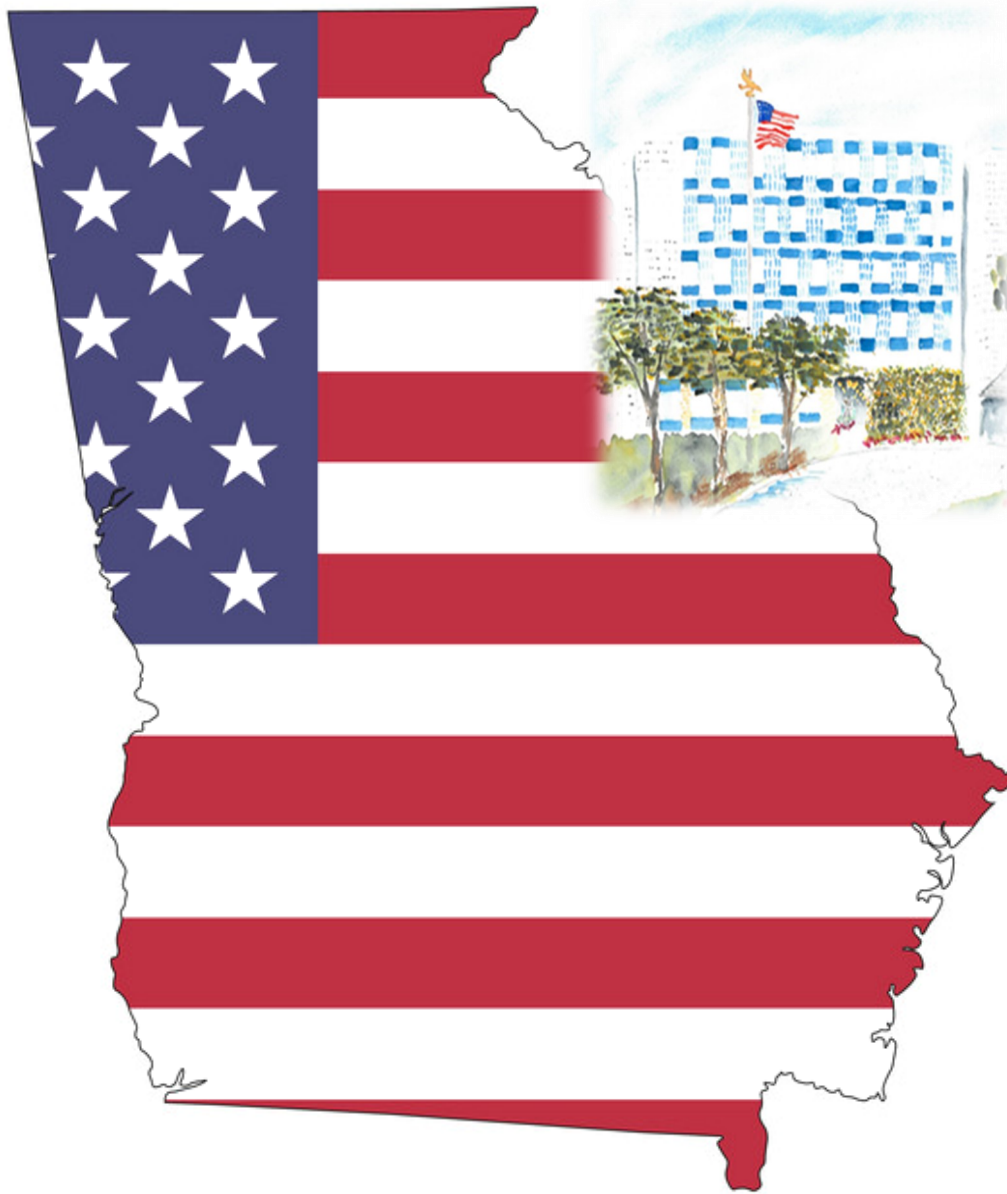


# Georgia War Veterans Nursing Home Augusta, Georgia



ANNUAL REPORT FY 2024

# ANNUAL REPORT FY 2024

Georgia War Veterans  
Nursing Home  
Augusta, Georgia



A Facility of the Veterans Service Board  
State of Georgia Veterans Service  
Atlanta, Georgia 30334

Patricia Ross, Commissioner  
Joshua Kopsie, Chairman  
Timothy Paslawski, Vice-Chairman  
Steve Mendez, Secretary

Shawn Hanley, Member  
John Kubinec, Member  
Pete Peterson, Member  
Takosha Swan, Member



Operated Under Contract with the  
Board of Regents University System of Georgia

Harold Reynolds, Chair  
Dr. Sonny Perdue, Chancellor



**AUGUSTA**  
UNIVERSITY

by the Medical College of Georgia  
Augusta, Georgia

Dr. Russell T. Keen, President  
Dr. David C. Hess, Dean, EVP  
Carlton Deese, Executive Director

# ANNUAL REPORT FY 2024

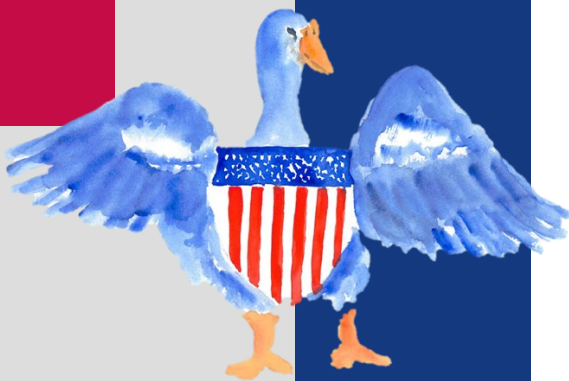
## Georgia War Veterans Nursing Home Augusta, Georgia

### ADMINISTRATIVE STAFF

Carlton Deese	Executive Director
Julia Eveker	Associate Director
Richard Sams, MD	Medical Director
Elizabeth Majchrzak	Administrative Assistant III
Timothy Lark	Chaplain
Heather Nichols	Director of Activities
Jordan Fields-Thomas	Director of Business Services
Paul Vella III	Director of Food & Nutrition
Crystal Allen	Director of Health Information Management Services
Christopher Townsend	Director of Maintenance/Safety
Kay Roland	Director of Nursing
Stephanie Nichols	Assistant Director of Nursing
Karen Monaco	Director of Occupational Therapy
Everald Clarke, DPT	Director of Physical Therapy
Amy Green	Director of Social Work
Erika Bowdre	Environmental Services Manager
Jody Rocker, PharmD	Pharmacist

# TABLE OF CONTENTS

4	ADMINISTRATION
7	BUSINESS SERVICES
10	HEALTH INFORMATION
14	FOOD & NUTRITION
16	ENVIRONMENTAL SERVICES
18	MAINTENANCE/SAFETY
20	NURSING SERVICES
25	OCCUPATIONAL THERAPY
28	PHYSICAL THERAPY
32	PHYSICIAN SERVICES
35	SOCIAL WORK
40	ACTIVITIES
43	PHARMACY SERVICES
46	CHAPLAINCY SERVICES



## DEPARTMENT PROFILE

Georgia War Veterans Nursing Home provides long-term skilled nursing care to chronically ill veterans of Georgia who have served in the armed forces during war times. It is owned and funded by the Georgia Department of Veterans Service and operated through an interagency agreement with Augusta University through the Board of Regents.

In addition to the provision of quality resident care, Georgia War Veterans Nursing Home provides educational experience to the various students of the colleges comprising AUGUSTA UNIVERSITY. As a sponsored service of AUGUSTA UNIVERSITY, access is provided to the many resources throughout the enterprise. Through this association, the nursing home is allowed access to technology and expertise that promotes exceptional resident care. This relationship has made Georgia War a true teaching nursing home.

## RESIDENT SAFETY & QUALITY

- ▶ Continued the Gold Seal of Approval by The Joint Commission with a continued focus on Person Centered Care: Continued focus on a Home-Like Environment including Seasonal Decorations, Music at Meal Time, and Artwork Displays. Additional focus on Antibiotic Stewardship, End-of-Life Care (Comfort Care), Dementia Care and the Pandemic Respiratory Illness Plan.
- ▶ Recipient of Pinnacle Quality Insight's Customer Experience Award (Best in Class) for 2024 by satisfying the rigorous demand of scoring in the Top 15% for nursing homes in the Nation. Qualifying for the award in 14 of 16 categories of Resident Satisfaction represents continued dedication to providing Best in Class Senior Healthcare Services.
- ▶ Continued certification by the United States Department of Veterans Affairs and the Georgia Department of Community Health.
- ▶ Daily medical coverage provided by Georgia War's Medical Director, Physician Assistant, Augusta University Family & Community Medicine Resident Physicians, and Eisenhower Army Medical Center's Internal Medicine Resident Physicians.
- ▶ Continued medical education and clinical training opportunities provided to Augusta University's Medical College of Georgia, Dental College of Georgia, College of Allied Health Sciences, and College of Nursing. Continued relationships with the University of Georgia, Fort Gordon's Dwight D. Eisenhower Army Medical Center, Augusta Technical College, and Augusta Tender Care Training Center.
- ▶ Superior clinical services specifically outlined include: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Rehabilitation Nursing, Therapeutic Recreation, Wound Care, Dental Services, Podiatric services, Pharmacy services, Psychosocial/Social Work Services, and Dietetic/Nutritional counseling.
- ▶ Completed implementation of the new PointClickCare electronic medical record system (EMR) that meets LTC federal regulations and MDS requirements.
- ▶ Began implementation for Pharmacy Integration between PointClickCare and Wellstar MCG Pharmacy.

