

IVH Performance Plan FY 2010 Report

The IVH Performance Plan includes measures that continually guide us toward providing the best possible care for our residents. The goals and results for FY 2010 are as follows:

Health Care and Support Services

<u>Goal</u>	<u>Target</u>	<u>Result</u>
Increase the number of nursing care beds filled <i>The facility has seen a reduction in the number of applicants for nursing level of care; reducing our nursing care census. Residential level of care census has increased.. These two factors reduced the number of nursing beds that were filled</i>	610	568
Increase the average number of filled domiciliary beds <i>The improvement in this measure is due to the reclassification of 50 nursing level of care residents to residential level of care. The goal is to return to target census in FY2011.</i>	103	123
Increase the percent of residents who believe IVH is the best place for them to be at this time in their lives <i>We did not reach our target goal. We continue to work to establish a more home-like living environment within our IVH community.</i>	90%	86%
Reduce the number of residents who have moderate to severe pain <i>The improvement in this measure is due to the efforts of thorough pain assessment and management principles implemented in the past two years</i>	6.0%	4.9%
Reduce the resident fall rate <i>Identification of increasing falls prompted Implementation of evidence-based multidisciplinary rounding practices. Scheduled rounding promotes socialization, assures resident needs are met promoting safety. Early data suggests fall reduction when rounding consistently.</i>	6.0	6.9
Reduce the medication administration error rate <i>Due to continuous improvements in medication error rates we reduced the target rate by 20% this year. We met this challenge and have now exceeded expectations in error rates three years in a row.</i>	4.0	1.8
Reduce the percentage of medication dispensing errors <i>The Pharmacy has implemented new practices and technology that has helped them to reduce dispensing errors for the second year in a row.</i>	1.5%	1.46%

Reduce the percentage of residents receiving 9 or more meds <i>This measure improved from FY2009 based on the efforts made by clinical providers</i>	75.0%	80.4%
Reduce the percent of residents that are affected by the behavior of others <i>Education and programming have not been effective in helping us to reach this target. The physical environment improvements will provide residents with additional areas of privacy which will help with this measure.</i>	10.0%	13.6%
Decrease the percent of residents who with little or no activity <i>We improved from 4.3% in FY2009 to the current number but will need to work further to provide a variety of activities to the residents</i>	2.0%	3.3%
Reduce the percent of residents with a BMI greater than 30 <i>Food and Nutrition staff are providing education on healthy food choices and working with Rehab Services staff to expand exercise opportunities for the residents</i>	35.0%	42%
Increase the number of residents who complete the Community Reentry program <i>The number of successful graduates is the same as FY2009 and reflects the rise in unemployment that has taken place in the local economy</i>	10	8

Resource Management

Increase the percentage of IVH employees responding positively to job satisfaction on the FY2010 employee survey	80.0%	88.0%
Increase the residents satisfaction with IVH services	87.0%	91.0%
Increase the percentage of dollars billed that can be collected	99.0%	99.0%
Increase the number of volunteer hours worked <i>The Volunteer Services director has expanded recruitment efforts into new areas such as schools to increase the volunteers who are able to provide this vital service at IVH</i>	27,760	24,612
Increase resident satisfaction with the preparation, variety and taste of IVH food <i>The staff in Food Services is working with residents to develop new menus and offerings to meet the tastes of our changing community members.</i>	80.0%	75.0%