

Department Name	Shaker Place Rehabilitation and Nursing Center
Account(s)	6020, 7180

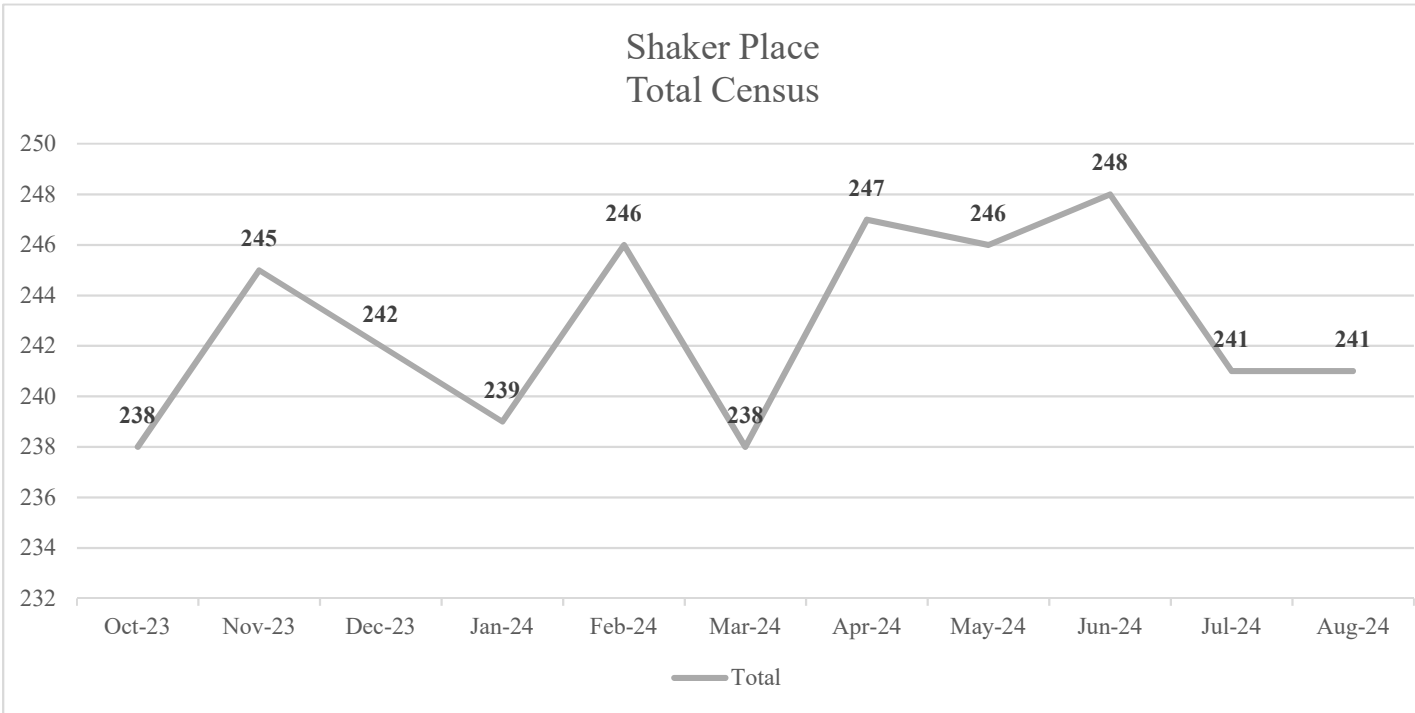
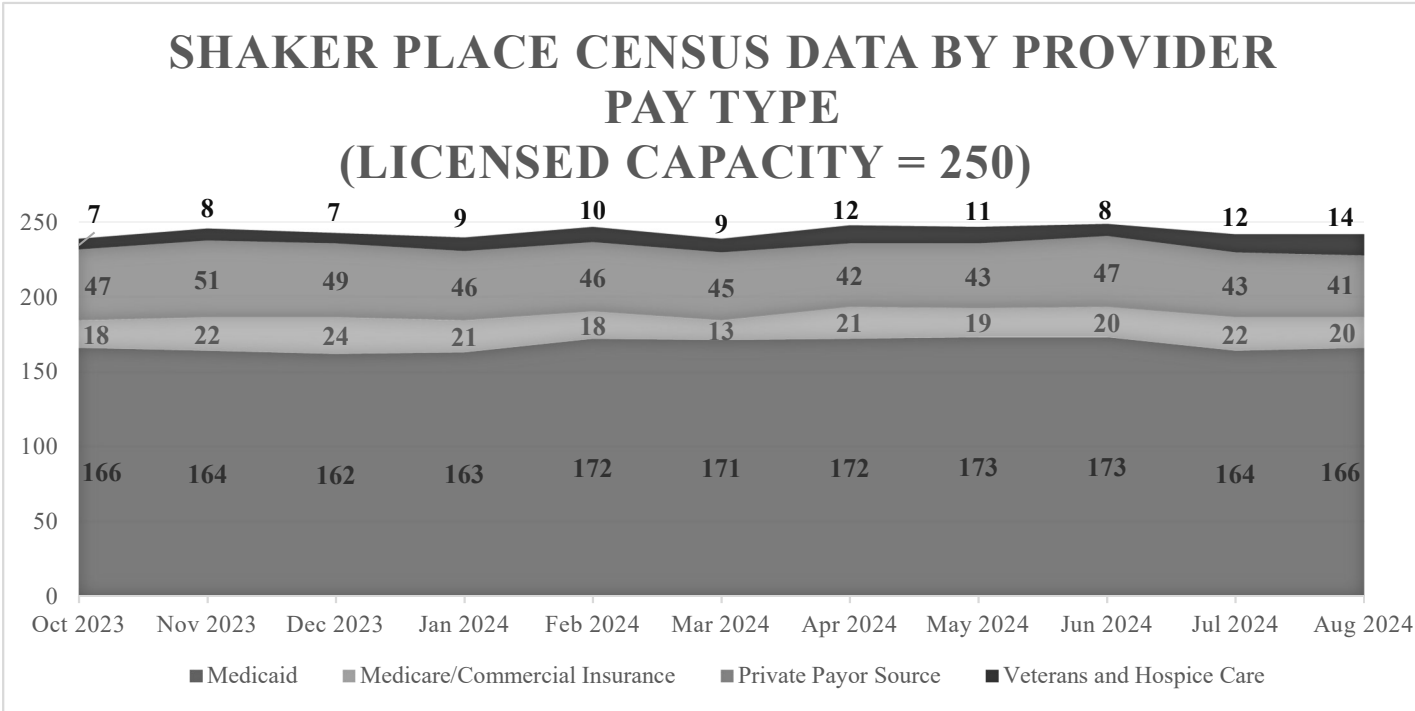
Department Function Shaker Place Rehabilitation and Nursing Center (SPRNC) provides excellence in long term care services to the people of Albany County and surrounding areas. The facility provides a nurturing atmosphere staffed by qualified and compassionate individuals who are able to offer innovative health care through complex medical services and comprehensive care planning. The Department's vision is a community integrated health care continuum in which every individual is a valued customer. Shaker Place has licensed staff 24-hours per day in our 250-bed residential skilled nursing facility serving the residents of Albany County and surrounding areas. Our residents live with dignity in a comfortable, safe, and home-like setting. Whether a resident's stay be short or long-term, our programs include skilled nursing, rehabilitation therapies, medical services, and memory care services. We have a reputation as leaders in the marketplace for serving residents who might otherwise not normally be considered for private sector admission, such as those needing mental health services, those with behavioral problems, residents with advanced dementia, and even those with clinically complex conditions. We accept private payment, Medicare and Medicaid. Currently we have twelve departments where we employ approximately 275 professionals and para-professionals whose compassionate care makes us who we are.

