



Facility Name	For Month of	Administrator
Winchester House	January-14	Rue Anne Mills

Monthly Overview:

Regulatory:

Currently in Substantial Compliance.

Financial Performance:

Caring Experience

Customer Satisfaction			
	Current %	Prior Yr %	Action Plan
Resident Survey	93%	75%	Currently developing Quality Committees with all levels of Employees to develop a goal and an action plan to raise this number although it exceeds the National Satisfaction avg. by 2%.
Family Survey	89%	88%	Currently developing Quality Committees with all levels of Employees, Families to develop a goal and an action plan to raise the number although it currently exceeds the National Satisfaction avg by 1%.
Employee Survey	57%	54%	10% over National Avg..66%= Committees being organized including Union co-facilitator
Employee Engagement			Customer Service training Train the trainer. Action Plan has been developed.

Growth & Development

	This Month
Conversion Ratio	40'

Regulatory Compliance

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

Expected Date of Next Standard Survey:	7/31/14
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Financial Performance

	Actual	Budget	Variance
MTD Revenue	\$ 971,941	\$ 1,148,452	\$ (176,511)
MTD Expense	\$ 1,388,280	\$ 1,497,496	\$ (109,216)
MTD Net	\$ (416,339)	\$ (349,043)	\$ (67,296)
YTD Revenue	\$ 1,900,010	\$ 2,296,905	\$ (396,894)
YTD Expense	\$ 2,692,241	\$ 2,994,991	\$ (302,751)
YTD Net	\$ (792,230)	\$ (698,087)	\$ (94,144)

Occupancy Average	Actual %	Budget %	Over/Under Budgeted Census
Total Occupancy Average	70.1%	78.1%	-8.0%

Average Daily Census (Patient Days)	Current Month	Last Month	Prior Month
Medicare and Managed Care	14	11	15
Total Average Daily Census	157	162	165

Total Meals

14,643