

Iowa Veterans Home Agency Performance Plan - FY15

Name of Agency: Iowa Veterans Home

Agency Mission: To provide a continuum of care to Iowa's veterans and their spouses in an environment focusing on individualized services to enhance their quality of life.

Services, Products, Activities	Performance Measures(s)	Performance Target(s)	Strategies/Recommended Actions
1. <u>Nursing Division</u> 671_34100	Number of resident falls requiring further treatment outside of IVH.	10	Educate all employees to utilize root cause analysis to identify why fall occurred to aid in resident centered prevention strategies
	Rate of medication administration error rate per every 10,000 doses.	1.75	Utilize "no interruption" focus during the medication administration process. Continued training and follow-up on medication errors.
	Number of administration involuntary discharges from nursing directly related to non-compliance.	0	Realistic and specific goals for compliance with short term transition program and plan for discharge with resident upon admission.
	<u>Admissions</u> 671_34105	Number of nursing beds filled	509

<p>2. <u>Medical Division</u> 671_34101</p> <p><u>Mental Health</u></p>	<p>Percent completion of required regulatory visits as well as timeliness of the related documentation</p> <p>Percent satisfaction of IRCC teams with the involvement of MH providers in responding to concerns of resident behaviors, exacerbation of mental, emotional, behavioral and substance use problems.</p>	<p>95%</p> <p>85%</p>	<p>Perform monthly and quarterly audits on regulatory visits for each unit.</p> <p>Audit for timeliness of documentation to be completed within 7 days of visit.</p> <p>Mentor and develop unit staff's mental health care skills through education, unit assigned liaisons, team consultation. Provide direct services to residents.</p>
<p>3. <u>Clinical Division</u> 671_34101</p> <p><u>Rehab Therapy</u></p> <p><u>Medical Clinic (IVH)</u></p> <p><u>Pharmacy</u></p> <p><u>Food Services</u></p>	<p>Resident use of power chairs, meets with IVH policies for safe and appropriate use.</p> <p>Percent of residents with needs in areas of dental, dermatology, optometry, podiatry and orthopedics are met with IVH Specialty clinics in necessity.</p> <p>Percent medication dispensing errors.</p> <p>Percent resident satisfaction with food services.</p>	<p>95%</p> <p>90%</p> <p>0.5%</p> <p>85%</p>	<p>Clinicians will provide assessment education and training for staff, residents, and families following IVH policies.</p> <p>Quarterly review of and external appointments in the areas of dental, dermatology, optometry, podiatry, and orthopedics with evaluation of external referral.</p> <p>Pharmacy staff will ensure through a series of checks that only appropriate medications are provided to the nursing units.</p> <p>Work with resident groups to identify ways to improve dietary services, including variety and taste of the meals and snacks.</p>

<p>4. <u>Financial Division</u> 671_67101</p>	<p>No reportable financial deficiencies from the State Auditor's Office.</p>	<p>100%</p>	<p>Continuous internal evaluations of financial procedures.</p>
<p><u>Facilities Management</u></p>	<p>No reportable financial deficiencies from DIA survey.</p>	<p>100%</p>	
	<p>No reportable financial deficiencies from VA survey.</p>	<p>100%</p>	
	<p>Percent completion of annual maintenance plan.</p>	<p>85%</p>	
	<p>Percent routine work orders that are completed within three days.</p>	<p>88%</p>	
	<p>Housekeeping-Percent of work orders completed the same day by housekeeping.</p>	<p>90%</p>	
	<p>Housekeeping- Percent resident satisfaction with housekeeping.</p>	<p>96%</p>	
	<p>Dispatch- Percent of missed or late medical appointments.</p>	<p>5%</p>	
			<p>Track maintenance and housekeeping work order completion.</p> <p>Maintain communication between the living units and the dispatch office.</p>

5. <u>Resources Division</u> 671_34101	Percent of employees attending annual education.	99%	Employees are notified of scheduled attendance prior to education date. Notice will be sent out to each staff member. Attendance will be evaluated.
<u>Education</u>	Percent of employees participating in IVH annual flu vaccination program.	80%	Employee education as to benefits of participating in vaccination program.
<u>Employee Health</u>	Rate of lost work days due to injury on the job.	5.0	Educate staff about injury reduction and safe working practices
<u>Safety</u>	Percent of residents participating in the annual flu vaccination program.	80%	Resident/Family education on benefits of participation in vaccination program.
<u>Infection Control</u>	Percent of eligible residents who received pneumonia vaccine.	90%	Residents who meet criteria are offered pneumonia vaccine.
<u>Human Resources</u>	Percent of employee annual evaluations are completed in a timely manner.	99%	Send supervisors notice of evaluations due.