	4	4	4	4	4	4	4	4	N/A	4	4	4	4	4	4	NO		
3884	3	3	4	4	4	4	4	5	5	3	4	4	4	5	N/A	3	4	4	4	4	4	NO		
3455	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	5	5	5	5	5	5	NO	"Send me food chicken"	

**CUSTOMER SATISFACTION TRENDS 2022**  
**RESULTS OF LESS THAN 3 REQUIRE FOLLOW-UP**  
**NOTE ANY NEGATIVE COMMENTS PROVIDED AND FOLLOW-UP**  
**SUBMIT TO QUALITY ASSURANCE MEETING MONTHLY**

RESIDENT #	QUESTION #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	REQUIRES FOLLOW-UP	FOLLOW-UP COMPLETED	COMMENTS					
3413		3	3	5	4	4	4	4	4	4	5	5	5	5	3	N/A	3	3	3	5	4	5	5	N	N/A	QA Review					
3953		3	3	4	4	5	4	4	5	5	5	5	5	5	5	N/A	5	5	5	5	5	N/A	5	N	N/A	Therapist Special Thanks to PHAUSM@prg					
4082		3	3	5	5	5	5	5	5	5	5	5	5	5	3	5	3	3	3	3	5	5	N	5	N	N/A					
3085		4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A	4	4	5	5	5	5	N	5	N	N/A					
3920		3	3	3	4	3	3	3	3	3	3	3	3	3	3	N/A	3	3	3	3	3	3	3	3	3	3	N/A				
4050		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	5	5	5	5	5	5	5	N	5	N	N/A	Resident stated she prefers to participate in self-paced activities - but did attend the Fall event after discharging home. Therapy team was great, and resident stated she was busy with therapy, appointments, and her family visiting.			
4029		3	3	5	5	5	5	5	5	5	5	5	5	3	5	3	2	3	3	3	3	5	4	5	4	5	YES	Actively Participation Log noted resident often declined to participate in group activities and many times resident spouse and granddaughter were visiting during activities. Self-directed activities noted on log.			
4029		5	4	4	5	5	4	5	4	5	4	5	5	3	5	N/A	5	5	4	5	5	5	5	N	5	N	N/A				
4102		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N	5	N	N/A				
3365		3	3	4	4	3	4	3	2	3	4	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	YES	Therapist did not knock before coming in, and interrupted the doctor.		
4124		4	5	4	4	4	4	4	5	5	5	4	4	4	5	5	5	5	4	5	5	5	5	5	5	5	5	N/A	Facility wide Inservice completed with all staff regarding resident rights, and ensuring to knock and introduce self prior to entering a resident room		
4017		5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A			
4052		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A		
4124		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A		
3967		3	3	3	3	3	3	3	3	3	3	3	3	3	3	N/A	3	3	3	3	3	3	3	3	3	3	3	3	N/A		
4074		4	4	3	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A		
4287		5	5	4	5	4	4	3	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	N/A		
4071		4	4	6	4	5	4	5	4	4	5	4	4	4	4	N/A	5	4	5	5	5	5	5	5	5	5	5	5	N/A		
4122		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	N/A		
4004		4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A		
4054		5	4	5	5	3	5	4	3	5	5	5	4	4	5	4	4	3	4	4	4	4	4	4	4	4	4	4	N/A		
4085		4	5	3	5	4	4	4	4	5	4	4	4	5	4	4	4	5	4	4	4	4	4	4	4	4	4	4	N/A		
4116		10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	N/A	
4006		4	5	4	5	4	5	4	4	4	4	5	5	5	N/A	4	4	4	5	4	5	4	5	4	5	4	5	4	N/A		
3480		5	4	5	5	3	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A		
4128		5	5	5	5	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A		
4045		4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A		

NOTE - MEANS QUESTION NOT ANSWERED ON SURVEY

CUSTOMER SATISFACTION TRENDS 2023  
 RESULTS OF LESS THAN 3 REQUIRE FOLLOW-UP  
 NOTE ANY NEGATIVE COMMENTS PROVIDED AND FOLLOW-UP  
 SUBMIT TO QUALITY ASSURANCE MEETING MONTHLY

RESIDENT #	QUESTION #	FOLLOW-UP COMPLETED																					REQUIRES FOLLOW-UP	COMMENTS	O/R		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21				22	Y/N
4104		4	3	5	3	5	5	4	4	4	4	5	4	4	4	5	5	5	5	5	5	5	5	N			
3943		5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	YES	Meeds called into pharmacy, but were not ready when pick-up attempt was made.	Review of paperwork to ensure meeds were faxed to pharmacy with confirmation verification. Noted that this resident had no issues with Fax submission, but there have been issues with Fax Machines not transmitting and needing to be reset. Call placed to Vendor to determine issue with fax machines.	
4042		4	5	4	4	4	5	4	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	N/A			
4011		4	4	5	5	4	4	4	5	4	5	4	5	4	5	4	5	5	5	5	5	5	5	N/A			
4023		5	5	4	3	3	4	5	4	4	5	4	4	5	4	4	5	5	5	5	5	5	5	N/A			
4168		3	5	5	5	5	4	4	3	4	3	5	3	5	5	5	5	5	5	5	5	5	5	N/A			
4065		4	5	5	5	5	4	4	3	4	4	5	5	5	5	5	5	5	5	5	5	5	5	N/A			
4118		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A			
3767		5	5	5	4	4	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	N/A			
4161		5	4	4	5	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N/A			
4122		5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A			
4116		3	3	3	4	3	3	3	3	3	4	3	2	3	N/A	N/A	3	4	3	4	3	4	3	YES	Roommate cries out all the time.	Request for room change was completed - no new issues noted	
4158		4	4	5	5	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	N/A			
4182		5	4	4	5	4	4	3	4	5	4	3	4	4	4	3	5	4	5	3	4	4	4	N/A			
4218		4	4	5	4	5	4	5	4	5	4	5	5	4	4	N/A	5	4	5	5	5	5	5	N/A			
4230		4	4	3	4	3	5	5	4	3	3	5	3	3	N/A	N/A	3	4	3	4	3	4	3	N/A			
4197		4	3	5	4	4	3	4	4	4	3	4	4	4	4	3	4	3	4	4	4	4	4	N/A			
4245		5	5	5	3	5	4	5	5	5	5	4	4	4	4	3	4	5	4	4	4	4	4	N/A			
3460		5	4	4	3	2	4	4	4	4	4	4	5	4	4	N/A	N/A	4	4	4	4	4	4	YES	Roommate smells when going to bathroom	Offered room change - issue resolved	
4196		4	3	3	5	3	3	5	3	3	3	3	3	3	N/A	N/A	3	5	3	3	3	3	YES				
4219		5	4	4	3	5	4	4	5	4	4	4	4	4	N/A	N/A	5	5	4	4	4	5	4	N/A			
4251		4	5	4	4	3	4	4	3	4	4	4	4	5	N/A	N/A	4	4	5	4	4	5	4	N/A			
4135		3	3	4	4	4	4	5	5	4	4	4	4	5	N/A	N/A	3	4	4	4	4	4	0	YES	This resident is in the facility for LTC. He has no home in the community.	Resident wishes to go home, but does not have a home in the community to return to. Resident wants to live with son. Son not able to care for resident in the community. Call placed to son to see if he would be able to visit more frequently.	
4228		5	4	5	5	4	5	5	5	4	5	5	5	5	N/A	N/A	4	5	5	5	5	5	4	N/A			



3685	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	N	N/A		
4227	4	5	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	N/A	4	5	4	N	N/A		
4231	4	N/A	4	4	4	4	4	4	3	4	4	5	5	5	5	4	4	4	4	4	N/A	5	4	N	N/A			
4223	3	4	5	5	2	3	4	4	4	3	4	3	5	3	4	4	4	N/A	4	4	4	4	4	4	YES	Room too cold with roommate controlling AC unit.		Verified room too cold with resident. Resident requested room change. Room change completed - no new issues noted.
4224	5	4	5	5	3	5	5	5	5	4	5	5	4	4	4	4	4	N/A	4	4	4	4	4	4	N	N/A		
4046	4	4	4	5	4	4	4	4	4	5	5	5	5	5	4	4	-	-	4	5	3	4	4	4	N	N/A		

CUSTOMER SATISFACTION TRENDS 2024  
 RESULTS OF LESS THAN 3 REQUIRE FOLLOW-UP  
 NOTE ANY NEGATIVE COMMENTS PROVIDED AND FOLLOW-UP  
 SUBMIT TO QUALITY ASSURANCE MEETING MONTHLY

RESIDENT #	QUESTION #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22 Y/N	REQUIRES FOLLOW-UP	FOLLOW-UP COMPLETED	QA REVIEW
4292		5	5	5	5	5	5	5	5	5	5+	5	5	NO	N/A	N/A	5	5	10	5	5	5	10	NO	N/A	
3366		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	NO	N/A	
4274		4	5	4	4	4	4	5	4	4	4	4	5	4	4	4	4	4	5	5	N/A	4	NO	N/A		
3974		4	N/A	4	4	4	4	4	3	4	4	5	5	4	4	4	4	4	4	4	N/A	5	NO	N/A		
4064		3	4	5	5	5	3	4	4	3	4	3	5	3	4	N/A	4	4	3	4	4	N/A	5	NO	N/A	

SURVEY REVISED MARCH 2024

## Section F – Community & Family Involvement

Tri-County Nursing Home maximizes opportunities for Community Involvement. We host Free events to the community each year that include the following:

1. Easter Egg Hunt Event – 7000 Eggs hidden on the front lawn, Coloring Contest & Prizes, Free Easter Egg Baskets, Bounce House, Live Entertainment, Games/Prizes, Nachos/Hot Dogs/Chips, Cotton Candy, Refreshments, Face Painting, Sno Cones, Popcorn, Classic Car Show
2. 4<sup>th</sup> of July Event – Bounce House, Live Entertainment, Games/Prizes, Nachos/Hot Dogs/Chips, Cotton Candy, Refreshments, Face painting, Classic Car Show, Sno Cones, Popcorn, Grilled Hamburgers
3. Fall Festival – Trick-or-Treat, Bounce House, Live Entertainment, Games/Prizes, Nachos/Hot Dogs/Chips, Cotton Candy, Refreshments, Face painting, Classic Cars, Sno Cones, Popcorn, Grilled Hamburgers, Coloring Contest, Classic Car Show
4. Annual Christmas Tree Lighting – Hot chocolate & Cookies, Entertainment

These events are hosted by our facility, on our campus and free for the public to attend. We provide free meals, free activities, free entertainment and free games with prizes. Community representatives on-site for these events include Fanning Springs Mayor, Florida Forestry Department, Gilchrist County Sheriff Office, Fanning Springs Fire Chief/Department, Anti-Drug Coalition. Hospice representatives, Medicaid representatives, Alzheimer's Association Representative.

These events are held as an opportunity to provide our residents an outside the box avenue to engage with community members, provide extra activities, give the residents an opportunity to assist with event planning. Additionally, the events provide volunteer opportunities for our youth and bring together our senior population with our younger generations.

They are huge parties and we can't stress enough how much they are loved by our residents and the local community members.

We provide luncheons to the Gilchrist County Senior Center Organization.

We also participate with the following community organizations and their community functions by setting up a booth and offering free items relevant to the setting (food, waters, information, snacks):

1. Fanning Springs Chamber of Commerce
2. Chiefland Rotary Club
3. Chiefland Chamber of Commerce
4. Gilchrist County Chamber of Commerce
5. Gilchrist Rotary Club
6. North Central Florida Healthcare Coalition

We host on-site Quarterly Family Council Meetings, where we provide luncheons and guest speakers to discuss relevant senior care needs/topics.

We also provide free Dementia Training to our community members, via the Certified Virtual Dementia Training Program and our Certified Trainers during all community engagement events.

Our resident family members, volunteers, community members, and political leaders are an active part of the daily life at Tri-County Nursing Home. We host a numerous number of parties and activity events each month that include live bands, youth groups, large family functions, small family functions, drive-in movie night on the big screen, bowling with the big leagues, breakfast with the seniors (Football Players from our local high school), and water-gun canvas painting, just to name a few. The list is extensive and there is never a dull day in our resident's home, feel free to ask additional question if needed or curious.

Please join us for family council meeting to be held  
At 2:30 PM on Thursday 11/3/2022

Guest speaker will be Deanna Sheppard from Haven  
Topic will be advance Directives and five wishes

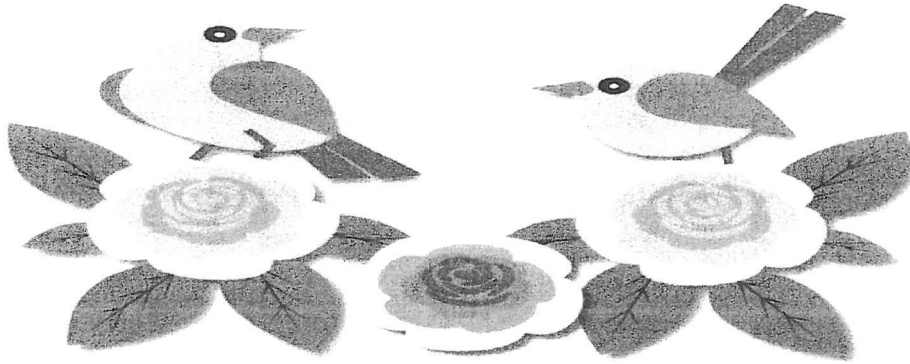
Light refreshments to be served

I would like to invite you to join us for a family council meeting. Family council is an informal meeting for family members and friends of residents that reside here at Tri-County. We will discuss current Tri county events, common concerns and work with the nursing home to take action for positive change aimed at enhancing the environment and quality of life of the residents. By joining the council you can meet others who share your experience and desire to make Tri-County Nursing & Rehabilitation Center an even better place for our loved ones to live and for staff to work.

