

The Grand Rapids Home for Veterans and Maxim Healthcare Services

CARING. SERVING. ENRICHING LIVES.

Maxim embraces the Grand Rapids Home for Veterans mission statement, to provide compassionate quality interdisciplinary care for the members to achieve their highest potential for independence, self-worth, wellness, and dignity.

Maxim achieves this mission by provisioning quality, compassionate caregivers who are managed by a team of senior healthcare leaders.

Maxim Presence at GRHV

103 passionate and caring CENA's

10 Administrative Personnel

8 Floor Supervisors

2 Skilled Clinical Educators



3,600+ weekly caregiver hours

Our Maxim caregivers assist with Activities of Daily Living (ADLs) including hygiene, toileting and feeding, as well as routine monitoring of vital signs and height/weight management; all conducted with the utmost respect for our proud Michigan Veterans.

Quality Oversight

Strenuous patient care assessments as well as monthly data including fill ratios, missed shifts, and clinical quality are monitored and reported to operational, clinical and financial executive team. All data is reviewed and self reported to GRHV leadership. We have aligned our processes with the Minimum Data Set (MDS) audit procedures to which GRHV is held accountable for Medicare and Medicaid certification.

Recruitment

A dedicated team of recruiting professionals exclusively for GRHV who implement and embrace the Team Veteran Culture.

Our Grand Rapids Field Office also includes robust compliance and credentialing requirements that have earned Maxim the Joint Commission Seal of Approval.

640,181

Veterans in Michigan

98,289

in West Michigan

Staff Management

A full time On Site Program Manager oversees all staff and reports back to the Portfolio Director. Our Program Manager is a retired U.S. Army Command Sergeant Major who has served in healthcare leadership positions in both domestic and combat environments.

Maxim has maintained a monthly staffing average of 96% or above, with a majority of daily fulfillment at 100% since September 2016.

Prior to September 2016, average daily staffing was rarely over 85% and had never hit 100%. Within one week of Maxim assuming management responsibilities, average daily staffing rose to 98% with multiple days of 100%.