

2018

Maine Veterans' Home – Machias



Machias, Maine

Not-For-Profit

Alzheimer's/Dementia Specific

Assisted Living Facility

Mission

Caring for those who served.

Numbers

30 Residents

51 Staff members

Contact

Marcia Jackson

RN/ Administrator

mjackson@mainevets.org

207-255-2401

The Journey to Gold

The Gold National Quality Award experience helped Maine Veterans' Home – Machias (MVH-Machias) to further develop and refine its systems and processes and better deploy these to its staff, making its commitment to quality a facility-wide effort. The center's increased focus on performance excellence and outcomes helped it deliver high quality, resident-focused care.

MVH-Machias began its AHCA/NCAL Quality Award journey in 2009, receiving the Bronze Quality Award in 2010 and the Silver Quality Award in 2014. Its facility is the first Assisted Living Facility to win the Gold Quality Award in Maine and one of the first two Assisted Living communities to win nationally.

Highlights

- **Leadership Retention:** Six of nine of the MVH-Machias Leadership Team have worked at the facility for at least nine out of the 13 years it has been open. Two of these leaders have been promoted as part of its succession plan.
- **Fostering Innovation:** In 2017, the center instituted its 'Innovation Station' during All Staff Meetings – a time for staff to share innovative ideas and be recognized for ideas that have been incorporated into daily work.
- **Measurable Results:** Since 2015, MVH-Machias has reduced its Fall and Anti-Psychotic Drug use rate. While not a requirement in Assisted Living Facilities, it instituted an Antibiotic Stewardship Program. The center has shared learnings, both locally and regionally, through live presentations as well as webinars.
- **Customer-Focused:** In 2018, MVH-Machias won the Customer Excellence Award from Pinnacle, a customer service survey vendor, and scored Best in Class in 15 of the 15 areas surveyed.
- **National Recognition:** MVH-Machias has received several national awards, including 2014 AHCA Adult Volunteer of the Year; 2015 AHCA Group Volunteer of the Year; 2016 NCAL Nurse of the Year; and 2017 Cerner/AANAC Nursing Assistant of the year. Its work has also been recognized by the Veteran's Affairs, CDC and CMS-QIN-QIO.

