

Schowalter Villa received zero deficiencies in Assisted Living and in Health Care following a survey completed by Kansas Department on Aging on January 3, 2012

Surveyor comments recognized that
Residents love our staff
Employees are passionate about their residents

Congratulations, Schowalter Villa team! Thank you for taking ownership in creating memorable life experiences. We are proud of you!

Skilled Nursing Facility Surveys – FAQ's

What organization inspects the facility and gives ratings?

The Centers for Medicare and Medicaid Services (CMS) contract with states to perform surveys of all Medicare and/or Medicaid participating nursing homes. In the state of Kansas, the Kansas Department of Aging conducts all surveys for Health Care and Assisted Living Facilities, as well as other types of facilities.

Why is it so unusual for a facility to have a zero deficiency rating?

CMS has identified more than 190 deficiencies that can be cited. These deficiencies can be for a wide variety of behaviors such as employees not wearing nametags or light bulbs that have burned out and not replaced; to poor resident skin care or substandard food preparation and serving techniques. Over the most recent four-quarter reporting period, only eleven of the more than 350 skilled nursing facilities providing health care in Kansas received a zero deficiency. The average number of deficiencies per survey in Kansas for fiscal year 2011 was 9.5. From 2008 thru 2010, the average number of deficiencies ranged from 9.9 to 10.6 per survey.

What areas are assessed?

There are seventeen major areas assessed which include quality of care and physical environment. The surveyors look at every aspect of a residents' life, from dietary choices, to access to dental care; from frequency of physician visits to ease of access to their mail.

How are they graded/assessed?

Deficiencies are ranked based on substantial compliance, noncompliance, or substandard quality of care. They are also weighted based on how wide-spread the deficiency is across the facility and how much harm or potential for harm is created.

What is considered a 'deficiency?'

A deficiency is an indication of a facility's failure to meet a federal requirement for participating in Medicare and Medicaid programs and receiving reimbursement for services provided.

What employees have the greatest roll in the zero-deficiency rating?

Every employee impacts survey since regulations affect every resident contact job at the Villa. Even the grounds crew is influenced; there are regulations regarding outside noise, parking lot size and design, and how many square feet of open space is available per resident.

What does this mean in layman's terms about Villa practices and care?

Villa staff are passionate about providing good care. We focus on positive teamwork providing exceptional care and life experiences for our residents.

What are the areas that are most challenging not to receive deficiencies?

Residents' choices impact the rating. For example, residents have the right to refuse services and we are rated on our preservation of those rights. On the other hand, we are also required to provide services which residents can refuse (such as bathing, repositioning for skin protection, etc.).

What should the community know about this rating?

The rating demonstrates a commitment to excellence in care and enthusiasm for providing positive memorable life experiences for residents.

Leadership at Schowalter Villa fervently focuses on bringing our corporate values to life – values such as teamwork, strong work ethic, making a difference by anticipating and caring for needs of our residents and