



The culture at a facility is more than a feeling

David Fielding, Medford Multicare Center's Administrator, has been working in Long Term Care for over 28 years and has been a Licensed Nursing Home Administrator since 1983. As a former Director of the New York State Department of Health Long-Term Care Program, he knows what counts in a skilled nursing facility. He knows that patient satisfaction is of the utmost priority and that working with residents, their families and staff is the way to create a healthy and satisfying healthcare community.

Medford Multicare Center has been building a team to care for their residents and to make Medford Multicare Center a vital part of the community. The team has been committed to the goal for Medford Multicare to be the best on Long Island, and they have been striving for excellence in the care they provide.

Many enhancements to the services, skills and care have occurred, and more are underway. From smaller things like the creation of the internet cafe, to larger changes like the home cooked menu or implementation of the new Restorative Nursing Program to help their residents maintain functional ability and quality of life, the facility's staff has embraced the process of Continuous Quality Improvement.

As the title of this article implies, there is so much that goes on behind the scenes to make a facility function well. "It is necessary to constantly look at what you do to provide care and to continuously look for ways to make it better – for the residents, their families, and for the staff. We continuously look for the best programs to care for our residents and, as a team, strive for excellence in the care we provide," said Dan Monahan, Assistant Administrator.

And, as it relates to the feeling you get from a facility, Medford's management staff spent weeks developing their new Mission Statement. The new mission statement reads: *Medford is a community of caring people dedicated to improving the lives of our residents and families with competence, enthusiasm, honesty, respect and love. Our residents will grow to love their caregivers.* "One of the most remarkable things is watching the interaction between our staff and those they care for. There is mutual respect, and residents do become our extended family," said Mr. Fielding.

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Medford Multicare Center provides short-term restorative rehab, skilled nursing, long term geriatric services, respiratory /ventilator care, tracheostomy care, oxygen therapy, IV therapy, wound care and is located at 3115 Horseblock Rd in Medford, LI exit 64. Please call 631-730-3000 or visit www.medfordmulticare.org