I hope you will join us.

Please call or stop by Social services to let us know if you will be attending the meeting.  
I look forward to seeing you there.

Lisa Brooks SSD  
352-463-1222 Ext 100



PLEASE JOIN US FOR THE TRI-COUNTY NURSING & REHABILITATION  
SPRING FAMILY COUNCIL MEETING

TO BE HELD ON 5/4/23 AT 2:30pm IN THE LANDING

LISA SMITH WILL PRESENT RESIDENT'S RIGHTS  
LIGHT REFRESHMENTS TO BE SERVED

PLEASE RSVP TO LISA SMITH AT 352-463-1222 EXT. 100





### JANUARY FAMILY COUNCIL MEETING

Please join us on January 24 ,2024 at 2:30 PM for the January Family council Meeting. Guest speaker will be Cheryl Jones from Chapters Health Hospice.

Chery will be presenting Myths and truths about hospice.

Light refreshments to be served.

Please RSVP to Lisa Jo Smith at Tri-County Nursing & Rehabilitation. 352-463-1222 Ext. 100.


Hope to see you at the Tri County Nursing & rehabilitation January Family Council Meeting.

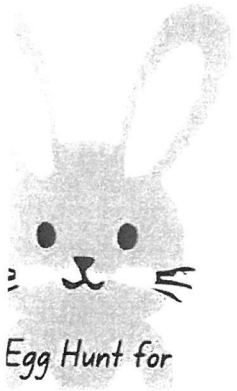
Warmest regards,

Lisa Jo Smith SSD

*Rehabilitation Center*  
**Annual Easter Egg Hunt**

- Snow Cones
- Popcorn
- Cotton Candy
- Nachos
- Live Music
- Bounce House
- Egg Hunt
- Games & Prizes

  
 March 29, 2024  
 11am  
 7280 SW SR 26  
 TRENTON FLORIDA



TRI-COUNTY NURSING HOME WILL BE  
 HOSTING A PUPPY PARADE ON  
 MARCH 22, 2024 @ 10AM

IF YOU AND YOUR PUPPY WOULD LIKE TO  
 JOIN US PLEASE SEE CRYSTAL THE  
 ACTIVITY COORDINATOR FOR DETAIL

WE ARE ASKING FOR YOUR PUPPY TO BE  
 UP TO DATE ON SHOTS AND A COPY OF THE  
 RECORDS. WE ARE REQUIRING THE PUPPIE  
 TO BE ON A LEASH.



**HAPPY NATIONAL PUPPY DAY**  
**MARCH 23, 2024**  
 THANK YOU

1280 SW SR 26 Trenton, FL 32693

**FALL**  
*Festival*

**FREE FREE FREE**

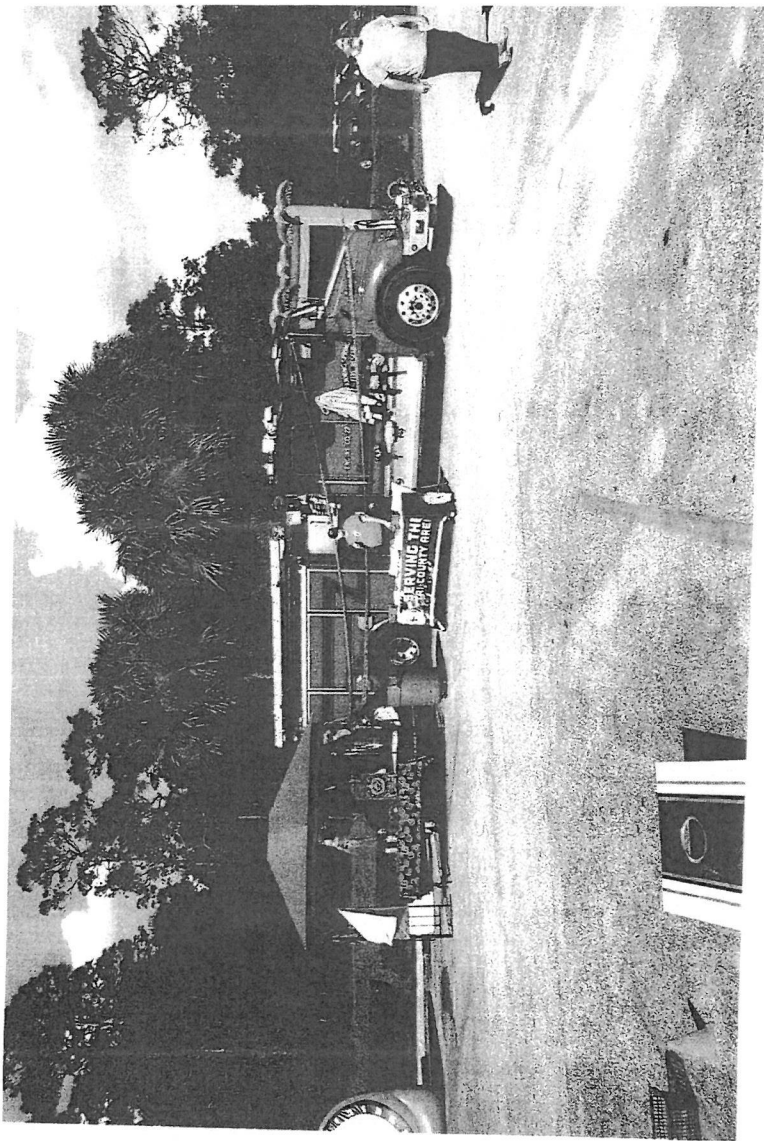
**OCTOBER 31, 2023**

3:30pm - 5pm  
 Free Admission

**COME ENJOY:**  
 GAMES  
 BOUNCE HOUSE  
 FESTIVAL FOOD  
 TRICK OR TREAT  
 MUSIC

**FREE OF CHARGE**

**Tri-County**  
 Nursing Home  
 Neighbors helping Neighbors



ANNUAL FIREWORK CELEBRATION

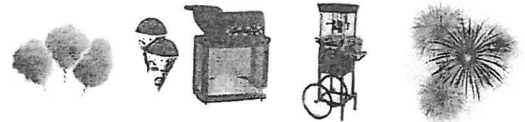
MONDAY JULY 3rd at 6:00pm



- LIVE MUSIC
- BOUNCE HOUSE
- DUNKING BOOTH
- GAME BOOTHS WITH PRIZES
- SNO-CONES
- COTTON CANDY
- POPCORN
- CHILI DOGS
- NACHOS
- FIREWORKS

BRING YOUR FAMILY FOR ALL THE FUN AND FESTIVITIES!

FREE TO OUR COMMUNITY NEIGHBORS!!



Nursing Home

Hwy 26

# EASTER EGGHUNT

7th April 2023 12pm

Annual Easter Egg Hunt with  
Picture Taking with Easter  
Bunny

FREE FREE FREE

GAMES/BOUNCE HOUSE/ VENDORS/ PARKING/  
MUSIC/ FOOD/ SNOW CONE/ BOBACORN / AND



Tri-County  
Nursing Home

## ANNUAL FALL FESTIVAL

MONDAY OCTOBER 31st @ 3:30pm

LIVE MUSIC

BOUNCE HOUSE

CLASSIC CARS

GAME BOOTHS WITH PRIZES

SNO-CONES

COTTON CANDY

POPCORN

CHILI DOGS

NACHOS

COLORING CONTEST WINNERS ANNOUNCED

TRICK OR TREAT WITH OUR RESIDENTS

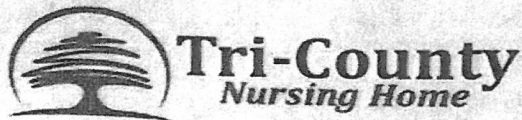
BRING YOUR FAMILY FOR ALL THE FUN AND FESTIVITIES!

**FREE**

TO OUR COMMUNITY NEIGHBORS!







## ANNUAL FIREWORKS CELEBRATION

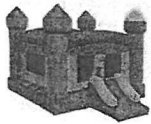
FRIDAY JULY 1st at 6:00pm



LIVE MUSIC W/3D SOUNDZ BAND

BOUNCE HOUSE

DUNKING BOOTH



GAME BOOTHS WITH PRIZES

SNO-CONES

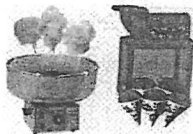
COTTON CANDY

POPCORN

CHILI DOGS

NACHOS

FIREWORKS



BRING YOUR FAMILY FOR ALL THE FUN AND FESTIVITIES!

**FREE**

TO OUR COMMUNITY NEIGHBORS!



## ANNUAL EASTER EVENT

FRIDAY APRIL 15<sup>TH</sup> at 10:00am

6000 EASTER EGGS TO HUNT

COLORING CONTEST W/PRIZE FOR AGE GROUPS 0-3, 4-7, 8-10



LIVE MUSIC BY PURE RIVER BLUEGRASS

PHOTO BOOTH WITH THE EASTER BUNNY

BOUNCE HOUSE

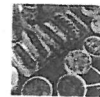
GAME BOOTHS WITH PRIZES

SNO-CONES

POPCORN

CHILI DOGS

NACHOS



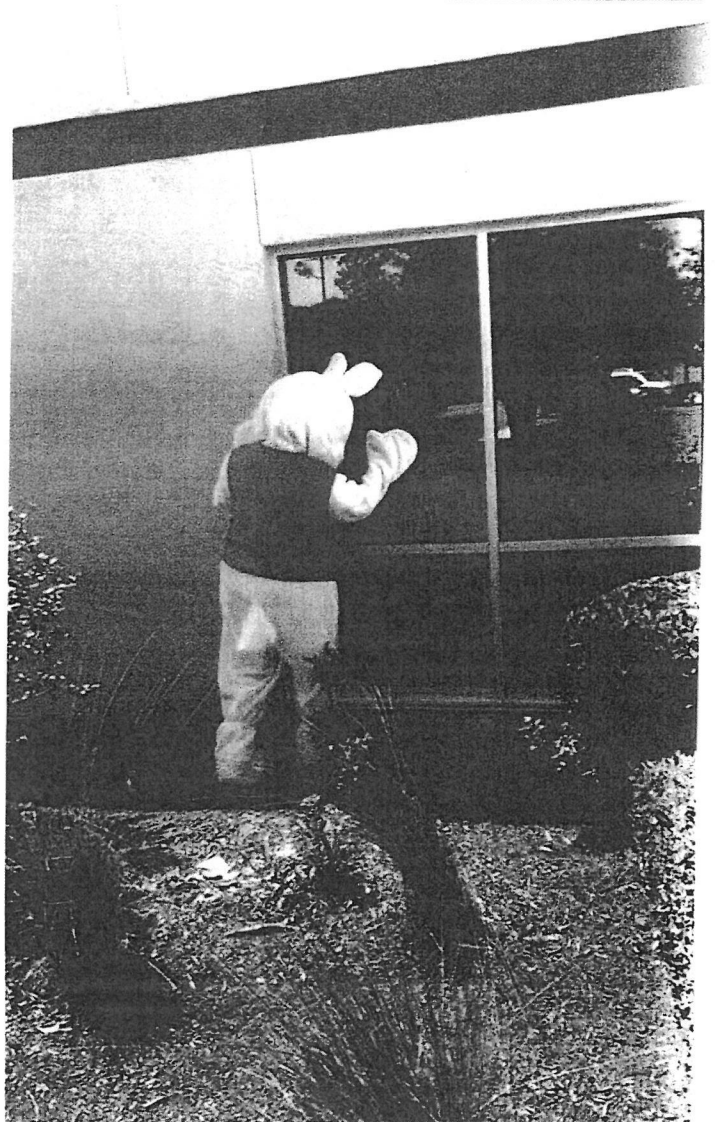
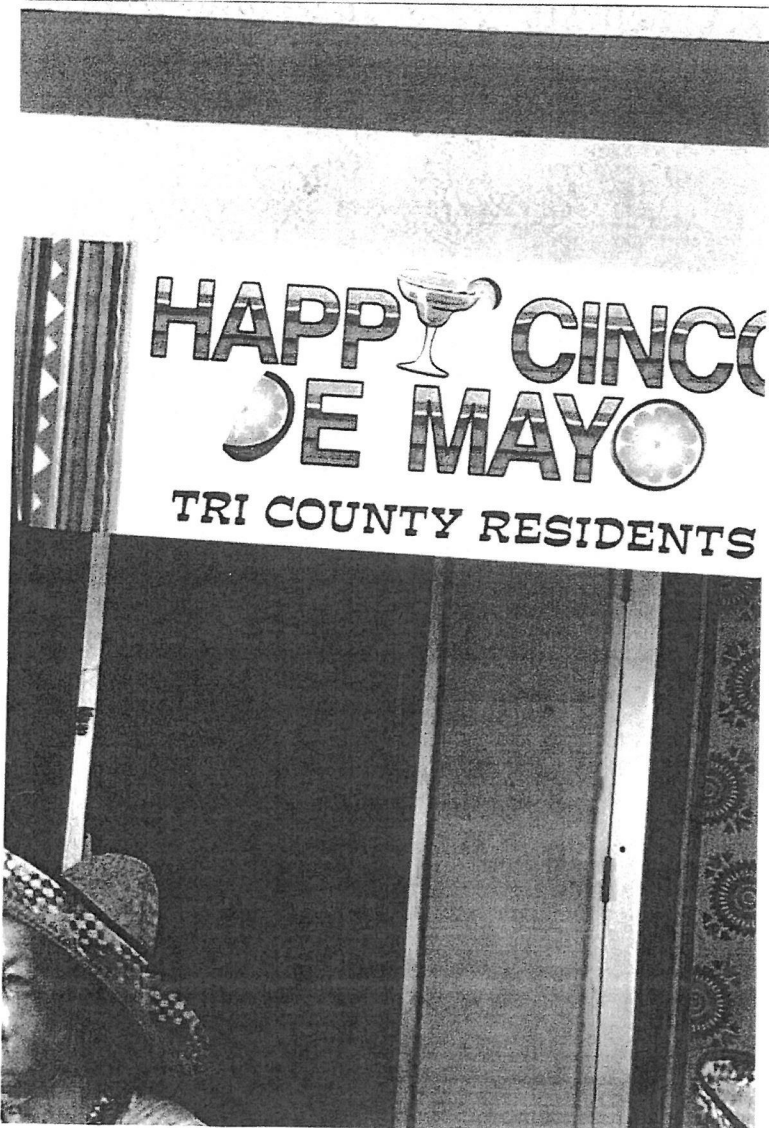
FIRST 250 CHILDREN RECEIVE AN EASTER TOTE EGG HUNT

