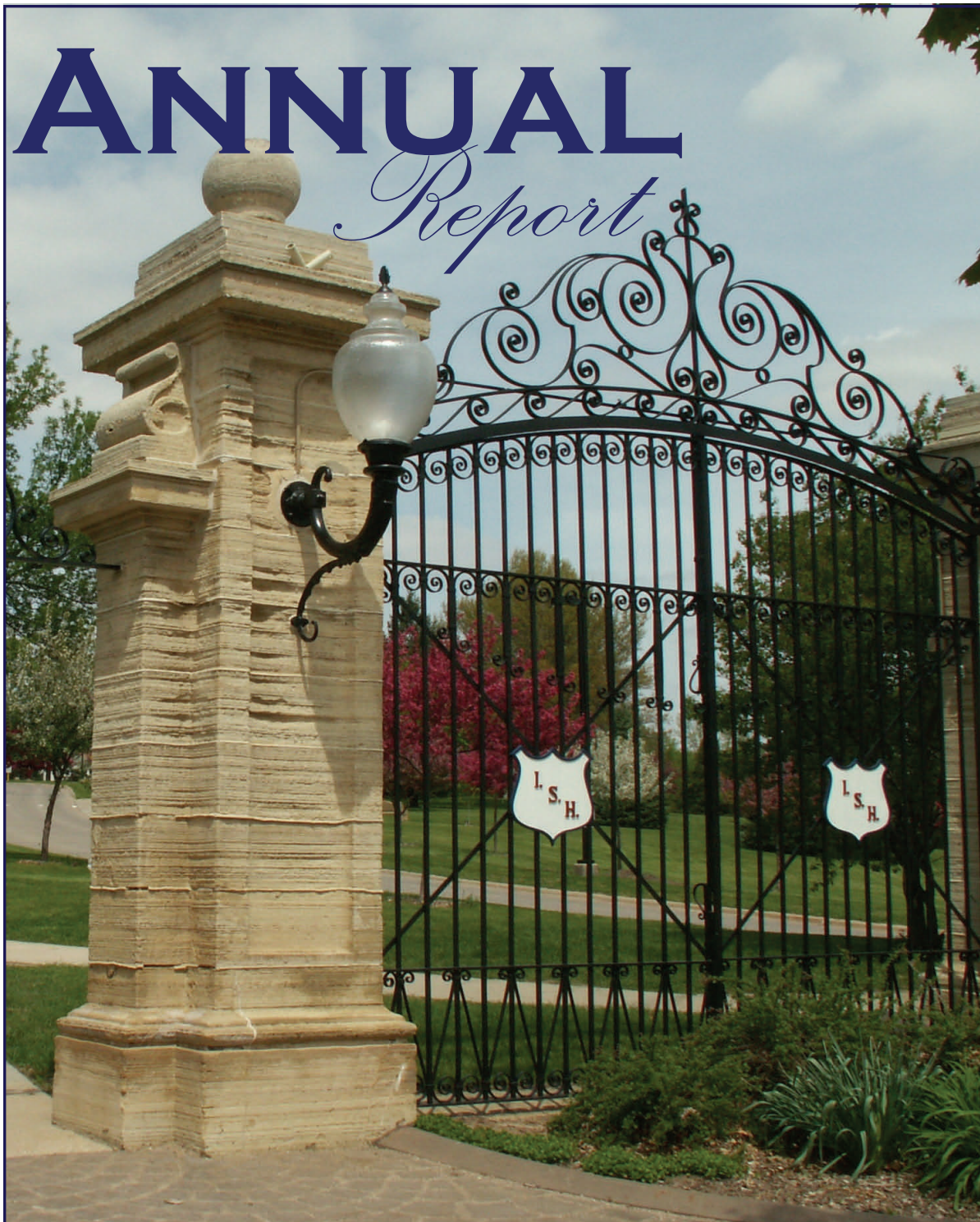


ANNUAL *Report*



IOWA VETERANS HOME

FISCAL YEAR 2009



Message from the Commandant

Table of Contents

Commandant's Address	2
About the IVH	3
Services at the IVH	4-5
Master Plan	6-7
Performance Improvement	8-9
Financials	10-11
Community Partnering	12
Additional Information	13

Mission

"Caring—Our Only Reason for Being"

Vision

"A partnership in service and care"

Values

Community
Compassion
Accountability
Respect
Reverence
Integrity
Nurturing

What an honor it is to serve the veterans, their spouses, and all the members of the Iowa Veterans Home (IVH) community. I am grateful to our 720+ residents for their commitment to protect our freedoms and to our 1000+ IVH and ABM staff for their continued dedication and superior care they provide to Iowa's heroes.

