

# VISION

*For the future*



IOWA VETERANS HOME

---

FISCAL YEAR 2008

ANNUAL REPORT



# Table of Contents

## **Mission**

*“Caring—Our Only Reason for Being”*

## **Vision**

*“A partnership in service and care”*

## **Values**

- **Community**
- **Compassion**
- **Accountability**
- **Respect**
- **Reverence**
- **Integrity**
- **Nurturing**
- **Growing**

	<b>Page</b>
<b>Commandant’s Address</b>	<b>3</b>
<b>Iowa Veterans Home History</b>	<b>4</b>
<b>Admission to Iowa Veterans Home</b>	<b>5</b>
<b>Master Plan</b>	<b>6-7</b>
<b>Focus on the Resident</b>	<b>8-9</b>
<b>Nursing Care</b>	<b>10</b>
<b>Domiciliary Living</b>	<b>11</b>
<b>Medical Services</b>	<b>12</b>
<b>Nutritional Services</b>	<b>13</b>
<b>Rehabilitation Department</b>	<b>14</b>
<b>Resident &amp; Family Services</b>	<b>15</b>
<b>Employee Services</b>	<b>16</b>
<b>Performance Improvement</b>	<b>17</b>
<b>Performance Measures</b>	<b>18-19</b>
<b>Financials</b>	<b>20-21</b>
<b>Community Partnering</b>	<b>22</b>
<b>IVH Contact Information</b>	<b>23</b>

# Message from the Commandant

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 5 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.

*Daniel R. Steen, Commandant*



Daniel R. Steen  
Commandant

# IVH History

**O**ver 121 years serving as a refuge for Iowa's veterans and spouses.

**F**ounded under the motto "Iowa Forgets Not the Defenders of the Union."

**I**VH has advanced both in purpose and in physical growth during its long history.

The facility consists of five main buildings located on the beautifully landscaped 157 acres.

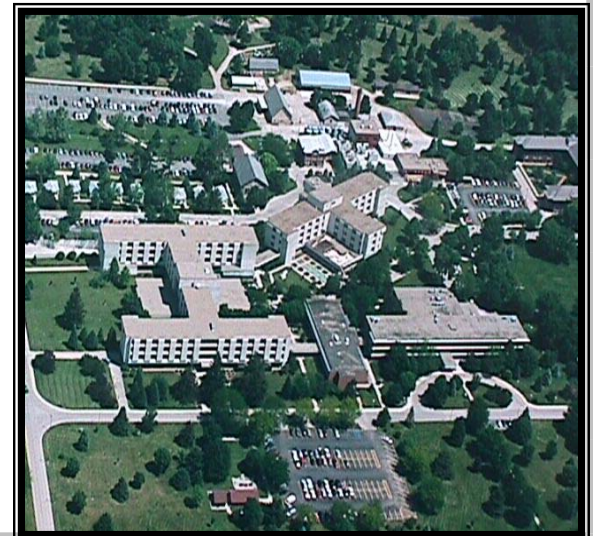
**Heinz Hall Building** was constructed in 1898. Residents who are able to care for most of their own needs live in the domiciliary.

**Sheeler Building** was built in 1960. Sheeler houses the administrative offices, two floors of dementia care and a specialized mental health unit.

**Loftus Building** was constructed in 1969. The Alzheimers/dementia unit and one floor of nursing care are located in Loftus.

**Malloy Hall** was built in 1978. On the first floor, there are the Chapel, Library, Atha Dining Hall, Arts and Crafts Centers, Rehabilitation Services Office, Leisure Resource Centers, and Gift Shop areas. The top three floors are nursing units.

**Dack Care Facility** was dedicated in 1981. The Nursing Administration and Resident and Family Services are located on the first floor. The top three floors are nursing units.



# Admission to IVH

Applications for Admission to IVH can be obtained by contacting the County Commissioner of Veterans Affairs (located in each Iowa County). If you need assistance, contact IVH by calling 800-645-4591 or 641-753-4325.

## Admission Requirements

- Veterans must be honorably discharged and eligible for care at Department of Veterans Affairs Medical Centers.
- Spouses and widowed spouses of veterans are eligible if admitted with or after the veteran has been admitted to IVH. A couple has to be married for at least one year.
- All individuals must meet residency requirements of the State of Iowa and should have a current physical exam, including lab and radiology results.
- Applications are completed through the County Commissioner of Veterans Affairs in the applicants county of residence.

