

2024



Libby Care Center of Cascadia

Libby, Montana

Skilled Nursing and Post-Acute Rehabilitation, Short-term and Long-term Care

Mission

To provide personalized care for each of our residents that enhances their well-being and quality of life.



Numbers

101 Residents
93 Staff members

Contact

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The Journey to Gold

Libby Care Center of Cascadia's unwavering dedication to the National Quality Award Program has been the catalyst to sustaining exceptional quality care and compassion for our patients, residents, families, workforce, healthcare providers, and community.

By utilizing the Baldrige Framework, AHCA/NCAL feedback, and Gold recipient best practices, our team has truly transformed key processes which initiated a freedom to explore curiosity, enhance creativity, embrace change, cultivate resilience, and promote celebration of our successes on our never-ending journey in pursuit of excellence.

Libby Care Center of Cascadia are recipients of the 2022 Bronze award, 2023 Silver award, and 2024 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.

Highlights

- **Compassionate Care:** Libby Care Center of Cascadia has created an environment where compassionate care is a natural outcome of transformed processes and patient-focused excellence is the result. Our improved Senior Leader Rounding process have increased resident overall satisfaction to 91% and family likelihood to recommend to 98%.
- **Scaling to New Heights:** Our innovative approaches contribute to positive clinical, cultural, and financial outcomes. Cross-training of staff in numerous positions reduced all agency use, compared to usage across all benchmarks. Employee satisfaction with continued education increased to 90%. Senior Leaders pay it forward, sharing best practice ideas and processes.
- **Unwavering Staff Dedication:** Embracing employee empowerment, implementing a culture of integrity, and initiating evolving employee engagement surveys, have all contributed to a decrease in staff turnover to 24%, surpassing the three gold recipient comparisons, and occupancy increased to 81%.
- **F.O.R.C.E. for GOOD:** Enhancing societal well-being by filling a community need, we developed a pulmonary care program; we revised our in-house C.N.A. class to be self-paced, providing opportunities for those that wish to grow but need more flexibility, creating a positive ripple effect for workforce and patients; and compared to the three Cascadia Healthcare Gold recipients, we have the highest number of employees contributing to the FORCE for Good Fund, supporting our culture of Family first.