

Iowa Veterans Home

FY 2014 Annual Report

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.

Founded December 1887

*The Iowa
Veterans Home*



About Us

General Information:

- Founded in 1887, under the motto "Iowa Forgets Not the Defenders of the Union."
- Sixth largest State Veterans Home in the nation.
- 576 residents, 986 employees.
- The beautiful campus spans almost 150 acres, with seven main resident care buildings.

Admission Requirements:

- Honorably discharged veterans and/or their spouse or widow;
- Demonstrated medical need;
- Eligible for VA medical treatment.

Cost of care:

- Eligible residents are admitted without regard to their financial status;
- Rate of payment is based on the actual cost of care and the individual's ability to pay using available resources;
- Cost of care includes -

- ✓ Nursing Care
- ✓ Primary Care Physician
- ✓ Dementia Care
- ✓ Prescription Medications
- ✓ End of Life Care
- ✓ Therapies & Services
- ✓ Mental Health Services
- ✓ Laboratory/X-Ray
- ✓ Respiratory Care
- ✓ Social Services
- ✓ Nutritional Needs
- ✓ Spiritual Care
- ✓ Recreational Activities
- ✓ Dual Diagnosis Services
- ✓ Domiciliary/Residential Level of Care
- ✓ VA Medical Transport

www.iowaVeteransHome.org

A Message from the Commandant

It's an honor to serve as Commandant of the Iowa Veterans Home (IVH). Our staff takes great pride in striving every day to accomplish our 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.** We work hard every day to provide high quality care and an exceptional quality of life for our residents. We're always looking for ways to improve IVH as this is "home" for our residents.

As I write this message, there continues to be ongoing renovation. The \$36 million renovation of the Malloy and Dack Buildings is continuing and is scheduled to be completed in May 2016. This renovation will allow us to move more residents into single rooms with a private bath. This year we finished two large projects: a new transportation building and generator upgrade (\$815,000), and replacing a boiler and updating the steam distribution system (\$946,000). All these projects are a federal/state match of 65/35%. We appreciate our partnership with the United States Department of Veterans Affairs and the great support we receive from the State of Iowa.

The IVH team successfully completed FY 2014, as evidenced by 3 excellent comprehensive surveys – two from the Federal VA and one from the Iowa Department of Inspections and Appeals. These surveys identify our areas of strength and help us to focus on areas where we can improve care, services, and activities for our residents.

In FY 2015, we will continue to set the standard for high quality care and exceptional quality of life for our residents. We will work to consistently achieve deficiency-free surveys from the federal, state, and local agencies that provide regulation to protect our residents. We will continue our progress toward moving all residents into private rooms, as we believe our residents deserve this dignity. We will continue to work with our committed partners and dedicated volunteers, as they help us succeed in accomplishing our mission. We appreciate all the support we receive from the community, veteran's organizations and auxiliaries, civic organizations, and individual Iowans who devote their time or treasure to the well-being of our residents.

I'm proud of the IVH team and the way we care for our residents. We're proud to be serving those who have served us.

Jodi Tymeson



Commandant Jodi Tymeson takes the ICE Bucket Challenge for veterans with ALS!!



Staff at IVH participate in the Ice Bucket Challenge for veterans with ALS!!

"Iowa Forgets Not the Defenders of the Union"

Financials FY14

Meeting the Staffing Challenge

- IVH will continue the Perfect Attendance program to encourage attendance resulting in less overtime use
- IVH will continue to review every vacant position to assess the impact on mission accomplishment
- IVH will continue partnerships with local education programs
- IVH will utilize all avenues for advertising position vacancies
- IVH will attend job fairs to inform potential applicants

EXPENDITURES:

Personnel Services	\$ 64,003,578
IntraState Reimbursements & Transfers	\$ 822,065
Professional & Outside Services	\$ 3,842,244
Food	\$ 1,874,638
Equipment, software, computer supplies	\$ 2,372,373
Drug Cost	\$ 1,745,414
Utilities	\$ 1,475,947
Medical Supplies	\$ 902,728
Other Supplies	\$ 707,954
Equipment Maintenance & Repairs	\$ 541,051
Workers Compensation	\$ 440,634
Communications	\$ 213,871
Travel & Vehicle Depreciation	\$ 197,759
Miscellaneous	\$ 226,077
Equipment Rentals	\$ 78,510
➤ Total Expenditures	\$ <u>79,444,843</u>

Revenues by Funding Source:

State Appropriation	\$ 7,594,996	9.6%
Medicaid	\$ 32,510,368	40.9%
VA Per Diem, drug reimbursement & CBOC	\$ 20,188,756	25.4%
Resident's Participation & Net Carryforwards	\$ 15,572,099	19.6%
Third Party Insurance	\$ 2,267,545	2.9%
Medicare Part B	\$ 1,223,436	1.5%
Other Revenues	\$ 87,643	.2%
➤ Total Revenue Sources	\$ <u>79,444,843</u>	<u>100%</u>

Member Days:

Veteran Days:	179,541	83.4 %
Non-Veteran Days:	<u>37,767</u>	<u>16.6 %</u>
All Member Days	215,308	100.0%



Average daily census: 590 (Nursing & Residential/Domiciliary)

Average state share for cost of care (all levels): \$35.28 per day

RENOVATION DEVELOPMENT

Renovation Funding Summary

	35% State Portion	65% Fed Match	100% Total
* Dack & Malloy	\$12,837,255	\$23,840,617	\$36,677,872
Totals	\$12,827,255	\$23,840,617	\$36,677,872

*2014 Renovation project received 65% funding from the US Department of Veterans Affairs



Renovated bathroom in new single room



Storage area in new single room



Resident bed area in new single room

FY 14 Performance Measures

Number of nursing beds filled

- Target: 509
- Actual: 483

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.

- Target: $\geq 80\%$
- Actual: 83%

Percent medication dispensing errors.

- Target: $\leq 1.5\%$
- Actual: 0.13%

Rate of lost work days due to injury on the job

- Target: ≤ 5.0
- Actual: 3.5

Percent of residents with needs in areas of dental, dermatology, podiatry and orthopedics are met with IVH Specialty clinics in necessity.

- Target: $\geq 80\%$
- Actual: 97%

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.

Rate of medication administration error rate per every 10,000 doses.

- Target: ≤ 2.0
- Actual: 1.5

Percent resident satisfaction with food services.

- Target: $\geq 80\%$
- Actual: 84%

Housekeeping-Percent of work orders completed the same day by housekeeping.

- Target: $\geq 90\%$
- Actual: 99%

Housekeeping- Percent resident satisfaction with housekeeping.

- Target: $\geq 96.0\%$
- Actual: 96.6%

Percent routine work orders that are completed within three days.

- Target: $\geq 88\%$
- Actual: 91%

Percent completion of annual maintenance plan

- Target: $\geq 85\%$
- Actual: 80%

Percent of employees attending annual education.

- Target: $\geq 99.0\%$
- Actual: 99.3%

Percent of residents participating in the annual flu vaccination program.

- Target: $\geq 80\%$
- Actual: 86%

Percent of employees participating in IVH annual flu vaccination program.

- Target: $\geq 80\%$
- Actual: 75%

Percent of eligible residents who received pneumonia vaccine.

- Target: $\geq 90\%$
- Actual: 90%

Iowa Veterans Home - Founded December 1887

Please visit our website at www.IowaVeteransHome.org:

- Services Provided
- Admission Information
- Scheduling a tour
- Resident Life
- Volunteering & Donating
- Link to veteran data and service 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 or 1- 800-645-4591

Thank You

IVH wishes to thank the Veterans Service Organizations, 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 our residents.



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