Quality Dashboard 2021

Updated: September 21, 2021

Quality Performance	Q1	Q2	Q3	Q4
Monitor and evaluate key resident satisfaction ratings			↔	
Maintain appropriate regulatory agency survey results and ratings			↑	
Develop and implement a comprehensive strategy for Aging in Place			↑	
Financial Strength				
Implement strategic plan to add revenue generating square footage			↑	
Develop and implement strategies for cost savings/expense reductions			↑	
Develop Deptartment Director level financial accountabilities			↔	
Market Relevance				
Enhance and advance the resident experience (current & future residents)			↓	
Maintain or exceed Independent Living target occupancy			↑	
Create and maintain brand distinction in SF			↔	
Organizational Effectiveness				
Maintain strong employee satisfaction and engagement numbers			↔	
Evaluate and optimize key foundational systems			↔	
Develop robust organzitional quality metrics for each department			↔	
LEGEND:				

Favorable   Watch   Concern   ↑↓ = trending   ↔ = static

Quality Performance

Satisfaction ratings:	every other year staff satisfaction survey
	admin/resident team to improve measures based on survey results
Regulatory surveys:	CDPH, RCFE, DSS, Life Safety,Infection focused, NHPPD
	self-reported events
	complaint visits
Aging in Place:	move SNF staffing to RCFE
	Fee schedule for AIP services
	Dementia support on site
	Communication/talking points
	SNF closure

Financial Strength

Add revenue generating square footage:	Concept Plan development/Rockwood Pacific
	Implement Strategic Plan
Cost saving/espense reduction	FTE position control
	Departmental expenses/controls
	other: PGE, Morrison, etc.
Financial accountability	Monthly DD variance reports
	DD financial training
	DD involvement with budget preparations

Market Relevance

Resident Experience	unify campus buildings and style (halls, lighting, paint, furntiure, etc)
	amenity spaces: beauty shop, fitness center, shared kithcens, post office, art room, laundry rooms
IL Occupancy	# target move-ins per month
	CRM tool management
	Marketing Assessment
	training for Marketing team
Brand Distiinction	Marketing Assessment
	Social Media presence
	Website
	community outreach

Organizational Effectiveness

Employee satisfaction/engagement	Employee satisfaction/engagement survey every other year
	admin/staff team to improve measures based on survey results
	minimum quarterly staff engagement events
Key Foundational Systems	Payroll/scheduling software
	Recruitment/hiring platform
	Budget software
	Technology master plan
Departmental Quality Metrics	regulatory compliance is a minimum standard
	financial goals
	staff development goals
	create just culture