



The CREATIVE SOLUTIONS *Difference*



At Creative Solutions in Healthcare, we want you to feel confident that your care is in the best hands. Read our guide to learn more about all the ways our facilities can exceed your care needs.



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Who We Are

Our mission at Creative Solutions in Healthcare is to provide the highest quality of care to aging adults. We do so by living out our foundational principle: a life lived for others is a life worthwhile. Through our resident-respect approach to caring, we strive to honor and uphold the dignity, respect, and compassion that our residents deserve.

Core Pillars

Compassionate Clinical Care

Your loved one will be cared for by highly trained nursing staff who provide patient-centered attention. Each resident is unique and we are committed to developing a care plan that is right for each of them.

Nutritious Meals

We recognize how food and nutrition impact the quality of life for our residents. At our homes, you will find menus that feature regional favorites, made with the highest quality ingredients to provide meals that are nutritious and delicious.

Enriching Lives

To provide the best quality of life, we aim to nurture the body, mind and spirit. We do this through our engaging life enrichment programs that are tailor-made to serve the individual needs and interests of residents in each of our facilities.

Valued Employees

Our team members are dedicated beyond comparison and every day, prioritize the health, well-being, and happiness of every person in their care. We work hard to make sure our team members know how much they are appreciated.

Unparalleled Cleanliness

The cleanliness of our facilities is among our top priorities. We take great pride in maintaining an environment that prioritizes cleanliness, comfort, and the overall well-being of our residents.



Our Services

Each resident is unique, meaning different residents require very different levels of care. With our variety of care options, we are confident that our dedicated team of caregivers has what you need, so that no matter where you are in your care journey, you can find what you need at a Creative Solutions in Healthcare facility.

Care to Meet All of Your Clinical Needs.

Long-Term Care

Our staff is dedicated to providing comprehensive skilled care and creating home-like experience for your loved one.

Short-Term Care

Our Rehab to Home program specializes in 10 to 14 day stays for those who need physical, occupational, or speech therapy.

Assisted Living

Our communities are intimate, and our care is intentional. We give our residents opportunities to stay active, involved, and independent.

Memory Care

Our innovative SecureCare memory homes care for your loved one with Alzheimer's, Dementia, or an aging mind.

Respite Care

When you need a break, a vacation, or a helping hand, our nursing team will watch over your loved one for as long as you need.

Ventilation Care

Our homes with ventilation hallways offer specialized care for high acuity cases and ventilator-dependent loved ones.



Our SecureCare Program

Our SecureCare Program is a culture change initiative and training that aims to enhance care for seniors with aging brains. This dementia-focused program draws inspiration from Teepa Snow's renowned Positive Approach to Care®.



We understand that caring for an aging mind poses unique opportunities. Our nursing homes with memory care halls offer a unique set of tools to provide a safe and positive environment for your loved one's aging mind. We walk alongside all our residents through their unique challenges and provide care that is custom to each individual.

What Distinguishes Our Memory Care Nursing Homes

- ✓ Customized Plan and Care
- ✓ Dedicated to Providing Positive Thinking
- ✓ Focused on What They Can Accomplish
- ✓ Secure Hallways to Keep Wanderers Safe
- ✓ We Work with Your Loved One to Maintain Skills

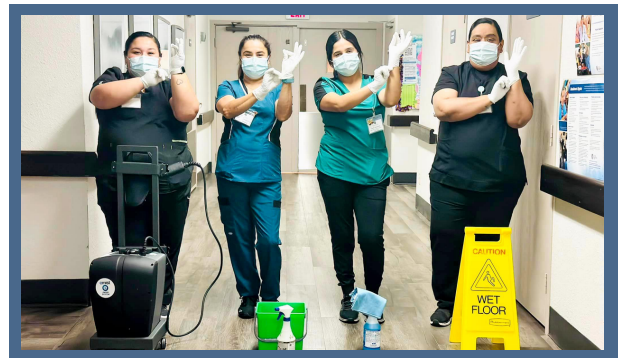


White Glove Program

At Creative Solutions in Healthcare, we take great pride in maintaining an environment that prioritizes cleanliness, comfort, and the overall well-being of our residents. Our White Glove Program stands as a testament to our commitment to excellence in housekeeping and hygiene.

Program Overview:

Our White Glove Program serves to ensure that our facilities meet the "Creative Solutions Clean" standards. This program enforces a set standard of cleanliness and safety to provide a comfortable space for our residents.