## ADMINISTRATION

---

### ENGAGEMENT

- ▶ Attendance at annual and quarterly Georgia Healthcare Association (GHCA) conferences meetings
- ▶ Monthly Customer Service Surveys provided by Pinnacle Quality Insight
- ▶ Quarterly Resident Care Plan in person and virtual meetings and surveys including resident families
- ▶ Quarterly Resident Bill of Rights virtual training for all staff
- ▶ Bimonthly Resident Council in-person meetings

### CAPACITY MANAGEMENT

- ▶ Provided continued service to Georgia's veteran population while maintaining an average daily census of 119.
- ▶ Earned the Pinnacle Customer Experience Award for Best in Class in the following areas: Overall Satisfaction, Overall Customer Experience, Admissions Process, Activities, Recommend to Others, Safety and Security, Cleanliness, Laundry Service, Nursing Care, Communication from Facility, Dignity and Respect, Dining Service, Quality of Food and Response to Problems.
- ▶ In FY24, the nursing home provided 44,034 days of care to Georgia's veterans with an average age of 81. Includes 158 Admissions, 168 Discharges, and an average LOS of 311 days.
- ▶ Services to residents included 3,728 Physical Therapy treatments and 8,806 individual Occupational Therapy procedures

### FINANCIAL PERFORMANCE

- ▶ Achieved budgeted reimbursement for FY24 from the State of Georgia, Department of Veterans Service and resident billing in excess of \$7.5 Million
- ▶ The U.S. Department of Veterans Affairs provided financial assistance in excess of \$9.7 Million
- ▶ Continued certification in finance by the U.S. Department of Veterans Affairs
- ▶ FY24 year end with minimal delinquent accounts receivables
- ▶ Achieved budget goals for Operation expenses and Capital investments
- ▶ Funding established for new Architectural & Engineering for new Classroom on the first floor and historical review and approval obtained
- ▶ Veteran Service organizations, Civic and Fraternal organizations and Religious groups provided numerous donations, visits, and sponsorship of activities and programs
- ▶ Total FY24 in-kind donations exceed \$23K

---

**STRATEGIC PLANNING**

- ▶ Continued Marketing efforts focused on Georgia’s veteran population. Educational materials provided to local and regional hospitals, long-term care facilities, and assisted living communities around the state of Georgia.
- ▶ Continued focus on Comfort Care and Dementia Care Programs.
- ▶ In FY24, hosted volunteer opportunities for regional businesses, churches, and local groups who have donated thousands of hours and dollars to our nation’s heroes.
- ▶ Participated in the Augusta University Day of Service as a volunteer site with bonus BINGO for the residents during the week and on a weekend.
- ▶ Evaluate alternatives and develop specifications for new rooftop chiller systems and elevator upgrades with implementation anticipated during FY25.

## BUSINESS SERVICES

### DEPARTMENT

The Business Services Department (Business Office) provides information and services to residents, employees, and visitors. Primarily, the Business Office coordinates the purchasing of supplies and equipment for the operation of the facility, while ensuring compliance with applicable state purchasing laws, policies, and procedures. The Business Office maintains records and reports regarding purchases, receives and distributes supplies, and maintains current records of all inventoried equipment for reporting to state agencies. Resident Billing manages the room and board funds collected from the veteran residents each month, including all related records and reports. Resident Accounts is another function of the Business Office whereby individual accounts are set up for residents to deposit and withdraw funds for their personal needs. Through the Business Office, residents, staff, and visitors are able to obtain change, vending refunds, or purchase stamps. The Business Office is also responsible for the storage of resident valuables. The Business Office is a central source of information, upon which the facility depends for efficient operation.

### SUMMARY OF ACTIVITIES

The Business Office assisted all departments in planning and purchasing of supplies for facility operations. In working with the Augusta University (AU) Supply Chain department, the Business Office purchased goods via Purchasing Cards (P-Cards), Health eShop, Interdepartmental Requisitions (IDR), Check Requests, and PeopleSoft requisitions. In FY24, the Business Office processed over 1,400 orders/invoices that totaled over \$6.6mm.

In FY24, several groups and individuals donated to the Resident Benefit Fund. The Resident Benefit Fund provides our veteran residents with welfare items, special equipment, and supplies. It also helps fund holiday celebrations, recreational activities and individualized therapies. However, the giving did not stop with financial donations!

The value of in-kind donations for veteran residents benefit for FY24 exceeded \$23K. Many individuals, families, and groups provided baked goods, letters, cards, and more to boost both veteran resident and staff morale over the past year.

FY24 saw a flurry of other activities as well:

ACTIVITIES
Effective 7/1/2023, the Business Office began to utilize PointClickCare for all resident billing and trust fund transactions/statements.
The Business Office assisted with decorating the facility and put together beautiful displays for everyone in the facility to enjoy. The decorations created a more homelike environment within the facility.
In December 2023, the Business Office promoted Faith Powell from Office Specialist to Accounting Assistant 3. The Accounting Assistant 3 is a newly created position that combines the Resident Billing and Resident Trust Account responsibilities for a more cohesive workflow.



**SUMMARY OF ACTIVITIES**

<b>ACTIVITIES</b>
In March 2024, the Business Office promoted DeMarcus Cooper from Office Assistant to Office Specialist for receiving and inventory.
In March 2024, the Business Office welcomed Tiffany Jenkins, Office Specialist. This Office Specialist role is a newly created position that handles all purchasing paperwork for the facility; this includes P-Cards, Health eShop, IDRs, Check Requests, and PeopleSoft requisitions.
In June 2024, the Business Office welcomed Dazmond Ferguson, Office Assistant.
The Accounting Assistant 3 (Faith Powell) continued assisting the Communication Team with resident FaceTime’s on a weekly basis
Development and implementation of the following performance improvement initiatives: <ul style="list-style-type: none"><li>▶ Effective 8/1/2023, the resident accounts receipt book was retired. Receipts are now printed directly from PointClickCare and stored within the Business Office.</li><li>▶ Revised the Ambulance Billing Worksheet with Nursing Staff.</li></ul>
Successfully completed a facility-wide IT inventory reconciliation.
Provided assistance during the recent VA survey, State surveys, and special events.

**DEVELOPMENT PLANS**

New opportunities await the Department of Business Services every year. The Business Office will meet all opportunities in an efficient and flexible manner. The Business Office will continue to work within and stay abreast of any changes regarding state purchasing laws, as well as state, institutional, and facility policies and procedures. Moreover, the Business Office seeks to continue their role as a central source of information to residents, staff, and visitors.

## BY THE NUMBERS

# BUSINESS SERVICES

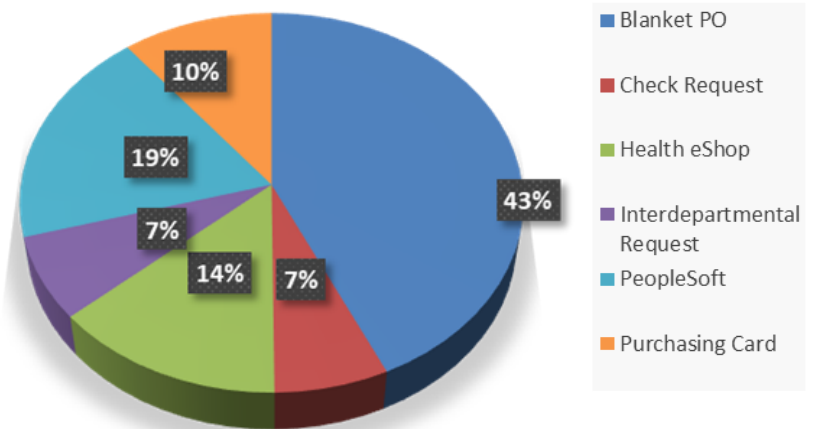
### Financial Analysis of Department Activities

The Business Office managed 164 resident billing accounts and 160 resident trust funds in FY 2024. Georgia War spent around \$16.1mm on personnel, supplies, and equipment during the fiscal year.

DEPARTMENT COST ANALYSIS JULY 2023 THROUGH JUNE 2024				
Department	Personnel	Travel	Operating	Total
Administration	\$ 876,059.01	\$ 1,079.36	\$ 304,252.13	\$ 1,181,390.50
Dietary	\$ -	\$ -	\$ 1,187,689.41	\$ 1,187,689.41
Environmental Services	\$ 715,579.92	\$ -	\$ 427,220.64	\$ 1,142,800.56
Maintenance	\$ 341,312.28	\$ -	\$ 575,711.00	\$ 917,023.28
Nursing Services	\$ 5,753,817.05	\$ -	\$ 4,031,589.57	\$ 9,785,406.62
Occupational Therapy	\$ 191,717.31	\$ -	\$ 2,386.79	\$ 194,104.10
Physical Therapy	\$ 607,592.30	\$ -	\$ 4,195.79	\$ 611,788.09
Physician Services	\$ 413,823.85	\$ -	\$ 116,485.64	\$ 530,309.49
Social Work	\$ 167,794.83	\$ -	\$ 4,215.48	\$ 172,010.31
Activities	\$ 351,930.66	\$ -	\$ 6,162.04	\$ 358,092.70
<b>Total:</b>	<b>\$ 9,419,627.21</b>	<b>\$ 1,079.36</b>	<b>\$ 6,659,908.49</b>	<b>\$ 16,080,615.06</b>

ORDERS PROCESSED JULY 2023 THROUGH JUNE 2024	
Interdepartmental Requests	105
Purchasing Card	158
Check Request	100
Health eShop	204
PeopleSoft	279
Blanket PO	641
<b>Total Number of Orders</b>	<b>1,487</b>

### FY 2024 Orders Processed



### DEPARTMENT PROFILE

The Health Information Management Services (HIMS) and Admissions department helps Georgia's Veterans and their families with questions regarding our home, assisting and processing applications, new resident admissions, and facility tours. In addition, our department maintains and manages resident health information, facility statistics, and resident transportation. The members of the department conduct themselves in a compassionate manner while enhancing the culture of person-centered care and embracing a home-like environment for our residents. The members of our team strive to create a superior service to all residents, their families, and other staff members with whom we work. The HIMS staff will remain dedicated to providing exceptional service to our Veterans and their loved ones.

### MEET THE DEPARTMENT

**Director of Health Information/Admissions:** Registered Health Information Administrator (RHIA) Credentialed. This position has been filled by Crystal Allen since 2018. This position performs administrative and daily management responsibilities for the HIMS department including supervising HIMS staff members. The HIMS Director supervises and maintains all medical record functions and is the system administrator for the newly installed electronic health record, PointClickCare. The HIMS Director also ensures nursing home resident medical records are in compliance with all state, federal, and Joint Commission standards.

**Assistant Director of Health Information/Admissions:** Candace Schumann was promoted to Assistant Director in July. She has been with Georgia War as the HIMS Record Analyst since 2018. In her new role, Candace will assist with planning, development, and implementation of department policies and procedures to ensure resident health information is complete, maintained, used, and disclosed in a secure, efficient, and accurate manner. The Assistant Director will also assist with preparation of death certificates and monthly utilization review audits and preparation of reports.

