



Quality Dashboard 2022

Updated: 2/15/22

Quality Performance		Jan	Feb	Mar	Q1
	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	

Area	Key Indicators	Area	Key Indicators
<p align="center">Quality Performance</p>	<p>1) Satisfaction Ratings :</p> <ul style="list-style-type: none"> a) Every other year staff satisfaction survey b) Admin/resident team to improve measures based on survey results <p>2) Regulatory surveys :</p> <ul style="list-style-type: none"> a) CDPH, RCFE, DSS, Life Safety, Infection focused, NHPPD b) Self-reported events c) Complaint visits <p>3) Aging in Place:</p> <ul style="list-style-type: none"> a) Move SNF staffing to RCFE b) Fee schedule for AIP services c) Dementia support on site d) Communication/talking points e) SNF closure 	<p align="center">Market Relevance</p>	<p>1) Resident Experience:</p> <ul style="list-style-type: none"> a) Unify campus buildings and style (halls, lighting, paint, furniture, etc) b) Amenity spaces: beauty shop, fitness center, shared kitchens, post office, art room, laundry rooms <p>2) IT Occupancy :</p> <ul style="list-style-type: none"> a) Target Marketing benchmarks per month b) CRM tool management c) Marketing Assessment d) Training for Marketing team <p>3) Brand Distinction :</p> <ul style="list-style-type: none"> a) Marketing Assessment b) Social Media presence c) Website d) Community outreach
	<p align="center">Financial Strength</p>		<p>1) Add revenue generating square footage :</p> <ul style="list-style-type: none"> a) Concept Plan development/Rockwood Pacific b) Implement Strategic Plan <p>2) Cost saving/expense reduction :</p> <ul style="list-style-type: none"> a) FTE position control b) Departmental expenses/controls c) Other: PGE, Morrison, etc. <p>3) Financial accountability:</p> <ul style="list-style-type: none"> a) Monthly DD variance reports b) DD financial training c) DD involvement with budget preparations