

## Iowa Veterans Home Agency Performance Plan-FY14

**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
<b>1. <u>Unit Based Services</u></b> <b>671_34100</b>	Number of resident falls requiring further treatment outside of IVH.	10	Educate staff and residents about fall prevention measures and interventions.
	Rate of medication administration error rate per every 10,000 doses.	2.0	All licensed staff and Certified Medication Aids will follow the 5 rights of medication administration. 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.
<b>2. <u>Admissions</u></b> <b>671_34105</b>	Number of nursing beds filled	519	Admissions Coordinator will promote IVH programs and services to prospective residents. Communicate to County Service Officers on a quarterly basis.

<p><b>3. <u>Medical Services</u></b> <b>671_34101</b></p>	<p>Percent completion of required regulatory visits as well as timeliness of the related documentation</p>	<p>95%</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><b>4. <u>Clinical Support</u></b> <b>671_34101</b></p>			
<p><u>Mental Health</u></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>80%</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><u>Rehab Therapy</u></p>	<p>Resident use of power chairs, meets with IVH policies for safe and appropriate use.</p>	<p>95%</p>	<p>Clinicians will provide assessment education and training for staff, residents, and families following IVH policies.</p>
<p><u>Medical Clinic Internal</u></p>	<p>Percent of residents with needs in areas of dental, dermatology, podiatry and orthopedics are met with IVH Specialty clinics in necessity.</p>	<p>80%</p>	<p>Quarterly review of and external appointments in the areas of dental, dermatology, podiatry, and orthopedics with evaluation of external referral.</p>

<u>Pharmacy</u>	Percent medication dispensing errors.	1.5%	Pharmacy staff will ensure through a series of checks that only appropriate medications are provided to the nursing units.
<u>Food Services</u>	Percent resident satisfaction with food services.	80%	Work with resident groups to identify ways to improve dietary services, including variety and taste of the meals and snacks.
	Deficiencies noted by inspections.	0	Educate staff on regulatory issues, proper procedures, and sanitation protocol.
<b><u>5. Financial Services</u></b> <b>671_67101</b>	No reportable financial deficiencies from the State Auditor's Office.	100%	Continuous internal evaluations of financial procedures.
	No reportable financial deficiencies from DIA survey.	100%	
	No reportable financial deficiencies from VA survey.	100%	
<b><u>6. Quality &amp; Compliance</u></b> <b>671_34101</b>			
<u>Education</u>	Percent of employees attending annual education.	99%	Employees are notified of scheduled attendance prior to education date.
<u>Safety</u>	Rate of lost work days due to injury on the job.	5.0	Educate staff about injury reduction and safe working practices

<u>Infection Control</u>	Percent of residents participating in the annual flu vaccination program.	80%	Resident/Family education on benefits of participation in vaccination program.
<b>7. <u>Support Services</u></b> <b>671_52101</b>	Percent of eligible residents who received pneumonia vaccine.	90%	Residents who meet criteria are offered pneumonia vaccine.
<u>Facilities Management</u>	Percent completion of annual maintenance plan.	85%	
	Percent routine work orders that are completed within three days.	88%	Track maintenance and housekeeping work order completion.
	Housekeeping-Percent of work orders completed the same day by housekeeping.	90%	
	Housekeeping- Percent resident satisfaction with housekeeping.	96%	
	Dispatch- Percent of missed or late medical appointments.	5%	Maintain communication between the living units and the dispatch office.

<u>Employee Services</u>	Percent of employee annual evaluations are completed in a timely manner.	99%	Send supervisors notice of evaluations due. Notice will be sent out to each staff member. Attendance will be evaluated.
<u>Employee Health</u>	Percent of employees participating in IVH annual flu vaccination program.	80%	Employee education as to benefits of participating in vaccination program.