## Completed Applications

- Received, date-stamped, and processed for review by the Admissions Committee.
- The Admissions Committee determines the applicant's needs and the level of care required.
- If beds are not immediately available, the applicant's name is placed on the appropriate waiting list.
- When a bed becomes available, the admissions are scheduled in the order the application has been received.

**I**n Fiscal Year 2008 IVH had 146 new resident admissions.

**I**n Fiscal Year 2008 the IVH admitted 27 veterans that came from the homeless shelters or the VA homeless program.

**M**ost residents hear about the IVH through the federal Veterans Administration.



# Master Plan

## New Buildings Allow IVH to...

*Implement not only a new culture (Person Centered Care), but a physical environment with an enhanced design to focus care around the 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.*

The Iowa Veterans Home has developed a 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 in 2008 to begin **Phase 1** (anticipate ground breaking in the Spring of 2009) of the IVH Master Plan and includes:

- ~ Construct a 120-bed Nursing Home incorporating the household concept; and
- ~ Construct a 60-bed Pavilion, with flexibility to accommodate the Person Centered Care environment for a variety of programs and care levels within four 15-person households.

Future Phases of the IVH Master Plan 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 remodel/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.



*Proposed setting for 120-bed nursing household*

# Master Plan

Funding for Phases 2, 3, and 4 has been approved by the Iowa Legislature for the State share of the project (\$20.5 million) and awaits bonding certification. 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, but the project cannot be considered for federal funding until the State match is in place. The total project cost for all four Phases of the IVH Master Plan totals more than \$103 million.

## Funding Summary

<b>Phase 1: 120 Bed Nursing Home &amp; 60 Bed Pavilion</b>			<b>Phase 2: 60 Bed Pavilion</b>		
State Portion	Fed Match	Total	State Portion	Fed Match	Total
\$15,853,138	\$29,441,542	\$45,294,680	\$5,107,515	\$9,485,385	\$14,592,900
<b>Phase 3: Remodel Sheeler/New Main Entrance</b>			<b>Phase 4: 60 Bed Pavilion/Demo Heinz Hall</b>		
State Portion	Fed Match	Total	State Portion	Fed Match	Total
\$6,802,621	\$12,633,438	\$19,436,059	\$8,645,193	\$16,055,358	\$24,700,551
<b>Total Master Plan Projects</b>					
State Portion	Fed Match	Total			
\$36,408,467	\$67,939,337	\$103,934,190			



**Future IVH Campus**



**Household Common Area**

# Focus on the Resident

## **Culture Change is Person Centered Care**

*In addition to new buildings, IVH is embarking on changing our culture from an institutional way of life to a more home-like, self-directed care approach.*

*This means:*

*Care is provided to residents based on their choices, needs, values, history, and they guide the care team in decision making.*

*Caregivers can be creative in their daily care based on resident desires and schedules.*

*Residents decide their own schedules, waking time, bathing time, meals, etc.*

*The key is to explore each resident's preferences and make each day seem like a day at their home.*

## **TimeSlips**

Timeslips is a group process that opens storytelling to people with cognitive challenges by replacing the pressure to remember with the encouragement to imagine. It provides an avenue to capture creativity and connect with staff, family and friends. Timeslips provides building blocks for person-centered care. Stories capture hopes, dreams, regrets, fears, humor and desires of people with memory loss and helps staff better understand the resident.

Staff members Kathy Drey and Cindy Zahnd were presented with the 2008 Governor's Excellence Award in honor of their work with TimeSlips. They are both Certified TimeSlips Regional Trainers. They began at IVH in 2006, and recently finished working with residents on their 100th story. Cindy and Kathy type all the stories and copy the pictures for publication to be presented to families and visitors at Christmas.



## **Electronic Health Record**

IVH continues with the complicated process of moving resident health information to a computerized format. Many of the documentation pieces have been computerized and most staff have completed the training. In addition to health information, the software will integrate resident financial, pharmacy, laboratory and dietary information. We remain in the design phases for billing and pharmacy pieces of the software.