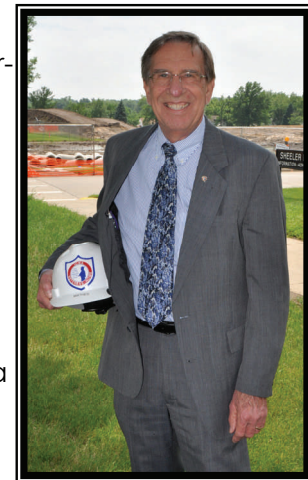
IVH opened its doors to Iowa veterans and their spouses in 1887 as the Old Soldiers Home. From that time, the Home has belonged to the people of Iowa, guided by the Iowa Legislature and the Iowa Commissioners of Veterans Affairs.

Today, IVH is one of the *three* largest of the 133 state-owned facilities for veterans in the nation. As in the past, IVH maintains its loyalty and dedication to American veterans. We are a true community, comprised of our residents, staff, volunteers and visitors. The beautiful campus spans almost 150 acres, with five main resident care buildings.

Planning ahead, we are preparing to fully implement the person-centered care philosophy. The concept provides expanded opportunities for the resident to participate more with decision-making, socializing, and with their own care. IVH staff began embracing this philosophy in 2006. Staff continue efforts towards more individualized care for each resident based upon their needs and wants.

As you study this Annual Report, I am confident that you will also embrace our Vision for the Future as we continue to be a vital asset to state government and the Veterans living in Iowa.

We invite you to visit the Iowa Veterans Home to learn more about our history, present conditions, and plans for the future.



John Mathes
Commandant

About Us

General Information:

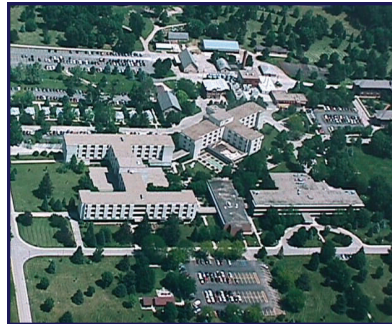
- Founded in 1887, under the motto "Iowa Forgets Not the Defenders of the Union".
- Third largest state-owned facility for veterans in the nation
- 700+ residents and 1000+ staff and volunteers
- The purpose of the Iowa Veterans Home is to provide professional care for veterans and/or their spouses in an environment of friendliness and warmth with understanding and caring staff.
- The beautiful campus spans almost 150 acres, with five main resident care buildings.

Requirements for admission to the Iowa Veterans Home:

- Honorably discharged veterans and/or their spouses;
- Demonstrated medical or financial need; and
- Eligible for VA medical treatment.

Cost of Care at the Iowa Veterans Home:

- Eligible veterans, their spouses, and/or widowed spouses are admitted without regard to their financial status.
- The cost of care includes **all** of the services listed in the blue box to the right.
- The rate of payment is based on the actual cost of care and the individual's ability to pay using available resources.



Each resident has their **own** care team. The team works with each resident to develop an individualized plan of care.

Services Include:

Nursing Care
Primary Care Physician
Dementia Care
Prescription Medications
Hospice & Palliative Care
Rehabilitation Therapies
Mental Health Services
Laboratory/X-Ray
Respiratory Care
Social Services
Nutritional Needs
Spiritual Care
Recreational Activities & Events
Substance Abuse Services
Domiciliary Level of Care

Services

Involvement

A community atmosphere provides an environment for the residents to be found at places like the barber shop, library, chapel, recreation rooms, participating on the Resident Council, or even on-site little league baseball games. While yet others will be involved in various recreation activities, such as: music therapy, ceramics, leather working, rug making, playing cards, games, or even woodworking.

