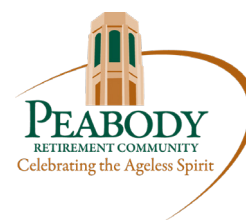




## Qsource Case Study

### Peabody Retirement Community

Peabody Retirement Community is a Continuing Care Retirement Community (CCRC) with 192 certified beds and an average census of 160–175 residents. After experiencing survey challenges since 2022—including 53 total deficiencies, one payment suspension, and \$148,000 in fines—the facility initiated administrative leadership changes to stabilize operations. In January 2025, Peabody engaged Qsource to strengthen survey readiness through a comprehensive mock survey process.



#### Summary

**Issue:** Challenging survey history with multiple deficiencies, payment suspension, and fines totaling \$148,000

**Engagement:** Mock survey, documentation review, root cause analysis, and performance improvement project

**Goal:** Reduce risk of high-level citations and prepare for successful annual survey

**Result:** April 2025 survey resulted in only seven low-level citations, no fines, and potential for a 5-star rating improvement

#### Initial Findings

Peabody had accumulated 53 total deficiencies since 2022 and was facing significant regulatory pressure. Qsource's mock survey identified three top-risk areas that posed the greatest threat of high-level citations. Root cause analysis and leadership training were initiated for each of these high-priority focus areas.

#### Taking Action

Following the mock survey, Qsource subject matter experts supported the facility with targeted interventions including root cause analysis, train-the-trainer coaching, and guidance through a structured PIP. The facility engaged its leadership team and direct care staff to correct citation-prone practices, align policies with current expectations, and reinforce ongoing compliance through monitoring strategies.

#### Qsource-Guided Performance Improvement Project (PIP)

The engagement began in February 2025 with a three-day on-site mock survey conducted by Qsource Quality Improvement Advisors. The mock survey included staff and resident interviews, environmental observations, and chart reviews of 90 residents. Qsource provided a detailed final report that outlined each finding, citation rationale, potential severity, and corrective recommendations. This informed the facility's performance improvement project (PIP) and sustainability efforts leading into their annual survey.

#### Return on Investment

By preventing additional deficiencies and fines and positioning themselves for a 5-star rating increase, Peabody realized significant financial savings and reputational recovery following years of citation challenges.

#### Results

Peabody's April 2025 annual survey concluded with only seven low-level citations and no fines. As a result of these improvements, the facility is on track to gain an additional star in their survey domain—placing them in a strong position to improve their overall 5-star rating.