# Focus on the Resident

## **Service of Farewell and Blessing**

The IVH Chaplains provide an opportunity to recognize, honor and say farewell after the death of a resident. Family, residents and staff recognize the death in a short program called “A Service of Farewell and Blessing.”

The primary components of the farewell and blessing include a covering, either a flag or quilt, and either a moment of silence or a prayer and blessing. Resident preferences are surveyed and noted so their wishes are honored during the service. The response has been overwhelmingly positive from residents, staff, and family members who have shared in these services. Three volunteer quilters presented IVH with a quilt made just for the Service of Farewell and Blessing.

This year IVH Chaplains were presented with the 2008 Governor’s Excellence Award in honor of their work with the Service of Farewell.

## **Culture Change Initiatives**

Many ideas are underway within the culture change umbrella; highlights include:

### A Culture Change Team

- Educating all staff on the transformation to Person Centered Care
- More computer access for residents, more arts and craft activities on the units, expanded gym area for resident use, a cooking club, Wii games, fresh cooked breakfasts on the care units, fresh baked bread on units, etc.

### Dack 4 Culture Change Prototype Unit (Additional Activities)

- On-unit fresh-cooked breakfasts each week, movie nights with popcorn, fresh bread, music therapy sessions, RNs charting in common areas
- Staff self-scheduled unit—for continuity of care and staff flexibility
- Specialized care plans
- Residents waking on their schedule—not traditional long-term care schedules

**A**nually, all residents are offered a satisfaction survey (Quality of Life Survey). If residents are unable to complete the survey, one is sent to family members.

**A**ll Nursing Units and the Domiciliary review the survey results annually. Each area implements improvement efforts based upon their numbers.

**R**esident overall satisfaction with IVH services in 2008 is over 82% positive.

# Nursing Services

**T**wo CNAs were selected to participate in a dementia education pilot program for direct care workers. (Funding by Iowa Senior Living Trust Fund & Dept. of Elder Affairs)

**I**VH partners with Iowa Valley Community College for students' clinical practicum.

**N**ursing Department Staff place an emphasis on ensuring residents live at IVH without pain.

The dedicated and caring nursing staff is comprised of Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, Nursing Unit Coordinators, Resident Aides, and Nutritional Assistants. Each resident has a primary nurse, responsible for developing an individualized plan of care based on specific resident's needs. Each unit has an experienced RN serving as Nurse Manager. Staff receive special orientation and on-going training to ensure person-centered care.

## Specialized Nursing Services

- |                              |  |
|------------------------------|--|
| *Wound and Skin Care         | *Alzheimer's/Dementia Care                   |
| *Mental Health Care          | *Pain Management                             |
| *Medication Management       | *Rehabilitation Care                         |
| *Disease specific conditions | *Palliative Care                             |
| *Hospice                     | *IV Therapy, Tracheotomy & Tube Feeding Care |

IVH places an emphasis on educating our own nursing workforce. The following educational opportunities are some of the classes offered on-campus to staff:

- Certified Med Aide course. After completion, CMAs can administer medications to residents.
- Paid Nutritional Assistant Class. PNAs can assist residents at meal times after certification
- End of Life Nursing Education Curriculum
- CPR Certification

Nursing staff continuously offer residents education on their medications, illnesses, fall prevention strategies, etc. in informal ways. Formally, nursing staff provide education to residents living with chronic diseases, called the Chronic Disease Self-Management Program.

# Domiciliary Living

## RESIDENTIAL CARE

Heinz Hall is a 113 bed residential care facility. Resident's ages range from 38 to 93 years of age (82 of the current 108 residents are younger than age 65). Many of the new applicants to Heinz Hall fit this profile as well and some of these individuals have the potential for years of productive living in the community.

In response to the needs of this younger population, IVH implemented a program to assist veterans back into community living. This program includes a core educational segment, a transitional component which allows residents to stabilize their physical and emotional health, and a supported employment opportunity.

The educational segment is a seven-week day program that is referred to as *Living in Balance*. Curriculum is comprised of 33 topics addressing issues such as substance use, anger management, grief, and physical wellness. Additionally, other areas are addressed, such as planning for leisure activities, life skills and money management. The purpose of these classes is to prepare residents for a transition to the Community Re-Entry portion of the program. Some residents require a stabilization period prior to entry into the community re-entry component. This period focuses on stabilizing a resident's physical and emotional health prior to beginning employment.