Residents are offered over 100 activities each week. These activities are aimed at keeping residents active and living the highest practical quality of life.



Services

Each resident receives long-term or domiciliary care in a friendly environment with professional and caring staff. Providing the best care for Iowa's Veterans and their spouses is evidenced by the care offerings and facilities detailed in this report.

Nursing Care

Nursing care is provided 24 hours a day, seven days a week for all residents at the IVH. Heinz Hall residents receive nursing services similar to those in a community public health setting. Each resident receives nursing care from Registered Nurses, Licensed Practical Nurses, Certified Nurse and Medication Aides.

Each resident has a primary Registered Nurse responsible to oversee nursing care that is individualized. The primary nurse works with the resident and/or their family in the development of a 24-hour plan of care which guides all nursing staff to best meet the needs of the resident. This plan generally includes activities of daily living such as eating, dressing, bathing, and ambulating. The nursing plan of care is developed with the resident to assure individual preferences are included while striving to maintain or improve overall abilities based on the goals identified. Nursing care incorporates education to facilitate each residents full potential. Education examples include rehabilitation techniques, health care monitoring, and positive health care practices. The nursing team provides the daily care that enables holistic approaches in meeting each residents need.

Medical Care

Primary care physicians provide services 24 hours a day, seven days a week. Each resident has a provider responsible for their medical care. The Medical Services Department not only includes medical care but psychiatry and psychology services, optometry, dermatology, dentistry, laboratory, radiology, respiratory care, clinical records, rehabilitation therapies, clinical nutrition, pharmacy services and recreation services. Rehabilitation therapies include speech, audiology, physical and occupational therapies and wheelchair services.

Services

Recreational Activities

Residents of IVH attend a variety of events to enhance their daily lives. Cultural opportunities and athletic events are very popular among residents. Popular IVH on-campus activities include: Wii games, bingo, nut picking, current events, exercise classes, music/karaoke, movies & popcorn, ceramics, arts & crafts, & woodworking.

Seasonal trips occur for Easter dinner and Thanksgiving dinner in Des Moines. The Fourth of July fireworks display is also an annual trip for residents. Restaurants within a 50-mile area are visited on a regular basis to give residents an opportunity to eat away from home and order different kinds of food.

Food Service

Not only do we care about good nutrition for the residents, but the high quality and taste of the food is also very important. Residents serve on a committee that helps to determine the variety and selection of menu items. All meals offer two main entrée choices along with fruits, vegetables, salad bar, and desserts.

Each resident has a dietitian to ensure that appropriate nutrition is offered to meet their individual needs. The Dietitians work closely with the Food and Nutrition Services who prepare all the food. Residents are given the choice of eating on their unit or in two on-campus dining rooms. The Atha Dining room was newly built in 2003 and provides a beautiful dining atmosphere with large expansive windows to take in the beautiful campus views. The Dack Dining Room provides additional dining space for residents. Residents, staff and visitors can be found in the dining rooms visiting and sipping coffee.

Residents are provided nourishment and snacks at any time of the day or night on the nursing unit or at the domiciliary. The Food Services Department provides approximately 2,100 meals per day. This equates to over 760,000 meals annually.



Choice

Special places on campus have been designed for family over night stays, reunions, visits, and cookouts.



The future of care...



The Iowa Veterans Home is implementing a comprehensive four-phase Master Plan to construct new buildings and renovate existing structures to facilitate a shift from an institutional environment to a more home-like atmosphere. Funding from the State of Iowa and the Federal Veterans Administration Construction Grant Program was approved for Phase 1 of the Plan in 2008 and construction began in May 2009. **Phase 1** includes implementing the Person Centered Care environment for a variety of programs and care levels within 15-person households with the construction of a 120-bed pavilion and a 60-bed pavilion.

Future phases of the IVH Master Plan to include:

Phase 2 – Construct a second 60-bed pavilion.

Phase 3 - Remodel Sheeler Building to accommodate administrative and therapeutic functions in a centralized location; relocate the front driveway and raze Loftus Building to accommodate a new main entry.