**HIMS Record Analyst:** The HIMS Record Analyst functions as the admission representative for the nursing home. This role admits residents, answers questions regarding nursing home placement, and maintains admission documents and correspondence. This position prepares and maintains daily and monthly census reports as required by the Department of Veterans Affairs. The HIMS Record Analyst is also responsible for assembling, processing, analyzing, coding, and indexing medical records of residents who have discharged from the nursing home. The HIMS Record Analyst position remains vacant.

**Transporter:** The nursing home transporter role is filled by Sabrina Washington. She has been with Georgia War since 2021. This position provides support for scheduling resident transportation services and assists with transportation of residents of Georgia War to scheduled and unscheduled appointments at Charlie Norwood VA Medical Center and Wellstar MCG Health hospital and clinics. Additional responsibilities include delivery and pick up of resident supplies and equipment, office supplies, and administrative correspondence.

### SUMMARY OF ACTIVITIES

- Participated in VA and State surveys and continued to remain deficiency free in medical records
- Continued marketing efforts to increase census using US mail and email directed to local and state veteran organizations and local hospitals
- Participated in 34 new resident admissions; mailed over 100 applications per families or social worker's request; received 98 applications; and reviewed 64 complete applications
- Verified credentials for physicians, resident physicians, medical students, nurse practitioner, physician assistant students, and observers
- Provided orientation to physicians, resident physicians, medical students, nurse practitioner students, physician assistant students, and observers in conjunction with the Medical Director to include review of documents, procedures, facility tour, and The Joint Commission requirements topics including Cultural Diversity, Pain Management, Falls Risks and Protocols, Infection Control including both handwashing and Antimicrobial Stewardship
- Maintained resident health records with outstanding documentation
- Successfully implemented the facilities electronic health record, PointClickCare, and provided assistance to staff as needed
- Continued to maintain facility statistics for COVID-19
- Attended quarterly meetings for the following committees: Performance Improvement Committee, Infection Control Committee, and Pharmacy Committee

### SUMMARY OF PERFORMANCE IMPROVEMENT INITIATIVES

Throughout the fiscal year, HIMS staff attended a variety of in-service sessions presented to the department including Setting Boundaries in the Workplace, Telephone Etiquette, HIPAA, AU's Core Values, Tips for Prioritizing and Organizing, Emotional Intelligence in the Workplace, Enhancing Communication through Listening, and How to Use a Fire Extinguisher. In addition, the department staff attended facility in-services and completed self-study modules.

The electronic health record, PointClickCare, went live on June 1, 2023. The lab integration piece had a slight delay but was fully implemented on August 21, 2023. Staff have embraced using PointClickCare. Overall, PointClickCare has empowered Georgia War to deliver the highest quality of care as effectively and efficiently as possible to our residents.

### DEVELOPMENT PLANS

The department remains excited for the upcoming year as the transition continues within the EHR for the pharmacy piece. The plans to have the integrated medication management solution implemented are underway. The go-live for this feature is scheduled for July 2024. The department looks forward to learning more about this feature and applying new workflows that make the department and facility more efficient.

## DEVELOPMENT PLANS

Since the integration of our electronic health record, new procedures will be identified for auditing documentation. This is currently in progress. A new, revamped Utilization Review process will be communicated to the team members once it has been completed.

The annual VA, state, and the Joint Commission surveys will be forthcoming, and it is the goal that the department will remain deficiency free. Any opportunities for improvement identified during the survey process will become performance improvement objectives.

The department plans to continue increasing marketing efforts to veterans all over the state of Georgia and increase local community outreach to increase facility census. Currently, Georgia War does not have a waiting list and there are beds available!

Finally, the HIMS department looks forward to improving services and continuing to serve our residents, families, and the community during FY25.

## BY THE NUMBERS

# HIMS

JULY 2023 THROUGH JUNE 2024			
ADMISSIONS		DISCHARGES	
New (34 male/0 females)	34	To Home/Other Facility	3
Readmissions from hospital	100	To LOA	24
Readmissions from LOA	24	Deaths In-House	34
		To Hospital (4 subsequent deaths)	107
<b>Total</b>	<b>158</b>	<b>Total</b>	<b>168</b>

CENSUS	
JULY 2023 THROUGH JUNE 2024	
Resident Days	44,034
Average Daily Census	120.31
Average Length of Stay	310.50
Days Lost to Hospital Admission	666
Days Lost to Leave of Absence	63
Average Daily Loss	1.99
Beds Available	188
Average Beds Assigned	123.90
Average Patient Age	80.67

Ten Most Common Discharge Diagnoses
Cardiovascular disease
Digestive System Diseases
Diseases of the Nervous System and Sense Organs
Dementia/Psychosis
Diseases of the Genitourinary system
Metabolic Diseases
Musculoskeletal and Connective Tissue Diseases/Arthritis & Arthropathies
COPD/Diseases of the Respiratory System
Cerebrovascular accidents/disease
Hypertensive Diseases

## DEPARTMENT PROFILE

The food service team is composed of 8 full-time positions and 6 part-time positions. Led by a Certified Dietary Manager/Director of Food & Nutrition, Registered and Licensed Dietitian, Kitchen Supervisor and a Safety Champion, the team focuses on five core values of Trust, Team, Customers, Learning, and Profit. The Director and Dietitian are SERV Safe certified. The team strives to provide quality food service to our residents' three meals a day, 365 days a year.

## SUMMARY OF ACTIVITIES

Special holiday meals were served to residents and their families for the following: Fourth of July, Labor Day, Veterans Day, Thanksgiving Day, Christmas Day, New Year's Day, Martin Luther King, Jr. Day, Valentine's Day, St. Patrick's Day, Easter, Memorial Day, Father's Day and Mother's Day. We participated in the Be-A-Star employee recognition program and received the award for meeting the requirements for this program. Employees and accounts were recognized for achieving business goals that focused on recognition of outstanding associates, safety, diversity, food safety audit compliance report, resident satisfaction, involvement in the community, and managing our budgets.

The department continues to support the Augusta University Dietetic Internship program through planned clinical and culinary experiences for interns. These interns completed many performance improvement activities throughout the year and make valuable contributions to resident care. Last September, the department participated in the facility VA survey, with no deficiencies noted. In addition, we received a score of A on our most recent Health Department inspection.

## SUMMARY OF PERFORMANCE

Performance improvement activities included enteral outcome measures, monthly weight loss monitoring, risk potential monitoring, adaptive equipment identification process monitoring, albumin trends for residents with wounds, web-based tray line program, allergy alert process, monitoring of the input & outputs (I & O's) of enterally fed residents, and input into the PCC program for care plans and MDS reporting.

We strive to create a warm welcoming environment where dining among fellow residents is encouraged. We continually update menu cycles allowing us to offer fresh seasonal fruits, vegetables, and herbs.

The Certified Dietary Manager and Kitchen Supervisor managed the daily food service operations by monitoring sanitation, safety, equipment, food procurement, food temperatures, schedules, time and attendance records, monthly safety, and loss control evaluations, and enforcing a united and consistent management plan. Cutting food costs and maintaining quality was a primary focus of our team.

**SUMMARY OF PERFORMANCE**

The following performance benchmarks were used to help manage and maintain the bottom line:

<b>OPERATIONAL EXCELLENCE</b>	Cost efficiency is the heart of our operating model. Through strict prime vendor compliance, purchasing power and proprietary optimization programs, we contain and control costs.
<b>HUMAN RESOURCES SERVICES</b>	Integrating full payroll and benefit administration reduces staffing, training, and administrative costs while maintaining employee morale.
<b>CULINARY EXPERTISE</b>	Morrison has developed an array of food and menu management solutions to cut costs, eliminate waste, and satisfy unique regional tastes. The Compass Group continued to provide daily support with company programs that focus on food recalls, market pricing updates, the elimination of trans-fats, the purchasing of sustainable seafood and cage-free shell eggs, rGHB-free milk, and Folgers coffee.

The company’s values make it clear how best to work together to achieve our vision:

- Can-Do Attitude ● Embrace Diversity ● Share Success ● Superior Quality

Win-Through-Teamwork specific plans are to make every effort to meet the expectations of our customers by:

- ▶ Continuing high quality service and management
- ▶ Maintaining high health inspection scores
- ▶ Continuing visibility in the dining room during meals
- ▶ Continuing to improve the dining room atmosphere
- ▶ Continuing to pursue the individual desires of resident patients
- ▶ Maintaining 90% or higher adherence to planned menus

**EDUCATIONAL OPPORTUNITIES**

Morrison’s associate training includes 18 in-service training topics and 14 job-specific development plans.

Professional training meets the commission on Dietetic Registration Professional Development guidelines.



## DEPARTMENT PROFILE

The mission of the Environmental Services department is to strive to provide top quality, professional service, and to maintain Georgia War Veterans Nursing Home for the Veterans, staff, and visitors, making it a clean, safe, and a desirable place to live, work, and visit.

### The primary objectives of the Environmental Services department are:

- To maintain the nursing home environment at the highest sanitary level possible by forward thinking to improve the cleaning process.
- To keep the nursing home environment free of micro-organisms as well as daily dust and dirt accumulation.
- To ensure that these objectives are accomplished through the use of germicides, written procedures, and in-service education.

## SUMMARY OF ACTIVITIES

- ▶ The Environmental Services department assisted the facility in preparing for the VA survey during the fiscal year.
- ▶ FY24 ended with zero (0) vacant Environmental Services positions.
- ▶ In September, the department celebrated International Executive Housekeepers Week.
- ▶ The Assistant Environmental Services manager continued to assist with coaching, training, and the day-to-day operation of the department.
- ▶ The Environmental Services department participated in Environment of Care Rounds.

## PERFORMANCE IMPROVEMENT SUMMARY

**CONTINUED** to educate staff and focus on facility emergency codes to ensure all staff are oriented and respond correctly in the event of an emergency.

**CONTINUED** to brainstorm ways of improving environmental services performance techniques.

**CONTINUED** to cross-train all employees to promote loyalty and enhanced teamwork, while reducing burnout, and risk of injury.