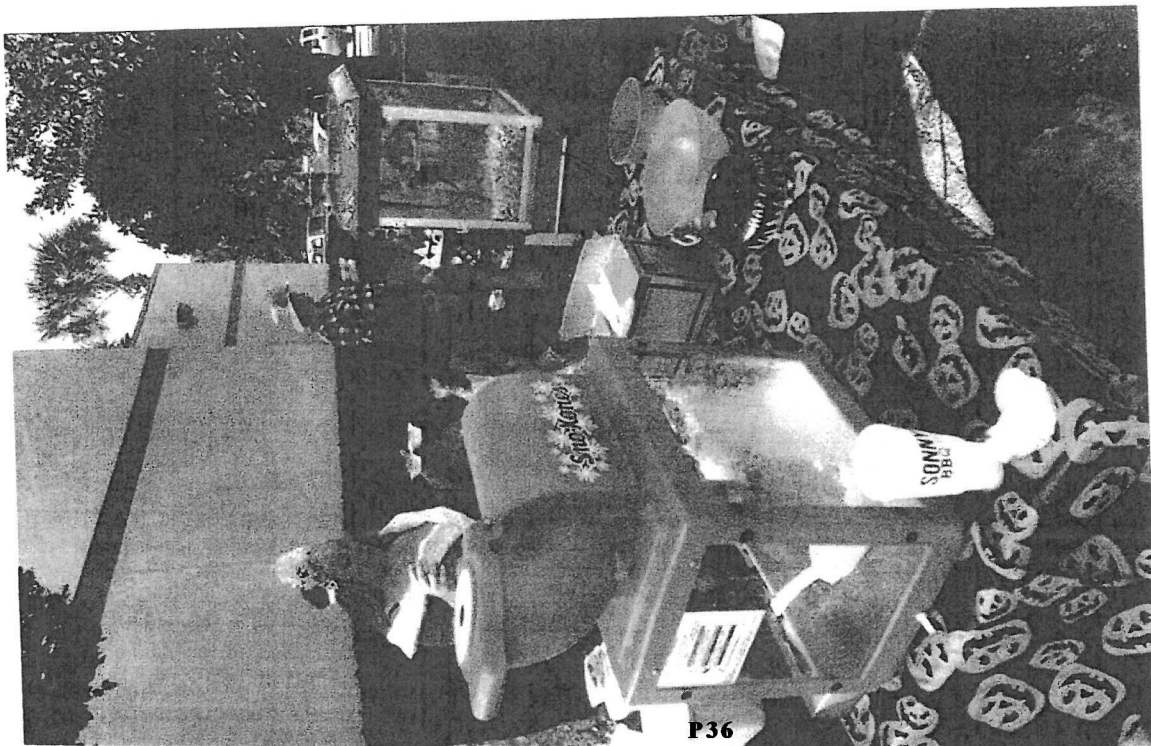
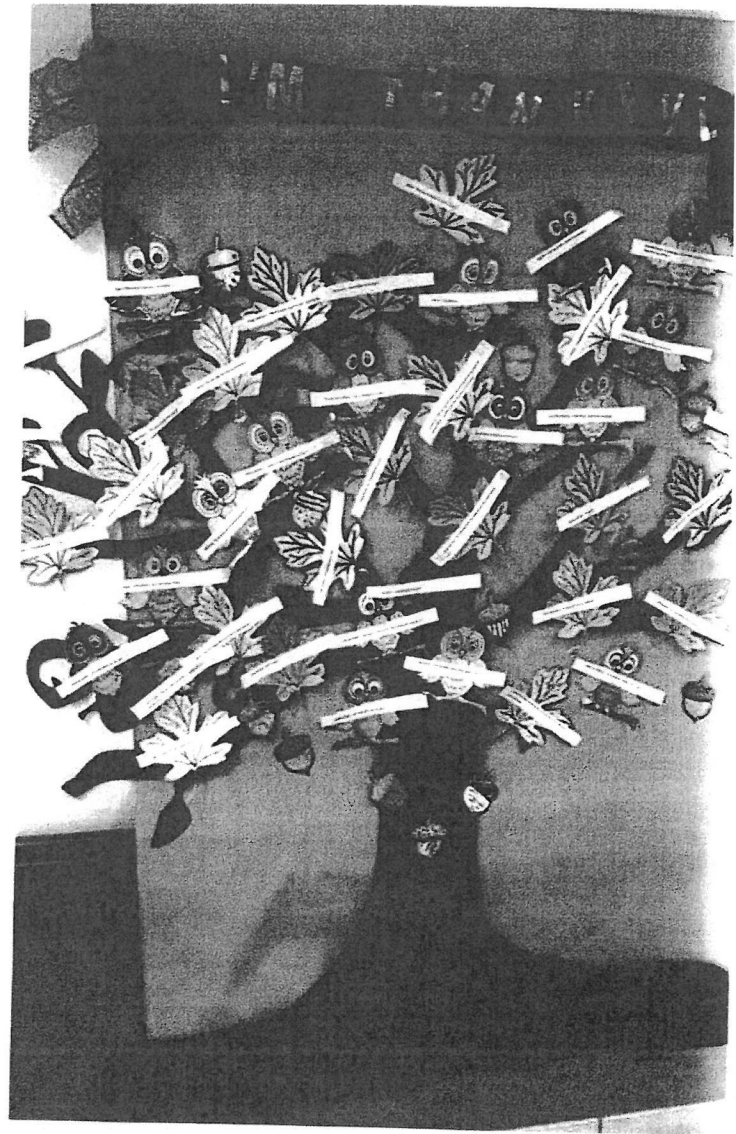
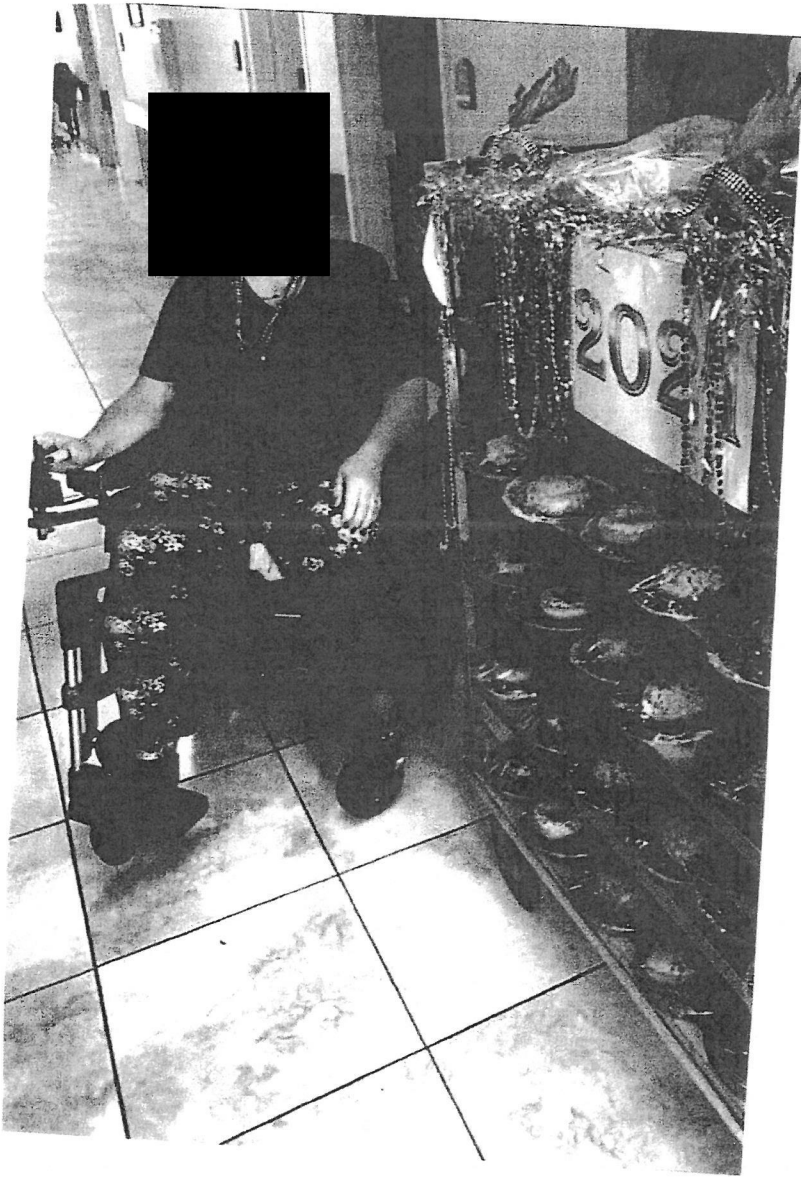
BRING YOUR FAMILY FOR ALL THE FUN AND FESTIVITIES!

**FREE**

TO OUR COMMUNITY NEIGHBORS!





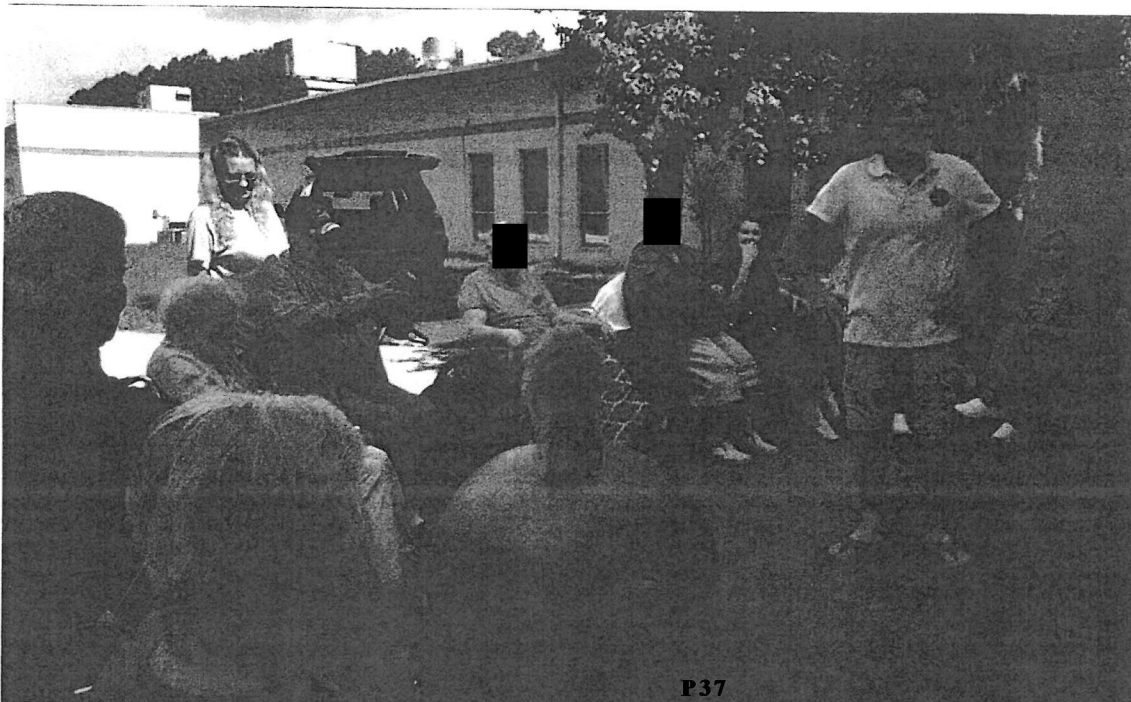








WE WILL BE HAVING OUR ANNUAL  
FALL FESTIVAL OCTOBER 31<sup>ST</sup> /  
3:00 pm  
WE ARE ASKING FOR *DONATIONS*  
OF  
 **CANDY**   
(CANDY THAT IS INDIVIDUALLY WRAPPED FOR  
RESIDENTS TO HAND OUT TO CHILDREN)  
PLEASE SEE ACTIVITY DEPARTMENT  
WITH DONATIONS OR INQUIRIES  
**ABOUT VOLUNTEERING**  
THANK YOU  
AUTUMN DAMPIER – ACTIVITY DIRECTOR

