



Facility Name	For Month of	Administrator
Winchester House	April-15	Maxine Bergman

## Monthly Overview:

### Regulatory:

Open window for survey. Focusing on Quality Measures that exceed State/Federal Standards. Developing 5 Star Action Plan

### Financial Performance:

Continuing to review all financial reports, payroll, aging to identify areas of concern and opportunity. DON is approving and making

## Caring Experience

Customer Satisfaction			
	Current %	Goal %	Action Plan
Resident Survey	83%	92%	Focus meetings have been held and teams are getting together twice a month for updates.
Family Survey	89%	90%	Focus meetings have been held and teams are getting together twice a month for updates.
Employee Survey	50%	60%	Focus meetings have been held and teams are getting together twice a month for updates.
Employee Engagement	66%	69%	Focus meetings have been held and teams are getting together twice a month for updates.

## Growth & Development

## Regulatory Compliance

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

Expected Date of Next Standard Survey:	5/1/15
--	--------



## Capital Expenditures

Item	Cost	Planned Purchase Date	Justification

## Monthly Meals

Resident Meals	-
Employee Meals	-
Guest Meals	-
Other Meals	-
Total Meals	-