

2024



Lofland Park Center

Seaford, Delaware

Long-term Skilled Care, Short Stay
Rehabilitative Care & Secured
Dementia Care

Mission

We improve the lives we touch through the delivery of high-quality health care and everyday compassion.

Vision

We will set the standard in nursing and rehabilitative care through clinical excellence and responsiveness to the unique needs of every patient we care for. We will be the recognized leader in clinical quality and customer satisfaction in every market we serve.

Numbers

110 Residents
175 Staff members

Contact

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The Journey to Gold

When we started our journey, we already had some good systems in place, but the structure of the National Quality Award Program has given us the foundation and model to move from a 3-star rated CMS facility to a 5-star rated CMS facility. The program has provided our team with exactly what we needed to drive high quality in our facility, which aligns to our Mission Statement. It has given us data driven results in an ever changing and challenging industry that we can all be proud of at every level within our organization.

Lofland Park Center are recipients of the 2016 Bronze award, 2017 Silver award, and 2024 Gold award.

AHCA/NCAL National Gold award winning facilities have better [quality metrics](#), surveys, and staffing satisfaction than the rest of the nation. Learn more about the Baldrige-based [AHCA/NCAL National Quality Award Program](#) at ahcancal.org/QualityAward.



Highlights

- **Antipsychotic Rates:** Lofland Park Center has 4 consecutive quarters with 0% antipsychotic rates for our short stay patients. Their long stay antipsychotic rates are 3.5%, which is significantly lower than national, state and county averages. Their focus on a systematic monthly review of residents on antipsychotics with an ongoing focus on gradual dose reductions or medication elimination has led to significant positive achievements for our residents.
- **Customer Satisfaction:** Lofland Park Center's customer satisfaction results have consistently been above industry standards, especially for long stay resident and family satisfaction. In addition to their long stay family customer willingness to recommend being 100%, family members have rated our staff at 100% for the last 3 consecutive surveys.
- **Resident Centered Care:** Lofland Park Center believes in the importance of empowering residents to make their own decisions, inform the activities offered, and remain connected to the community. Residents attend the Delaware State Fair each year, visit Shore Birds stadium, go out for lunch or ice cream, shop locally or at the mall, see movies, take trips to the library, go on country rides, attend local parades, ride around the community to see Christmas lights, and more. The smiles, laughter and stories from residents make everything worth it.