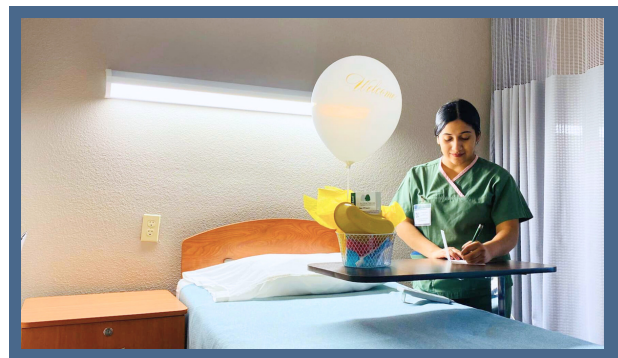


How it Works:

Our White Glove Team of experts visit our homes a minimum of twice per year for a full facility inspection, in which they ensure the building is meeting certain standards of safety and cleanliness.

Scoring System:

Our White Glove team grades each facility from a scale of 0 to 100, allowing us to measure performance and identify areas that may need improvement. This allows us to maintain the high quality of service our residents deserve. Buildings that fall below standard will receive training and follow-up visits.



Our Dietary Department



In all of our meals, we prioritize the use of fresh, high-quality ingredients.



Our team is made up of highly trained dietary professionals, with over 55 CDMs.



Residents experience variety in their meals as our menu changes seasonally.

Nutrition is at the heart of well-being, especially for residents in our facilities. We recognize this importance and strive to provide not just sustenance but also joy, independence, and an improved quality of life through high-quality, nutritious meals.

Our dedicated dietary professionals and commitment to fresh, seasonal, and tasty menus makes a significant difference in the lives of those we care for.



Life Enrichment

At Creative Solutions in Healthcare, we believe that every day should be filled with joy, laughter, and opportunity. Our range of activities are designed to cater to the diverse interests and preferences of our resident and create a vibrant and fulfilling lifestyle for our community.



Diverse & Tailored Activities

Our Life Enrichment program offers a variety of activities, ensuring there's something for everyone. From social gatherings to creative opportunities – our activities are thoughtfully curated to provide a fun and engaging experience.

We believe cherishing traditions and celebrating milestones is important. Birthdays, holidays, and special events are celebrated with joyous gatherings, to ensure every resident feels valued and appreciated.

Communal Celebrations



Person-Centered Approach

Our activities program follows a person-centered approach, recognizing the unique interests of each resident. This ensures that our activities are enjoyable and contribute to the overall well-being of our community.



Customer Service

1

Within 72 hours of admission, a Customer Service Representative will call to ensure all standards have been met and that any concerns are promptly addressed.

2

Throughout your care journey, direct communication is always encouraged. Our team is on call 24/7, ready to answer questions or resolve your concerns.



Customer Care Line

We care about the quality of services provided to our residents and their families. We take all feedback seriously and use it to continuously improve. Please contact our confidential Customer Care Line for any questions, concerns, or compliments!

Phone: 866-391-6123

Email: CustomerServiceHotline@csnhc.com



CreativeSolutionsinHealthcare.com

Neteera

What is the Neteera Device?

The small, remote patient monitoring tool uses a tiny microsensor that senses vital signs such as heart and breathing rate at a distance and through clothing, without physical connection to the person monitored. It measures for:

- ✓ Respiratory Rate
- ✓ Heart Rate



TapestryHealth

AI- Powered Patient Insights

By gathering and analyzing data from our electronic health record, Tapestry can provide early alerts to enable our staff to intervene days before symptoms appear, allowing for preventive measures, and reducing the likelihood of hospitalization.



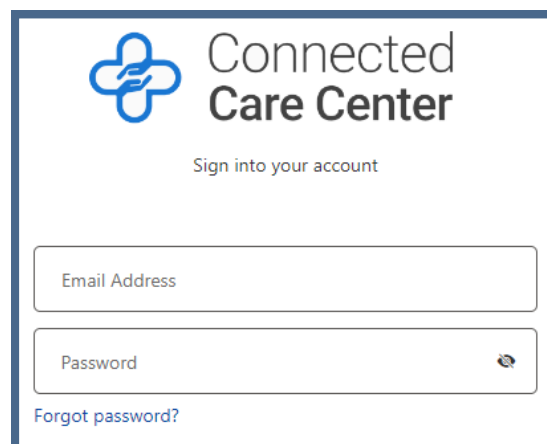
**Access to information HIPAA compliant and is controlled through secure activation codes, personal usernames, and passwords.*



Connected Care

What is Connected Care Center?

