

Facility Name	For Month of	Administrator
Winchester House	April-12	Rick Curtis

**Monthly Overview:**

**Caring Experience:**

**Growth & Development:**

Much work has been done in building our programs for growth. The Clinical Liaison has established our connection to our main feeder hospital resulting in Medicare referrals coming in consistently throughout the month. We have also been involved with the Hospital's ACO and we look to keep that relationship intact by integrating their preferred paperwork for admissions as well as continued involvement in meetings. In addition, the Admissions Coordinator has been successful in building relationship with families and residents as well as with various physicians. The stream of people coming into the facility has increased with many saying they are glad to hear we are still operating (some thought we had closed). Word is circulating rapidly now that the change in management did not change the excellent care provided. Physicians are referring and families/residents are requesting to come to WH.

**Employee Relations:**

The new Director of Nurses has had a very positive impact in the facility. In the two months she has been here, she has brought order and teamwork to the Nursing Department with her calm and collected approach. This has affected a certain positive atmosphere throughout the facility. The all-employee appreciation celebration on April 11th was a huge success, creating a connection among all employees including management. Employees appreciated the food, fellowship, and fun! On April 23rd the new Administrator started meeting residents, staff, and leadership. Connections with all were made immediately and there was anticipation that leadership would become stabilized.

**Quality of Care - Clinical**

The Nursing Department has been continuing to develop their staff through educational inservicing. They recently instituted the HDG policy and procedure for Falls. Other educational opportunities offered were Cournadin management, accucheck machine cleaning procedures, fire alarm procedures, infection control, and wound management (provided by our Wound M.D.) The Department continues to build its team, hiring CNA's, RN's, and LPN's this past month. We are continuing to hire Nursing staff for weekend coverage and we are looking for a weekend Nursing Supervisor position as well as an ADON.

**Regulatory:**

All Annual Survey issues have been corrected and procedures in place to prevent reoccurrence. In April, we had a complaint survey, which resulted in one tag, F-329. A Plan of Correction was submitted and we are waiting to clear the tag with a desk review. With a permanent Director of Nursing now in place, nursing leadership is coming together and the quality of care is moving to a new level. There is now a stable environment with appropriate processes in place. The Director of Nursing and the Administrator are working hand in hand to establish a high standard of care along with open lines of communication to build staff morale as well as pride in the work they do for our residents. All of this together creates an environment conducive to both resident satisfaction and regulatory compliance.

Financial Performance:

## A - Caring Experience

Customer Satisfaction		Current %	Prior Yr %	Action Plan
Resident Survey	77%	NA	QA Team will address the following impact items: 1. Security of personal belongings 2. Quality of Laundry services 3. Choices / preferences 4. Attention to resident grooming 5. Rehabilitation therapy	
Family Survey	91%	NA	QA Team will address the following impact items: 1. Adequate staff to meet needs 2. Security of personal belongings 3. Quality of laundry services 4. Choices / preferences 5. Rehabilitation therapy	

Employee Survey	65%	NA	QA Team will address the following impact items: 1. Attentiveness of management 2. Assistance with job stress 3. Care (concern) of management 4. Quality of family-related training 5. Quality of resident-related training Please Note: Because the survey was done so close to the changeover, we plan to do a mid-year satisfaction survey in October, to see if efforts are successful in transitioning employees through this difficult time.

Caring Above and Beyond	This Month	Last Month	Actions Taken This Month
Caring Above and Beyond Implementation Phase			

**B - Growth & Development**

Conversion Ratio	This Month
	51.0%

**C - Employee Relations**

Open Management Positions
Business Office Mgr.
Asst. Dir. Of Nursing
Weekend Nrsq. Spvsr
Unit Secretary
Nursing Spvsr. (relief)


Open Positions	Day	Evening	Noc
RN			
LPN			
CNA			

### E - Regulatory Compliance

Open Timeline?	N
DPNA?	0
Self Report in Last 30 Days?	Y
Complaint Investigated in Last 30 Days?	Y

Expected Date of Next Standard Survey: September, 2012

### F - Financial Performance

	Actual	Budget	Variance
MTD Revenue			#VALUE!
MTD Expense			#VALUE!
MTD Net	#VALUE!	#VALUE!	#VALUE!
YTD Revenue			#VALUE!
YTD Expense			#VALUE!
YTD Net	#VALUE!	#VALUE!	#VALUE!

Occupancy Average	Actual %	Budget %	Over/Under Budgeted Census
Total Occupancy Average	77.3%	80.0%	-2.7%
Medicare Census Average	12.0%	8.9%	3.1%
Medicaid Census Average	49.8%	56.0%	-6.2%
Other Census Average	15.6%	15.1%	0.4%

Average Daily Census (Patient Days)	Current Month	Last Month	Prior Month
Medicare and Managed Care	27	23	15
Total Average Daily Census	174	168	164



**IGT Loan**

Monthly Amount Received	\$	-
YTD Amount Received	\$	-