**CONTINUED** to improve the 7-step cleaning process and workload.

**CONTINUED** to use of an ultraviolet sanitation system to efficiently and rapidly disinfectant surfaces to reduce the spread of COVID-19 and other germs as needed.

**CONTINUED** to use flip top caps on all cleaning quart bottles to prevent chemical reactions in the respiratory system.

## ENVIRONMENTAL SERVICES

### DEVELOPMENT PLANS

The Performance Improvement program is the basis from which the Environmental Services Department maintains a clean, orderly, and safe environment and it ensures:

**Ongoing monitoring** of all functions that are essential to the department in fulfilling its purpose.

**Follow-up monitoring** of identified problems and their resolutions, which includes responding to comments and concerns of family members, staff, and visitors.

- The Joint Commission and VA Standards are maintained.
- The facility is kept as germ-free as possible.
- Effective communication and coordination between Environmental Services and other departments for the purpose of problem investigation and resolution to enhance the quality of service and care.
- Ongoing quality improvement inspections.
- Continued supervision and coaching of personnel.

### EDUCATIONAL OPPORTUNITIES

Education continues to be one of the important factors for the department. We are always interested in improving the techniques involving the department. The Manager attends weekly, monthly, and yearly meetings. All employees attend monthly in-services, quarterly Resident Bill of Rights in-services, and staff meetings. The department participated in monthly fire drills and weekly Fall Risk committee meetings.

Staff attended the following monthly in-services:

MONTHLY IN-SERVICES	
Workplace Violence	Customer Service
Employee Uniforms	Confidentiality
Proper Use of Chemicals & Equipment	Bed Washing
Bomb Threat	Pain (Back, Knee, etc.)
Housekeeping Department Role	Fire Drill/Explosion
Tornado Watch / Warning	Resident Elopement
Cyber Security: DUO Training	Boosting Employee Morale
Cyber Security: Phishing	Fire Safety
CDC Education: Basic Principles of Infection Control	
Shipping Biological Substances & Support Materials & Blood Bourne Pathogens	
USP 800 Hazardous Drugs	

The Environmental Services manager attends campus Green Team meetings. This group's mission is to protect and improve the campus environment and move toward more green initiatives. The Environmental Services manager attends professional association meetings.

**DEPARTMENT PROFILE**

The Maintenance Department’s mission is to maintain, repair and upgrade the nursing home’s 70,000 square feet of enclosed space, all outdoor buildings and 4.3 acres of grounds and parking facilities. The Department Director and staff of three focus on quick response to emergency repair needs and then plan routine preventive maintenance to maintain and improve facilities for our residents, staff and visitors.

**SUMMARY OF ACTIVITIES**

During FY24, the Maintenance Department worked closely with all contractors who worked in the facility.

<b>MAJOR PROJECTS COMPLETED</b>
Installed new Ice Machine in Dining room
Installed new HVAC units in Resident rooms
Installed new hot water pump in existing boiler
Repairs to walk in cooler kitchen
Repairs to the Penthouse Chiller
Repairs to the kitchen walk in freezer
Repairs to the 1 <sup>st</sup> floor Chiller

**PERFORMANCE IMPROVEMENT SUMMARY**

The Maintenance staff participated with other departments on the completion of performance improvement activities and continuing education efforts. In addition, departmental in-services were held throughout the year on various topics including boilers, communication failure, utility failure, tornado watch/warning, bomb threat, evacuation, severe weather, chillers, flood, resident elopement, fire/explosion and PASS Fire Extinguisher training. A water management program was designed and implemented for ongoing monitoring of water quality. Additionally, the list of projects as outlined above contributed to the improvement of facilities and services for the residents. During FY25, the department will focus on continued upgrades to existing equipment and facilities

**DEVELOPMENT PLANS**

- Explore installation of new motor and pulleys in the large elevator versus replacement
- Research replacement of a new rooftop chiller
- Investigate improvements to the hot water system
- Continue to focus on planning Emergency Management drills

BY THE NUMBERS

# MAINTENANCE

JULY 2023 THROUGH JUNE 2024	
Work Orders Completed	2,947
Major Projects Completed	7
<b>Total Work Orders &amp; Projects</b>	<b>2,954</b>

## DEPARTMENT PROFILE

The nursing management team and nursing staff continue to have longevity in their respective roles and years of experience and knowledge which make the goal of caring for our veterans an honor. Our commitment is to provide compassionate quality care in an environment which supports and enhances the health and well-being of our veterans.

The nursing team consists of registered and licensed practical nurses, restorative technicians, certified nursing assistants, and clerical support by the office assistants. The nursing staff provide 24-hour health care coverage to the veterans. The unit specific LPN Charge Nurses are an integral part of Georgia War's interdisciplinary and nursing management team as they continue to strengthen our facility by providing more oversight of unit activities, nursing care and documentation review. Our goal is to ensure care is provided with respect and dignity by employing listening to resident's needs and advocating on their behalf. The staff nurses are responsible for executing the physician's orders as they relate to all aspects of care. The Director of Nursing, Assistant Director of Nursing, Nurse Managers, Charge Nurses, Nurse Educator, Infection Preventionist and Supervisors are always available for resident or family consultations and are the best resource for daily details of care. Our staff is dedicated to our veterans and committed to providing care in a home-like environment, while ensuring privacy and safety are maintained in a respectful manner.

## SUMMARY OF ACTIVITIES

In alliance with health and safety regulations, the Nursing Management team conducted annual physical exams and Flu-fair for all employees of the Georgia War Veterans Nursing Home facility as well as provided health information and education. We are happy to announce that Georgia War Veterans Nursing Home was 100% compliant with their Influenza vaccinations for both the veterans and staff.

While COVID is no longer an imminent threat, our Infection Preventionist remains vigilant in keeping the staff engaged with good hand hygiene, cough etiquette and appropriate glove usage. In addition to maintenance of a healthy work environment, the CLIA waiver is used to perform in-house COVID testing in the event an employee or veteran becomes ill with symptoms of COVID. The CLIA is an efficient tool used during the respiratory season to detect the COVID infection timely and allowed our Infection Preventionist, Nursing Administrative and Medical team to govern the restrictions and protocols per CDC and DPH recommendations. Another infection prevention initiative is the use of Enhanced Barrier Precautions for those veterans with colonized multi-drug resistant organisms.

The initiation and subsequent use of the electronic health record has enabled better access to all the interdisciplinary team's documentation. The next phase of the electronic health record is to integrate with the retail pharmacy of WellStar MCG Health.

The Nursing Team members continued to donate to Golden Harvest food bank, Ronald McDonald House, Children's Hospital of Georgia, and participated in Health and career events in the CSRA.

### SUMMARY OF ACTIVITIES

The Nursing Administrative Team, along with donations from other sources, provided acknowledgment, celebratory games, and gifts which allowed for a festive celebration for the licensed nurses and nursing assistant during their respective recognition weeks.

As a result of positive comments made on the Pinnacle Quality Insight survey, there were nursing staff identified who provided excellent customer experience for both our veterans and/or responsible party.

The Nursing Administration team encourages the responsible party and interdisciplinary members to utilize the “Blue Star” acknowledgement cards as another means of highlighting staff members who go beyond their day-to-day activities to create a positive experience for our veterans.

The Nursing Management team remain active members of the following committees: Interdisciplinary Resident Care Team, Wound Care, Safety, Nutrition Alert, Fall Risk, Antimicrobial Stewardship Program, Infection Prevention, Performance Improvement, and Pharmacy. It is our philosophy that involvement in these committees fosters not only better resident care, but also a better working relationship with our interdisciplinary team.

### PERFORMANCE IMPROVEMENT SUMMARY

The Nursing staff is always looking for opportunities to improve the safety and care provided to our veterans. Projects for FY24 are as follows:

#### STAND OUT PROJECT

MDS: The monitoring and documenting Fall Prevention, Interventions, and Strategies.

A check list was created to identify those interventions employed by our veterans who have been identified as high fallers. During the fall committee meeting strategies are added in conjunction with the interventions.

### EDUCATIONAL OPPORTUNITIES

Educational programs were provided by the medical, nursing, dietary, podiatric, and audiology departments on a variety of subjects related to resident care, as well as programs to promote personal health and safety. There are routine programs that include and are not limited to programs provided on Functional Maintenance, Restorative Technician’s Monthly Tidbits, independent review via Self-Study Modules on General Safety, Infection Prevention, Resident Centered Care, Dementia/Antipsychotic Use in the Elderly and Reporting Suspected Resident Abuse/Exploitation and Resident Rights, monthly Individual Fire Drills and Emergency Management Codes.

All nursing personnel, in compliance with organizational requirements, are American Heart Association BLS/CPR certified. This course is available to all departments and is provided monthly. There are three (3) BLS instructors on-site.

**EDUCATIONAL OPPORTUNITIES**

Newly hired employees are evaluated in accordance with our compliance organizational standard. Our licensed and unlicensed nursing staff are evaluated annually on the nursing task and the subject matter associated with those tasks. Proficiency requires a passing grade of 80% or better on the corresponding quiz associated with these skills. While the agency staff are evaluated on an abbreviated scale.

As part of our educational mission, Georgia War’s Nursing Administration team are members of the Advisory Board of Augusta Technical College RN and Augusta University BSN program. In addition, our facility resumed its status as a clinical site for Tender Care Training Center and Augusta University Allied Health students. One of our Nurse Managers is a Certified Healthcare Manager, two of the Nursing Administrative team have completed their master’s degree in nursing and another is working toward a master’s degree in nursing.

The licensed nursing staff are required to have Continuing Education Units as dictated by the state of Georgia to maintain active licensure.

During FY24, learning opportunities were available via in-house presentations, webinars/online/off-campus continuing education, Infection Prevention Newsletter and Pharmacy News You Can Use.

In-house education from July 1, 2023, to June 30, 2024:

Our proactive risk assessment was in conjunction with the health information management department for implementation and use of an electronic health record. The nursing management team, charge nurses, house supervisors, and dedicated super users participated in virtual training to become familiar with the PointClickCare electronic health record system.

