

# Iowa Veterans Home

*2011 Annual Report*

Building A Future On The  
Foundation Of Our Past



*Caring:*  
Our only reason for being

## 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
- 650 residents, 850 staff, and volunteers
- 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 spouse or widow;
- Demonstrated medical or financial need; and
- Eligible for VA medical treatment.

### Cost of care at the Iowa Veterans Home:

- Eligible residents are admitted without regard to their financial status.
- The cost of care includes all services (listed below) available at IVH.
- The rate of payment is based on the actual cost of care and the individual's ability to pay using available resources.

### Services Available:

- 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
- Substance Abuse Services
- Domiciliary/Residential Level of Care

## A Message from the Commandant

After completing a full year as Commandant I continue to be very impressed with all those involved with the operation of the Iowa Veterans Home (IVH). I am blessed to be the leader of this team as we serve the veterans, their spouses, and all the members of the IVH community. Our mission is to provide the highest quality of care possible to our residents who have spent their lives protecting our freedoms. Over 850 staff, along with the ABM housekeeping staff, and hundreds of volunteers continue their dedication to providing superior care to Iowa's heroes.

IVH opened its doors to Iowa veterans 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 Commission of Veterans Affairs. Today, IVH is not only one of the largest state-owned facilities for veterans and family members; it is one of the largest long-term care facilities in the nation. As in the past, IVH maintains its loyalty and dedication to American veterans.

We continue to make changes in the staffing model and physical structure to provide better opportunities for our residents, staff, and leadership. We have submitted plans to the United States Department of Veterans Affairs to remodel our facility so every resident will have a single room with their own fully functional bathroom. Our leadership is moving toward Unit-based teams, where each unit is working with staff and residents in making decisions that best serve those on that unit. This provides opportunities for the resident to participate more with decision-making, socializing, and providing input for their own care. Staff continues their efforts toward more individualized care for each resident based upon their needs and wants.

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

*DAVID G. WORLEN*



# Financials FY11

## Meeting the Budget Challenge

In response to the state-wide fiscal challenge during FY11, the IVH developed a plan that included the following strategies:

- Initiate Unit Based Teams
- Reduce overtime, including comp time;
- Leave positions vacant or delay refilling positions;
- Reduce all travel (for staff) and training costs;
- Reduce office supplies and inventory levels;
- Reduce contracted services; and
- Defer equipment purchases.

IVH sees this as an opportunity to be creative in meeting future budget challenges while continuing to provide quality care to our residents.

### EXPENDITURES:

Personnel Services	\$58,451,508
Professional & Outside Services	\$ 3,335,763
IntraState Reimbursements & Transfers	\$ 1,778,204
Approp. Transfer Furloughs/Def.Comp	\$ -
Drug Costs	\$ 1,526,721
Food	\$ 1,627,359
Utilities	\$ 1,240,657
Medical Supplies	\$ 882,884
Equipment, software, & computer supplies	\$ 1,161,429
Other Supplies	\$ 600,256
Workers Compensation	\$ 580,212
Equipment Maintenance & Repairs	\$ 443,749
Miscellaneous	\$ 172,977
Travel & Vehicle Depreciation	\$ 166,855
Communications	\$ 140,337
Equipment Rentals	\$ 109,260

### REVENUES (by funding source):

State's share	\$ 8,935,022	12.3%
Medicaid	\$ 27,723,920	38.4%
Va per diem, drug reimbursement & CBOC	\$ 18,162,153	25.1%
Residents Participation & Net Carryforwards	\$ 13,540,991	18.8%
Third Party Insurance	\$ 2,380,029	3.3%
Medicare Part B	\$ 1,183,134	1.6%
Other Revenues	\$ 292,922	0.4%
<b>Total Operating Revenues</b>	<b>\$72,218,171</b>	<b>100%</b>

### Total Expenditures

\$72,218.71

Average state share for cost of care (all levels)

\$ 38.22

## CONSTRUCTION DEVELOPMENT



Expansion of the Dack Care Building (pictured left) has created additional space for dining, leisure activities, unit meetings, and family gatherings in a more home-like atmosphere. The expansion was completed and opened in June 2011. Most recently a renovation plan for the Dack and Malloy facilities is being developed that will allow for single room occupancy. A 72 bed Community Living Center (CLC) is being developed as well.

### Future Construction Funding Summary

	35% State Portion	65% Fed Match	100% Total
Dack & Malloy Renovation Plan	\$11,670,232	\$21,673,288	\$33,343,520
72 Bed Project Community Living Center	\$8,458,111	\$15,707,920	\$24,166,031
<b>TOTALS:</b>	<b>\$20,128,343</b>	<b>\$37,381,208</b>	<b>\$57,509,551</b>

Remodel Atha Kitchen

2012

Develop Tele-health program with USDVA

2012

Design renovation of Dack & Malloy Buildings

2012

Residents move into Fox & Ulery Buildings (180 beds)

2012

Fully implement unit-based teams

2012

# Performance Measures

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

- Target: 107
- Actual: 111

Employees responding positively to job satisfaction on the annual employee survey

- Target: 80%
- Actual: 83.7%

Increase the number of volunteer hours worked at IVH

- Target: 27,750
- Actual: 22,420

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

- Target: 90%
- Actual: 91.5%

Reduce the overall resident fall rate

- Target: 5.0
- Actual: 7.3

The IVH Performance Plan includes measures that continually guide us toward providing the best possible care for Iowa veterans and their spouses or widows. The following information is a brief overview; more information can be obtained by going to the IVH website ("About Us" section) or by calling 641-753-4599. Performance goals and results for FY 2011 are as follows:

Increase percent of routine work orders that are completed within 3 days

- Target: 95%
- Actual: 91.3%

Reduce the medication administration medication error rate per every 10,000 doses

- Target: 2.0
- Actual: 1.68

Residents indicating an overall satisfaction with IVH services through the Quality of Life Survey

- Target: 90%
- Actual: 91.5%

Increase the number of nursing care beds filled.

- Target: 608
- Actual: 505

Increase percent of resident satisfaction with housekeeping services

- Target: 96%
- Actual: 95%

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

- Target: 80%
- Actual: 92.5%

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

- Target: 10
- Actual: 19

Reduce the percentage of medication dispensing errors

- Target: 1.5%
- Actual: 0.17%

Reduce the percent of residents who are obese

- Target: 39%
- Actual: 43%

Percentage of dollars billed that will be collected from customers

- Target: 99%
- Actual: 98%

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

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

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



Iowa Veterans Home  
1301 Summit – Marshalltown, IA 50158  
641-752-1501 – 800-645-4591

## 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 of the Iowa Veterans Home donated 22,420 hours of their time.

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.