



For Immediate Release
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Botsford Continuing Care Center Gets Sterling Review *Department of Community Health deems facility deficiency free*

The Michigan Department of Community Health has given Botsford Rehabilitation and Continuing Care Center in Farmington Hills a clean bill of health.

At an inspection of the 179-bed skilled nursing center last week, a state survey team issued no citations, a rarity in the field.

"The state doesn't give out many deficiency-free reports," noted Michelle Cross, executive director of clinical services at Botsford. "We've always done well, but this is a real accomplishment for us."

The annual survey evaluates skilled nursing facilities to assure compliance with state and federal regulations in several categories, including drug usage and organization, accidents and hazards, patient care for overall well-being, dietary needs, housekeeping/maintenance and the prevention of infection.

What makes Cross particularly proud is that the survey team arrived a month early. Usually, the staff meets prior to the visit to go over areas of improvement before the inspection, but the survey team arrived first.

"To receive this kind of validation, with no prep work, makes us extremely proud," she said. "They came in, saw us as we are every day, providing our standard care, and found us to be deficiency free. That is an incredible feeling."

Cross said Botsford's clean report is due in large part to its dedicated staff. Most of the roughly 250 employees have worked there for an average of 10 years, a low turnover rate that Cross feels has resulted in a strong sense of community and pride.

"We have a great set of employees who truly care about their patients," she said. "They're wonderful. I've trusted them with my own family."

On average, Michigan skilled nursing facilities receive about 8 citations per year. Cross said during her 8-year tenure, Botsford has always performed well, staying below the state average. This year, one of her goals was to have a deficiency-free report.

"I am so proud to have achieved this goal," she said. "For this type of facility, it's incredible to say you're deficiency free. It's a huge accomplishment for everybody."

The Botsford Rehabilitation and Continuing Care Center is part of the Botsford Commons Senior Community, a non-profit corporation providing housing and service options for seniors. Located on a 30-acre campus in Farmington Hills, the Community offers a full continuum of care for the area's senior population including short stay rehabilitation, privately owned condominiums, senior apartments, assisted living suites and a skilled nursing facility. For more information visit the website at: www.botsfordcommons.org.