PHARMACY	
Antiepileptic Drugs	Pain Management in the Elderly
AUMC/WellStar Pharmacy Update	Pharmacy News You Can Use
Hazardous Drug Safety Review	Refresher Anti-psychotic Use in the Elderly
USP-800	Review Topical Medications
Ozempic Administration	Sleep Disorders in the Elderly
New Hire/Annual Competency Review: Anti-psychotic Use in the Elderly and Quiz	
Review Eye Drops and Nasal Sprays Administration	
Review Hazardous Drug Handling: PPE Requirements	
Review of Administering Corticosteroid Eye Drops	
Review Trulicity (Dulaglutide) Administration	
Vitamin Supplementation in the Geriatrics	

**EDUCATIONAL OPPORTUNITIES**

**INFECTION PREVENTION**

Aspiration Precautions, Bedside Swallow and Swallow Therapy Evaluation
Clinical Overview of Shingles
COVID-19: New Variant (ER5) and the Rise in Cases
Enhanced Barrier Precautions
ESBL: Management and Transmission Prevention in Healthcare Settings
Facility Annual Employee Physicals
FYI: COVID-19 Drive Through Testing Site Closures
Increase Risk of Dengue Virus Infection in the United States
Infection Control Recommendations for Controlling Norovirus in Healthcare
Infection Prevention Georgia War Newsletter
Key Facts About Influenza and Flu Vaccines
Moisture Associated Skin Damage
Parasites: Scabies Prevention and Control
Review the Revisions to Wound Care Policy/Procedure
The Importance of Hand hygiene in Infection Control and Prevention
New Hire/Annual Competency Reviews: → Infection Prevention and Quiz → Pressure Ulcers and Quiz

**SAFETY**

Boilers	Post-fall Protocol
Chillers	Resident Elopement
Fire and Explosion	Restraint: Free Movement
Floods	Hurricane Preparedness Tips
Heat Illness Prevention	Utility/Communication Failure
Annual Facility Driver Certification Training	Annual Fire Extinguisher Training (P-A-S-S)
Individual Fire Drills and Monthly Emergency Management Codes	
LifeVac and AED (Automated External Defibrillator) Review	
Management of Resident Safety Events and Restraint Review	
Review of Fall Scene Investigation Worksheet	
Review of Maintenance Log and Amended Safety Inspection Forms	
Review Tornado Terminology and Wind Damage	
Safe Hoyer Lift Transfer for Resident with a Fracture	
The Joint Commission Nursing Home Survey on Resident Safety	
USP-800: Hazardous Drug Handling in Healthcare Settings	
Weekly Generator Service and Operation Log Sheet	
New Hire/Annual Competency Reviews: Fall Precautions Quiz	



# NURSING

REVIEW OF RESIDENT CLASSIFICATION REPORT JULY 2023 THROUGH JUNE 2024				
DATE	CATEGORY I	CATEGORY II	CATEGORY III	CENSUS
7/31/2023	31	66	32	129
8/31/2023	30	63	31	124
9/30/2023	30	62	32	124
10/31/2023	31	59	31	121
11/30/2023	32	58	31	121
12/31/2023	28	61	28	117
1/31/2024	28	61	27	116
2/29/2024	28	56	33	117
3/31/2024	28	56	33	117
4/30/2024	30	56	33	119
5/31/2024	28	67	25	120
6/30/2024	27	65	27	119
<b>Annual Average</b>	<b>29</b>	<b>61</b>	<b>30</b>	<b>120</b>

REVIEW OF VAMC & WELLSTAR MCG CLINIC VISITS JULY 2023 THROUGH JUNE 2024		
DATE	WELLSTAR MCG CLINICS	VAMC CLINICS
July 2023	13	35
August 2023	12	31
September 2023	11	35
October 2023	12	35
November 2023	19	30
December 2023	13	36
January 2024	15	39
February 2024	19	30
March 2024	16	39
April 2024	18	37
May 2024	24	39
June 2024	9	37
<b>TOTAL</b>	<b>181</b>	<b>423</b>

### DEPARTMENT PROFILE

Occupational Therapy promotes a person's well-being and independence in all aspects of one's life. The aging process may present unexpected challenges to participation in life roles. At Georgia War Veterans Nursing Home, the Occupational Therapy department encourages residents to engage in all aspects of regaining or maintaining self-management independence. Activities of Daily Living include but are not limited to self-care, leisure, and meaningful tasks of the resident's choosing. Upon admission, each resident is screened or evaluated by the Occupational Therapist in accordance with the physician's referral. Treatments are planned to increase sensorimotor, cognitive and psychosocial components of residents' functional abilities. The environment is adapted to maximize one's abilities and safety while preventing abnormal postures and contractures by using positioning or orthotic devices. The need for adaptive equipment is assessed and appropriate equipment is issued. The Occupational Therapist (OT) and Occupational Therapy Assistant (OTA) collaborate in resident care and provide periodic screenings to assess needs for occupational therapy to address each resident's current status throughout the resident's stay.

During the FY24, the department had one full-time licensed and certified Occupational Therapist and one full-time licensed and certified Occupational Therapy Assistant who worked closely with the resident care team and maintained standards consistent with the Joint Commission, the American Occupational Therapy Association, the Georgia State Board of Occupational Therapy and the National Board for Certification in Occupational Therapy, Inc.

### SUMMARY OF ACTIVITIES

The Occupational Therapy staff participated in the annual VA survey along with the facility's other team members.

The Occupational Therapy staff provided the following services:

- ▶ Evaluation of residents upon referral from the physician with the development of treatment plans, if indicated
- ▶ Implementation of recommended treatments; custom fabrication of orthotics
- ▶ Routine screening of residents
- ▶ Consultation to the staff, family members and residents
- ▶ Provision of in-service education to facility staff
- ▶ Collaboration and training with nursing staff regarding functional maintenance programs and restorative nursing programs
- ▶ Orientation sessions provided for new nursing employees to Occupational Therapy services regarding adaptive equipment and functional maintenance programs, and use of Kalogon pressure relieving wheelchair cushions
- ▶ Falls Risk Committee weekly participation to discuss falls, determination of appropriate falls prevention techniques and recommendation of safety interventions
- ▶ Monthly Safety Committee meetings – secretary

## SUMMARY OF ACTIVITIES

- ▶ Resident care conference weekly participation providing input in the resident care planning process on a quarterly and annual basis
- ▶ Weekly wound rounds team member; bed positioning programs as medically directed
- ▶ Nutrition Alert Committee member; monitor residents' weight loss/gain weekly
- ▶ Restorative CNA and Senior CNA training in collaboration with Physical Therapist

## SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

Efforts in improving the quality of care have occurred through our on-going Performance Improvement Program including use of Kalogon pressure relieving wheelchair cushions for at risk residents to enhance wound healing and/or prevent wound development.

## DEVELOPMENT PLANS

- Continue high standards and improvement of quality of care
- Strengthen existing programs and expand programs as needed
- Strengthen teamwork among all services in the care of the resident
- Consult with and provide training for staff as needed
- Continue to provide fieldwork experience for Occupation Therapy graduate students and Occupational Therapy Assistant students
- Attend pertinent continuing education to maintain OTR/OTA state licensure

## EDUCATIONAL OPPORTUNITIES

Occupational Therapy will continue with a monthly departmental in-service program, in collaboration with the Physical Therapy, Social Work and Activities Departments and will continue to participate with facility in-services, both in attendance and in presentations. Professional courses are attended to maintain staff's professional competence and license requirements. The Occupational Therapy Department supports the education of Occupational Therapy students and Occupational Therapy Assistant students by providing clinical experiences that introduce prospective students to the field of geriatric occupational therapy.

# OCCUPATIONAL THERAPY

MONTHLY AVERAGES JULY 2023 THROUGH JUNE 2024	
Number of residents seen for all services	53
Number of residents seen for individualized treatments	44
Number of residents seen for group activity	0
Number of residents seen for short term/consult	0
Number of new residents evaluated	4
Number of residents re-evaluated	0
Number of residents reassessed	3
Number of residents screened	12
Number of residents on inactive status	77

JULY 2023 THROUGH JUNE 2024	
Treatment Unit Summary (15 minute segments)	Annual Totals
Evaluations	178
Re-evaluations	0
Reassessments	76
Individualized Treatments	8,410
Group Activities	0
Short Term Interventions/Consultations	0
Screenings	142
<b>Total:</b>	<b>8,806</b>

## DEPARTMENT PROFILE

The Physical Therapy Department provides individualized sensory-motor interventions for our resident veterans who have been referred by our physicians and will benefit from skilled physical therapy services. The goal of the department is to assist our veterans in obtaining their maximal functional level.

On admission, each resident is screened or evaluated by the Physical Therapist in accordance with the physician's recommendation. An evaluation and individualized plan of care is then developed in coordination with other departments to achieve the resident's maximal functional level. Our resident veterans are also assessed for a restorative nursing program or functional maintenance program upon discharge from skilled physical therapy. The Physical Therapy staff coordinates with the nursing staff regarding restorative programs and functional maintenance programs designed specifically for that individual resident

An annual screen is also performed to assess our veterans' functional status and possible need for a physical therapy re-evaluation. Equipment needs are assessed on admission as well as during the veteran's stay, and are acquired with assistance from the Social Worker, family, and/or VAMC.

### The Physical Therapy department also provides the following:

- ▶ Facility staff in-services for all departments in body mechanics, transfers, or any topic pertaining to employee/resident physical needs or care
- ▶ Appropriate documentation for meeting requirements as outlined in Georgia War policy and procedures and The Joint Commission
- ▶ Opportunities for physical therapy students from local colleges and technical schools to obtain clinical experience in a nursing home setting
- ▶ Opportunities for high school students to volunteer during summer months to introduce them to the field of Physical Therapy and for prospective physical therapy students to gain necessary volunteer hours for acceptance into a physical therapy school

The department is currently staffed by a Physical Therapist, who is the Director of Physical Therapy, a Physical Therapist Assistant, and a Restorative Technician, who also serves the Occupational Therapy and Activities departments.

## SUMMARY OF ACTIVITIES

The Physical Therapy Department utilizes all therapies, a restorative nursing program, and a functional maintenance program to help restore veterans functionally to their highest potential, consistently monitor changes in their functional status, and maintain that level through consistent intervention by personnel trained in nursing and all therapies.

Restorative Technicians, who are supervised by the nurse manager on each floor, provide comprehensive restorative nursing care designed by physical, occupational, or speech therapists. The department's Restorative Technician provides an additional resource to assure continuity of care in the restorative nursing programs.