Phase 4 - Convert Dack Care Facility into the domiciliary, which would allow for the demolition of Heinz Hall; construct a third 60-bed pavilion.

Funding for Phases 2, 3, and 4 has been approved by the Iowa Legislature for the State share of the project (\$22.5 million from the IJOBS program). The IVH has made application to the Federal VA Construction Grant Program for the remainder of the funding; the VA has approved the project concept statement. The VA typically announces grant awards in November each year. The total project cost for all four Phases of the IVH Master Plan totals over \$109 million.

...for Iowa Veterans

New Buildings Allow IVH to...

- Expand the culture of Person Centered Care and enhance the physical environment with design focused on individual resident choices.
- Improve residents' quality of life, privacy, and dignity by providing more private bedrooms and baths, as well as provide access to natural light and temperature controls within each resident bedroom.
- Provide access to outdoors at ground level for ease in mobility, and construct new facilities with adaptable environments for the changing needs of the next generation of residents.



Funding Summary

Phase 1: 120 Bed Nursing Home & 60 Bed Pavilion			Phase 2: 60 Bed Pavilion		
State Portion	Fed Match	Total	State Portion	Fed Match	Total
\$15,639,272	\$29,044,362	\$44,683,634	\$7,172,460	\$13,320,284	\$20,492,744
Phase 3: Remodel Sheeler/New Main Entrance			Phase 4: 60 Bed Pavilion/Demo Heinz Hall		
State Portion	Fed Match	Total	State Portion	Fed Match	Total
\$6,528,149	\$12,123,7058	\$18,651,854	\$8,854,720	\$16,444,479	\$25,299,690
Total Master Plan Projects					
	State Portion	Fed Match	Total		
	\$38,342,915	\$71,208,271	\$109,551,186		

Dack Expansion

The Dack Building (built in 1981) currently serves as a home for 168 nursing care residents on three upper floors. In addition to being the gathering place for residents, at meal times the day rooms are for residents who require feeding assistance. Presently only 23 residents can eat at one time in the dayroom, which measures only 900 square feet. This is difficult because some units have 40 residents who need assistance with meals.

The Dack Dayroom Expansion project creates additional space for each nursing unit. This expanded dayroom would better meet the needs of the unit residents and provide a better atmosphere for activities, unit meetings, and family gatherings.

Projected cost for the Dack Expansion Project is \$3,458,954, with \$2,248,320 (65%) to be funded by the federal VA State Home Construction Grant and the state funding \$1,280,063 (35%). Ground-breaking is slated for Spring 2010.

Performance Measures

Increase the number of individuals who live in the IVH residential care domiciliary

- **Target: 108**
- **Actual: 106**

Employees at IVH are satisfied with their job

- **Target: 80%**
- **Actual: 86%**

Increase the number of volunteer hours worked at IVH

- **Target: 27,760**
- **Actual: 26,190**

The IVH Performance Plan includes measures that continually guide the Agency toward providing the best possible care for Iowa veterans and their spouses or widows. Performance goals and results for Fiscal Year 2009 are as follows:

Reduce the percentage of residents with pain

- Target: 6%
- Actual: 6.2%

Reduce the medication **administration** med error rate

- Target: 4.0
- Actual: 1.7

Reduce the percentage of residents receiving 9 or more medications

- Target: 75%
- Actual: 81%

Reduce the percentage of medication **dispensing** errors

- Target: 1.5%
- Actual: 1.5%

Reduce the percentage of residents that are affected by the behaviors of other residents.

- Target: 10.0%
- Actual: 13.5%

Increase the number of nursing care beds filled.

- Target: 610
- Actual: 603

Performance Measures

Increase resident satisfaction with the preparation, variety and taste of the IVH food.

- Target: 80%
- Actual: 75%

Increase number of residents who successfully complete the Community Re-Entry Program.

- Target: 10
- Actual: 8

Decrease the percent of residents with little or no activity.

- Target: 2.0%
- Actual: 4.3%

Increase percentage of dollars billed that will be collected.

- Target: 99%
- Actual: 99%

Increase percentage of routine work orders that are completed within 72 hours.

- Target: 95%
- Actual: 88%

Increase percent of resident satisfaction with housekeeping services.

