

2020

Burgess Square Healthcare and Rehab Centre



Westmont, Illinois

Post-acture Care
Long Term Care Services

Mission

We take care of our patients, residents, families and staff.... The rest takes care of itself.

Numbers

103 Residents
230 Staff members

Contact

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The Journey to Gold

The American Healthcare Association Award Program has played a key role in helping our facility transform the way that we develop and manage key systems and processes. Throughout our journey we gained a strong understanding of the role that systematic evaluation and improvement played in helping our organization promote innovation and achieve desired outcomes. In his book, *Good to Great*, Jim Collins explains his concept of the Flywheel Effect. The AHCA Quality Award Program gave us the momentum we needed to push our organizational Flywheel and achieve quality excellence.

Highlights

- **Deficiency Free:** Burgess Square Healthcare and Rehab Centre is a 5-star facility with a deficiency free survey.
- **National Recognition:** Burgess Square Healthcare and Rehab Centre was the first skilled nursing facility in Illinois to achieve the AHCA Gold award.
- **Employee Retention:** Burgess Square Healthcare and Rehab Centre's management team has been together for 10 years.
- **Medication Errors:** Burgess Square Healthcare and Rehab Centre has helped prevent over 300 potential medication errors with their innovative pharmacist program.