



Iowa Veterans Home

Serving Iowa Veterans since 1887

FY 2016 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.

Core Values: Service-Integrity-Respect



Photo contributed By Gary Brandenburg

About Us

General Information:

- Founded in 1887, under the motto "Iowa Forgets Not the Defenders of the Union."
- 530 residents, 907 employees.
- The beautiful campus spans over 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.
- Must be a Iowa Resident.

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
- Domiciliary/Residential Level of Care
- VA Medical Transport

Iowa Veterans Home

A Message from the Commandant

Fiscal Year 2016 proved to be another outstanding year at the Iowa Veterans Home (IVH) as measured by our regulatory survey results, resident and family satisfaction survey results, and infrastructure improvements on our 150 acre campus.

The IVH team shined this year on regulatory surveys from both the U.S. Department of Veterans Affairs and the Iowa Department of Inspections and Appeals. These results reflect our commitment to excellence and pride in providing a wonderful place for our residents to call home.

We are constantly assessing the level of satisfaction with our care and services by asking our residents and their families for feedback. We are always looking to improve our customer satisfaction through performance improvement projects and our quality assurance program. Not only is this a regulatory requirement, but it helps keep us focused on what's important to our residents and keeps the agency moving forward.

At the end of this fiscal year, we completed a three-year, \$36 million major renovation project of the Dack and Malloy buildings. These buildings both provide nursing care beds, 87 and 180 beds respectively. The renovation converted double rooms with shared bathroom (no shower) to private rooms with complete bathroom and shower in each room. No longer do residents go down the hallway to shower. This provides the dignity our residents so deserve.

As I write this article, we continue to have many major infrastructure projects underway at IVH, to include replacement of air handlers and chillers, and the planning of much-needed upgrades to our Residential Care Facility, Heinz Hall.

It's an honor to serve as Commandant of the Iowa Veterans Home. I'm proud of the staff and their dedication to providing a safe, happy, and comfortable home for our residents. I am grateful to all the Iowans who continue to support our commitment to enhanced quality of life for our residents by making donations and volunteering their time. We are better able to accomplish our mission with their support. I'm proud of the IVH team. We are proud to be serving those who have served us.

Service – Integrity – Respect

Jodi Tymeson



visit us on our website at www.IowaVeteransHome.org

Iowa Veterans Home FY16 Financials



Expenditures:

Personnel Services	\$67,321,330
IntraState Reimbursements & Transfers	\$721,905
Professional & Outside Services	\$3,730,614
Food	\$1,733,695
Equipment, software, & computer supplies	\$1,652,511
Drug Costs	\$1,691,721
Utilities	\$1,212,890
Medical Supplies	\$926,024
Other Supplies	\$681,850
Equipment Maintenance & Repairs	\$506,641
Workers Compensation	\$487,245
Communications	\$190,597
Travel & Vehicle Depreciation	\$143,698
Miscellaneous	\$130,255
Equipment Rentals	\$83,260
Total	\$81,214,236

Revenues by Funding Source:

State's share	\$ 7,594,996	9.35%
Medicaid	\$ 36,926,463	45.47%
VA per diem, drug reimbursement & CBOC	\$ 20,121,122	24.78%
Resident's Participation & Net Carryforwards	\$ 12,977,969	15.98%
Third Party Insurance	\$ 2,435,855	3.00%
Medicare Part B	\$ 1,071,240	1.32%
Other revenues	\$ 86,591	0.11%
* Total Operating Costs	\$ 81,214,236	100.00%

Member Days:

Veteran Days:	170,573	84.14%
Non-Veteran Days:	32,147	15.86%
All Member Days	202,720	100.0%

Average daily census: 554 (Nursing & Residential/Domiciliary)

Average state share for cost of care (all levels): \$37.47 per day

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 positions vacancies.
- IVH will attend job fairs to inform potential applicants.
- IVH will implement flexible and/or compressed schedules to improve staff retention.

Major Renovation Completed

	<u>35%</u> State Portion	<u>65%</u> Fed Match	<u>100%</u> Total
* <i>Dack & Malloy</i>	\$12,837,255	\$23,840,617	\$36,677,872

During FY16, IVH completed a 3 year major renovation project to provide residents with a private bathroom and shower in every room. This enhances the dignity already provided to IVH residents.

FY16 Performance Measures

Number of nursing beds filled

- Certified: 495
- Actual: 459

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: $\geq 85\%$
- Actual: 93%

Percent medication dispensing errors.

- Target: $\leq 0.5\%$
- Actual: 0.06%

Percent of residents with needs in the dental area are met by IVH.

- Target: $\geq 95\%$
- Actual: 99%

Number of reportable financial deficiencies from the regulatory agencies. (DIA/VA/State Auditor)

- Target: 0
- Actual: 0

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: $\leq 1.50\%$
Actual: 1.51%

Percent interdisciplinary team involved in review of safe power mobile device (PMD) operation.

Target: $\geq 85\%$
Actual: 100%

Percent of work orders completed the same day by housekeeping.

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

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

Target: 4
Actual: 3.4

Percent completion of Primary Care Provider (PCP) required regulatory visits.

Target: $\geq 95\%$
Actual: 91%

Number of administrative involuntary discharges directly related to non-compliance.

Target: 0
Actual: 1

Percent of employees attending annual education.

Target: $\geq 99.0\%$
Actual: 99.45%

Percent of residents participating in the annual flu vaccination program.

Target: $\geq 90\%$
Actual: 89%

Percent of scheduled travel to medical appointments met.

Target: $\geq 95\%$
Actual: 98%

Percent of eligible residents who received pneumonia vaccine.

Target: $\geq 95\%$
Actual: 89%

Please visit our website to learn about....

- 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:



www.iowaveteranshome.org

Thank You

Many citizens volunteer their time to IVH, which greatly enhances the quality of life for our residents.

IVH wishes to thank the Veterans Service Organizations, community groups and individuals for providing their time, talent and donating monies to help us serve our residents.



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