- Target: 96%
- Actual: 96%

Reduce the percent of residents with a BMI greater than 30%.

- Target: 35%
- Actual: 42%

Increase the percent of residents who believe IVH is the best place for them to be at this time in their life.

- **Target: 90%**
- **Actual: 89%**

Increase resident satisfaction with IVH services.

- **Target: 87%**
- **Actual: 83%**

Reduce the overall resident fall rate

- **Target: 6.0**
- **Actual: 5.3**

Financials—FY09

Meeting the Budget Challenge

In response to the recent across-the-board cuts, the IVH developed a plan that includes the following strategies:

1. Reduce overtime, including comp time;
2. Leave positions vacant or delay refilling positions;
3. Reduce all travel (for staff and residents) and training costs;
4. Reduce office supplies and inventory levels;
5. Reduce contracted services; and
6. Defer equipment purchases.

Given that this situation is a state-wide challenge, the IVH sees this as an opportunity to be creative in meeting the budget challenges while continuing to provide quality care to our residents.

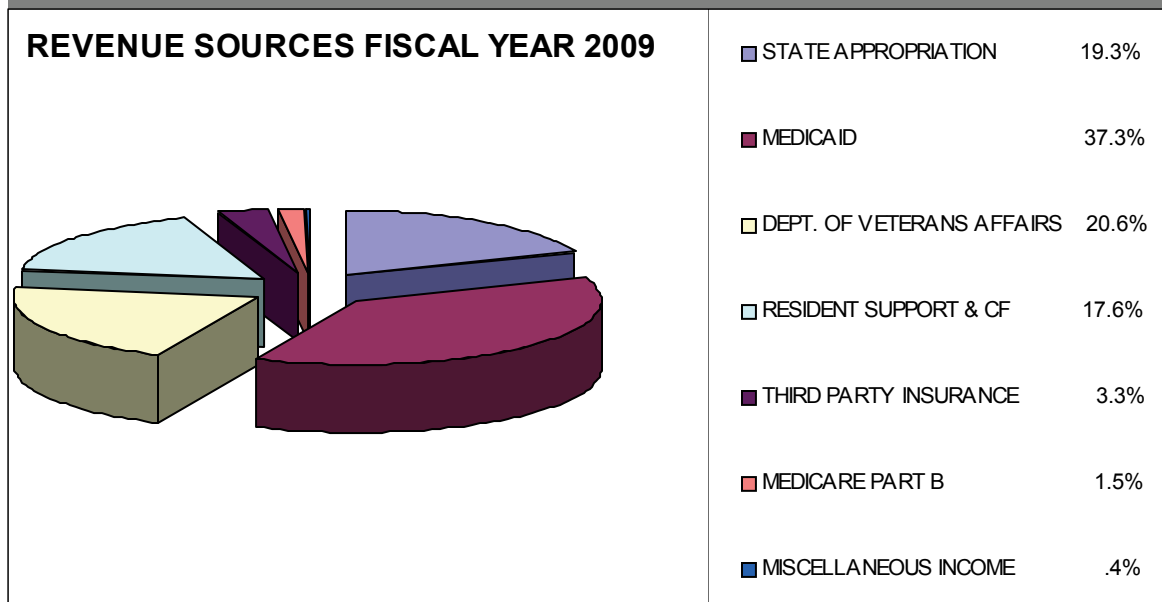
For resident convenience, IVH offers on-site banking services where residents can deposit and withdraw funds. If assistance is needed or requested, IVH staff will pay resident bills. Residents receive monthly statements of all their banking transactions.

Business staff assist residents to enroll in all programs that residents are eligible for at the state or federal level. Based on these entitlements, residents are billed according to their ability to pay. The first \$140 of each resident's income is kept to be used by the resident for his/her own needs or wants. Additional benefits, for example, canteen books, are offered to indigent residents.

