



Facility Name	For Month of	Administrator
Winchester House	February-12	David Sorbel

Monthly Overview:

Caring Experience:

Growth & Development:

Growth continues in the census for Medicare, private pay, managed care, private pay hospice. The total census has increased above 170. Contacts continue to be made by the admissions and marketing coordinators. Admissions person has revised and improved the admissions process and admission documents. In the past there were a lot of redundant steps and documents, this is an area that we will continue to improve.

Employee Relations:

Positive response by staff to the recent activity in ramping up the staffing levels.

Quality of Care - Clinical

With the addition of Competent Unit Coordinators and a permanent DON there has been a noticeable improvement in the assessment, documentation and follow-up with plans of care. There is no measureable statistics to back that statement, but the perception is accurate. Numerous unsolicited comments from family members confirms that there is noticeable improvement. We have a ways to go in terms of culture change and/or customer service but the corner has been turned.

Regulatory:

Financial Performance:

There are no financial reports at this time. Budget is being revised by Bruce. Auditors here 3/14 thru 3/16.

Caring Experience

Customer Satisfaction			
	Current %	Prior Yr %	Action Plan
Resident Survey			Survey distributed to residents on 3/13 deadline for process 3/30.
Family Survey			Surveys mailed to families on 3/7, deadline for process 3/30.
Employee Survey	Pending	NA	The MyInnerview surveys are being distributed to employees at department meetings and unit meetings, we are tracking the individuals that did not receive forms and delivering them individually. Deadline for surveys to be in the hands of My Innerview is 3/30. Staff are reporting a reluctance to participate because the last time a survey was done by the County it had a negative impact on the staff. At least that is the perception, we are trying to emphasize that this is a different survey and a different methodology.

Caring Above and Beyond			
	This Month	Last Month	Actions Taken This Month
Caring Above and Beyond Implementation Phase			No action taken on this since it's introduction.

Growth & Development

	This Month
Conversion Ratio	60.00%

Employee Relations

Open Management Positions
Administrator
ADON
Office Manager
MDS Coordinator

Open Positions	Day	Evening	Noc
RN	0	0	0
LPN	0	0	0
CNA	0	0	0

Regulatory Compliance

Open Timeline?	No
DPNA?	NO
Self Report in Last 30 Days?	No
Complaint Investigated in Last 30 Days?	NO

Expected Date of Next Standard Survey:	7/1/12
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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	51.1%	56.3%	-5.1%
Medicare Census Average	5.6%	6.3%	-0.6%
Medicaid Census Average	35.7%	39.4%	-3.7%
Other Census Average	10.0%	10.6%	-0.6%

Average Daily Census (Patient Days)	Current Month	Last Month	Prior Month
Medicare and Managed Care	19	15	13
Total Average Daily Census	164	160	165

Projection

Projected Revenue		Rationale:	0
Projected Expenses		Rationale:	0
Projected Net	#VALUE!		

Cash Flow

Vendor	Total of Invoices Over 90 Days
NONE	
TOTAL	\$ -

Capital Expenditures

Item	Cost	Planned Purchase Date	Justification
NONE			

Levy Projections

Levy Monthly Actual	\$	-
Levy YTD Actual	\$	-
Levy YTD Target	\$	-
Levy YTD (Over)/Under	\$	-

IGT Loan

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