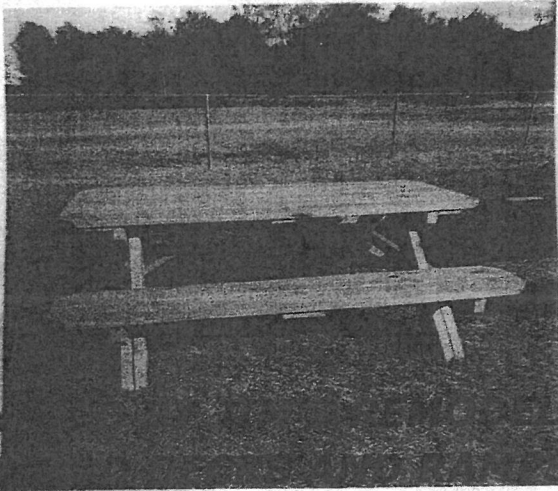


# ALZHEIMER'S AWARENESS

SUPPORTING



THE FIGHT



DONATING

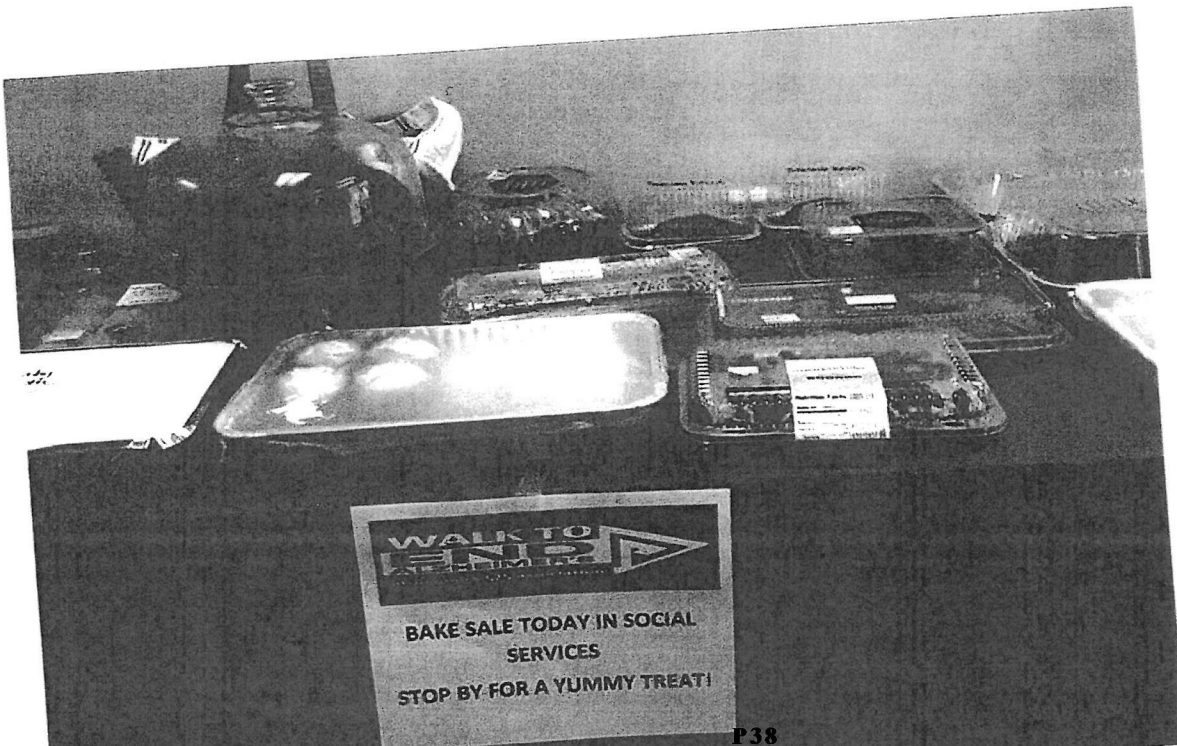
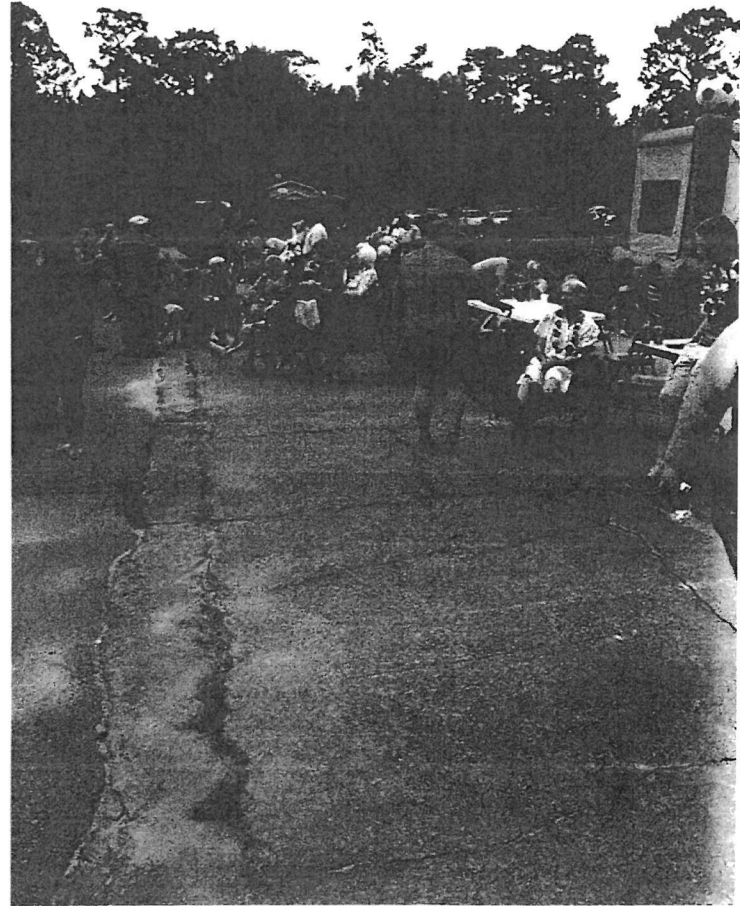
**BUS. PH. 352-682-5283**

**TICKETS \$5.00 EACH**

**8 TICKETS \$20.00**

**ARMS LENGTH \$40.00**

**ACTIVITIES FOR YOUR TICKETS**







**FRIDAY MAY 18<sup>TH</sup>**  
**10A-6P**  
**ANNUAL STAFF APPRECIATION DAY**

*In honor of National Nursing Home Week May 13<sup>th</sup>-19<sup>th</sup>, Tri-County Nursing Home would like to spend the day showing our appreciation for our staff!*

Prizes have been donated by:

- Wally's Boutique, Deer Camp, Bealls Outlet, Chiefland Tire, A-Center, Badcock, Mederi Caretenders, Suncrest Omni, Hospice, Guardian Pharmacy, Bella Tan & Nails, BBQ, ABC Pizza, Tri-County Uniforms, Shelly's Tips & Toes, Merle Norman, Bejeweled, Chiefland Billiards, Carter's, Southern Oils



Be sure to bring your family for a fun day at the water & sun!

Swimming, Food, Music, Boat Ride, Kayaking, Volleyball & PRIZES!

See Autumn Camp for your FREE pass access pass

If you work in the morning, come after work. If you work in the evening, come before work. If you work at night, the come any time after 10am!

**TRI-COUNTY NURSING HOME**  
 7280 SW SR 26 Trenton, NJ  
 (352) 463-1222  
 tricountynh.org

**Tri-County Nursing Home**



"The new CMS rules have really changed how we view and prepare for disasters in our area," shares Logan Andrews, Director of Nursing at Tri-County Nursing Home. "We have become more involved with other facilities close to us and have developed a better working relationship with emergency preparedness officials in the area both at the city and county level, including surrounding counties. We have also been participating in the Coalition's emergency preparedness exercises, which has really opened our eyes on what everyone's role should be in the event of a disaster."

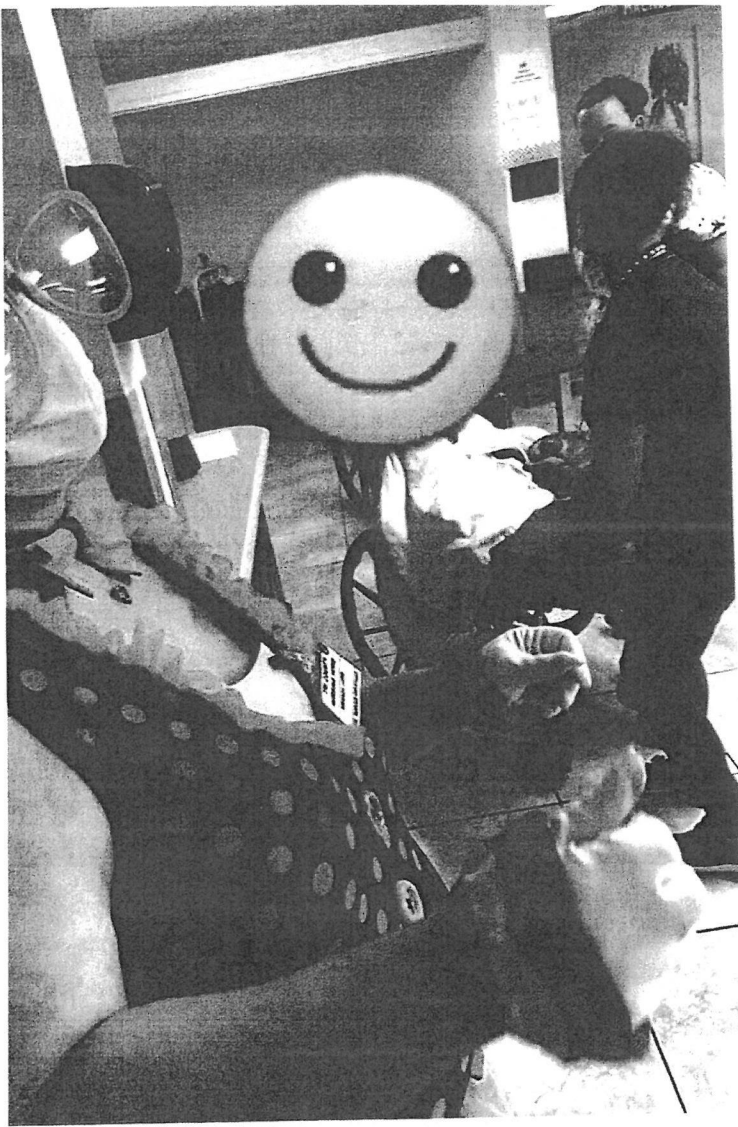
Located in Glades County, Tri-County Nursing & Rehabilitation Center is equipped with a 10-bed Dementia/Alzheimer's Unit in addition to providing wound care services with a plastic surgeon, respiratory therapy services, as well as physical, occupational, and speech therapy services. In 2018, the agency received national quality approval by The Joint Commission. The facility also initiated a hospital readmission program to reduce unnecessary hospital re-admissions.

Logan also shares best practices for planning and strengthening emergency preparedness protocols. These include reviewing the facility's disaster agreements, emergency preparedness plan, and contact list of people that would need to be contacted with urgency and externally. He also recommends having a backup plan in the backup plan.





# Staff Picnic

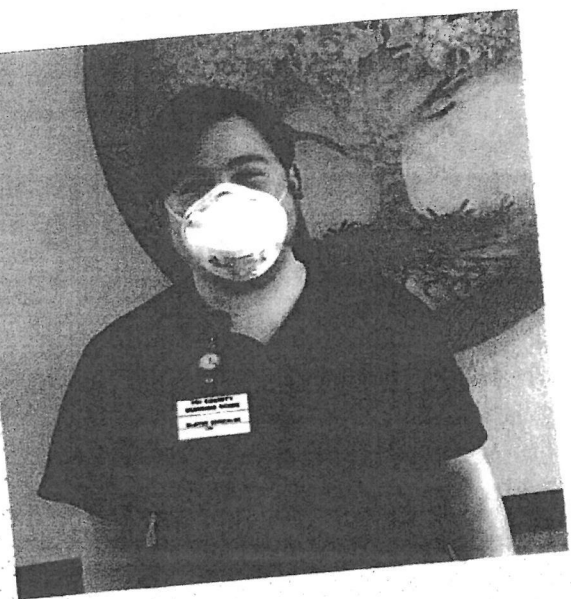


Friday, May 14<sup>th</sup> 2021

11:00 – 3:00

Presents...

