



<i>Managing. Consulting. Caring</i>	For Month of	Administrator
Winchester House	May-13	Noreen Zaio

Monthly Overview:

Regulatory:

We continue to be in compliance with IDPH regulations. We had a complaint survey in the month of May with no findings. . Our annual window opens up starting July 1st. We will have a mock survey that will be completed by Randi our nurse consultant, the week of July 8th. The information Randi will provide us will be helpful with any deficiencies she identifies, so we can follow up prior to our annual survey.

Financial Performance:

Our census has declined in the month of May to average of 160 residents from 164 residents. We are following the same census trend as we did last year. This is typically the time for family vacations therefore there are less elective surgeries. Lauren Huss our new Nurse Liaison/Outreach Coordinator started on June 10th and has already made contacts at the area hospitals and Libertyville senior center, we plan to move ahead with our Marketing Plan.

Caring Experience

Customer Satisfaction	Current %	Prior Yr %	Action Plan
Resident Survey	75%	77%	The Resident QI team has implemented a communication tool that provides information to the care team about the resident's preferences. All staff members have been trained and the QI Chair and Co-Chair are monitoring their outcomes. The Resident QI team is on hold pending Union vote..
Family Survey	87%	91%	The family QI team is utilizing the complaint/complement form; the family members seem to be happy with increased responsiveness of management. Since this is one of the duties of social services, they are moving forward with their goal to improve increased responsiveness from management. Charlotte our social service designee has been meeting with our family group the first Wednesday of
Employee Survey	54%	65%	This QI team is on hold until further notice from the union. The Management team has been meeting to develop new hire orientation.

Growth & Development

	This Month
Conversion Ratio	41.0%

Regulatory Compliance

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

Expected Date of Next Standard Survey: 7/1/13

Financial Performance

	Actual	Budget	Variance
MTD Revenue	\$ 1,139,343	\$ 1,116,924	\$ 22,419
MTD Expense	\$ 1,355,626	\$ 1,457,853	\$ (102,227)
MTD Net	\$ (216,283)	\$ (340,929)	\$ 124,646
YTD Revenue	\$ 6,161,671	\$ 6,557,425	\$ (395,754)
YTD Expense	\$ 8,080,528	\$ 8,574,515	\$ (493,987)
YTD Net	\$ (1,918,857)	\$ (2,017,090)	\$ 98,233

Occupancy Average	Actual %	Budget %	Over/Under Budgeted Census
Total Occupancy Average	71.4%	79.5%	-8.0%

Average Daily Census (Patient Days)	Current Month	Last Month	Prior Month
Medicare and Managed Care	23	25	27
Total Average Daily Census	160	164	162

Projection

Projected Revenue	\$1,100,000	Rationale:	Revenue should remain stable for the month of June. So far June is mirroring the month of May. In June we have continued to have Medicare A residents with increased medical complexities, this will result in lower RUG scores due to the residents are not be able to tolerate long periods of therapy.
Projected Expenses	\$1,300,000	Rationale:	Our census had declined from an average of 164 to 160, we should see a decrease in our expenses for the month of June due to the decline in census.
Projected Net	\$ (200,000)		

Cash Flow

Vendor	Total of Invoices Over 90 Days
TOTAL	\$ -

Capital Expenditures

Item	Cost	Planned Purchase Date	Justification

Monthly Meals

Resident Meals	14922
Employee Meals	108
Guest Meals	6
Other Meals	0
Total Meals	15036