### SUMMARY OF ACTIVITIES

The Fall Risk Committee meets weekly to reduce fall instances, review restraints and alternatives, and determine appropriate interventions to prevent falls or reduce the incidence of injuries due to falls. Recommendations from the Committee are communicated to the floor nursing staff. The Fall Risk Committee strives to keep the safety of our veterans at the forefront of all care provided for them. The committee is comprised of staff from Physical Therapy, Occupational Therapy, and Activities departments, as well as Nursing Supervisors, Restorative Technicians, Senior CNAs, and Environmental Services representatives.

Monthly staff meetings including Physical Therapy, Occupational Therapy, and Activities departments are held to provide a forum for presentation of innovative ideas to improve our residents' care and departmental functioning and for discussion of performance improvement in current programs. Staff members present in-services at each meeting and include knowledge and skills gained through attendance in continuing education programs.

Physical Therapy also participates weekly in Wound Rounds, Quarterly and Annual Resident Care Conferences, and New Admission Conferences. The Physical Therapist is a member of the Safety Committee and the Performance Improvement Committee. The Physical Therapist or the Physical Therapist Assistant educates all new employees in body mechanics in-service training and works with facility staff following an injury to ensure competency in body mechanics. The veterans' family members are also in-serviced regarding safe transfers, assisted movement, and equipment usage as needed.

The department continues to facilitate improvement in the method used to procure appropriate equipment for our veterans. Equipment is procured by effective coordination between the Prosthetics and Physical and Occupational Therapy Departments at the VAMC. Seating assessment remains an opportunity for collaboration with the VAMC Rehabilitation Department, resulting in improved outcomes for our veterans. The Physical Therapy Director frequently accompanies resident veterans to seating clinic visits at the VAMC to procure custom-designed and other specialty seating systems.

### PERFORMANCE IMPROVEMENT

The Physical Therapy department is continuously searching for ways to improve the department and the lives of the veterans we serve. A few highlighted improvements for the past year include:

- Replacement of broken or damaged rehabilitation equipment for continued safety of our residents
- Providing residents with the option of listening to a variety of music selections while performing their therapeutic interventions
- Continued ordering replacement parts for equipment to have on hand within the department, thus decreasing the completion time for repairs to standard equipment
- Continued monitoring the weekly check system for the replacement of damaged or broken resident equipment

## PERFORMANCE IMPROVEMENT

- Replacement of old and broken Broda wheelchairs with the Juditta wheelchairs for ease of use by residents and nursing staff
- Continue to incorporate COVID-19 and general infection prevention protocols to decrease the possibility of spreading of infections to residents and staff

## PROPOSED FUTURE CHANGES:

- ▶ Procurement of decorations to be placed throughout the rehabilitation department to continue the creation of a more homelike environment for our residents
- ▶ Purchase of additional workout equipment(s) to aid in improving our veterans' strength and mobility

## DEVELOPMENT PLANS

- ▶ Interdisciplinary training for restorative technicians and senior certified nursing assistants
- ▶ Continue monitoring of an Interdisciplinary Approach to Functional Maintenance Programs

# PHYSICAL THERAPY

JULY 2023 THROUGH JUNE 2024	
Treatments (15 minute Unit)	Annual Totals
Therapeutic Exercise	3,728
Therapeutic Activity	344
Balance/Coordination	69
Gait Training	1,356
Equipment Modification	12
Neuromuscular Re-Education	14
Modalities	140
Evaluation/Re-evaluation	216
Annual Screening/Admission Screening	110
<b>Total:</b>	<b>5,989</b>

JULY 2023 THROUGH JUNE 2024	
	Monthly Average
Number of residents at the beginning of month	38
Number of residents in the hospital at the beginning of the month	1
Number of residents at the end of the month	37
Number of residents in the hospital at the end of the month	1
Number of new residents admitted	3
Number of current residents re-admitted to PT	1
Number of residents discharged	4
Number of residents on Restorative Nursing at the end of the	49
Number of residents on Functional Maintenance at end of month	13

JULY 2023 THROUGH JUNE 2024	
Reasons for Discharge	Total
Expired	1
Discharge to home/another facility	0
Discharged - goals met	0
Discharged to Restorative Nursing	0
Discharged to Functional Maintenance	0
Other	3



## DEPARTMENT PROFILE

The Georgia War Veterans Nursing Home is a skilled nursing facility owned and operated by the Georgia Department of Veterans Services under Augusta University (AU) in an interagency agreement with the Board of Regents, University System of Georgia. The overall mission of this long-term care facility is to provide optimal medical care to aging and disabled veterans. Comprehensive ongoing care is provided to our veterans under the direction of the Medical Director, Dr. Richard W. Sams, II, MD, MA who has served as the Medical Director since April, 2021. Dr. Sams also holds a faculty position of Professor in the AU Department of Family and Community Medicine. A full-time certified Physician Assistant (PA-C) augments clinical services. Through its association with AU Department of Family and Community Medicine, Georgia War Veterans Nursing Home is considered a leader in the area of geriatric educational training for Medical and Allied Health Students, and House-staff.

AU Family Medicine PGY-2 and PGY-3 resident physicians participate in the care of Georgia War residents for both monthly visits and longitudinal care. Also, each PGY-1 physician is assigned a one-month block of time during which they participate in the day-to-day operations of the nursing home. Dr. Sams also supervises in-depth Geriatric training for Fort Eisenhower's Dwight D. Eisenhower Army Medical Center (DDEAMC) PGY-3 Internal Medicine resident physicians under a memorandum of understanding between the two organizations. Resident physicians are taught a comprehensive multidisciplinary approach to caring for elderly chronically ill residents. Dr. Sams participates in teaching Medical, Pharmacy, Allied Health Nurse Practitioner, and Physician Assistant Students. Topics include but are not limited to: the comprehensive geriatric assessment, including functional assessment; frailty; dementia diagnosis and management; falls assessment and reduction; palliative and end of life care; pain assessment/management; neuropsychiatric manifestations of medical illness; the behavioral management of agitated demented residents and various other issues that are unique to the nursing home population. As such, the practical experience provided allows the learners to gain expertise in caring for older individuals in a skilled nursing facility.

## SUMMARY OF ACTIVITIES

Medical staff continued to provide quality services to meet the needs of the resident population. During the past year, the department of Physician Services was assessed by the Department of Veterans Affairs and found to be in compliance. The facility is accredited by The Joint Commission

### ACTIVITIES INCLUDED:

- ▶ Physician services lead in implementing PointClickCare (PCC), the electronic health record adopted by Georgia War; physician lead in integrating PCC with the ambulatory pharmacy's dispensing software
- ▶ Associate investigator in an Institutional Review Board approved research study examining relationship between group exercise activities and cognitive function
- ▶ Supervision of one-month block rotations for twelve AU Family Medicine PGY-1 resident physicians
- ▶ Provision of monthly facility in-services for nursing and medical staff

### SUMMARY OF ACTIVITIES

#### ACTIVITIES INCLUDED:

- ▷ Oversight of longitudinal long-term care for 24 AU Family Medicine PYG-2 and PGY-3 resident physicians
- ▷ Administration of one month Geriatrics rotation for nine DDEAMC Internal Medicine resident physicians
- ▷ Medical direction of Wound Care and Resident Care Teams, with each team having weekly rounds throughout the year
- ▷ Participation in facility committees (including Department Head, Utilization Review, Infection Control, Performance Improvement, Pharmacy and Safety)
- ▷ Participation in Joint Commission Risk Assessment Group, Proactive Risk Assessments of Advance Directives and Code Status policies
- ▷ Collaboration with facility consultant pharmacists to optimize Pharmacologic Therapy in a team approach
- ▷ Medical direction of comprehensive geriatric intakes for new admissions
- ▷ Communication with family members of veterans on a regular basis
- ▷ 3rd year medical student geriatric experience for students rotating at AU Family Medicine
- ▷ Developed a fourth-year medical student geriatrics-palliative care elective rotation. The first fourth year student completed a four-week rotation at GA War. Several others are planning to complete the elective in the coming academic year.
- ▷ Small group case-based learning each Thursday afternoon at the Harrison Commons/MCG for 1st and 2nd year medical students
- ▷ Oversees the Morning Report Educational Conference that occurs each Wednesday and Thursday morning in the Department of Family and Community Medicine

### SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The Medical Director participates in the nursing home's Performance Improvement and Utilization Review programs with the focus to improve resident outcomes. Standards for physician services are addressed by the Medical Director who addresses any identified needs and works toward improvement. Special orientation conferences were held with new incoming Resident physicians and rising PGY-2 residents. Through the Performance Improvement Committee, the Medical Director remains involved with projects throughout the facility.

As a teaching skilled nursing facility, continual focus is on improving opportunities for graduate and undergraduate medical education in Geriatric Medicine.

In the longitudinal training, continuity care of long-term residents under supervision of the Medical Director is emphasized. Beginning in the second year of Residency (PGY-2), all 2nd and 3rd year family medicine residents at AU are assigned a panel of veteran residents which they follow through completion of their Residency. The one-month block rotation generally occurs during the PGY-1 year for Augusta University family medicine intern physicians and PGY-3 year for DDEAMC Internal Medicine PGY-3 resident physicians.

**SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES**

Ongoing efforts include multidisciplinary Resident Care Team involvement in periodic chart review, medication monitoring, end-of-life issues, falls, unintentional weight loss, and oral hygiene issues.

**DEVELOPMENT PLANS**

<b>DEVELOPMENT PLANS</b>
Complete transition to Integration of Pharmacy Management with the PointClickCare electronic health record
Continue to provide an ideal setting for academic interests such as teaching and research, while allowing excellent care for our most frail elderly veterans
One-month Geriatrics rotation for eight DDEAMC Internal Medicine resident physicians
Medical Direction of Wound Care and Resident Care Teams, with each team having weekly rounds throughout the year
Participation in facility Committee: Department Head, Utilization Review, Infection Control, Performance Improvement, Pharmacy, and Safety
Participation in Joint Commission Risk Assessment Group, Proactive Risk Assessments of Advance Directives and Code Status policies
Provision of facility in-services
Collaboration with facility consultant pharmacists to optimize pharmacologic therapy in a team approach
Medical direction of comprehensive geriatric intakes for new admissions

### DEPARTMENT PROFILE

The Department of Social Work provides comprehensive services to residents and their families and serves as liaison and advocate in the unique setting of long-term care. We emphasize the resident's quality of life, self-determination, strength, autonomy, reaching and maintaining their highest level of functioning. We emphasize early involvement with each resident and family at time of admission to facilitate the adjustment process to the new environment and change in personal and family dynamics. Ongoing support is provided to address psycho-social issues, end of life care, and discharge planning needs as they arise throughout the resident's life in the facility.

