



FOR IMMEDIATE RELEASE

MARTHA & MARY RECEIVES ZERO-DEFICIENCY SURVEY RATING

POULSBO, NOVEMBER 9, 2010—Martha & Mary Health and Rehab Center received zero deficiencies in their recent annual state survey. It is extremely uncommon for a facility the size of Martha & Mary to achieve a perfect score from the exhaustive quality inspection. In fact, only about 5% of the skilled nursing facilities nationally receive such a score.

This unannounced inspection was conducted by 5 surveyors (all registered nurses) from the Department of Social and Health Services (DSHS). The State conducts inspections in each nursing home that participates in the Medicare and/or Medicaid programs on average about once a year.

There are over 150 regulatory standards that nursing homes must meet at all times. These standards are implemented to protect individuals receiving care and services in a skilled nursing facility (SNF). Inspectors use an established protocol covering a broad range of topics including: management of medications, protection of residents and patients from all forms of abuse, quality of food and bedside care, staffing levels and satisfaction of residents and their families. Inspectors not only review residents' clinical records, but observe interactions and also interview residents and family members about their experiences in the facility.

When an inspection team finds that a SNF does not meet a specific regulation it issues a deficiency. Failure to meet requirements may include a range of consequences including re-visits, fines and/or termination of license. A zero-deficiency score reflects quality assurance and confidence in service.

Administrator, Holly Shepherd added, "A zero-deficiency survey does not suggest perfection, but it is a special achievement- one that recognizes the tremendous amount of coordination, quality assurance, skill and heart that contributes to the care provided to those we serve. We spend a lot of energy and resources adapting in a complex environment and to earn a

deficiency-free survey is like hearing, 'You're on the right path. Job well done.' Hearing that from DSHS is a great feeling and one we won't take for granted."

Martha & Mary is one of the largest and most comprehensive healthcare providers in Kitsap County, serving our community with exceptional service for over 115 years. The 190-bed non-for-profit Health & Rehab Center in Poulsbo provides rehabilitation programs as well as traditional long-term care for residents including memory care. This campus is part of the family of services that Martha & Mary has been providing since 1891 that includes: Rehabilitation, Long Term Care, Senior Living, Home Care, and Childcare.

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