

2018

Comer Health and Rehabilitation



Comer, Georgia

Not-For-Profit

Skilled Nursing, Sub-acute Care,
Rehabilitation

Mission

We are dedicated to our patients, committed to our associates, and challenged by our customers to deliver excellence.

Numbers

116 Residents
126 Staff members

Contact

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Administrator
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The Journey to Gold

Being a part of the Gold Quality Award journey has greatly benefited the Comer Health and Rehabilitation team and patients. Comer's senior leaders and frontline associates' dedication to workforce engagement was a huge contributing factor in its journey to achieving the Gold recognition. The team's commitment to continuous improvement, strategic planning, and valuing the voice of its customers has improved key processes. Utilizing the Baldrige criteria allowed Comer to fully deploy its Quality Assurance and Performance Improvement program in all aspects of its operation. This program has resulted in a positive culture change towards continuous learning and improvement.

Comer's dedication to providing quality care and commitment through this journey has reflected in positive and sustainable outcomes. The center looks forward to continuing its Baldrige journey, striving to be a leader in long term care through its dedication to patients, commitment to its associates, and challenge from its customers to deliver excellence.

Highlights

- **Survey Performance:** In 2018, Comer received a Deficiency-Free Health and Life Safety annual survey.
- **Measurable Results:** The center has successfully decreased its antipsychotic usage rate from 30% to 5% over the last two years.
- **Employee Retention:** Comer's associate turnover has reduced from 75% to 35%, and the average tenure for all of its associates is approximately 7 years.

