

# 2023

## Lewiston Transitional Care of Cascadia



Lewiston, Idaho

Skilled Nursing and Post-Acute  
Rehabilitation, and  
Behavioral Care Unit

### Mission

We care about people; and because we care about people, we want to be a FORCE for good for our employees, our residents and in the communities that we serve.

### Numbers

96 Residents  
78 Staff members

### Contact

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### The Journey to Gold

Over the past four years, the AHCA/NCAL Quality Award journey has provided the framework for our dedicated team to fast-track to excellence, teaching us the tools to implement systematic processes, to improve healthcare outcomes, and to increase satisfaction and engagement not only for our residents, families, and employees but our community as a whole. We now know that providing the best care possible means to continue to learn, evaluate, innovate, and share best practices to sustain excellence.

Lewiston Transitional Care of Cascadia are recipients of the 2011 and 2021 Bronze awards, 2022 Silver award, and 2023 Gold award.

AHCA/NCAL National Gold award winning facilities have better [quality metrics](#), surveys, and staffing satisfaction than the rest of the nation. Learn more about the Baldrige-based [AHCA/NCAL National Quality Award Program](#) at [ahcancal.org/QualityAward](http://ahcancal.org/QualityAward).

### Highlights

- **Five Star:** Lewiston Transitional Care of Cascadia has maintained a 5-star Overall Rating and 5-star Quality Measures since 2022.
- **Customer Satisfaction:** Our focus on improving senior leader rounding and implementing the innovative weekend senior leader rounding process has sustained overall family satisfaction at 100% since 2018 and increased overall resident satisfaction by 15% since 2019, with 2022 at 100% satisfaction.
- **Employee Engagement:** The culture of safety best practice philosophy and initiation of quarterly satisfaction surveys has increased the workforce "I recommend Lewiston Transitional as a good place to work" from 64% to 86%, exceeding the gold recipient comparison, and the survey response rate increasing from 46% to 94%.
- **Pillars of Success:** The creation of systematic processes to ensure financial resources for workforce action plan achievement, addressing all three areas of our clinical, cultural, and financial pillars, has decreased total staff turnover from 84% to 27% in the past five years.