Community Re-Entry is a structured program to support residents with employment opportunities, support up to one year post-discharge, and assistance saving earned dollars for use in community-life.

The program is based in Heinz Hall. However staff campus-wide are involved, and the opportunity is available to all qualified residents.

**O**ver the past fiscal year, the daily census in Heinz Hall has risen to an average of 107.

**C**ommunity Re-Entry is located in Heinz Hall, however, the program is available to all residents of the Iowa Veterans Home.

**F**our utility worker positions have been created and are available for Community Re-Entry participants.



# Medical Services

**M***edical Services is staffed with five full-time Primary Care Providers.*

**R***esidents do not need to travel for laboratory and radiology services; these services are located on campus.*

**I***VH Medical Staff are involved in the Physician Quality Reporting Initiative, focusing on improved care for residents with diabetes. This is in conjunction with the Iowa Medical Society.*

Medical Services includes the Medical Staff, Mental Health Services, contracted medical specialties (Optometry, Dermatology, Orthopedics, Dental), Laboratory, Radiology, Respiratory Care, Pharmacy, Health Information Management, Clinical Dietitians, and Rehabilitation Services.

## **Medical Staff Coverage**

IVH Medical Staff have taken over night and weekend coverage for the facility. Until July of 2008, these shifts were covered by physicians from other facilities. The full-time staff are now providing improved continuity of care for IVH residents by replacing outside contracted medical providers.

## **Pharmacy**

Pharmacy & Medical Staff are working diligently to improve IVH compliance with the VA formulary. Many non-formulary meds were phased out and replaced with formulary equivalents. Goal: 97% compliance with VA formulary by Feb. 2009

## **Life Skills Unit**

A Life Skills Unit is utilized by residents who need more intense mental health services. Due to the small number of residents, the unit is able to provide a more structured environment with less stimulation.

## **Mobility Clinic**

A weekly mobility clinic provides an interdisciplinary approach to keeping a new resident as high-functioning as possible with regards to his or her mobility.

## **Open Gym**

Opportunities for residents to maintain or improve their level of fitness and overall well-being have increased. An open gym area has been expanded in both size & amount of equipment. Wii games add fun to resident exercise & rehabilitation.

# Food Services

Food is one of the most important facets of life and IVH places an emphasis on making the dining experience great for all. One-half of the IVH residents eat in the Atha Dining Hall (pictured below), while the other half eat on the nursing units via delivered food trays.

The Food Services Department employs 100 employees, covering a 15 hour day, seven days per week. Cooking begins at 4:30 a.m. each day, with final clean-up at 7:20 p.m. The dining room is open two hours for each meal to allow residents, volunteers, visitors and staff a flexible time-frame to eat. There are always two entrée selections and a variety of side dishes for each meal. A small salad bar is always available for the lunch and dinner meals.

Each nursing unit has a central activity area that doubles as a dining area. This allows less ambulatory residents to dine close to their rooms. New residents are visited shortly after admission by a personal dietitian who records food preferences, dislikes and allergies. Each meal is thereafter prepared with the preferences of each individual resident.

Each nursing unit is stocked with individual nourishments and snacks to meet the residents nutritional needs throughout the day. These supplies are delivered daily by Food Services staff.



**F**ood Services Department provides 644,574 meals per year, which is over 1,700 meals each day.

**D**ietitians serve as a resource to the entire agency for food and nutritional concerns.

**F**ood Services provide selections for over 750 special events held at IVH each year.

# Rehabilitation Department

**A**verage monthly sales in the Gift Shop are \$5,300. Items sold are hand-crafted by residents. This allows residents to earn extra spending money.

**R**esidents have many opportunities for trips off grounds. Two buses are available to take them. (See picture below)

**I**VH provided wood-working opportunities to 95 residents in FY08.



Rehabilitation Services provide residents with many opportunities to be active and participate in individual or group activities. Residents are offered an opportunity at paid incentive therapy jobs. Other therapies include physical, occupational, and speech, to assist residents in achieving the highest quality of life possible. All residents are given an annual hearing screening and are assisted with hearing aids. Wheelchairs and power mobility devices are utilized by over 65% of the resident population. Maintenance and evaluation of all wheelchairs is performed to ensure resident safety and the most appropriate device selection for each resident.

