

# What Makes A Top-Notch Facility?

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Everyone hears about the facility that wins all the awards, has the highest census, keeps staff turnover to a minimum and passes survey inspections with flying colors. Why is that facility so special? What do they have that other facilities don't have? And, most importantly, can other facilities learn from them and become a top-notch facility, too?

There are two main reasons a facility is considered to be best in its class above all others: the people who work in it and the attention given to detail.

The people who work in a facility are the ones who collectively produce the momentum to excel and succeed in providing superior resident care. People who work in a top-notch facility are:

- “people” oriented. They love people, they love to be around them, they love to help and encourage them
- dedicated, caring
- maintaining a “can-do” attitude
- competent but continually work to increase knowledge and skills
- willing to work with, and help, others
- leaders
- excited to do their jobs
- always looking to make things better
- eager to try new ways of doing things to improve
- receptive to positive change
- supportive of each other – no matter rank or job description
- always promoting a resident-centered environment
- positive
- happy

**Attention given to detail means the little things that are done that make a difference in the facility and in the lives of the residents living there.**

Attention to detail means:

- having proper equipment and necessary supplies to provide quality resident care. (Some facilities trim the budget here.)



- continually looking for ways to improve
- keeping the entire facility is clean and home-like: Have real flowers and plants, windows washed, tablecloths neat, ironed and evenly placed on tables.
- residents are well-groomed. In-house animals are well-groomed. Staff is well-groomed and clothes are wrinkle-free.
- there is emphasis is on resident care and meeting special needs
- staff is resident-care focused – continually looking for ways to improve quality of life
- pride
- creating an atmosphere that rewards initiative, enthusiasm and job excellence
- individualizing care given
- willingness to expect, and demand, quality job performance
- providing leadership
- always going the “extra” mile in every aspect of facility life

Can other facilities learn from a top-notch facility and become one, too? Absolutely.

The key is the willingness to learn and implement the changes necessary.

Staff must want to change and make the effort to work with others, and to improve in areas they may need help with.

**The focus must be on the people working in the facility, and the attention to all the details that, together, make up the atmosphere of excellence.**