



## *Dan Melton*

Administrator

*“The road to great patient care has been, and always will be, traveled by those who embrace a culture of caring.”*

The above sentiment is closely followed by Dan Melton – chief administrator for Spring Lake Rehabilitation Center.

Mr. Melton strives to provide the best possible experience for his patients. Whether that’s making them feel welcome, or taking the time to hear all concerns and answer their questions, he taps into the driving force of his operations - the patient.

He’s all about pulling out any stops to get his team to closely react to seniors’ requests. By enhancing his medical team’s competency, investing in advanced technology and equipment and renovating the facility to improve aesthetics and amenities, he shows a high degree of value for patient well-being. One tour of his facility will testify to all his efforts.

It will also show he’s not a novice on what it takes to listen and serve. That mantra was given early on by his closest advocate and mentor - his grandfather. He calls him his “go-to” guy and one who had all the answers. His experience left an indelible mark and taught him that the aged have keen insights and valuable life experiences.

By being open and willing to hear their words of wisdom, he receives inspiration. Much of his “higher” education came from following the road of advice paved by his elders.

He could have taken a different path. Early in his college studies, he chose a clinical study of medicine. But he listened to senior advice and realized that his greatest happiness was not in research and analytics; it was in the art of relationships and service to others.

Relationships are important to him and each one serves the other in a never-ending circle of giving and receiving. According to Mr. Melton’s business sense, his primary relationship is with patients. And he also forges strong bonds with those (physicians, specialists, staff members) that can instill health and hope in his patients’ lives.

His team members can attest to his variety of skills in building good connections and rapport. “It’s best to do one thing well,” says Mr. Melton, “that’s patient care.” “As a team, we know what we do well, and how to motivate each other for best patient outcomes.”

Through continued iteration on solving patient concerns, Melton believes they’ve not only improved the lives in the community he serves, but also changed the status quo of health care.