

Iowa Veterans Home

FY 2013 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



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.
- 609 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;
- Cost of care includes *all* services (listed below) available at IVH;
- Rate of payment is based on the actual cost of care and the individual's ability to pay using available resources.

Services available to include:

- 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

It's an honor to serve as the Commandant of the Iowa Veterans Home (IVH), Iowa's largest long-term care facility. 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 provide high quality care and our programs and activities are second to none.

As I write this message, there continues to be a great deal of renovation and new construction occurring at IVH. The \$36 million renovation of the Dack and Malloy buildings is continuing and will allow us to move more residents into private rooms with a private bath. We are building a transportation building and upgrading generators, with a projected cost of \$815,000. We are also replacing a boiler and updating the steam distribution system for \$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.

We have many other partners that help us succeed in accomplishing our mission. Our dedicated volunteers, the community of Marshalltown and surrounding communities, and the many Veteran Service Organizations and Auxiliaries in Iowa, all provide great support to our residents.

The IVH team successfully completed FY2013, and we are perfectly positioned to have another successful year in 2014. We will continue to work to set the national standard for quality resident care. We will work to consistently achieve deficiency-free surveys from the federal and state agencies that provide regulation. We will continue our progress toward moving all residents into private rooms, as we want to provide the dignity these veterans and their spouses deserve.

I'm proud of the IVH team and our commitment to providing quality care and services for our residents. We're proud to be able to serve the brave men and women who have served to protect our freedoms.

Jodi S. Tymeson



IVH Events and Donations

FINANCIALS FY13

Meeting the Budget Challenge

In response to the state-wide fiscal challenge during FY13, the IVH developed a plan that included the following strategies:

- Reduce overtime, including comp time;
- Continue perfect attendance policy to help reduce OT
- Review all vacant positions for full impact to the mission
- Evaluate every procedure for full effect on the budget
- Adjust Medical Officer of the day scheduling
- Seek opportunities to collect outstanding debt
- Evaluate new opportunities for revenue generation

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	\$ 62,279,836
IntraState Reimbursements & Transfers	\$ 4,483,248
Professional & Outside Services	\$ 4,115,824
Food	\$ 1,813,763
Equipment, software, computer supplies	\$ 1,790,063
Drug Cost	\$ 1,436,209
Utilities	\$ 1,266,325
Medical Supplies	\$ 932,026
Other Supplies	\$ 729,726
Equipment Maintenance & Repairs	\$ 517,646
Workers Compensation	\$ 434,121
Communications	\$ 197,453
Travel & Vehicle Depreciation	\$ 190,575
Miscellaneous	\$ 131,813
Equipment Rentals	\$ <u>80,066</u>
➤ Total Expenditures	\$ <u>80,398,694</u>

Revenues by Funding Source:

State Appropriation	\$ 8,025,714	10.0%
Medicaid	\$ 31,860,908	39.6%
VA Per Diem, drug reimbursement & CBOC	\$ 20,430,518	25.4%
Resident's Participation & Net Carryforwards	\$ 16,562,464	20.6%
Third Party Insurance	\$ 2,173,318	2.7%
Medicare Part B	\$ 1,217,842	1.5%
Other Revenues	\$ <u>127,930</u>	<u>.2%</u>
➤ Total Revenue Sources	\$ <u>80,398,694</u>	<u>100%</u>

Member Days:

Veteran Days:	184,960	83.3 %
Non-Veteran Days:	<u>37,165</u>	<u>16.7 %</u>
All Member Days	222,125	100.0%

Average daily census: 609

Average state share for cost of care (all levels): \$36.13 per day

RENOVATION & CONSTRUCTION DEVELOPMENT



Fourth Floor Malloy North



Second Floor Malloy North

Renovation & Construction Funding Summary

	35% State Portion	65% Fed Match	100% Total
*Dack & Malloy	\$12,837,255	\$23,840,617	\$36,677,872
*Generator & Transportation	\$285,161	\$529,584	\$814,745
**CLC 72-Bed Project	\$8,458,111	\$15,707,920	\$24,166,031
* Boiler	<u>\$331,151</u>	<u>\$614,995</u>	<u>\$946,146</u>
TOTALS:	\$21,911,678	\$40,693,116	\$62,604,794

* 2013 Construction projects receive 65% funding from the US Department of Veterans Affairs.

** Project submitted to US Department of Veterans Affairs awaiting funding.

FY 13 Performance Measures

Percent satisfaction of IRCC teams with the involvement of Mental Health providers in responding to concerns of resident behaviors, exacerbation of mental, emotional, behavioral and substance use problems.

- Target: 80%
- Actual: 92%

Rate of lost work days due to injury on the job.

- Target: 5.0
- Actual: 3.1

Number of nursing beds.

- Target: 519
- Actual: 508

Percent routine work orders that are completed within three days.

- Target: 88%
- Actual: 93%

Percent completion of annual maintenance plan.

- Target: 85%
- Actual: 93%



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.

Percent of residents participating in IVH annual flu vaccination program.

- Target: 80%
- Actual: 88%

Percent of residents satisfied with rehabilitation therapy programs.

- Target: 95%
- Actual: 90%

Percent medication dispensing errors.

- Target: 1.5%
- Actual: 0.15%

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

- Target: 2.0
- Actual: 1.53

Housekeeping - Percent of work orders completed by housekeeping.

- Target: 100%
- Actual: 99.6%

Housekeeping – Percent resident satisfaction with housekeeping.

- Target: 96%
- Actual: 96%

Percent resident satisfaction with availability and response of social worker.

- Target: 80%
- Actual: 94%

Percent residents with a minimum of five activities per month.

- Target: 90%
- Actual: 92%

Percent of dollars billed that are collected.

- Target: 99%
- Actual: 99%

Percent resident satisfaction with food services.

- Target: 80%
- Actual: 85%

Percent of employees attending mandatory training.

- Target: 99%
- Actual: 100%

Percent obese resident population.

- Target: 39%
- Actual: 46%

Iowa Veterans Home - Founded December 1887

Please visit our website at www.IowaVeteransHome.org:

- See photos of the facility and special events
- Check Resident Life On-Site and Off-Site Activities
- Information on Medical and Nursing Services
- Contact us via email to request more information or schedule a tour
- 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 or 1-800-645-4591

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 our residents.