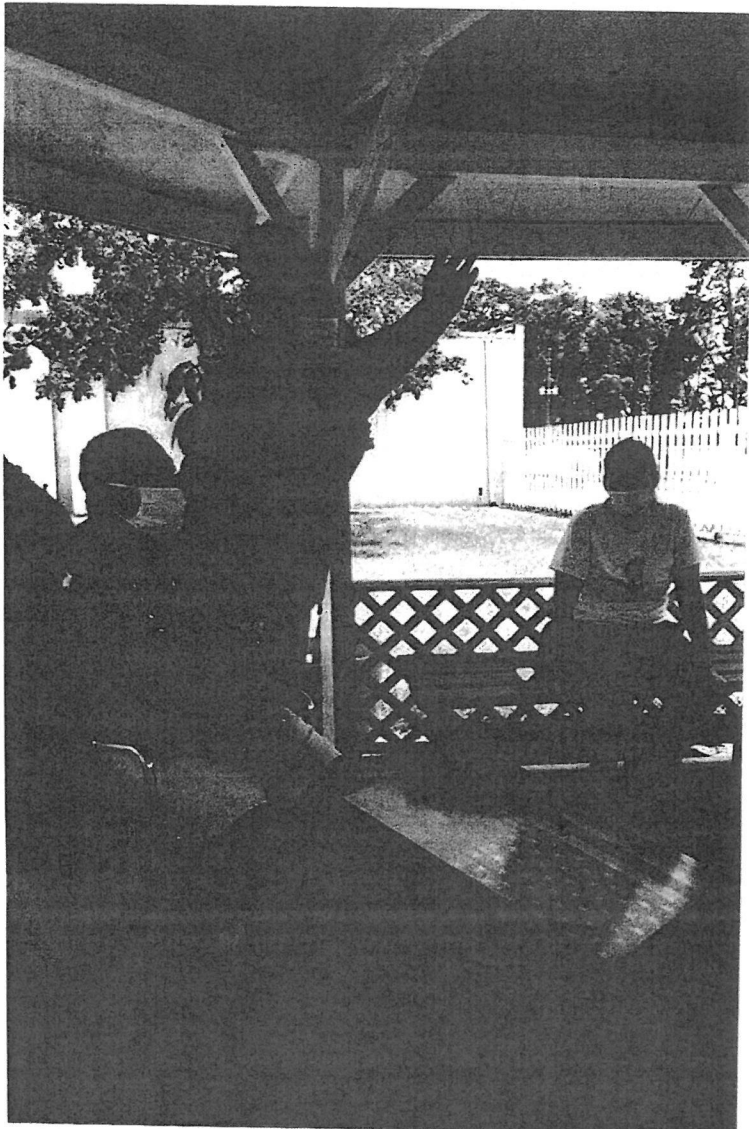
Essential  
Healthcare  
Hero  
of the  
Week



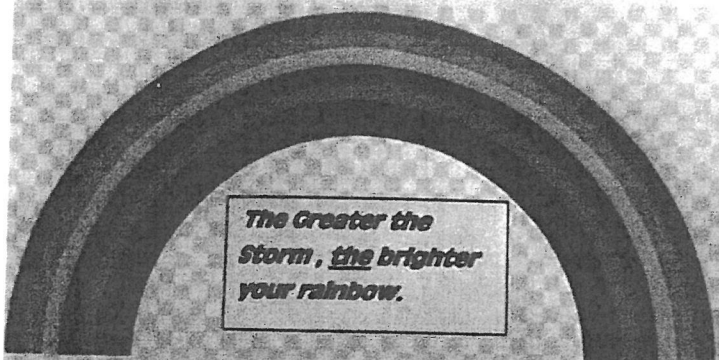
Blayde Gonzalez LPN

P40

A graphic for 'Essential Healthcare Hero of the Week' featuring a photograph of Blayde Gonzalez, an LPN, wearing a dark polo shirt and a clear face shield. The text is arranged in a stylized, blocky font. The page number 'P40' is located at the bottom right of the graphic.



March 30 to April 3 RESIDENTS AND STAFF



*The Greater the Storm, the brighter your rainbow.*

- MONDAY- WEAR RED
  - TUESDAY- WEAR ORANGE
  - WEDNESDAY- WEAR YELLOW
  - THURSDAY- WEAR GREEN
  - FRIDAY- WEAR BLUE
- THE SHIFT WITH THE MOST PARTICIPANTS WILL GET A PRIZE!!
- SEE VIVIAN IN ACTIVITIES FOR MORE DETAILS



# FRIDAY MAY 17<sup>TH</sup> 10A-6P ANNUAL STAFF APPRECIATION DAY

*In honor of National Nursing Home Week May 13<sup>th</sup>-19<sup>th</sup> Tri-County Nursing Home would like to spend the day showing our appreciation for our staff!*

Prizes have been donated by:

- Road Divas, Southern Oils, Elle Cochina, Skinny Wallet
- Best Drugs, Bealls Outlet, Chiefland Tire, Badcock,
- Home Care, Haven Hospice, Remedi Seniorcare, Shelly's
- Toes, Merle Norman, Bejeweled, Chiefland Billiards,
- Homecare,



Be sure to bring your family for a fun day of water & sun!

Swimming, Food, Boat Rides, Kayaking, Volleyball, & Picnicking!

See Autumn Days at the Park for your FREE parking pass!

If you work in the morning, come to work. If you work in the evening, come to work. If you work at night, then come to work after 10 PM!

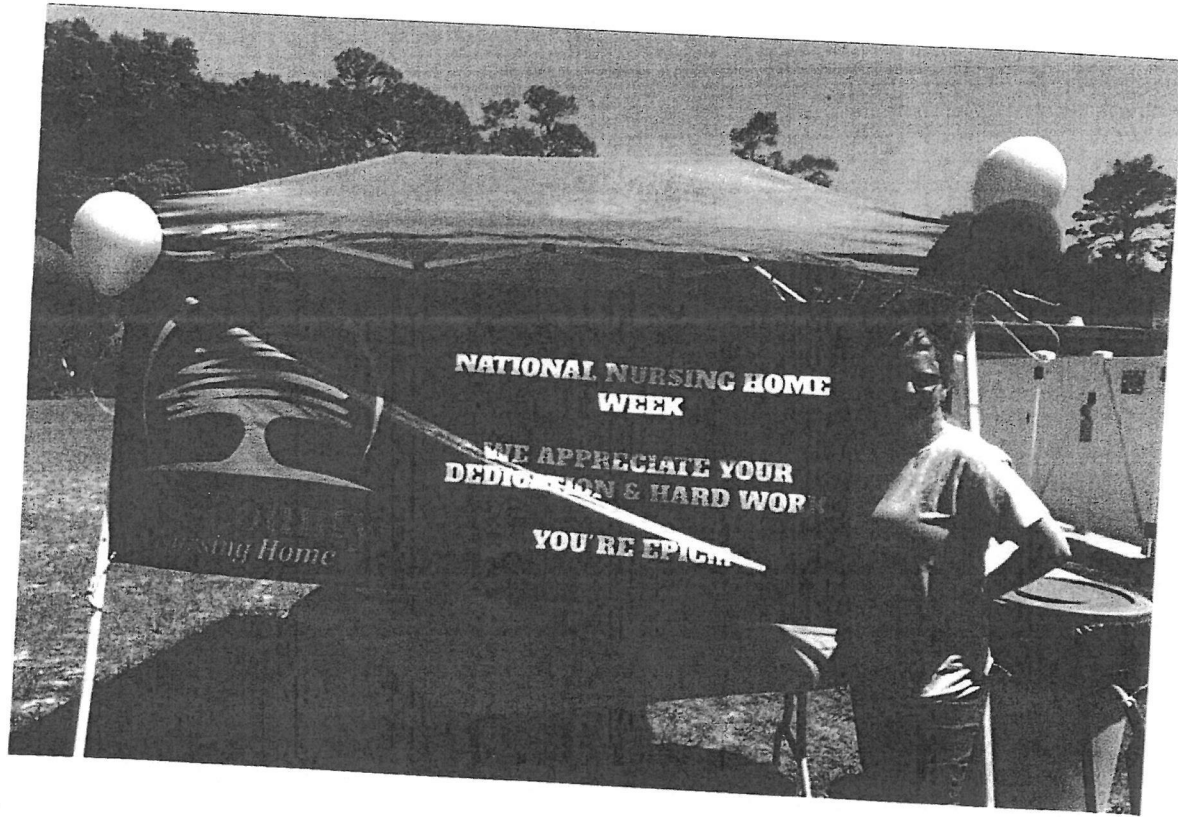












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IS HOSTING TWO  
FREE PCA Classes!

**November 15th-17th**  
**And**  
**December 13th-15th**

Please contact Mary Allen at  
352-463-1222

# TRI-COUNTY NURSING HOME

## (6) STABLE WORKFORCE

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

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.

TOTAL NUMBER OF NURSING STAFF EMPLOYED DECEMBER 31, 2023

**84**

TOTAL NUMBER OF NURSING STAFF EMPLOYED AT FACILITY FOR AT LEAST ONE YEAR

**55**

DIVIDE TOTAL NUMBER OF NURSING STAFF EMPLOYED DECEMBER 31, 2023 BY  
TOTAL NUMBER OF NURSING STAFF EMPLOYED DECEMBER 31, 2023

**65%**

**RECEIVED**

**MAR 15 2024**

**Long Term Care Services Unit**

## STABLE WORKFORCE DATA

## **Section H – Targeted In-Service**

The targeted in-services are forever evolving. Education is provided as new updates regarding regulatory compliance are issued. Any change in facility policy/procedure will trigger a targeted in-service. Targeted in-services are also a result of walking rounds conducted by the interdisciplinary team. On the spot training provided and followed up with a department wide in-service.

1. Annual Staff Education Calendars
2. Skills Competency Evaluations
3. Regulatory Compliance Updates/Concerns
4. Corporate Compliance Updates/Concerns
5. Random Audits conducted
6. New Policies/Procedures
7. Walking Rounds



# IN-SERVICE CALENDAR 2024

Month/Date	Topic	Instructor
MONDAY JANUARY 15th	-FEDERAL/STATE REGULATIONS -CORPORATE COMPLIANCE -ETHICS -PERSON CENTERED CARE*	DON
MONDAY JANUARY 29TH	-RESIDENTS RIGHTS -OMBUDSMAN PROGRAM -ACTIVITIES: WHAT YOU NEED TO KNOW	ACTIVITIES DIRECTOR <i>Cynthia Ellison</i>
WEDNESDAY FEBRUARY 14TH	-PEER COMMUNICATION* -FALL PREVENTION *CARING FOR THE RESIDENTS ENVIRONMENT	DON
THURSDAY FEBRUARY 29TH	-MEDICAL RECORD DOCUMENTATION -MEDICARE FRAUD, WASTE, ABUSE -MDS: WHAT YOU NEED TO KNOW	MDS
THURSDAY MARCH 14TH	-MEDICATION ERROR PREVENTION -MEDICATION MANAGEMENT* -TRANSITIONS OF CARE* -SURVEY READINESS	DON
FRIDAY MARCH 29TH	-INFECTION CONTROL OVERVIEW/UPDATE * -HIV/AIDS	ICP
MONDAY APRIL 15TH	-DOMESTIC VIOLENCE -WORKPLACE VIOLENCE -SEXUAL HARASSMENT	SDC
MONDAY APRIL 29TH	-CUSTOMER SERVICE -TERMS OF ENDEARMENT -ADMISSIONS: WHAT YOU NEED TO KNOW	ADMISSIONS
TUESDAY MAY 14TH	-QAPI -CULTURAL COMPETENCY* -HUMAN TRAFFICKING	SDC
WEDNESDAY MAY 29TH	-RESIDENT ABUSE, NEGLECT, EXPLOITATION* -ADVANCE DIRECTIVES/DNR/PATIENT SELF DETERMINATION ACT -SOCIAL SERVICES: WHAT YOU NEED TO KNOW	SOCIAL SERVICES
FRIDAY JUNE 14TH	-SDS/MDS -HAZARDOUS WASTE, LOCKOUT/TAGOUT -HOUSEKEEPING: WHAT YOU NEED TO KNOW	HOUSEKEEPING
FRIDAY JUNE 28TH	-ACTIVE SHOOTER -EMERGENCY/DISASTER PLANNING -OSHA Standards -MAINTENANCE: WHAT YOU NEED TO KNOW	MAINTENANCE <i>ASU</i>
MONDAY JULY 15TH	-CYBER SECURITY -HIPAA -HUMAN RESOURCES: WHAT YOU NEED TO KNOW	HR DIRECTOR

\*Schedule may be subject to change due to instructor availability and facility needs.\*

