



## UPPER PERK PARTNERS

Senior living solutions

### Assisted Living/Personal Care/Memory Care

UPP offers owners and operators of assisted living, personal care, and memory care facilities an array of services geared toward operational success. Whether an organization wants to identify facilities with opportunities for improvement, mitigate poor survey performance or have a desire to go through an accreditation, UPP is prepared to assist. UPP understands many organizations don't have the capacity to dedicate time improving operations with the demands and focus of the residents and staff they serve. For this reason, UPP can customize our engagements based on a client's resources.

### Core Services Offered

#### • Operational Assessment

- Conduct gap analysis of clinical program, human resources, and facilities management
- Identify opportunities for improvement
- Policy and procedure evaluation
- Assess key staff competencies

#### • Survey/inspection mitigation

- Analysis of current survey Plan of Correction (POC)
- Ensure proper POC monitoring
- Evaluate POC effectiveness for preventing a repeat violation

#### • Facility Risk Assessment

- Identify organization's portfolio of each facility's operational risks
- Risks include staffing, regulatory compliance, clinical and financial performance, dietary, maintenance, and facility satisfaction
- Develop targeted action plans for identified areas in need of improvement

#### • AL ACHC/Joint Commission Accreditation

- Certified consultant for AL ACHC accreditation
- Provide recommendations and support for meeting ACHC AL standard requirements

### Why Pick UPP?

At UPP, we understand the competing demands our clients face maintaining operational excellence in today's challenging regulatory environment while providing quality care for the residents they serve. Our team of experts have a track record of successfully navigating these challenges. With over 50 years combined experience leading quality senior living organizations, UPP's team includes key roles such as Care Delivery Ownership, Licensed Nursing Home Administrators (LNHA) and Registered Nurse (RN) Managers. This level of expertise uniquely positions UPP to share our insights in providing solutions specific to our clients' needs. We offer customized consulting services for mitigating operational deficiencies and improved outcomes so our clients can focus on the care of those they serve.

### Upper Perk Partners LLC Advantage

- Over 50 years' combined experience in Assisted Living (AL) operations with a proven track record of success
- Certified ACHC Accreditation Consultant
- Customized services with tailored solutions specific to the client