



Quality Dashboard 2021

Updated: 12/14/21

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 Department 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 organizational quality metrics for each department			↔	↔
LEGEND:					
Favorable		Watch		Concern	
		↑↓ = trending		↔ = static	