The following numbers are *monthly* averages:

- 430+ activities are offered to residents (98% resident participation)
- 191 residents participated in the paid incentive therapy program
- 73 physical therapy contacts are given to residents in need
- 1,828 resident open gym sessions are held
- 254 residents receive direct occupational therapy, group therapy or are referred for occupational therapy
- 158 residents wear hearing aids

## Volunteers

One of the reasons IVH can offer outstanding care and services is the large number of volunteers that donate time every day at IVH. In Fiscal Year 2008, volunteers donated almost 29,370 hours of service to IVH residents. This equates to over 14 full-time employees.

# Resident & Family Services

Resident and Family Services primary function is to provide assistance to IVH residents and their families. Not only do all residents have a social worker assigned to them, but they also have access to the services of four chaplains to meet their spiritual needs and two drug abuse counselors for assistance with substance abuse-related issues.

Social workers are important members of the interdisciplinary care team assembled for each resident. Social workers discuss the care planning process with residents and their families and invite families to participate in the process. Social workers also provide ongoing case management, direct service, information, and referrals to residents and their families.

For most residents, living in a long-term care facility is quite an adjustment. Social workers and chaplains serve as advocates for residents to assist them with the transition to IVH. Also, social workers offer direct counseling for coping with daily living, dealing with losses, relationship problems, conflict resolution, contacting family or friends, or planning a home visit. Social workers help with financial matters, resident's rights issues, and confidential matters.

The Veterans Memorial Chapel is used to conduct weekly worship services. For spiritual care, chaplains provide religious instruction and unit visits. If needed, chaplains provide pastoral counseling. Residents, families, and friends are always welcome to use the Chapel for personal prayer and meditation.



**C**haplains provide an average of 78 spiritual and religious services each month, and an average of 406 one-to-one pastoral contacts including spiritual assessments, sacraments, hospital visits and pastoral care visits with residents and/or families.

**T**he “Stars and Stripes” is a newspaper published by residents on a regular basis.

**S**ocial Workers provide orientation to all new residents.

# Employee Services

**I**VH employs 4.5% of the state of Iowa workforce. The average length of employment at IVH is over 11 years

**T**he average age of the IVH workforce is 46 years old.

**T**he annual IVH turnover rate is below 9%



The Employee Services Department is comprised of three functional areas: Staff Development and Training, Employee Health and Wellness, and Personnel/Payroll/Benefit Administration. Employee Services provides assistance and services to the 813 full-time and 113 part-time employees that make up the IVH workforce.

## **Staff Development and Training**

IVH is committed to having a highly skilled workforce and offers educational opportunities on a wide variety of topics to staff. To support this commitment, training funds are allocated to each department. Over 300 educational sessions were held on campus during FY08, and 435 staff attended off-campus training sessions. The total number of hours of staff training during FY08 was 26,669.

IVH is affiliated with the American Red Cross for CPR training. All staff will be trained in CPR. CPR training begins at the New Employee Orientation and is continued through annual employee training.

## **Employee Health and Wellness**

IVH takes a proactive approach to employee wellness. The Wellness Committee creates opportunities each year for employees to adopt healthy behaviors. This self-funded committee has raised enough funds to fully equip a fitness room, which is available for use on a 24/7 basis. Other programs offered to staff include: Weight Watchers at Work, reimbursements of entry fees in community sponsored events such as the Oktoberfest 5/10K Walk, Community YMCA Indoor Triathlon, and Iowa Valley Leadership Run for Service. Additionally, Freedom from Smoking Clinics are available to staff. The Committee sponsors semi-annual blood drives with the Blood Center of Iowa.



# Performance Improvement

As budgets tighten throughout state agencies, the Performance Improvement Department and IVH Administration work hard to incorporate the concepts of Lean Government, through the Kaizen Methodology.