MONDAY JULY 29TH	-TRAUMA INFORMED CARE/PTSD -BEHAVIORAL HEALTH* -MANAGING/DOCUMENTING BEHAVIORS -SPECIAL CARE UNIT	SDC
WEDNESDAY AUGUST 14TH	-NUTRITION AND HYDRATION -FEEDING TECHNIQUES -ADAPTIVE EQUIPMENT -DIETARY: WHAT YOU NEED TO KNOW	DIETARY MANAGER
THURSDAY AUGUST 29TH	-BODY MECHANICS -ROM AND USE OF LIFTS -THERAPY: WHAT YOU NEED TO KNOW	THERAPY DIRECTOR
FRIDAY SEPTEMBER 14TH	-WOUND CARE AND PREVENTION OF WOUNDS -PRESSURE INJURY AND PREVENTION -INCONTINENCE -WOUND CARE: WHAT YOU NEED TO KNOW	WOUND CARE NURSE
MONDAY SEPTEMBER 30TH	-INFECTION CONTROL OVERVIEW/UPDATE -BLOODBORNE PATHOGENS -CODE PINK-MISSING RESIDENT	ICP
MONDAY OCTOBER 14TH	-HOSPICE -END OF LIFE CARE -PAIN MANAGEMENT	SDC
TUESDAY OCTOBER 29TH	-RISK MANAGEMENT -ACCIDENT PREVENTION AND SAFETY AWARENESS -FALL PREVENTION	DON
THURSDAY NOVEMBER 14TH	-DEMENTIA	
FRIDAY NOVEMBER 29TH	-ALZHEMIERS	
DECEMBER TBA	ANNUAL SKILLS FAIR	

Administrator

  
Assistant Director of Nursing

Director of Rehab

Housekeeping Supervisor

Director of Nursing

MDS

Activities Director

Maintenance Director

Medical Director

Social Services Director

Admissions Director

Dietary Manager

Human Resources Director

Business Office Manager

\*Schedule may be subject to change due to instructor availability and facility needs.\*



## In-Service Calendar 2023

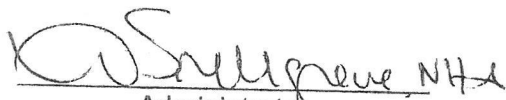
MONTH/DATE	TOPIC	INSTRUCTOR
Jan 14th	-Survey Readiness- Mock Survey Results -Federal/State Regulations -Corporate Compliance (Facility P/P) -Ethics	DON
Jan 30th	-Residents Rights -Ombudsman Program -Activities: What you need to know	Activities Director
Feb 14th	-Survey Readiness- (Review) -Peer Communication	DON
Feb 28th	-Medical Record Documentation -Medicare Fraud, Waste, Abuse -MDS: What you need to know	MDS
March 14th	-Survey Readiness (Review) -Medication Error Prevention	DON
March 29th	-Infection Control Overview/Update -HIV/AIDS	ICP
April 14th	-Domestic Violence / Workplace Violence -Sexual Harassment	Staff Edu Coord/Unit Manager
April 28th	-Customer Service -Terms of Endearment -Admissions: What you need to know	Admissions Director
May 15th	-QAPI -Cultural Competency -Human Trafficking	Staff Edu Coord/Unit Manager
May 29th	-Resident Abuse, Neglect, Exploitation -Advance Directives/DNR/Patient Self Determination Act -Social Services: What you need to know	Social Services Director
June 14th	-SDS/MSDS -Hazardous Waste, Lockout/Tagout -Housekeeping: What you need to know	Housekeeping Director
June 29th	-Elopement -Emergency and Disaster Planning (fire, floods, hurricanes, active shooter, etc) -Maintenance: What you need to know	Maintenance Director
July 14th	-Cyber Security -HIPAA Human Resources: What you need to know	HR Director




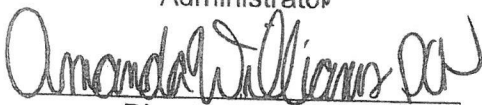
# Tri-County Nursing Home

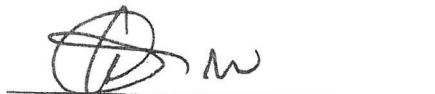
Neighbors helping Neighbors.

July 28th	-Trauma Informed Care/PTSD -Behavioral Health -Managing/Documenting Behaviors	Staff Edu Coord/Behavioral Mngmt Coord
Aug 14th	-Nutrition and Hydration -Feeding Techniques and Thickened Liquids <i>-Dietary: What you need to know</i>	Dietary Manager
Aug 29th	-Fall Prevention and Body Mechanics -ROM and Use of Lifts <i>-Therapy: What you need to know</i>	Therapy Director
Sept 14th	-Wound Care and Prevention of Wounds -Pressure Injury and Prevention -Incontinence <i>-Wound Care: What you need to know</i>	Wound Care Nurse
Sept 28th	-Infection Control Overview/Update -Bloodborne Pathogens	ICP
Oct 13th	-Hospice -End of Life Care	Staff Edu Coord/Unit Manager
Oct 27th	-Risk Management -Accident Prevention & Safety Awareness	DON
November 2023	-Alzheimers/Dementia: 1HR & 3 HR Inservices (More details to be announced at a later date regarding training)	Staff Edu Coord/Unit Manager
December 2023	-Staff / Resident Christmas -Skills Check-Offs & Competency Assessments: Schedule to be announced at a later date	Staff Edu Coord/ Unit Managers

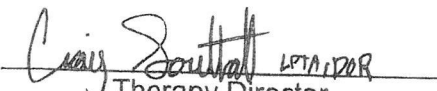
  
K. Sullivan NH  
Administrator

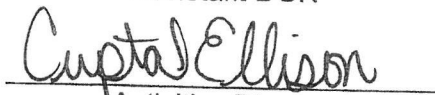
  
Medical Director

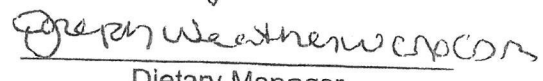
  
Amanda Williams RN  
Director of Nursing

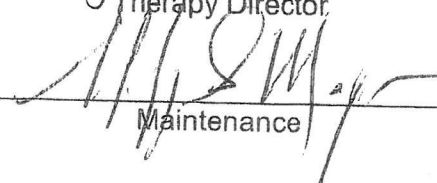
  
Assistant DON

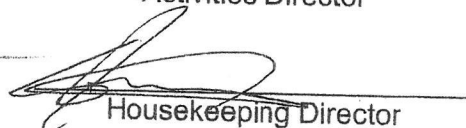
  
Staff Development Coordinator

  
Craig Southall LPTA/DOR  
Therapy Director

  
Crystal Ellison  
Activities Director

  
Dietary Manager

  
Maintenance

  
Housekeeping Director

  
Social Services Director





## In-Service Calendar 2022

Month	Topic	Instructor
JANUARY	QAPI/SURVEY READINESS AND YOUR ROLE  INFECTION CONTROL  ALZHEIMER'S DEMENTIA & RELATED DISORDERS IN END OF LIFE CARE  ASSISTING WITH PROPER FEEDING & THICKENED LIQUIDS	UNIT MANAGER  INFECTION PREVENTIONIST  <b>HAVEN HOSPICE</b>  DIETARY MANAGER, SLP, RD
FEBRUARY	"RIGHT TO KNOW/HAZARDOUS WASTE AND LOCK OUT/TAG OUT"  TECHNIQUES FOR ASSISTING/RESPONDING TO THE COGNITIVELY IMPAIRED  FEDERAL AND STATE REGULATION/CORPORATE COMPLIANCE  CYBER SECURITY  MEDICAL RECORD DOCUMENTATION AND LEGAL INFORMATION  MEDICAL RECORD DOCUMENTATION AND LEGAL ASPECTS FOR CNAs	HOUSEKEEPING DIRECTOR, MAINTENANCE DIRECTOR  <b>COMMUNITY HOSPICE</b>  DIRECTOR OR NURSING  UNIT MANAGER  MDS COORDINATOR  <b>COMMUNITY HOSPICE</b>
MARCH	BODY MECHANICS/FALL PREVENTION  WOUND CARE AND PREVENTION  PRESSURE ULCER RISK AND PREVENTION  MEDICAL ERROR PREVENTION  MEDICAL ERROR PREVENTION AND SAFETY FOR CNAs  MANAGING PROBLEM BEHAVIORS IN ALZHEIMER'S AND OTHER DEMENTIA	REHAB DIRECTOR  WOUND CARE NURSE  WOUND CARE NURSE  UNIT MANAGER  <b>COMMUNITY HOSPICE</b>  <b>COMMUNITY HOSPICE</b>
APRIL	HIPAA PRIVACY STANDARDS: EMPLOYEE AND RESIDENT RECORDS  INFECTION CONTROL  HOSPICE/END OF LIFE CARE	MEDICAL RECORDS  INFECTION PREVENTIONIST  <b>COMMUNITY HOSPICE</b>
MAY	CULTURALLY COMPETENT CARE  PERFORMING A SPIRITUAL ASSESSMENT  CUSTOMER SERVICE  INCONTINENCE: REDUCTION AND PREVENTION  ACCIDENT PREVENTION & SAFETY AWARENESS: FALLS, FIRES AND OTHER HAZARDS	DIRECTOR OF ACTIVITIES  <b>COMMUNITY HOSPICE</b>  MARKETING LIAISON  UNIT MANAGER  DIRECTOR OF MAINTENANCE

\*Schedule may be subject to change due to instructor availability and facility needs.\*

JUNE	RESIDENT RIGHTS/RESIDENT ABUSE, NEGLECT, EXPLOITATION AND RELATED  WORKPLACE VIOLENCE/DOMESTIC VIOLENCE	COMMUNITY HOSPICE  COMMUNITY HOSPICE
JULY	INFECTION CONTROL  ELOPEMENT: DO YOU KNOW WHERE YOUR RESIDENT IS/ANATOMY OF A DRILL  ADVANCED DIRECTIVES AND PATIENT SELF-DETERMINATION ACT  RED LIGHT/GREEN LIGHT (CODE STATUS)	INFECTION PREVENTIONIST  INTERDISCIPLINARY TEAM  COMMUNITY HOSPICE  DIRECTOR OF SOCIAL SERVICES
AUGUST	BODY MECHANICS/FALL PREVENTION  HIV/AIDS  COMPLEMENTARY THERAPIES (PALLIATIVE CARE)	DIRECTOR OF THERAPY  FDOH  COMMUNITY HOSPICE
SEPTEMBER	EMERGENCY PREPAREDNESS: FIRE PREVENTION, LIFE SAFETY, ACTIVE SHOOTER & DISASTER PREPAREDNESS/DRILL ANATOMY  PRINCIPLES OF NUTRITION AND HYDRATION  INFECTION CONTROL  ETHICS & COMPLIANCE  ETHICS OF END-OF-LIFE CARE	DIRECTOR OF MAINTENANCE  DIETARY MANAGER  INFECTION PREVENTIONIST  ADMINISTRATOR  COMMUNITY HOSPICE
OCTOBER	PROMOTING INDEPENDENCE IN ADLs WITH DEMENTIA PATIENTS  TRAUMA INFORMED CARE  VETERANS: THE EFFECT OF MILITARY SERVICE ON END-OF-LIFE CARE	DIRECTOR OF SOCIAL SERVICES  DR. MHATRE/DR. ROBERTS  COMMUNITY HOSPICE
NOVEMBER	MEDICARE/MEDICAID FRAUD, WASTE AND ABUSE  HUMAN TRAFFICKING	SUNSHINE HEALTH  ADON
DECEMBER	SKILLS CHECK OFFs	INTERDISCIPLINARY TEAM

DON SIGNATURE/DATE: 

ADMINISTRATOR SIGNATURE/DATE:  NHA

MEDICAL DIRECTOR SIGNATURE/DATE:  4/1/22

\*Schedule may be subject to change due to instructor availability and facility needs.\*

## Section I – Best Practices

- Antipsychotic & Psychotropic Use Reduction Program
  - Program recognized and presented to Joint Commission in 2020
  - Bi-Weekly rounding with licensed psychiatry personnel
  - Monthly Gradual Dose Reduction Meetings (Physician, Director of Nursing, Psychiatry)
  - Enhanced resident activities provided to engage the resident in alternative methods to reduce behaviors
  - Elicit family support as needed to aid in the reduction of antipsychotic uses
  - Physician education to ensure not to prescribe unnecessary psychotropic medications are not prescribed
- Wound Care Program
  - Full-time Wound Care Certified Registered Nurse
  - Weekly rounding by a Wound Care Physician
- Specialized COPD/CHF Management
  - Weekly rounding by a Respiratory Therapist and additionally as needed
  - High Flow Oxygen Concentrators available for use.
- Advanced Care Planning Services
  - Partner with Hospice for residents/representatives that agree
    - This program introduces hospice, their services and allows familiarity of the program
- Infection Control Program
  - Noted to not received any deficiencies related to Infection Control through multiple Focused Covid-19 Infection Control Surveys
- Specialized Dementia Training Program
  - A certified virtual reality tending program that places the attendee in the viewpoint of a person with Dementia.
  - 2 Certified trainers in our facility.
  - Offered quarterly to staff members
  - Offered to the community during community events.
  - Offered to our County Emergency Personnel
- Adoption of Center for Medicare Services Artifacts of Culture Change
  - Home-Like Environment
    - Residents rooms are theirs to decorate as they choose
  - Consistent Staff member assignments
  - Food Committee Meetings
    - Residents vote on new items or items they would like to have at upcoming events or placed on the menu
  - Resident Council
  - Family Council
  - Resident Centered activities
  - Dining Culture
    - No pre-prepped or pre-made food items here. Our chefs make the meals on-site.
    - Al-la Carte menu
    - Resident preferences available
    - Multiple Dining rooms available
- Specialized Therapy Team
  - Follow residents in home setting after discharge from facility
  - Outpatient therapy
- Specialized Discharge Program
  - Calls placed after discharge to ensure success in community

- Readmit to facility if necessary
- Provide meals
- Schedule appointments
- Assist with utilities
- Agency for Healthcare Research & Quality Patient Safety Culture Survey Utilization
- Agency Free Facility
  - Remained agency free throughout the COVID-19 pandemic and still agency free
  - Only facility in the Tri-County Area (Gilchrist, Levy, Dixie) to do so
- Specialized Dementia Unit
  - Specialized 10 bed Dementia Unit
  - Consistent Staff members at all times
  - Staff receive specialized dementia training
- Facility Culture
  - Our residents and staff boast about the Home-Like Environment and friendliness of ALL of our staff members.
  - Residents state the LOVE from everyone is so apparent throughout the facility and because of that, it makes this feel like home to them.
- Neighborhood Ambassador Program
  - Interdisciplinary Team Participates
  - A weekly review of our Quality Indicator report is provided to each team member. The report indicates if one of our residents is having certain issues, such as weight loss, depression, UTI's. This allows the team member to note very specific items, is there water available, is the resident being engaged with by staff members.
  - Also provides the resident a "Team Member" they rely on as their Ambassador.
  - Audit form used to notate resident appearance, resident room appearance, any concerns. This report is submitted weekly.
  - We have observed a significant positive impact with this program in all avenues of resident care, facility cleanliness, and resident engagement.