We were proudly the first and now just one of the few companies utilizing this platform. We provide all of our residents and their family members free access to an online health portal. With the guardian's and/or resident's permission you can request access and view daily updates on your loved ones care, health, and wellness.

A screenshot of the Connected Care Center login page. It features a blue cross logo with a hand icon inside. Below the logo is the text "Connected Care Center" and "Sign into your account". There are two input fields: "Email Address" and "Password". A "Forgot password?" link is located below the password field.

With resident consent, approved parties may view:



Allergies



Medical Care Team



Diagnoses



Immunizations



Vital Signs



Care Plans & Medications

**Access to information HIPAA compliant and is controlled through secure activation codes, personal usernames, and passwords.*

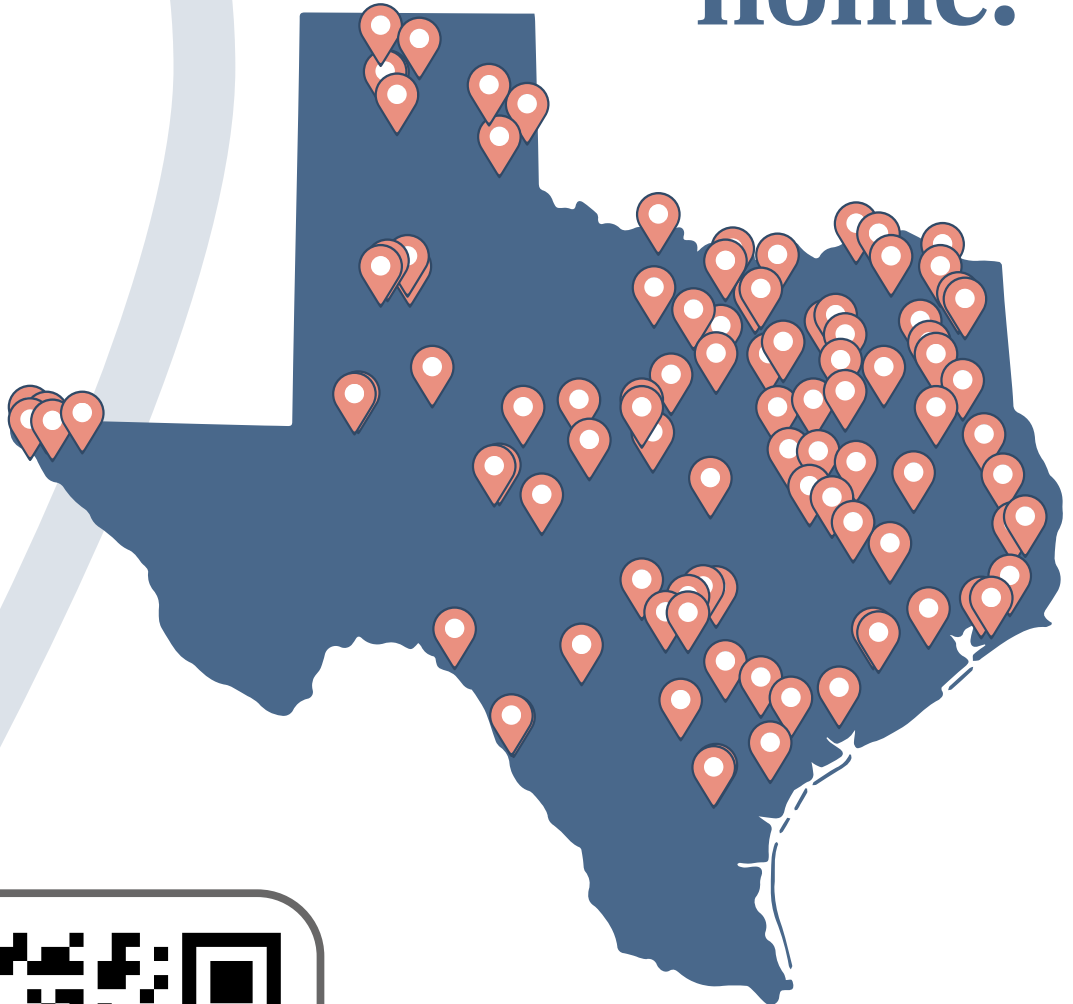
Payment Portal

View statements and pay bills completely online!

- Payment flexibility, with ACH/eChecks and Credit Cards accepted.
- 24hr access from any internet connected device.



Find the perfect home, close to home.



Whether it's for a short-term stay or long-term care, we have care options across Texas!

Scan our QR Code to find a location near you.



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