Additionally, the department serves as a resource to all staff by providing information, education and assistance related to resident's rights, policy interpretation and implementation, assisting with possible abuse/neglect allegations, committee participation, and community resource identification and utilization.

### SERVICES PROVIDED BY THE DEPARTMENT OF SOCIAL WORK:

- Resident/family counseling and education
- Case management
- Discharge Planning and Coordination
- Comprehensive assessment and coordination of end-of-life care/services
- Community resource identification and utilization
- Coordination/assistance with financial and benefit entitlements
- Assistance with advance directives, guardianship, and other legal issues
- Management/oversight of Grievance Log in accordance with state regulations
- Management/oversight of Theft and Loss Log
- Coordination/presentation of quarterly Residents' Bill of Rights in-services
- Coordination of bi-monthly Residents' Council meetings
- Presentation of new employee orientation
- Participation in special events, organizational committees and related functions
- Professional presentations and community education

### MEET THE DEPARTMENT

**Director of Social Work:** Masters prepared, Licensed Clinical Social Worker (LCSW). This position provides direct clinical services to residents and families, serves as integral member of the interdisciplinary care team as well as, provides daily administrative oversight, and direction for the Social Work department. Additionally, this position serves as a member of the senior leadership team within the facility.

**Social Worker III:** A Masters level social work (MSW) position which provides direct clinical services to residents and families, serves as integral member of the interdisciplinary care team and frequently participates in department functions and committees.

## SUMMARY OF ACTIVITIES

- ▶ Daily provision of comprehensive social work services to residents and families; average daily caseload for the year was 120 residents and their families
- ▶ Coordination of 34 admissions, 19 Comfort Measures / End of Life Care and 3 discharges
- ▶ Coordination/presentation of quarterly Residents' Bill of Rights in-services for staff
- ▶ Facilitated the re-vamped Family Support Group (formerly the Newcomers' Group)
- ▶ Coordination of bi-monthly Resident Council meetings
- ▶ Presentation to new employees in monthly orientation sessions
- ▶ Development and implementation of performance improvement initiatives
- ▶ Participation in professional continuing education seminars and training opportunities
- ▶ Participation in VA and State surveys; department was deficiency free in all surveys
- ▶ Coordination and participation in special events and ceremonies
- ▶ Weekly, monthly, quarterly participation in the following committees:
  - ▶ Interdisciplinary Resident Care Conference
  - ▶ New Admission Resident Conference
  - ▶ Fall Committee
  - ▶ Safety Committee
  - ▶ Nutrition Alert Committee
  - ▶ Performance Improvement Committee
  - ▶ Application Review Board
  - ▶ Resident and Family Centered Care Committee

The virtual video chats implemented in FY20 continued throughout FY24. These video chats help connect the resident with family members. The new residents and their family members are informed of the virtual chats at the time of admission. The video chats continued as an alternative if the family members preferred to visit virtually due to the distance or their own health concerns.

## PERFORMANCE IMPROVEMENT INITIATIVES

### **FAMILY ATTENDANCE IN RESIDENT CARE CONFERENCES FOR NEW ADMISSIONS:**

Family involvement in the development of plan of care for newly admitted residents is vitally important. The Social Work team continued this process by contacting families of newly admitted residents, and established residents prior to the scheduled Resident Care Conference to encourage attendance

### PERFORMANCE IMPROVEMENT INITIATIVES

#### **CUSTOMER SATISFACTION:**

Continued process of contacting family members on a quarterly basis to identify and discuss any questions or concerns related to their loved one's care. All attempts are made to identify potential issues and address them as needed. This protocol ensures each family is contacted at least quarterly with additional contacts made as needed.

#### **COMFORT MEASURES:**

Continuous collaboration with physicians, nursing staff, resident care team and families to identify appropriate residents for consideration of implementation of Comfort Measures initiatives to enhance the provision and support of end-of-life care, coordinate protocol for team notification, staff education and implementation of support services. Comfort Measures were implemented with 19 residents throughout the year.

#### **FAMILY SUPPORT GROUP:**

The Social Work team along with the Chaplain, facilitated monthly Family Support Group meetings for family members of residents. Emphasis is placed on providing support for the family members addressing psychosocial issues related to long-term care, adjustment to new environment, lifestyle and relationship changes and end of life care. Another important function of the group is to foster relationships between the family members. The group sessions continue to include an educational component featuring discussions on select topics of interest as identified by group members

#### **PRESENTATIONS CONDUCTED BY DEPARTMENT:**

- Residents' Bill of Rights virtual training
- New Employee Orientation
- 11 Tips for Talking with Someone You Disagree With

### STAFF DEVELOPMENT - EDUCATION COMPLETED

- ▶ National Preparedness Month Strategies Review
- ▶ Heat Illness and Hurricane Preparedness
- ▶ Georgia Sees an Uptick In COVID Cases-self-study
- ▶ Key Facts about Influenza (FLU) & the Flu Vaccine self-study
- ▶ Normal Pressure Hydrocephalus Staff Inservice
- ▶ Fall Prevention Inservice
- ▶ Sentinel Event Alert: Preserving Resident Safety After A Cyber Attack
- ▶ Lewy Body Dementia Inservice
- ▶ AU Days of Service
- ▶ Bomb Threat Drill
- ▶ FSI Inservice
- ▶ Social Work Educational Meeting with AU Social Workers

## STAFF DEVELOPMENT - EDUCATION COMPLETED

- ▶ Social Work Educational Meeting at Walton Options
- ▶ Staff Development: Caring for those with Dementia self-study
- ▶ Staff Development: Ethics self-study
- ▶ Staff Development: Revised Guidelines for Fisher House self-study
- ▶ Staff Development: Safety Matters self-study
- ▶ Management of Safety Events and Restraints
- ▶ BLS Refresher
- ▶ COVID-19 Drive Thru Testing Sites Closing self-study
- ▶ Infection Control Increased Risk of Dengue Virus Infections in the US
- ▶ IPGW Infection Control at Georgia War
- ▶ Tornado Terminology: Safety Flash
- ▶ Cyber Security
- ▶ Monthly Fire Safety and Monthly Emergency Management Codes
- ▶ AU Annual Compliance Training

## DEPARTMENT GOALS

**CONTINUE** to educate all staff regarding residents' rights as they pertain to our residents and long-term care environments.

**MAINTAIN** all VA, State, and The Joint Commission Standards with departmental deficiency free surveys.

**DEVELOP** expert knowledge and provide staff education and support regarding:

- Quality of life in long-term care (LTC)
- Ethical considerations in end-of-life care
- Dementia care and chronic illnesses in LTC population

**PROVIDE** excellent customer service in all encounters with residents, families, staff, and community contacts.

# SOCIAL WORK

JULY 2023 THROUGH JUNE 2024	
	Annual Totals
Admissions	34
Discharges	3
Comfort Measures	19
Resident Contacts	3,232
Family Contacts	3,003
Staff Contacts	13,098
Agency Contacts	241
<b>Total Contacts:</b>	<b>19,629</b>



**DEPARTMENT PROFILE**

The Activities Department consists of the Director and four Activity Therapists. Programs are planned and scheduled to meet the social, leisure, and physical needs of all our residents. These needs are met through programs that are designed to give residents entertainment, intercommunication, exercise, relaxation and opportunities to express creative talents. These programs fulfill basic psychological, social, and spiritual needs. The Activities team consists of Heather Nichols, Director of Activities, and our Activity Therapists Pam Parker, Lisa Hadden, Sharon Neely, and Miranda Crocker. The department ended FY24 fully staffed.

**SUMMARY OF ACTIVITIES**

The Activities Department worked with other departments throughout the year in several special activities. Internal events included National Skilled Nursing Care Week, modified community outings and annual holiday parties. Georgia War has had the pleasure of hosting many in-house as well as community cookouts with the support from local vendors. Residents were assisted in starting a garden with tomatoes, bell peppers, jalapenos, cucumbers, and okra. The vegetables grown in the container garden were used for resident snacks and to enhance veteran meals. In addition to internal events, the Activities Department was able to host product drives which included toiletries, and entertainment items.

The volunteer program continues to have strong support from the community. We are very thankful for the individuals and group volunteers that serve our veterans. Groups from various veterans' organizations including the sponsored activities such as our monthly birthday party, BINGO, pizza party, and banana split parties. Other sponsored events included ice cream socials, seasonal parties, product drives, letter writing campaigns, and live concerts. Many groups provided donations such as personal care items, lap blankets, refreshments and gifts for the residents. Donations were also made to the Resident Benefit Fund for comfort items, special events, equipment, and other projects that benefit our residents.