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MAR 15 2024

3/13/2024

Long Term Care Services Unit



## A LITTLE ABOUT US

- ▶ Tri-County Nursing Home has been serving the Gilchrist, Levy, Dixie county communities since 1992
- ▶ Joint Commission Gold Seal of Approval since 2018
- ▶ The Center for Medicare Services ranked us with 5 stars since 2018, including 5 stars in Quality Measures since 2018
- ▶ Deficiency free COVID-19 Focused Infection Control Surveys
- ▶ Agency Free status throughout the COVID-19 pandemic, and on-going
- ▶ 2022 Gilchrist County Chamber Non-Profit Organization of The Year
- ▶ Internal Medicine & Family Practice clinic located on campus
- ▶ Over 70% of overall staff employed greater than 1 year, 32% of overall staff over 5 years and 16% of overall staff greater than 10 years.
- ▶ Over 65% of Nurse staff employed greater than 1 year
- ▶ Specialized Dementia Unit



MAR 15 2024

Long Term Care Services Unit

## COMMUNITY / FAMILY INVOLVEMENT

- ❖ We host an Annual Easter Egg Hunt, Annual 4<sup>th</sup> of July Event, & Annual Fall Festival - All of which is free to the community with 1000+ in attendance for each event
- ❖ We partner with local organizations:
  - ❖ Gilchrist County Senior Center
  - ❖ Fanning Springs Chamber of Commerce
  - ❖ Chiefland Rotary Club
  - ❖ Chiefland Chamber of Commerce
  - ❖ Gilchrist County Chamber of Commerce
  - ❖ Gilchrist County Rotary Club
  - ❖ Care Giver Support Group - Bringing awareness to Alzheimer's & Dementia
- ❖ North Central Florida Health Care Coalition
- ❖ Quarterly Family Council Meetings

## VOLUNTEER BASE

- ▶ Gilchrist County Senior Center
- ▶ Eldergrow
- ▶ Local Schools
- ▶ Community Churches
- ▶ Multiple Bands
- ▶ Local Community Residents

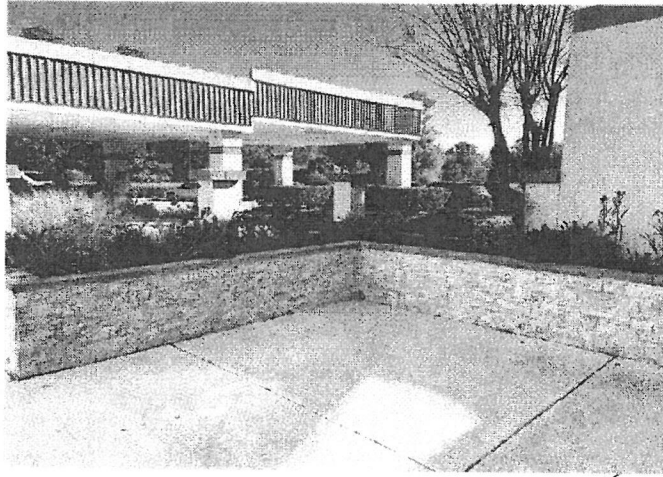
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Long Term Care Services Unit

CULTURE CHANGE IN THE RESIDENT ENVIRONMENT  
RASIED FLOWER BEDS



SPECIALIZED ALZHIEMER'S / DEMENTIA UNIT



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Long Term Care Services Unit

## FRONT LOBBY - SITTING AREA



## FAVORED AREAS



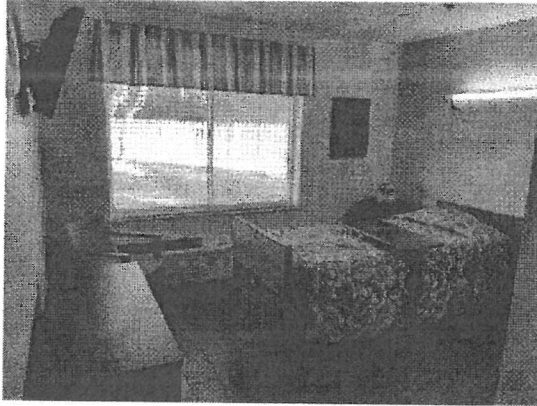
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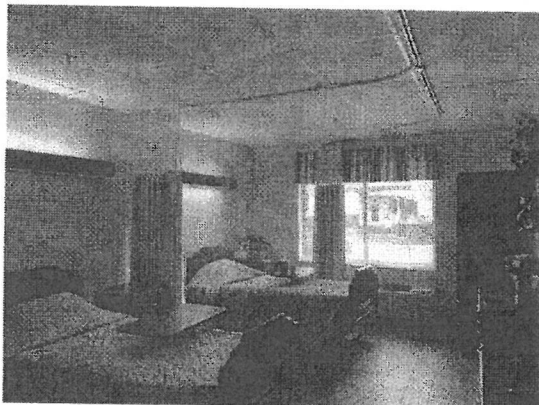
MAR 15 2024

Long Term Care Services Unit

17 PRIVATE ROOMS  
WITH PRIVATE BATHROOM/SHOWER



HOME-LIKE SEMI-PRIVATE ROOM  
WITH PRIVATE BATHROOM/SHOWER



MAR 15 2024

Long Term Care Services Unit

## FACILITY EXCELLENCE

- ▶ Antipsychotic & Psychotropic Use Reduction Program -
  - ▶ Program presented to Joint Commission in 2020
- ▶ Wound Care Program
  - ▶ Full-Time Wound Care Certified Registered Nurse
  - ▶ Wound Care Physician weekly rounding
- ▶ Specialized COPD/CHF management
  - ▶ BiPap
  - ▶ C-Pap
  - ▶ Trilogy Machine
- ▶ Advanced Care Planning Services
- ▶ Effective Antibiotic Stewardship Program
- ▶ Specialized Dementia Training Program
  - ▶ Virtual dementia training is also offered during family council, hosted community events, and partnered community events

## FACILITY EXCELLENCE

- ▶ Effective adoption of Center for Medicare Services Artifacts of Culture Change
  - ▶ Dining Culture
    - ▶ No pre-prepped meals - Facility made meals, even hand tossed pizza dough
    - ▶ Multiple Dining Programs to meet individualized resident needs
    - ▶ Al-la Carte meals
    - ▶ Multiple Dining Areas to accommodate resident preferences
  - ▶ Specialized Therapy Team
    - ▶ Outpatient Therapy
    - ▶ Many residents continued to be followed in the home by in-house therapists
  - ▶ Specialized Discharge Program
    - ▶ On-going calls to discharged residents to ensure continued success in the community
      - ▶ Utilities, Meals, Physician Visits, Medications, Home Health Visits & etc.



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Long Term Care Services Unit

## FACILITY EXCELLENCE

- ▶ Home-like Environment
  - ▶ Personalized Resident Rooms
  - ▶ Raised Gardens/Flower Beds
- ▶ Resident Meetings
  - ▶ Bi-weekly Food Committee Meetings
  - ▶ Monthly Resident Council Meetings
  - ▶ Quarterly Family Council Meetings
- ▶ Resident centered activities
- ▶ Consistent staff member assignments
- ▶ Agency for Healthcare Research & Quality Patient Safety Culture Survey Utilization
- ▶ Outstanding Resident and Family satisfaction
  - ▶ Resident Care & Services Provided
  - ▶ Resident Environment
  - ▶ Facility Culture

## STABLE WORKFORCE

- ▶ 65% of Nurse Staff employed greater than 1 year in the facility
- ▶ Robust Staff Development Program
  - ▶ Professional development encouragement
- ▶ Excellent Continuing Education Program/Opportunities
  - ▶ Annual conferences attended by Interdisciplinary Team Members, including Direct Care Staff
  - ▶ ANACC Certification Program
- ▶ Personal Care Attendant Program with heightened focus to ensure continued career advancement to Certified Nurse Assistant and beyond
- ▶ Center for Medicare & Medicaid Services Nursing Home Satisfaction Survey Utilization
- ▶ Florida Gateway Nursing Program Clinical host
- ▶ Chiefland High School Annual Health Occupation Course Clinical host

MAR 15 2024

Long Term Care Services Unit

## VIDEO PRESENTATION



## CUSTOMER SATISFACTION

- ▶ "I have witnessed so many of our residents just blossom from the care and the love we all receive here." - AH
- ▶ "I will never forget all the kind, genuine people that interacted with 'him' during his stay . . . No amount of words that can show my gratitude and appreciation I have for this facility and the people that work there." - ML
- ▶ "Now 1 ½ years later all of her physical injuries she came here with are healed and she is doing amazing" - GB
- ▶ "Tri-County Nursing Home is the most amazing, loving and compassionate place you will ever find" - PW (Google Review)
- ▶ "I know we made the right choice choosing this facility" - MY
- ▶ "It feels like home here, and home feels like love" - CB

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3/13/2024

Long Term Care Services Unit



Thank you for the opportunity



**Gilchrist County Board of County Commissioners**

P.O. Box 37  
112 S. Main Street  
Trenton, FL 32693

Phone: 352-463-3198 Fax: 352-463-3411

District I  
Sharon A. Langford

District II  
Bill Martin

District III  
Farrell Smith

District IV  
Tanny Langford

District V  
Sandra Thomas

David "Duke" Lang, Jr.  
County Attorney  
352-463-7800

Hobby Crosby  
County Administrator  
352-463-3198

Todd Newton  
Clerk of Court  
325-463-2170

02/20/2024

To Whom It May Concern:

It is with great pleasure we recommend Tri-County Nursing Home, in Fanning Springs, for consideration for the Nursing Gold Seal Award presented by the Agency for Health Care Administration. Tri-County Nursing Home is an excellent privately owned and operated facility that offers its residents the very highest quality of rehabilitative services and environment. It works diligently in providing quality care to their residents and peace of mind to their loved ones and caregivers. Tri-County Nursing Home also host huge events that are free to the community that bring great Joy and kindred spirits to the residents.

Tri-County Nursing Home has the highest quality standards and is considered 5 Star according to the Center for Medicare Services and State of Florida. It is an honor to recommend and support Tri-County Nursing Home for candidacy for the Gold Seal.

Sincerely,



Bill Martin  
Chair, Gilchrist County Board of County Commissioners

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MAR 15 2024  
Long Term Care Services Unit



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MAR 15 2024

Long Term Care Services Unit

2/21/2024

My [REDACTED] was a resident at Tri-County Nursing Home for [REDACTED], additionally, my [REDACTED] was also for the [REDACTED] of his life. Prior to [REDACTED] going to Tri-County Nursing Home, [REDACTED] resided in a different 5 Star Rated Nursing Home.

However, it should be noted, the 5 Star care provided at Tri-County Nursing Home is truly 5 Star.

The nursing team was phenomenal with [REDACTED]. They were [REDACTED] there at the beginning of the pandemic, and I never worried about [REDACTED] being safe.

The care was exceptional. Even when we were not allowed to visit, the nursing home did everything possible to keep everyone happy and engaged.

You will never understand how hard it was to not hug your [REDACTED] and your [REDACTED] because the government shut down visitation, but the nursing home made sure we still had every chance to do window visits, and telly visits. They made sure activities were going non-stop to keep the residents happy, and not let them get sad, and as soon as we were allowed to visit the staff called and let us know and we began scheduled visits, and felt absolutely safe with all the safety measures they had in place.