EXPENDITURES:

Personnel Services	\$60,361,976
Professional & Outside Services	\$ 3,661,165
Drug Costs	\$ 2,009,737
Food	\$ 1,676,419
Utilities	\$ 1,400,102
Equipment (software and computer supplies)	\$ 1,339,498
Intra-State Reimbursements	\$ 996,873
Medical Supplies	\$ 886,338
Other Supplies	\$ 697,879
Workers Compensation	\$ 596,971
Equipment Maintenance & Repairs	\$ 429,136
Miscellaneous	\$ 198,003
Travel & Vehicle Depreciation	\$ 193,747
Communications	\$ 146,788
Equipment Rentals	\$ 117,464
Total Expenditures	<u>\$74,712,096</u>

Financials-FY09



Thank You

IVH wishes to thank the Veterans Service Organizations and other community groups and individuals for their donated time, talents, and funds.

Many citizens volunteer their time to IVH, which greatly enhances the quality of life for Iowa's veterans. This fiscal year, volunteers donated the equivalent of over 12 full-time employees.

Working closely with the federal VA reduces costs to IVH by purchasing products through the federal pricing contract. Occasionally, the VA provides equipment, such as wheelchairs and hearing aids, to IVH residents.

A. Operating Costs by Funding Source

State appropriation and salary adjustment	\$ 14,391,435	19.3%
Medicaid	\$ 27,897,422	37.3%
VA per diem, drug reimbursement & telemedicine	\$ 15,382,674	20.6%
Resident's Participation & Net Carryforwards	\$ 13,186,418	17.6%
Third Party Insurance	\$ 2,505,051	3.3%
Medicare Part B	\$ 1,083,596	1.5%
Other revenues	\$ 265,500	0.4%
* Total Operating Costs	<u>\$ 74,712,096</u>	<u>100.0%</u>

B. Member Days

Veteran Days	222,015	85.9%
Non-Veteran Days	36,364	14.1%
All Member Days	<u>258,379</u>	<u>100.0%</u>

C. Average state share for cost of care (all levels) \$ 55.70 Per day

Community Partnering



The Marshalltown Central Business District organizes the **Adopt a Veteran Program** to provide holiday gifts for residents who have little or no family. Nearly 100 IVH residents participate in the program.

Homeless Shelter Sleep Out for the Homeless Awareness Month—IVH staff raise money each year for Marshalltown's House of Compassion by having a sleep-out on campus.



Blood Drives

IVH and ABM (contracted housekeeping) staff donate blood through the Blood Center of Central Iowa twice each year. Since 2000, these employees have donated over **1000** pints of blood.

Emergency Food Box Donations

For the past 30 years, IVH residents and staff have held food and fund drives to assist the Marshall County Emergency Food Box. Again this year IVH was able to provide a sizeable monetary gift along with several food items.

Salvation Army

Residents, staff and families participated as bell ringers for the Salvation Army. A Salvation Army mitten tree at IVH collected mittens, hats and scarves.

Don Laughlin Music Festival & Salute to Those Who Served

The Music Festival honors IVH resident Don Laughlin for spearheading and driving his dream of a music festival at IVH. Family members, visitors and Marshalltown Community members all share in the music, arts and food provided during the festival. Several bands, talented residents and staff performed.

Marshalltown Alzheimer's Memory Walk

A team of IVH staff participate annually in the Marshalltown Alzheimer's Memory Walk. The team raises monetary donations for the Alzheimer's Association.

U.S. Marine Corps Toys for Tots

Each year IVH staff and residents team up to collect toys and monetary donations for Central Iowa kids.

Relay for Life

Each year, IVH sponsors several staff and resident activities in support of this event and are proud to donate thousands of dollars each year to the American Cancer Society.

Learn More About IVH

Please visit our new website at www.IowaVeteransHome.org:

- * See photos of the facility and special events;
- * Check out the Calendar of Events;
- * Download the twice-monthly newsletter and other media;
- * Contact us via email to request more information or schedule a tour; and
- * Link to other veteran-related organizations
- * Register for special events

Please stop by IVH for a tour if you would like to see the beautiful campus and facilities first-hand. To schedule a tour please call Diane Lemerker at 641-753-4406 or 800-645-4591



For genealogy requests please contact 641-753-4391 (Roxy West) or e-mail her at roxana.west@ivh.state.ia.us.



Presented to you on behalf of the Iowa Veterans Home residents and staff.

December 2009