Current Year Highlights • Our daily resident census increased to over 95% occupancy which increased revenue to offset increased expenses due to the COVID-19 Pandemic. • Entered into a budget neutral 3-year agreement with CDTA which provides all Shaker Place staff with free access to their full line of bus transportation and bicycle services. • Little Sprouts Child Care Center opened for service in July 2024 serving the staff of Shaker Place and staff from other Albany County departments. The center is operated by the Colonie Youth Center (CYC) through a lease agreement. • Transitioned the third-party contract for staff recruitment to an inhouse model which will produce budget savings and improved results. • Shaker Place will continue to implement a staff on-line portal through its website that will enable us to communicate educational programming, general notifications and COVID-19 operational status. • Contracted with Pinnacle Quality Insights, a national long-term care customer service survey organization, to provide monthly customer satisfaction interviews and data. With our first 6-months of results, our score for "Overall Satisfaction" is 4.35 out of 5. (National Average is 3.99 and best in Class is 4.48) • Engaged with PointRight Data Analytics which provides predictive post-acute analytics to improve clinical and operational outcomes. PointRight's advanced analytical software is designed to proactively identify trends which are used on a monthly basis through our quality assurance process. • The combined Shaker Place and Albany County Department of Public Works Garage construction began in early spring. The project is on target to be complete in April 2025.

Next Year Projects • Develop and operate a full-service Café focused on providing staff with meals that are delicious and low cost. The café will also be available for residents and visitors. • Evaluate the operational/financial feasibility of running our own facility based ambulette service. The goal/service would be to provide medical transportation to our residents. It would be paid through Medicaid, for Medicaid beneficiaries, or through fee for service. This would be a 5-day per week service staffed by Shaker Place employees. • Apply to NYS-Department of Health for the ability to perform our own facility-based Nurse Aide Training and Certification Program. This would give us the ability to recruit non-skilled workers and provide the training to become a Certified Nursing Assistant right here in the facility. • Continue recruitment and retention programs geared to enhance our positive work culture which will assure success in meeting the New York State staffing mandate, as well as the CMS (Federal) staffing mandate which becomes effective in 2027.
Link to Website www.shakerplace.org

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Programmatic Highlights



As the charts indicates, Shaker Place has seen its resident census continue to rebound in 2024 after sinking to a low point of 155 residents (62% full) during the pandemic. The facility’s census is represented by heavier segments from Medicaid and Private Pay options but continues to diversify through other providers. With the current census north of 240, or over 95% full, the facility remains focused on providing the best care for all residents.

For more information regarding the Shaker Place Nursing & Rehabilitation Center, please see its County Website.

Link to Website	www.albanycounty.com/NursingHome
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