



## Stonebrook Healthcare Center

**Location:** Concord, CA

**Ownership:** Independent

**Workforce:** 189

**Services:** Post-Acute Skilled Nursing & Rehabilitation and Long-Term Care

**Residents:** 120

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**Mission Statement:** “Live your life to the fullest”

### Highlights

- **Consistent High Quality Care drives Positive Outcomes:**
  - By maximizing our core competencies of Nursing and Rehabilitation services, Stonebrook demonstrates sustained high levels of performance in many health care and patient-focused process results. For example, Quality measure scores published by the Centers for Medicare and Medicaid Services (CMS) have been ranked 5 out of 5 stars since the implementation of the ranking system. These include results for Short-Stay moderate to severe pain, pressure ulcers that are new or worsened, influenza vaccinations, pneumococcal vaccinations and antipsychotic medication use; and Long-Stay residents falls with major injury, urinary tract infections, moderate to severe pain, high-risk pressure ulcers, catheter use, physical restraints, need for help with activities, weight loss, depressive symptoms, influenza vaccinations, pneumococcal vaccinations, and antipsychotic medication use.
  - Stonebrook has been recognized 2 consecutive years on the US News and World Report Best Nursing Homes List; awarded the Eli Pick Facility Leadership Award for achievement of designated dimensions of quality including Quality Measures and Survey data over a 3-year period; received the State of California Quality Assurance Supplemental Payment for achieving/maintaining designated quality outcomes
- **Employee Satisfaction and Engagement are a Priority:**
  - MyInnerview survey results show Stonebrook has greater than 95% Overall Employee Satisfaction, Recommendation for a Job and Sense of Accomplishment Rates for 4 consecutive years.



- Stonebrook has maintained employee satisfaction scores that exceed the top percentile of scores in the MyInnerView national database earning 4 consecutive Excellence in Action for Superior Workforce Satisfaction Awards.
- Based on annual Workplace Dynamics employee surveys, Stonebrook has been named in the Top 3 workplaces out of all industries in the San Francisco Bay Area for 3 consecutive years.
- Stonebrook exceeded the AHCA Quality Initiative benchmark for staff stability by maintaining a turnover rate that is dramatically lower than the industry average.
- **Superior Customer Satisfaction:**
  - Organizational focus on customer satisfaction is reflected in Stonebrook's customer satisfaction scores, which exceed the top 10 percentile of scores in the MyInnerView national database earning 3 Excellence in Action for Superior Customer Satisfaction awards.
  - Consistently exceeds the Kaiser Northern California Region (47 contracted facilities) in Kaiser member "Overall Rating of the Facility" since 2009.
  - Stonebrook uses a variety of methods to reach customers and capture their feedback on areas of improvement. These include a customer relations team that makes contact upon admission, during the stay and post-discharge follow-up calls; MyInnerView annual surveys and ongoing discharge surveys; Direct Line box; Compliance Hotline; face-to-face interviews; Facebook feedback. All feedback is reviewed to identify best practices and where change is needed.
- **Best Practices:**
  - Through a partnership with Kaiser Permanente, Stonebrook implemented a remote telemedicine wound care video visit program. This program has eliminated the need for transfer of Kaiser patients to the wound clinic and has eliminated unnecessary paperwork for nursing staff. Other Kaiser contracted facilities have since implemented the program.
  - The engineering department has systematically organized the physical plant with color coded piping and preventative maintenance programs. As a result, there have been no deficient inspection findings and the Fire Marshall has asked Stonebrook to model its practices to other facilities in the county.
  - Stonebrook has been recognized by the California Association of Health Facilities for Excellence in Programming for 10 programs in the following areas: Activities, Community Involvement, Staff Development and Special Programming.
  - Stonebrook serves a pilot facility for numerous programs that are deployed to other facilities at later date (i.e., The Respiratory Protection Program – N95 respirators program; Contra Costa County 911 Program Change; On-Time Project to reduce pressure ulcers).