

ABOUT

Complete Care at La Plata is a skilled nursing facility located in La Plata, Maryland. Complete Care offers comprehensive rehabilitation and long-term care programs that give residents access to the expertise of the best medical professionals in the industry. Complete Care is a partner with Charles Regional Medical Center (CRMC).

SOLUTION

Complete Care chose to partner with Adfinitas because of its reputation for providing exceptional skilled nursing facility management and post-acute services staffing with high-quality SNF'ists and geriatric APPs, who they knew first hand. Adfinitas PA Jameka Riley had already been with Complete Care for two years and the hospitalist medical director at CRMC Ivy Michel is an Adfinitas physician. To fill the upcoming vacancy of the medical director position, Adfinitas geriatrician and SNFist Kirandeep Kaur joined Complete Care.

CHALLENGE

Complete Care at La Plata serves eight feeder hospitals throughout southern Maryland. With a capacity of 142 patients, Complete Care stays at around 94% capacity. The medical director of Complete Care, who was also the attending geriatrician, was about to retire. Complete Care needed to quickly fill this critical role so as not to leave a vacancy in the facility's medical team.

Because of Dr. Kaur's openness and commitment to quality care, Marie feels comfortable sharing her experience and perspective. When she sees something that's working or not working, she brings it to the Dr. Kaur's attention so that it can be quickly addressed—a testament to Dr. Kaur's leadership and her commitment to partnership with the facility.

RESULTS

Because Complete Care conducts so many transfers to and from CRMC, communication is extremely important for care coordination and readmission reduction. This is one of the many areas where Adfinitas shines. Marie Davis, director of nursing at Complete Care, says, "We speak daily with Dr. Kaur about admissions and discharges—most of which are high risk patients—to discuss each patient's condition, what has worked and what hasn't."

Much of Complete Care's success, according to Marie, is due to the geriatric providers constantly being available to the staff. "They immediately reach out to the patients' families when a patient has arrived, and they stay in touch throughout the patient's stay." Because both Complete Care and CRMC use Adfinitas, they have access to each patient's chart and can easily see the patient's medical history and care plan, which facilitates better collaboration, continuity of care, more effective patient care, and seamless transitions of care.

Communication and collaboration were especially important during COVID. For the first four months of COVID, Complete Care had an open invitation to patient families to join daily video calls. Bill Dickey, administrator of Complete Care conducted the calls. "I would provide the latest information from the CDC and let them know if there were any changes, just trying to give them peace of mind." Even to this day, if there is a positive COVID case at the facility, patient families will get an email and an invitation to a video update call.

Collaboration with CRMC was critical during COVID. When PPE was running low, Marie reached out to Adfinitas leadership at CRMC to request supplies and then coordinated the delivery. Marie was also instrumental in communicating with CRMC about patient conditions. "The goal was to try to keep our patients out of the over-crowded hospital and the constant communication and collaboration between Complete Care and Adfinitas hospitalist leadership at CRMC allowed us to do that."



Turnover in staff and lack of visitors during the pandemic could have caused important things to get missed, but thanks to Adfinitas, that wasn't a problem at Complete Care. Dr. Kaur says, "It doesn't take much time for a patient's condition to change. Without timely communication, things can fall through the cracks and cause dangerous delays in care."

Having all staff members on the same page is essential, especially during situations like COVID where pandemic protocols had not previously existed. While Complete Care did have some positive cases, they were able to quickly implement safety protocols that kept the patients safe, thanks in large part of Adfinitas leadership.



With Adfinitas, Complete Care has been able to achieve and maintain a 5-star quality rating.

"We knew of other facilities that were having staffing issues so they let people work even though they had COVID," says Marie. "Complete Care would never do that."