



Qsource Case Study

Siskin Hospital for Physical Rehabilitation

Siskin Hospital for Physical Rehabilitation, located in Chattanooga, Tennessee, is a transitional care unit certified for 108 beds with an average daily census of 30-40 residents. Historically known for strong annual survey performance, the facility experienced regulatory challenges following the COVID-19 pandemic, particularly during their October 2023 annual survey. In response, Siskin immediately engaged Qsource for expert support during and after the survey process.



Summary

Issue: Immediate Jeopardy (IJ) citations during October 2023 survey

Engagement: Qsource supported IJ removal, plan of correction development, and survey readiness

Goal: Achieve a deficiency-free annual survey and removal from the Special Focus Facility Candidate List

Result: Successfully cleared re-evaluation on first attempt, avoided \$93,919 in potential fines, and achieved a deficiency-free survey in April 2024

Initial Findings

During their October 2023 survey, Siskin was cited with immediate jeopardy citations and risked significant fines. They were also placed 5th on the Special Focus Facility (SFF) Candidate List for the state.

Taking Action

Qsource deployed LTC experts to assist with IJ removal and later conducted a comprehensive on-site mock survey. The facility received a detailed findings report, followed by RCA facilitation, care delivery standardization, policy updates, and development of a sustainability plan with visual management tracking.

Qsource-Guided Performance Improvement Project (PIP)

This project was in response to an IJ citation, so activities were assigned as needed. Key milestones included immediate IJ remediation, plan of correction submission, on-site mock survey in early 2024, and preparation for the April 2024 annual survey.

Return on Investment

By clearing IJ citations, avoiding \$93,919 in fines, and achieving a deficiency-free survey, Siskin realized significant financial and reputational benefits.

Results

Siskin cleared their re-evaluation on the first attempt, **avoided \$93,919 in potential fines**, and achieved a **deficiency-free survey in April 2024**. They were also removed from the SFF Candidate List.