**VOLUNTEER ACTIVITIES FOR OUR RESIDENTS:**

- Garden Club*** - Residents received a variety of flowers for the nursing units
- Arts and Crafts - Residents assembled various crafts kits from ***Help Hospitalized Veterans***
- Project Lifting Spirits*** - Product drives, goodie bag donations, socials, ice cream party, home baked goods, word search puzzles, letters of encouragement, toiletry items, and community outings including AR Workshop, Green Jackets baseball games, Barnyard Buddies, Your Pie, Wedges & Woods, Nailed It, and Hope for Hooves
- American Legion Department of Georgia*** - Toiletry items, craft kits, snacks, BINGO prizes, and additional comfort items
- American Legion Post 192 Auxiliary*** - Product drives, goodie bag donations, Pizza Parties, Banana Split Party, and toiletry items

SUMMARY OF ACTIVITIES

VOLUNTEER ACTIVITIES FOR OUR RESIDENTS:
<b>American Legion Post 205 Auxiliary</b> - Goodie bag donations, Pizza Parties, and Banana Split Party
<b>Elks Lodge 205</b> - Monthly Sub Sandwich Party, four (4) New Popcorn Machines with accessories and supplies, Snow Cone supplies, and cotton candy supplies
<b>Combat Veterans Motorcycle Association</b> - Donated various food, candy bars, BINGO supplies and entertainment items for veteran activities throughout the facility
<b>Evans VFW Auxiliary</b> - Birthday cake/cupcakes, ice cream with toppings, and personal care items
<b>Jim &amp; Judy Whelan</b> - Snack Cakes, candies, body washes, razors, and cards
<b>DAV Department of Georgia</b> - Annual cookout

SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The activities for our veteran residents were part of the Performance Improvement plan this past year:

- Falls prevention and restraint reduction – Activities is involved in a plan with Nursing and other teams; no restraints are in use at the facility
- Members actively involved with improving the safety of the residents through participation with the Falls Prevention and Restraint Reduction Committee
- Small groups and 1:1 activity events are ongoing
- Diet Changes – updating staff when changes occur
- Use of sunscreen and hydration with water during outside activities
- Ensuring all wheelchairs and Broda or Juditta chairs have footrests
- Provide support with End-of-Life Care and the Comfort Cart
- Continuing monthly reminiscence group to increase participation of residents with dementia by stimulating memories through the five senses
- Increased socialization with peers and staff

## DEVELOPMENT PLANS

- ▶ Provide a current dietary list to Activity Therapists.
- ▶ Provide performance activity programs that meet the social, physical, and leisure needs of the residents.
- ▶ Provide a wide variety of activity programs for both group and individual needs.
- ▶ Document residents' participation to include the activity, the degree of assistance required to attend the activity and the level of participation in each activity.
- ▶ Invite community groups (e.g., schools, church groups and civic groups) to assist the facility in providing entertainment and interaction with the residents.
- ▶ Seek additional community volunteers to support/provide individual and group activity programs for our residents.
- ▶ Document 1:1 activity visits and how residents react to each.

## EDUCATIONAL OPPORTUNITIES

The Activities staff participated in the Augusta University Days of Service held in November. The Activities Department also worked with other departments to host a successful Days-of-Service BINGO. This event required a team effort to ensure an appropriate number volunteers, prizes, and game boards were available. Also, Activity staff coordinated community groups in product drives.

The Activity department will continue monthly departmental in-service programs in conjunction with the Physical Therapy and Occupational Therapy departments. Activities staff will also continue to participate in facility in-services and will participate in community seminars that relate to our profession.

Activities participates in regular in-service programs on proper hand hygiene and use of PPE to best meet the guidelines set in place by the CDC and the Georgia Department of Public Health.

### DEPARTMENT PROFILE

Pharmacy services are provided by the Wellstar MCG Health (WMCGH) Pharmacy Department. Medications are distributed from the Medical Office Building Clinic Pharmacy using a unit dose system; the unit dose packaging provides a double check for safety and also controls drug costs by minimizing waste. The dispensing activity is managed by Periyasamy Sudharsan, PharmD. Clinical services at the nursing home are provided by WMCGH consultant pharmacist, Jody C. Rocker, PharmD, BCPS.

The Pharmacy Department provides pharmacy resident care services with the goal of safe and cost effective drug therapy and optimal medication-related outcomes. Responsibilities include:

- **Direction** and oversight of all aspects of the acquisition, disposition, handling, storage and administration of medications in the facility
- **Medication** regimen review for each resident on admission, at least monthly thereafter, and upon readmission from hospitalizations, monitoring progress toward stated outcome goals and making recommendations when needed to optimize therapy
- **Participation** in interdisciplinary resident care planning team activities, including all new admission conferences and weekly MDS resident care plan conferences
- **Committee** involvement including Pharmacy Services, Antimicrobial Stewardship, Infection Control, Performance Improvement, and Utilization Review
- **Oversight/Leadership** of the medication use evaluation (MUE) and improvement program

### SUMMARY OF ACTIVITIES

- ▶ Written consult recommendations/interventions to optimize care continues to be high and are reviewed weekly at interdisciplinary resident care conferences.
- ▶ During FY24, “live” presentations presented to the medical and nursing staff included: Review of Antiepileptic Medications, Introduction to USP 800, Review of Pain Control in Geriatrics, Review of Eye Drops and Nasal Spray in Geriatrics, Treatment of Insomnia in Geriatrics, Review of Topical Administration of Medications, Review of Antipsychotic Use in Geriatrics, and Review of Vitamins and Supplements in Geriatrics. Memos providing information included: Administration of Omeprazole, Ozempic, and Trulicity, changes in brand insulin pens, and addition of Cyanocobalamin tablets to floor stock. The pharmacy consultant also provides Anticoagulation and Antimicrobial stewardship education to all incoming employees during their initial facility orientation. The automatic therapeutic interchange program (in conjunction with WMCGH) has been in place for many years to help control medication costs while standardizing care and ensuring optimal therapy.
- ▶ An automatic therapeutic interchange program (in conjunction with WMCGH) has been in place for many years to help control medication costs while standardizing care and ensuring optimal therapy.
- ▶ A list of high risk, look alike-sound alike medications has been identified for interventions to reduce the opportunities for medication errors.

## SUMMARY OF ACTIVITIES

- ▶ The medication management process is assessed annually as part of our annual Periodic Performance (Self) Evaluation against The Joint Commission standards and no issues or concerns have been identified.

## SUMMARY OF PERFORMANCE IMPROVEMENT ACTIVITIES

The Medication Use Evaluation (MUE) and Improvement program at Georgia War Veterans Nursing Home is reviewed annually by the Pharmacy Department and interdisciplinary Pharmacy Committee to assess progress and set goals for the year. The MUE program consists of medication use guidelines, ongoing screening evaluation activities and focused MUE studies. Monthly MUE reports for six drug classes are distributed to Nurse Managers. Screening evaluation activities are routinely performed by a pharmacist each time medications are ordered, and during monthly medication regimen reviews – to identify and resolve potential medication-related problems. Focused evaluations are conducted for selected medications or processes that are high risk, high cost, high use, or problem-prone.

### CURRENT ACTIVITIES

Pharmacist/Physician Clinical Intervention program

Drug Allergy screening

Renal Dose monitoring

Adverse Drug Reaction monitoring

Medication Error Reporting/Prevention

Anti-Psychotic Drug Therapy monitoring and Dose Reduction program

Immunization promotion

Additional performance improvement projects initiated: assessment of renal function, non-formulary medication evaluation, update of the Look Alike-Sound Alike, Hazardous and do-not-crush medication lists, and weekly anticoagulation review report

## EDUCATIONAL ACTIVITIES

The pharmacy teaching program provided five-week geriatric rotations for seven (7) Doctor of Pharmacy candidates from the University of Georgia (UGA) College of Pharmacy. They were supervised by UGA preceptor, Jody C. Rocker PharmD. She also serves as a preceptor offering an elective Geriatric rotation to post-graduate year one Pharmacy Residents from Wellstar MCG Health which is accredited by the American Society of Health-System Pharmacists. One (1) Wellstar MCG Health PGY1 resident completed a four-week geriatric rotation elective.

# PHARMACY

<b>PHARMACY SERVICES</b> <b>JULY 2023 THROUGH JUNE 2024</b>	
	<b>Annual Totals</b>
Drug Regimen Reviews	1,471
New Admissions (development of initial Pharmacy Care Plan)	34
Pharmacist Recommendations	276
Live In-service Education Programs Provided	14

<b>MEDICATION UTILIZATION</b> <b>JULY 2023 THROUGH JUNE 2024</b>	
	<b>Annual Totals</b>
Anti-psychotic Drug Use	9.0%
Anti-depressant Drug Use	69.7%

## DEPARTMENT PROFILE

Timothy E. Lark, Chaplain, provides services to the residents and staff of the Georgia War Veterans Nursing Home. As an ordained minister, he offers our residents and staff dynamic spiritual support.

Spiritual Care and Chaplaincy services are provided voluntarily to all who desire them. The primary role of the Georgia War Veterans Nursing Home Chaplain is to provide emotional and spiritual support for residents, their families, and facility staff members. The Chaplain specializes in spiritual development and provides education and counseling to individuals facing grief, loss, aging, crisis, and terminal illness. The Chaplain offers the gift of presence and compassion during times of difficulty. It is not the Chaplain's role to influence, persuade or change an individual's religious belief but to explore their spirituality as a source of understanding, support, and comfort. The Chaplain serves those of all faiths and none. The Chaplain aims to model equality and inclusivity, hospitality and integrity, dignity and respect.

## SUMMARY OF ACTIVITIES

- Provided weekly pastoral care visits to residents, their families, and staff members.
- Provided end-of-life support and bereavement follow-up with family members.
- Participated with the comprehensive bereavement team of Wellstar MCG Health that follows up with residents' families after death.
- Available 24-hour on-call services for Georgia War Nursing Home during times of crisis or death.
- Submitted monthly pastoral care articles for the Georgia War Nursing Home's VET COM newsletter.
- Conducted veteran resident spiritual needs assessments and evaluations as requested by the Medical Director, Resident Physicians, Social Workers, and Clinical Staff Members.
- Worked with medical students in the creation of a better understanding of how spirituality and the Chaplain can affect holistic resident health.
- Corresponded with family members, local pastors/priests, and funeral directors in the event of a resident's death.
- Visited or called hospitalized residents at the VA, Wellstar MCG Health, and Piedmont Augusta hospitals weekly.
- Provided weekly Bible study and worship services.
- Conducted and documented weekly/routine pastoral care visits with residents placed on CMO/DNH status.
- Administered the Bereavement Card program.
- Conducted memorial services for staff and residents.

## CHAPLAINCY SERVICES

---

### SUMMARY OF ACTIVITIES

- Provided Ash Wednesday, Blessing of the Hands for nursing and other staff, and Good Friday services upon residents' request.
- Provided counseling and crisis intervention for residents, families, and staff.
- Participated in monthly Family Support Group sessions.



# Georgia War Veterans Nursing Home

## Augusta, Georgia

This publication is prepared for the convenience of its readership and is not to be construed as an official document of the Georgia Department of Veterans Service or the Board of Regents of the University System of Georgia.

Georgia War Veterans Nursing Home is an Equal Opportunity Employer. Equal Employment Opportunity is provided to all applicants and employees regardless of race, color, religion, sex, national origin, age or physical disability. This policy applies to all personnel actions including, but not limited to, recruiting, hiring, compensation, benefits, promotions, transfers, or personnel reductions of the institution.