

P R E S S R E L E A S E

MAY 2, 2012



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HEALTH SYSTEM

- | JOINT TOWNSHIP DISTRICT
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THE WAPAKONETA MEDICAL CENTER
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OHIO DEPARTMENT OF AGING REPORTS ST. MARYS FACILITY AMONG TOP IN OHIO

Grand Lake Health System's Transitional Care Unit Rated Number Four in State

ST. MARYS, Ohio (May 3, 2012) — Grand Lake Health System's Transitional Care Unit received a 97.58 score for overall satisfaction from the Ohio Department of Aging 2011 Resident Satisfaction Survey of Ohio Nursing Homes. This rating ranks the Transitional Care Unit in the top four in the state and well above the statewide average of 92.3. There are currently 957 nursing homes in the state of Ohio. Grand Lake Health System's high rating can be attributed to several initiatives focusing on the patient as a person first, a patient second. The full results of the survey can be viewed at lcoho.org.

Grand Lake Health System's Transitional Care Unit offers long-term care as a patient transitions from acute care to being at home. Ninety percent of patients are able to go home following the Transitional Care Unit. As part of Grand Lake Health System's Grand Experience initiative, the Transitional Care Unit has implemented hourly rounding, more frequent manager rounding. Additionally, the Transitional Care Unit places a greater emphasis on engaging the patient in communication concerning discharge goals and education needs. When a patient is in the Transitional Care Unit, they are a person first and a patient second.

This is the third time the state has conducted a resident satisfaction survey of residential care facilities. Ohio's survey is the only statewide assisted living consumer satisfaction survey in the nation. Trained interviewers meet face-to-face with a sample of residents at each facility to conduct the survey. Residents rate their satisfaction with their facility's environment, activities, administration, direct care/nursing assistants, laundry, meals and dining, social services and therapy, as well as general satisfaction.

"Ohio has taken a national lead in advocating for, and helping long-term care facilities achieve real culture change and provide the high-quality, person-centered care their residents desire and deserve," said Bonnie Kantor-Burman, director of the department. "Staff, administrators, residents and their families are more interconnected than ever, and the caliber of care is improving as a result."

"We're very proud of our 2011 rating by the Ohio Department of Aging," said Martin Dodrill, Director of Planning & Marketing. "We have been undergoing system-wide initiatives to provide the Grand Experience for our patients and their families. The Transitional Care Unit's ranking as the fourth best in the state is a direct result of those efforts. It's all about the person's needs at our facility."

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About Grand Lake Health System

Grand Lake Health System is a mission-driven, nonprofit healthcare provider serving the Grand Lake Region of West Central Ohio since 1953. Grand Lake Health System includes over 150 physicians and 800 healthcare professionals who deliver comprehensive, high-quality care to patients from 10 centers of excellence and 13 affiliated practices throughout the region. Grand Lake's largest facility is Joint Township District Memorial Hospital, located in St. Marys, Ohio. For more information about Grand Lake Health System, visit www.GrandLakeHealth.org and [Facebook.com/GrandLakeHealth](https://www.facebook.com/GrandLakeHealth).

About ODA

The Ohio Department of Aging works to ensure that our elders are respected as vital members of society who continue to grow, thrive and contribute. We collaborate with state agencies and community partners, including area agencies on aging, to help integrate aging needs into local plans and ensure that aging Ohioans have access to a wide array of high-quality services and supports that are person-centered in policy and practice. Our programs include the PASSPORT Medicaid waiver, caregiver support, the long-term care ombudsman program, the Golden Buckeye Card and more. Visit www.aging.ohio.gov.

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