

# Grand Terrace health care center rated top 5% nationwide

By Cynthia Mendoza

Both patients and families alike of Grand Terrace Health Care Center will be pleased to know that they are in very good, capable hands. So much so that this facility was recently rated in the top five percent nationwide.

After three years of consistently strong state health inspections and other factors, the facility received the nation's highest rated skilled-nursing and rehabilitation facilities as rated by the Centers for Medicare and Medicaid Services (CMS).

"It's a culmination of a lot of great things we have going on," says Jeff Stewart, the administrator. "Compassionate employees, an experienced medical team and a clean healing environment all have helped contribute to our five-star rating."

According to Medicare.gov, the five-star quality rating system was created to help consumers, their families, and caregivers compare nursing homes more easily and help identify areas about which they may want to ask questions.

This rating system is based on continued efforts as a result of the Omnibus Reconciliation Act of 1987 (OBRA '87), a nursing home reform law, and more recent quality improvement campaigns such as the Advancing Excellence in America's Nursing Homes, a coalition of consumers, health care providers, and nursing home professionals.

Nursing home ratings are taken from the following three sources, including health inspections, staffing and quality measures.

A star rating is provided for each of these three sources, in case some areas are more important to some than others. Then, these three ratings are combined to calculate an overall rating.

According to Stewart, about three years ago when the rating system was first announced the facility began taking steps to ensure its spot among the best. The 59-bed facility hired more nurses in order to decrease the patient/nurse ratio and also brought wound care physicians on board.

They partnered with Loma Linda University Medical Center to work with medical school residents, masters in social work students and physical therapy students as well.

The entire inspection process took about three years as it examined every aspect of the facility, and the visits were unannounced.

In San Bernardino County Grand Terrace Health Care Center was the only free standing facility out of 54 that garnered such high ratings. In fact, they were the only facility in the county to earn a 'zero deficiency' three years ago.

The work to remain at the top continues; over the next several months Grand Terrace Health Care Center will be completing redoing the exterior of the facility, will be switching to all electronic medical records and installing a 90-inch theater screen in the recreation room.

But at the end of the day, everything boils down to the well-being of patients.

"The advantage is that because of our small size there is a close, family-like feel," Stewart said of both patients and staff. "As an administrator I meet with patients every



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The staff at Grand Terrace Health Care is (in no particular order): Jeff Stewart, Administrator, Susan Troyer, Jimmy Stewart, Gergette Datan, Theresa Macias, Nadia Villegas, Eliza Ruys, Grace Woicik, Roxanne Byerrier, Elizabeth Bale, Paula Tamano, Peter Ortega, Abby Brower and Grace Somoso.

day." Grand Terrace Health Care Center serves Riverside and San Bernardino counties serving those needing nursing and specialty medical care following hospitalization for an illness, accident or surgery. Grand Terrace Health Care Center has an extensive rehabilitation department and wound care program alongside its 24-hour nursing team.

For more information visit their website at [Grandterracecare.com](http://Grandterracecare.com).



David, Adriana, Karina, Gabriela with parents Maria and Aurelio, Anheuser-Busch employee

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