

ANNUAL PERFORMANCE REPORT

Part 1: Agency Summary

Agency: Veterans Homes

Mission Statement:

The Board of Directors adopted the following mission statement:

We are committed to providing high quality care and services to the residents and family members of the Minnesota Veterans Homes.

This commitment is demonstrated by:

- Targeting services to veterans with special needs.
- Supporting research and education in geriatrics and long-term care.
- Providing a therapeutic environment that encourages resident independence, respects individuality and promotes self-worth and well-being.
- Continuous evaluation of care and services to be responsive to changing needs.
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- Managing the Veterans Homes with honesty, integrity, and cost effectiveness.
- Recognizing employees for their contributions.
- Working cooperatively with the medical communities.

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Part 2: Program Information

Agency: Veterans Homes
Program: Veterans Homes

Program Purpose: The purpose of this program is to provide a stabilizing and therapeutic environment for a veteran population with chronic physical, mental, and emotional health care needs. Our veteran residents are experiencing chronic health care needs on an average of ten years earlier than non-veterans and pose problems which exacerbate health care delivery. The veterans homes focus on meeting these specialized needs in an environment that promotes the highest degree of independence and self-sufficiency in the areas of basic self care, mobility, social interaction, and medical management. Our programs focus on the special needs of the disabled and elderly veterans who have multiple, chronic and acute health care needs and who are experiencing changing and increasingly complex physical and mental conditions which require comprehensive medical care and professional management. Our homes provide both skilled nursing care and domiciliary (board and care) services needed to meet the health care needs of this special group of veterans.

Our skilled nursing units are for veterans who require comprehensive care management coordinated by an interdisciplinary team. These services are for veterans who do not require hospital care, but who require medical and skilled nursing care and related psychological services in an institutional setting.

Our domiciliary (board and care) units are for veterans who require residential rehabilitation and health maintenance centers and are unable to live independently because of medical, psychiatric, or emotional disabilities. Our domiciliary residents receive needed medical and psychiatric care, rehabilitative assistance and other therapeutic interventions in a stabilizing home-like environment.

Our interdisciplinary teams in both skilled nursing care and domiciliary care units provide services that focus on the chronic physical, mental, and emotional health care needs of our veterans, while providing the stability and therapeutic intervention needed to promote independence and self-sufficiency for a population that does not thrive in traditional private long term care facilities.

Performance Objectives and Measures:

Quantitative measuring services (especially quality of) is difficult. We are reviewing the possibility of using narratives to describe how services are measured and improved.

1. Our homes are committed to providing quality care in the least restrictive settings possible. We are committed to individual resident well-being by performing on-going evaluations of the needs of our residents and providing the services to meet our veterans changing needs.

Measure: (Begin typing here.)

resident profiles, specialized needs, changing services provided as resident profiles change (life choices), managed decline

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual							
Prior Objectives							

2. Our homes are committed to maintain our residents integration into the greater Minnesota community.

Measure: (Begin typing here.)

volunteer hours, donated funds, recreational activities, family council, resident council

Objectives

Part 2: Program Information (Cont.)

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual							
Prior Objectives							

3. Our homes are committed to the advancement of co-operative working, research, and education relationships with the Minnesota long term care and medical communities.

Measure: (Begin typing here.)

Staff and resident training; research and training (VAMC, nursing schools)

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual								
Prior Objectives								

4. Our homes are committed to increasing our effective communications with our staff, residents, families, veterans' organizations, and the public we represent and to whom we are responsible.

Measure: (Begin typing here.)

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual								
Prior Objectives								

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Part 3: Substantiating the Performance Measures

Agency: Veterans Homes
Program: Veterans Homes

Objective 1. Quality care in the least restrictive settings.

Measure: (Begin typing here.)

Definition: Quality care

least restrictive settings

resident evaluations

resident profiles

specialized needs

managed decline

Rationale: (Begin typing here.)

Data Source: (Begin typing here.)

Factors Beyond Agency's Control That Affect Performance: Regulatory agencies, budget constraints

Objective 2. Maintain our residents integration into the greater Minnesota community.

Measure: (Begin typing here.)

Definition: greater Minnesota community

Rationale: (Begin typing here.)

Data Source: (Begin typing here.)

Factors Beyond Agency's Control That Affect Performance: regulatory agencies, budget constraints.

Objective 3. Advancement of co-operative working, research, and education relationships with the Minnesota long term care and medical communities.

Measure: (Begin typing here.)

Definition: Research community

education community

long term care community

Part 3: Substantiating the Performance Measures (Cont.)

medical community

Rationale: (Begin typing here.)

Data Source: (Begin typing here.)

Factors Beyond Agency's Control That Affect Performance: regulatory agencies, data practices and privacy issues, liability issues, education institutions, and budget constraints

Objective 4. Effective communications with our staff, residents, families, veterans' organizations, and the public we represent and to whom we are responsible.

Measure: (Begin typing here.)

Definition: staff

residents

families

veterans organizations

public

Rationale: (Begin typing here.)

Data Source: (Begin typing here.)

Factors Beyond Agency's Control That Affect Performance: regulatory agencies, budget constraints,

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Part 4: Improving Programs and the Reporting Process

Agency: Veterans Homes

Process Used: Agency is using a collaborative process utilizing an agency wide work group that is made up of representatives of each home's internal work groups.

Ways to Improve Program Outcomes: (Begin typing here.)