## Measuring Success

- All Departments have performance improvement goals
- All Nursing Units have performance improvement goals based upon resident satisfaction in their specific areas
- Committees at IVH have performance improvement goals
- Kaizen Follow-Up Meetings take place to ensure process improvements are sustained.
- A Rapid Continuous Improvement form will serve as an avenue for staff or residents to suggest improvement initiatives—based on streamlining processes, better customer focus and/or cost savings.
- IVH has two trained Kaizen Team Leaders, who have also shared resources with other state agencies.
- Two Kaizen Events took place in FY08
  - Medication Administration—October
  - Pharmacy Processes—March

## Results

### Medication Administration Kaizen

- Reduction in medication administration errors
- Realignment of staff and elimination of positions

Costs to the State of Iowa: \$ 27,053

Savings for the State of Iowa: \$219, 940 **Net Savings: \$192,887**

### Pharmacy Processes Kaizen

- Delays were **reduced by 68%** - residents get their medications much quicker
- Billing processes streamlined to **expedite revenue collection**

**T**he Performance Improvement Department also includes Safety, Regulatory Compliance and Medical Records.

**T**he Performance Improvement Department is assisting with agency-wide efforts on culture change. Many great changes are taking place as IVH focuses more on resident's choices with schedules, activities and cares.

# Performance Measures

**I**ncrease the number of individuals who live in the IVH domiciliary

- Target: 100
- Actual: 107

**E**mployees at IVH are satisfied with their job

- Target: 80%
- Actual: 88%

**I**VH will be at or below the state average for quality indicators

- Target: 80%
- Actual: 77%

**R**esidents are satisfied with financial services

- Target: 78%
- Actual: 74%

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 the 2008 fiscal year are presented as follows:

Reduce the percentage of residents with pain

- Target: 6%
- Actual: 7%

Increase resident incentive therapy position hours worked that are allotted

- Target: 100%
- Actual: 94%

Reduce the medication administration med error rate

- Target: 5.0
- Actual: 1.8

Reduce the number of residents transferred out for mental health services

- Target: 8
- Actual: 20

Reduce the percentage of residents with falls

- Target: 6%
- Actual: 5.5%

Increase attendance at public events to provide education on IVH services

- Target: 50
- Actual: 122

# Performance Measures

Increase percentage of residents satisfied with IVH services

- Target: 87%
- Actual: 84%

Increase number of residents participating in the Community Re-Entry Program

- Target: 10
- Actual: 37

Increase residents in Community Re-Entry Program that secure employment

- Target: 5
- Actual: 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: 74%

Increase percentage of housekeeping work orders that are completed within 48 hours

- Target: 95%
- Actual: 100%

Increase the percentage of kitchen equipment cleaned as scheduled

- Target: 100%
- Actual: 86%

**I**ncrease employee training on obesity

- Target: 100%
- Actual: 100%

**I**ncrease the number of employees attending non-core training

- Target: 487
- Actual: 499

**P**ercentage County Commissioners trained on IVH services

- Target: 100%
- Actual: 100%

**D**ecrease residents on anti-psych meds without diagnosis

- Target: 20%
- Actual: 20.5%

# Financials—FY08

**T**o supplement resident's income, IVH offers incentive therapy jobs.

- **Residents are paid minimum wage for incentive therapy positions.**
  
- **Nursing care residents can keep \$65 and Domiciliary residents can keep \$125 of their earnings each month.**

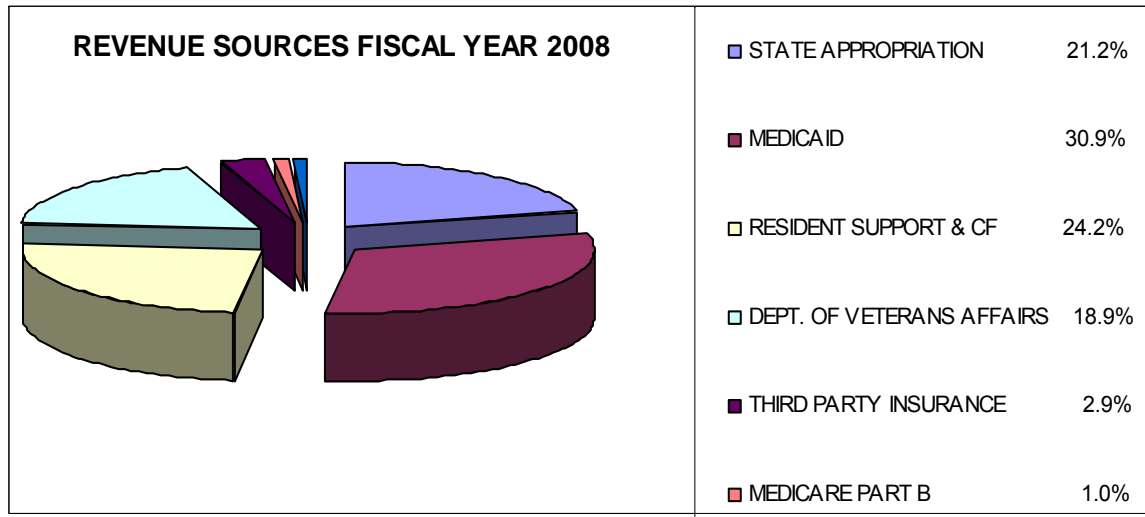
For resident convenience, IVH offers on-site banking services. Residents can deposit and withdraw funds. If assistance is needed or requested, IVH staff will pay resident bills. Residents receive monthly statements of all their banking transactions.

