



Gold Seal Site Visit Report Summary

The Joseph L. Morse Health Center, Inc.

Date of Visit:	Panel Member Conducted Visit:
04/24/2024	Robert "Bob" Asztalos

Staff Interviewed:

Name	Title	Date of Hire	Years
Keith A Myers	President/CEO & Administrator	03/12/2007	17
Karl Dhana	SVP Medical Affairs	06/01/2003	21
Leena Geevarghese	SVP Clinical Services	12/13/1999	25
Stephanie Frazier	SVP Housing/Support Services	03/23/2015	09
Paola Pouponneau-Nisbett	SVP Home & Community Services	06/29/2010	14
Trisha Hewes	SVP Marketing & Sales/Risk Mgr	03/10/2014	10
Antoinette Theodossakos	SVP Human Resources	05/09/2022	02
Sweta Patel	DON and Infection Preventionist	01/18/2016	08
Dina Tellechea	Dir. Education	08/30/2017, 09/06/2022	05
Olven Chan	MDS Manager	08/13/2018	06
Fran Kroitor	Dir. Rehab	07/28/2003	21
Tamekia Brown	Dir. Housekeeping & Laundry	11/16/2011	13
Robert Morin	Dir. Facilities	11/01/2004	20
Raymond Altman	Dir. Culinary	05/19/2014	10
Jeremy Sarita-Reyes	Culinary Manager	11/09/2015	09
Heidy Knab	Registered Dietician	12/26/2018	06
Lisa Siniscalchi	Dir. Admissions	11/03/2009	15
Maria Shell	Dir. Social Services & TR	07/14/2014	10
Angel Cabral	Purchasing Manager	10/19/2015	09
Sherry Suarez	Exec. Asst.	06/08/2012	12

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

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

MorseLife Health System utilizes an in-house developed system, a questionnaire that targets specific areas for both Long-Term Care and Short-Term Care. This helps them enhance their customer experience.

The scores from the multiple-choice questions are converted into percentages to assess all service categories.

When the survey provides important feedback called a "Red Flag", it is discussed promptly with the leader of the relevant department. The team works together to correct the issue within the next 24 hours. This rapid response ensures that any problems highlighted in the survey are addressed quickly and efficiently.

To improve the areas that required attention, MorseLife implemented a "Room Champion" initiative. Quality Assurance members visit patients twice a week to find ways to make things better and ensure that all standards are met. This program helps the team identify areas for improvement and maintain compliance with regulations. The goal is to enhance the overall quality of care provided to patients.

The Room Champion program aims to ensure that every new patient at Morse Health Center receives attentive care and is in a safe environment during their admission and follow up visits. Through this program, staff members strive to improve the quality of customer service provided to patients. Room Champions are dedicated to making patients feel welcomed and supported throughout their healthcare journey at the center. By diligently carrying out their roles, Room Champions contribute to the overall goal of achieving service excellence for all patients at Morse Health Center.

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

Morse structure is based on all integrated programs, they are constantly doing strategic planning and innovative ideas come from these meetings, some examples of the program.

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

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The Homebound Mitzvah Program- a recognized program that allows Jewish seniors who are unable to leave their homes to observe the important Jewish holidays of Rosh Hashanah and Passover. Participants are provided with the necessary resources and assistance to fully experience and celebrate these significant holidays. This program aims to ensure that no Jewish senior is left out of the joy and traditions of these special times of the year. Through the Homebound Mitzvah Program, seniors can connect with their faith and community, even from the comfort of their own homes.

Legacy Corps is a program funded by the government and is part of the larger AmeriCorps project. The program's main objective is to offer support services to the community. MorseLife, a local organization, provides these services to residents living both on campus and in the surrounding community. The program primarily focuses on providing companionship with the aim of reducing isolation and feelings of loneliness among individuals.

Literary Society gathers regularly throughout the year to talk about the latest books by famous writers. Many of these writers have won respected awards for their storytelling. Before each meeting, there is a short presentation about MorseLife and all the services it offers. The society members enjoy insightful discussions about literature and the impact of storytelling on our lives.

Promise Fund MorseLife has been chosen by the Promise Fund of Florida for a special project. The goal is to lower cancer-related deaths in minority groups. The program uses patient navigators to help people get the medical care they need. This initiative is a unique way to improve healthcare access for everyone.

Resident Council- occurs monthly, and its set up by Social Services, staff makes sure residents have privacy and their request are met.

