



Facility Name	For Month of	Administrator
Wiichester House	October-13	Rue Anne Mills

Monthly Overview:

Regulatory:

Annual Survey 6 F tags, 20 Ktags. POC sent 11/22/2013 awaiting revisit

Financial Performance:

Census up by 2 for the month. RUGS up by 2 for the month of October. Monitoring for referrals due to Insurance overflows..

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	30.0%

Regulatory Compliance

Open Timeline?	Y
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
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Financial Performance

	Actual	Budget	Variance
MTD Revenue	\$ 1,094,054	\$ 1,116,924	\$ (22,870)
MTD Expense	\$ 1,434,129	\$ 1,457,853	\$ (23,724)
MTD Net	\$ (340,075)	\$ (340,929)	\$ 854
YTD Revenue	\$ 11,196,909	\$ 12,069,985	\$ (873,076)
YTD Expense	\$ 14,626,298	\$ 15,777,483	\$ (1,151,185)
YTD Net	\$ (3,429,389)	\$ (3,707,498)	\$ 278,109

Occupancy Average	Actual %	Budget %	Over/Under Budgeted Census
Total Occupancy Average	75.0%	79.5%	-4.5%

Average Daily Census (Patient Days)	Current Month	Last Month	Prior Month
Medicare and Managed Care	15	14	17
Total Average Daily Census	168	166	160

Resident Meals	14946
Employee Meals	52
Guest Meals	11
Other Meals	15
Total Meals	15024