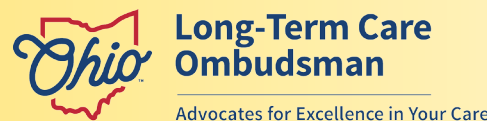


# Summary of a **Customer Service/Quality Improvement** Project for **Skilled Nursing/Long-Term Care Communities**

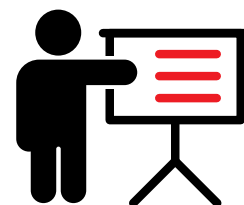
A Collaboration between



## 1 Participants:

Six skilled nursing communities in Northeast Ohio.

## 2 Program Components:



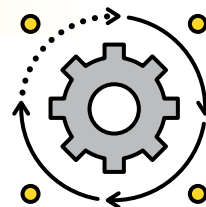
Included an in-person Welcome Event, five virtual seminars, in-person dining training, and a closing event. Plus, the Ombudsman meeting with the facilities every seven weeks to check in.

## 3 Goals:



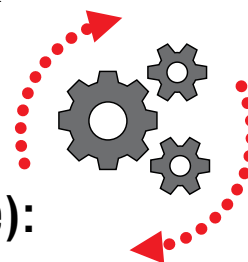
Improve overall ratings of facilities, demonstrate the importance of a person-centered approach, and enhance resident, family, and staff satisfaction. Focusing on admission process, activities programming, dining experience, physical environment and direct-care staff.

## 4 Process (Direction Home):



Conducted satisfaction surveys, facilitated improvement plans, and collaborated with Bob Pacanovsky on training.

## 5 Process (Black Tie Experience):



Eight customized and interactive seminars. Each was aimed to inspire ideas and strategies to enhance the overall resident experience.

## 6 Objectives:



Elevate hospitality, service excellence, workplace culture, leadership, and dining experiences, with action plans developed after each seminar.

## 7 Results:



Follow up surveys conducted to evaluate the program results. Significant improvements were found in many areas including resident council meetings, mealtime assistance, community feel, family activities, communal areas, and staff teamwork and competency.

**Contact Bob for a customized program that can provide tangible results and impactful changes for your organization!**

*For more information or to get a detailed copy of the case study, contact Bob:*



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