

Attic Angel Place • Middleton, WI



Showing your commitment to excellence

By Beth Richardson, Administrator, and Cheryl Ortiz, Director of Nursing Services, of Attic Angel Place

Attic Angel Place, a CCAC-accredited Continuing Care Retirement Community located in Middleton, Wisconsin demonstrates excellence in action daily. They offer these practical tips on how to stay on top of issues and ensure exceptional standards of care while progressively moving their organization forward.

1 *Build your operations around your residents.*

A great place to start is with a Resident Preference Survey, completed by the direct caregivers. By taking into consideration each resident's preferences and interests as well as all medical, social and emotional needs, you have the opportunity to receive clear direction on how to best structure each resident's daily routine.

2 *Use benchmarks and clinical data to continually assess how you are doing.*

We are outcome focused but also want to ensure the processes we have in place are designed and function in a way that forwards our mission with an emphasis on dignity, independence and quality of life for those we serve. Strategic planning has become a staple process and serves as our compass. We integrate customer feedback, including that from residents, families, staff and volunteers through the satisfaction survey process. Progress on this plan is evaluated on a monthly basis which continues to motivate the staff to move forward.

3 *Surround yourself with passionate people.*

We employ only those who demonstrate their passion for being a part of an organization of excellence. Although the average length of employment at our organization is five years, there is no room for complacency. We have taken a hands-on approach to managing our workforce and we consistently strive to set a positive tone using positive energy throughout the organization. Mediocrity and a lack of dedication are not tolerated.

Editor's Note: Attic Angel Place serves over 175 residents in four levels of care including apartments with services, assisted living, skilled nursing and memory care. Attic Angel Place received My InnerView's Excellence In Action award in 2006, 2007 and 2008.