

Westminster-Canterbury at Home (WCAH) in Virginia Beach, VA recently completed a home health survey with Community Health Accreditation Partner, CHAP, and earned a deficiency-free survey. Along with their 2019 deficiency-free hospice survey, Westminster-Canterbury at Home is now a Deficiency-Free agency!

Senior Options spoke with Rachel Jordan, Assistant Administrator at Westminster-Canterbury at Home to learn more about their recent survey.

Congratulations on your deficiency-free home health survey!

What does it mean to you that Westminster-Canterbury at Home is a Deficiency-Free agency?

WCAH being a deficiency-free agency represents the true quality of care being offered to our clients. It is wonderful to say that we are the greatest agency around, but it's amazing to be able to show it with these results.

Is there anyone you would like to recognize for their work during the survey?

I would like to recognize Michelle Dio, Director of Home Health at Westminster-Canterbury at Home and Joan Punch, Director of Quality and Compliance at Senior Options. Michelle and Joan contributed greatly to prepare and support the agency through survey. Also, special thanks to Renee, Candy, Marian, Audrey, Sarah McBride, Rachael, and Tiffany who remained available and supportive throughout any requests during this process.

Did working with Senior Options help your agency accomplish this goal?

Yes! Thank you, Senior Options! I would like to recognize Dr. Angela Lavigne, Senior Director of Clinical Operations, for her clinical insight, pep talks, and humor! Angela supported (our home health agency) through a mock audit process as well as an instrumental implementation of our PDGM care plans, which the surveyor commented on multiple times, stating that our care plans were "patient-centered, well organized, and had a great focus on PDGM".

For more information about Westminster Canterbury at Home:

<https://www.wcathome.com/> 24-Hour Phone (757) 496-1653