Family members are in constant contact with Nurse Managers and Social Workers, either party can initiate contact. Morse to update family about anything and everything occurring with their loved ones, and update about the campus. Family has access to staff 24-7

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

Morse Health Center holds a special designation as the only Teaching Nursing Home in Florida. In this role, MorseLife plays a key part in shaping the way nursing homes are viewed in both academic settings and the community. The center's focus on teaching and learning sets it apart in the state, demonstrating excellence in elder care and education. Morse Health Center's unique position highlights the importance of continual improvement and innovation in the field of nursing home care.

Morse Health Center partners with organizations like Victory Nursing, Palm Beach State College, and Keiser University to help find and evaluate potential new hires and provide ongoing training for existing staff. These collaborations enable Morse Health Center to recruit qualified candidates and enhance the skills of its current employees. Victory Nursing, Palm Beach State College, and Keiser University play a crucial role in supporting Morse Health Center's workforce development initiatives. Through these partnerships, Morse Health Center ensures its team members receive the necessary education and training to deliver quality patient care.

Morse has many ways of connecting with all team members by doing: Daily Rounding, Huddle Meetings, feedback from Designated Preceptors, and Annual Skills Fair. Besides connecting with the staff, Key Personnel discuss topics for betterment of in-service/education during Risk Management and Quality Improvement Meetings, Random Audits, Competent Assessment.

All employees have access to their supervisor, educator, DON 24/7, to get assistance with any additional training, or course as Morse is partnered with Relias, and Morse believes in empowering self-driven employees.

The main goal of education at MorseLife is to offer excellent care in a secure setting, boosting patient and resident results beyond expectations. The programs aim to enhance clinical outcomes, improve nursing skills, and increase staff happiness.

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

The Life Enhancement program at MorseLife has brought new technology and programs to residents. Participants enjoy music and memory activities in groups and individually. This program helps enhance the quality of life for those involved. Residents benefit greatly from the engaging and stimulating opportunities offered.

MorseLife has reached an important goal by obtaining the Hospice licensure. This achievement was a result of efforts led by the MorseLife Senior Management team. Securing the licensure was a significant milestone in the organization's strategic plan. It symbolizes a successful journey of planned initiatives and hard work by the team.

The PACE program collaborates closely with the Joseph L. Morse Health Center to prevent unnecessary hospitalizations for PACE participants. They achieve this by providing short-term care in the sub-acute rehabilitation program rather than extended stays in hospitals. By admitting PACE clients to the Health Center promptly, the program can decrease the time individuals spend in hospitals. This proactive approach helps in managing health conditions effectively and ensures better outcomes for PACE enrollees. Moving the healthcare services to the Health Center is beneficial because it allows the patients to access comprehensive care all in one place. The PACE clinical team, who knows the patients and their needs very well, is now closer to them. This closeness helps the team provide better and more personalized care to each patient. Patients can feel more comfortable and cared for when they are closer to the healthcare professionals who understand them.

Each month, a group of different experts, such as doctors, nurses, social workers, psychiatrists, psychologists, and pharmacists, meet to review the medication of residents who are taking psychotherapeutic medications. This meeting is called the Psychotherapeutic Medication Review. The goal of this meeting is to ensure that the residents are receiving the right medications and that they are working effectively. By collaborating and discussing each resident's needs, the team can make informed decisions to provide the best care possible.

Morse is a closed campus with round-the-clock security guards stationed at all gated entrances. The campus is equipped with a video monitoring system that uses all-weather cameras to enhance the safety of residents, employees, and visitors. This system is web-based, allowing monitoring from different places, including personal devices.

MorseLife recently completed a significant upgrade to its security system, which now includes over 200 high-definition cameras that cover the entire campus. In addition, 16

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"Panic" buttons have been strategically placed at different points of entry to quickly notify security personnel of any security issues. These measures aim to enhance the safety and security of the campus and ensure quick response in case of emergencies.

As part of its commitment to employee development, MorseLife provides a generous tuition reimbursement program. Moreover, financial assistance is also offered to help employees obtain work-related certifications and licensures. This initiative encourages employees to further their education and enhance their skills for career advancement within the organization. MorseLife Health Center is dedicated to supporting caregivers through its wellness initiatives. Since launching The Vitality Program in 2016, MorseLife has expanded its services to include "MorseLife Health Center Wellness Fairs." Employees can use these fairs to monitor their health metrics and create personalized action plans to stay healthy. These efforts demonstrate MorseLife's commitment to caring for those who dedicate their lives to caring for others.

Recognition is an important part of showing appreciation in the workplace. Through programs such as the Above and Beyond Awards Program and Years of Service recognition, employees are celebrated for their hard work and dedication. Employee Appreciation Week, holidays, and cultural recognition activities also play a role in acknowledging the contributions of team members. These initiatives help boost morale, foster a positive work environment, and promote a sense of value among employees.

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

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