

# 2023

## Aspen Park of Cascadia



### Moscow, Idaho

Skilled Nursing and Post-Acute Rehabilitation, and Behavioral Care Unit

### Mission

We serve our community by striving to improve the quality of life for our residents every day. We provide a compassionate home-like environment where we help health through listening, laughter, and love. Together, we're a F.O.R.C.E. for a positive change in healthcare across all stages of life.

### Numbers

58 Residents  
81 Staff members

### Contact

Rachel Zimmerman  
[zimmerman@cascadiahe.com](mailto:zimmerman@cascadiahe.com)  
208-882-4576

### The Journey to Gold

Utilizing the AHCA/NCAL Quality Award Program, process, and feedback has been our roadmap for continuous improvement, allowing us to focus on opportunities for improvement while embracing our strengths.

Our Aspen Family has become stronger, more dedicated to achieving high-quality outcomes and satisfaction for our residents and workforce, and we all agree receiving the quality award is just the beginning of our GOLDEN journey!

Aspen Park of Cascadia are recipients of the 2016 and 2020 Bronze awards, 2021 Silver award, and 2023 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](http://ahcancal.org/QualityAward).

### Highlights

- **Customer Engagement:** Our improved senior leader rounding and voice of the customer process increased resident likelihood to recommend from 2019 to 2023 by 35% and family likelihood to recommend from 2019 to 2023 by 14%. In 2019, these results were below the national benchmark and now are at 100% satisfaction in 2023.
- **Intelligent Risk-Taking:** Aspen Park of Cascadia determined becoming a Behavioral Care Unit in 2019 was worth pursuing and utilizing the Baldrige Framework has sustained quality of care outcomes for our residents, increasing occupancy from 2019 to 2023 by 22%.
- **Five Star:** Aspen Park of Cascadia has maintained a 5-star Overall Rating and 5-star Quality Measures since 2021 and received a 5-star Survey Measure Rating since 2022.
- **Employee Satisfaction:** Aspen Park of Cascadia's upgraded employee satisfaction survey and implementation of visual mapping followed by the utilization of innovative PowerBI program resulted in sustained overall employee satisfaction above our gold recipient comparison.