

# 2020

# Applewood Rehabilitation Center



Winchester, New Hampshire

Skilled and  
Long Term Care Services

## Mission

At Applewood we will improve the lives we touch through the delivery of high quality healthcare and everyday compassion.

## Numbers

72 Residents  
91 Staff members

## Contact

Gail Cushing  
Executive Director  
gail.cushing@genesishcc.com  
603-239-6355

## The Journey to Gold

Applewood's journey to achieving the Gold quality award was one that focused on the "relationships" with people. Through building relationships with all our stakeholders, Applewood has been able to build strong systems, processes and practices that drive quality and excellence through a cohesive bond with staff, residents, families and community partners. Strength comes from unity!

## Highlights

- **Best Practice:** "Hey Team Leader" Program developed as a result of our annual employee satisfaction survey. The "Hey Team Leader" program is a communication process that engages all stakeholders in the day-to-day functioning of our center from all shifts and departments. In the 4 years since the creation of the program, over 5000 submissions have been generated directly affecting our ability to meet the qualities and characteristics of a Gold recipient. Applewood's Hey Team Leader program has been recognized as a best practice and shared amongst peers.
- **Employee Satisfaction:** 97% of caregivers on our annual satisfaction survey stated that Applewood is a great place to work. Nearly 60% of all Applewood caregivers have a 5-year or greater tenure. 80% of Applewood Senior Leaders have a 5-year or greater tenure of which 60% exceed 10-year tenure.
- **Customer Satisfaction:** 90-100% response rate of annual satisfaction surveys with a greater than 95% recommend us to others by Residents, family members and community partners.
- **Quality Measures:** Applewood is a 5 star survey and quality measure center
- **Best Practice:** Applewood is the founding center for the Annual Senior Olympics in NH for the tri-state area, which has been held for over 15 years, and has been recognized numerous times by the New Hampshire Health Care Association and featured in state and local media.
- **Antipsychotic Drug Use:** Applewood has reduced Antipsychotic drug usage from 35% down to 5%