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 \$120 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	\$58,551,812
Professional & Outside Services	\$ 4,058,574
IntraState Transfers & Reimbursements	\$ 5,344,932
Drug Costs	\$ 2,436,985
Equipment (Purchased & Leased)	\$ 2,215,681
Food	\$ 1,573,326
Utilities	\$ 1,546,922
Workers Compensation	\$ 592,762
Other Supplies	\$ 697,638
Medical Supplies	\$ 829,612
Equipment Maintenance & Repairs	\$ 398,023
IntraState Reimbursements	\$ -
Travel & Vehicle Depreciation	\$ 316,379
Miscellaneous	\$ 171,389
Equipment Rentals	\$ 96,144
Communications	\$ 139,419
<b>Total Expenditures</b>	<b>\$78,969,598</b>

# Financials-FY08



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

**W**orking closely with the federal VA reduces costs to IVH. IVH is able to purchase 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's share	\$ 16,728,256	21.2%
Medicaid	\$ 24,381,073	30.9%
Resident's Participation & Net Carryforwards	\$ 19,108,405	24.2%
VA per diem, drug reimbursement & telemedicine	\$ 14,895,723	18.9%
Third Party Insurance	\$ 2,305,769	2.9%
Medicare Part B	\$ 809,322	1.0%
Other revenues	\$ 741,050	0.9%
* Total Operating Costs	<u>\$ 78,969,598</u>	<u>100.0%</u>

## B. Member Days

Veteran Days	226,368	86.5%
Non-Veteran Days	35,189	13.5%
All Member Days	<u>261,557</u>	<u>100.0%</u>

## C. Average state share for cost of care (all levels) per day

\$ 63.96

# Community Partnering

**L**ittle League Baseball: Residents can be found enjoying baseball games right on the IVH campus.

**F**ourth of July activities—this year's celebration was an outstanding success for our residents, staff, families, and community.

**H**omeless Shelter Sleep Out for the Homeless Awareness Month—IVH staff raised over \$500 for Marshalltown's House of Compassion

## **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 29 years, IVH residents and staff hold 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**

IVH staff put together a team of 14 members who participated in the annual Marshalltown Alzheimer's Memory Walk. The team raised over \$1,100.00 for the Alzheimer's Association. The total raised by the walk was in excess of \$10,000.

## **Parkersburg Disaster Relief**

Five days after the devastating tornado struck Parkersburg, IVH delivered over 150 boxes of toiletries, baby items, linens and \$1,645 to the Parkersburg American Legion Post 285. Items were collected from IVH staff, residents and the Marshalltown Community.

# Learn More About IVH

Please visit our new website at [www.IowaVeteransHome.org](http://www.IowaVeteransHome.org).

- \* Take a video tour of the facility;
- \* See photos of the facility and special events;
- \* Check out the Calendar of Events;
- \* Download the weekly newsletter and other media;
- \* Contact us via email to request more information or schedule a tour; and
- \* Links to other veteran-related organizations

To plan a trip to the Iowa Veterans Home, check out the map below.



**P**lease 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 641-752-1501 or 800-645-4591

**F**or genealogy requests please contact 641-753-4391 (Roxy West) or e-mail her at [roxana.west@ivh.state.ia.us](mailto:roxana.west@ivh.state.ia.us).



Presented to you on behalf of the Iowa Veterans Home residents and staff  
December 2008