



Guardian Angel Program

Administrator:

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Floyd E. Tut' Fann State Veteran's Home started a practice called the Guardian Angel Program. This program is conducted by the Department Managers at the Facility. There are 150 beds at Tut Fann State Veteran's Home and 16 Department Managers. The facility divided 150 by 16 and every department manager has 6 angels to check on per week.

The angel starts out on Monday and visits with 2 of his/her angels and reports back to the different disciplines in morning meeting of any activity that is new with the resident. On Tuesday through Friday the angel visits the remaining residents (1 per day) and reports back the findings through morning meeting.

During the interview with the residents, the angel straightens up their room, makes sure everything is up to State and VA regulation and the facility is asking questions such as,

- How was your night's sleep?
- How is the food?
- Are you enjoying your stay with us?
- Is there anything we can be doing differently? Better? Worse?
- What do you recommend?
- Any praises on operations or for staff members?
- Are you happy with the services at Tut Fann?

Basically, this is the conversation piece that we are having with the residents. If there are any issues or problems then we approach these in our Department Manager meetings and we discuss as a team and the key personnel /guardian angel has 24 hours to respond back to them on how the facility addressed the concern.

In addition to these visits with the residents, our department managers also call the families or sponsors of our veteran's. The department manager will call 2 families on Monday and the remaining throughout the week. The staff are asking the same questions to the families and are reporting back the findings during our morning meeting. If there is an issue, then we have 24 hours to return the call to the family and the department manager /angel responds to the issue and let the family know that the concern is taken care of.

The staff at Tut Fann State Veteran's Home understands the complexity and stress that can come with LTC. The angel program stays proactive so the facility can be ahead of any problem or occurrence that can happen and meets the need before it becomes a need. The veteran's and families love this program and we have been very successful in our customer service since we started this in December, 2013.