

## SKILLED NURSING OUTPATIENT THERAPY PROGRAM CASE STUDY



Westview Health Care Center  
103 Bed Skilled Nursing Facility  
Dayville, CT

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### Background:

Westview Health Care Center opened its doors to the northeastern corner of Connecticut in 1954 as Westview Manor, a 50-bed elderly home. Since that time, Westview has experienced several expansions and now stands as a 103-bed skilled nursing facility, which includes a distinct and self-contained 18-bed Subacute Rehabilitation Unit, dedicated to providing outstanding services to their community.

The mission of Westview Health Care Center is to maximize their residents' and patients' physical and mental potential, thereby providing the highest standards of care and quality of life. This obligation includes meeting the residents' and patients' physical, psycho-social, spiritual and medical needs.

### The Goal:

Surrounded by a growing community underserved with therapy options, Westview Health Care Center wanted to expand their outpatient therapy services to better assist their community and grow their business.

### The Plan:

Westview made a commitment to focusing on exceptional care matched with outstanding customer service to expand their market service area. To do this, they decided to expand their health care services with the addition of a state-of-the-art, high tech 2,500 square foot outpatient therapy gymnasium. They also focused on marketing to a wider primary service area by introducing new, previously unavailable services such as aquatic therapy.



### How Did Aquatic Therapy Help Reach the Goal?

One of the crown jewels of Westview's outpatient therapy program was the integration of a 7'6" wide by 14' long therapy pool. This state-of-the-art technology was the first of its kind within a 50-mile radius and provided Westview with a way to meet the needs of various populations, including the active and aging.

Westview's outpatient aquatic therapy program is a multifaceted program offered to patients as an addition to land-based physical or occupational therapy treatment, sports medicine regimen or as a primary treatment intervention. This aquatic intervention is also widely utilized for pre-surgical strengthening in order to condition the patient prior to upcoming elective surgical procedures.

They use the pool to treat a wide array of conditions including fractures, joint replacement, amputations and soft tissue injuries, neurological conditions inclusive of CVA and Parkinson's disease, chronic pain conditions, joint pain and back injuries, atrophy, arthritis, diabetes and fibromyalgia.

### The Result:

Since building their outpatient therapy gymnasium with the HydroWorx pool, Westview Health Care Center has seen a significant return on their investment by attracting a steady flow of new patients with their aquatic therapy program. **Their pool is booked solid with appointments 8 hours per day, 7 days per week.**

In that time, they've also received numerous accolades such as receiving a 5 Star Rating from both U.S. News and World Report and Centers for Medicare & Medicaid Services as well as being rated one of the top 10 nursing facilities in the state by Consumer Reports.

### Success Stories:

*"Learning to walk with a normal gait again – as my joints freed, I was eased into the warmth of the aquatic therapy pool. I walked on a treadmill that was under the water, while the water buoyed me up. I felt like a kid again. My body began to slowly learn how to place my feet without the guarding and lurching that I had been using to protect the joints when they were tight. I set the pace. We applauded my accomplishments and we opened my world."*

*"As a result of the excellent treatment I received during my inpatient rehabilitation, and because Westview has an outstanding aquatic therapy program, I also chose to continue to do my outpatient therapy at Westview's Outpatient Therapy and Aquatic Center."*