I am trying to get my head wrapped around how to tell everyone how much I love the staff there and how to let everyone know how much I appreciate each and every one of them and what they did for my most treasured loves [REDACTED] in the final years of [REDACTED] life, even though the most difficult of times. There are no words to express how much I appreciate everything they did, and still do with calls to check in on me, and invite me to the [REDACTED] so I;m not by myself.

Thank you,  
[REDACTED]



July 26, 2023

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Heather Snellgrove,

MAR 15 2024

Long Term Care Services Unit

Please accept my grateful Gratitude for the guidance, compassion, and time that you have given my family in the last [REDACTED] in placing my [REDACTED] in Tri County [REDACTED]. Without you this would not have happened.

I cannot even begin to explain to you the impact of [REDACTED] attacking our family. I use the word attacking because it takes your loved one away from you. They [REDACTED] their family and friends. It is like a computer crashing and the [REDACTED] is slowly lost. They lose control of their [REDACTED]. As a [REDACTED] that loves [REDACTED], you try to hold on and take care of them as long as you can. You finally reach the point that you can not take care of them and then you feel guilty, and heart broken.

A [REDACTED] recommended tri county after [REDACTED] [REDACTED] was a resident and eventually passed away at the facility. Your guidance, Compassion and caring heart made us feel comfortable with Tri County. I have [REDACTED] days visiting my [REDACTED] because I truly love [REDACTED] want [REDACTED] to remember me. At times [REDACTED] does not know who I am or [REDACTED]. This is heart wrenching.

I know you already know all the above, but I wanted you to know how [REDACTED] truly feel.

Your guidance in explaining the paperwork, cost, [REDACTED], and steps for admitting [REDACTED] was invaluable. I was impressed with your open-door policy and for answering questions and concerns

immediate family may have.

We are so happy with the care [REDACTED] is receiving and the staff that are taking care of [REDACTED]. I know we made the right choice choosing this facility. You are a huge part of this facility, and they are fortunate to have you.

A simple thank you seems inadequate but thank you for all you do.

[REDACTED]

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MAR 15 2024

Long Term Care Services Unit

---

We are usually [REDACTED]  
the [REDACTED] holiday, but  
this year we couldn't leave - I  
was out in the late afternoon on  
July 4th and noticed you setting  
up for the [REDACTED]  
What I didn't realize, was it was

---

open to the public! I am  
just so impressed that your  
company would show such  
generosity to the community -  
Everyone was having a  
wonderful time - It does  
not go unnoticed! Sue  
[REDACTED]

JULY 22, 2023

TO THE ADMINISTRATOR OF TRI-COUNTY NURSING HOME

I WANT TO THANK YOU FROM THE BOTTOM OF MY HEART FOR THE GREAT CARE THAT YOUR STAFF HAS GIVEN TO MY [REDACTED].

YOUR STAFF HAS MADE THIS PLACE FEEL LIKE MY HOME TO [REDACTED] AND [REDACTED] ALWAYS GREETED WITH A SMILE FROM YOUR STAFF AND ALWAYS ASK IS THERE ANYTHING I CAN DO FOR YOU OR [REDACTED]?

[REDACTED] CAME THROUGH IN JAN OF THIS YEAR [REDACTED] HAS [REDACTED] WHICH I DID NOT UNDERSTAND HOW IT WORKS ON SOMEONE, WITH THE HELP OF YOUR STAFF I HAVE ABLE TO UNDERSTAND IT MUCH BETTER.

AS YOU KNOW I [REDACTED] A WEEK, I GOT TO MEET A LOT OF YOUR STAFF, I KNOW COOKS, GROUNDS KEEPER, ACTIVITIES DIRECTOR, PHYSICAL THERAPY PERSONNEL, OCCUPATIONAL THERAPY PERSONNEL THE MANY CNA'S THE NURSES AND THE DOCTORS. I TALK TO THEM ALL AND ASK QUESTIONS IF THEY CAN'T ANSWER THEY WILL DIRECT ME TO SOMEONE WHO CAN.

AS YOU KNOW I HAD TO [REDACTED] YOU ALL WHOSE VERY HELPFUL OVER AGAIN THROUGH THIS PROCESS.

[REDACTED] HAS BEEN IN THE [REDACTED] FOR ABOUT [REDACTED] NOW, [REDACTED] IS SAFE AND BEING CARE FOR, WHAT A BUNCH OF GREAT PEOPLE.

THANK YOU  
[REDACTED]



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MAR 15 2024

Long Term Care Services Unit  
P71

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Sat. August 19, 2023

Thank you for  
helping with  
the care of our  
  
While she was in  
Tri County Nursing  
Home -  
Blessings to the  
work + care you  
give to all -  


God bless you  
with the same  
peace, hope,  
and love  
that you bring  
to the lives  
of others.

RECEIVED

MAR 15 2024

Long Term Care Services Unit

The [redacted]  
family would  
to thank everyone  
who took care of  
you



[redacted]  
guys are awesome.  
Love, Bless  
Do Good, pray

you are  
Blessed.

...for you  
and your  
thoughtfulness.

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MAR 15 2024

Long Term Care Services Unit





8-1-22

!

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MAR 15 2024

Long Term Care Services Unit

Tri-County Nursing Home  
It really meant a lot!

Thank you to all employees for  
the wonderful care that was  
given to our [REDACTED]

[REDACTED] appreciate  
your thoughtfulness in making  
[REDACTED] final days comfortable.  
Sincerely,  
[REDACTED]



P74

17

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MAR 15 2024

2-17-2024

Long Term Care Services Unit

To Whom it may concern,

I'm writing this letter about Tri-County

Nursing Home, which has been my home for the [REDACTED]

Not only is this facility amazing, it's really like our own community. When I first arrived here I was scared and

needed lots of help to become independent. All the staff

here made me feel so welcomed, loved, and most of all

safe. We have an excellent therapy team here, as well as

amazing nurses, CNAs, and really all the staff from every department

take an interest in our lives here, and let us be a part

of their lives. I have witnessed so many of our

residents just blossom from the care and the love

that we all receive here. I will continue to [REDACTED]

here because I'm so happy here and I would highly

recommend our home for anyone looking or needing

help with any of their needs to come here and become part of our close knit family.

Sincerely

RECEIVED

MAR 15 2024

Date: February 16th, 2024

Long Term Care Services Unit

To Whom It May Concern:

My name is [REDACTED] My [REDACTED] and [REDACTED] [REDACTED] at Tri County Nursing Home from [REDACTED] [REDACTED] when [REDACTED] passed away at the facility. [REDACTED] passing away was one of the hardest things I have gone through during my [REDACTED] [REDACTED] on this earth but, it was made bittersweet and bearable because we were at Tri County Nursing Home. The entire facility was so attentive to mine and my family's needs from administration to housekeeping. We were treated like family and made so comfortable by all staff members in the facility. [REDACTED] was so happy with everyone and enjoyed everyone at the facility. We had an experience with another nursing home in [REDACTED] and that experience pales in comparison to the amazing care we received at Tri County Nursing Home. I will never forget all the kind, genuine people that interacted with [REDACTED] during [REDACTED] stay and even more so during [REDACTED] final days. There are no amount of words that can show my gratitude and the appreciation I have for this facility and the people who work there. In fact, I attend [REDACTED] to this day because I view the people at that facility as my family.

I cannot think of a facility more deserving of a Gold Seal Award than Tri County Nursing Home.

Sincerely

[REDACTED]

RECEIVED

MAR 15 2024

Long Term Care Services Unit



February 20<sup>th</sup>, 2024

Dear Heather,

I am pleased to write a letter of support for the Tri-County Nursing Facility. I have worked as a Nurse for Tri-County Nursing and had a [REDACTED] stay with you. The level of excellence at your facility, the caring staff, and the flexibility of the staff and administration to accommodate the needs of the residents and families are what make your facility excellent.

It was such a pleasure to work for an administration that was open to suggestions by staff members, and willing to make changes when needed for the employees, residents, and families.

Being a nurse in my community for 40 years I am often asked by people when faced with the decision regarding nursing home placement for short term or long term "Where would you suggest we go" I always say Tri-County Nursing facility is **Number 1 for excellence in all areas.**

Sincerely

Sheila Frierson R.N.

Community & Business Partnerships

Dixie County Anti-Drug Coalition

2 reviews · 2 photos

a year ago

Tri County Nursing Home is the most amazing, loving and compassionate place you will ever find. [REDACTED] [REDACTED] final days there and everyone from the RN's to the CNA's to the LPN's to the Food Personnel to the Cleaning Personnel were all absolutely amazing. I can NOT say enough about this beautiful place. It was clean and well maintained. Everyone went above and beyond their normal title and classification to show [REDACTED] how much they truly cared. It was [REDACTED] home away from home and [REDACTED] loved each and everyone of you for all that you did for [REDACTED]. I wished I could give Tri County a 10 star rating because it is well deserved. I want to THANK EACH OF YOU FOR EVERYTHING YOU DO AND DID FOR [REDACTED]!!! I sincerely appreciate you all!!! ❤️

RECEIVED

MAR 15 2024

Long Term Care Services Unit



Response from the owner a year ago

Thank you for your kind words. It was certainly our pleasure to take care of [REDACTED]. We love that our home was [REDACTED] for a short time, [REDACTED] will forever be part of our Tri County Family! Our hearts are with your family at this difficult time.

(21)



2023

Dear TCNH family,

Thank you so much  
for the beautiful peace they  
sent to us for our [REDACTED],  
[REDACTED] homegoing.

[REDACTED] and I truly appreciate  
the care [REDACTED] was given while  
a resident there.

Love,  
[REDACTED]

The phrase is simple  
and the words are few,  
but behind them  
is a whole lot  
of appreciation.

RECEIVED

MAR 15 2024

Long Term Care Services Unit

P79

22

My name is [REDACTED] became a resident of Tri-County Nursing Home on [REDACTED]. This facility Impressed me the first time I drove up to it as the grounds are well maintained the out side of the building is clean and looks sharp. When you come inside you are not disappointed as it has no bad smells and no dirt or derbies anywhere, the Housekeeping and maintenance crew's are on top of it all the time. [REDACTED] came

[REDACTED] where [REDACTED] had been [REDACTED]. I had worked for [REDACTED] every day to get [REDACTED] out of and to Tri-County Nursing Home, our health care system was the stumbling block. When [REDACTED] came here the staff saw [REDACTED] and most of them said this is a [REDACTED] we don't think we can save [REDACTED]. That almost killed me. [REDACTED] was only [REDACTED] and looked like a scare crow, had no meat on her bones, sunken eyes and [REDACTED]. [REDACTED] was about [REDACTED]. I believe the staff here were touched by a higher power in their hearts, because they all stepped up and took on the challenge to save [REDACTED] and they did. [REDACTED] was totally reliant on others for survival and do nothing for [REDACTED]. [REDACTED] had given up at this point. To say I was skeptical is an understatement. I was hard to get along with at this time because of what we had already gone through, but the staff here with their understanding, compassion, forgiveness and helpfulness got us through the hard times that lay ahead. Now [REDACTED] came here with are healed and [REDACTED] is doing amazing. With the help of the Nutritionist , kitchen staff, CNAS and Medical Staff she now [REDACTED] and has maintained it for [REDACTED]. [REDACTED] can now [REDACTED] at a time with a [REDACTED] and limited help, I had not seen [REDACTED] in [REDACTED]. [REDACTED] now talks to everyone [REDACTED] sees, [REDACTED] wouldn't even respond to you when [REDACTED]. This I believe is a result of the Physical Therapy and Activities Department as they are second to none along with the compassionate care from all the staff here. The P.T. And Activities departments engage with

residents in a way that they want to do better and are having fun doing

it. I come here from [REDACTED] and have seen how they have the patients of Job, nothing fluster them. They just keep working with compassion and love for them and the residents appreciate the way they are being treated and respond positively to them.

Now the reason for all of the positiveness in this facility is because of the Management and the way the interact with the staff and the residents and residents loved ones. All you have to do is watch and listen to that interaction and you see nothing but positiveness. [REDACTED]

[REDACTED] and get a lot of chances to interact with the staff and the other residents in all kinds of situations and I am not disappointed in anyway. I don't have the words that express my thanks and appreciation for what they have done for [REDACTED] here. I have and will continue to recommend this Facility to everyone. I have told the Administrator on several occasions that they have done such a good job with [REDACTED] that they should make [REDACTED] their [REDACTED]

Thank you all so much , but words don't do justice for how good this facility is.

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Long Term Care Services Unit

September 14, 2022

I want to thank each of you for the care you provided to [REDACTED] was admitted [REDACTED] with a diagnosis of [REDACTED] and we knew that the end was close, at [REDACTED]. However, the amazing care provided by the group of staff working with [REDACTED], made [REDACTED] last days so much easier on [REDACTED] and us a whole. The housekeepers were attentive to [REDACTED] room daily, it never smelled or was dirty, [REDACTED] was always talking about how great the [REDACTED] food was and that everyone was as friendly as they could possibly be. This means the world to me, knowing that we could not be with [REDACTED] all of the time, but could trust the professionals at Tri-County Nursing Home to do what we as a family could not.

Thank you from the bottom of my heart, and the rest of our family's. We appreciate everything you did to make [REDACTED] the best they could possibly be. We will forever be indebted to you.

Sincerely the [REDACTED] Family,  
[REDACTED]

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