



# Quality Dashboard 2022

Updated: 5/25/22

Quality Performance	Jan	Feb	Mar	Apr	May	Jun	
Monitor and evaluate key resident satisfaction ratings	↔	↑	↑	↑	↑		Completed; 74% response rate. Awaiting results.
Maintain appropriate regulatory agency survey results and ratings	↑	↑	↑	↑	↑		No new surveys.
Develop and implement a comprehensive strategy for Aging in Place	↑	↑	↑	↑	↑		
<b>Financial Strength</b>							
Implement strategic plan to add revenue generating square footage	↑	↑	↑	↑	↑		Next presentations about strategic plan: June 8 to Strategic Planning Committee & June 22 to BOD.
Develop and implement strategies for cost savings/expense reductions	↑	↑	↑	↑	↑		Morrison/CoreWorks assessment completed but not yet implemented.
Develop Department Director level financial accountabilities	↔	↑	↑	↑	↑		Alan Ng hired to support Joe; will work with DDs on monthly variance reports
<b>Market Relevance</b>							
Enhance and advance the resident experience (current & future residents)	↑	↑	↑	↑	↑		Capital project schedule continues; notes in CEO report to BOD.
Maintain or exceed Independent Living target occupancy	↑	↑	↑	↑	↑		2 apartments occupied this month; 4 apartments in process. One death this month.
Create and maintain brand distinction in SF	↔	↔	↔	↔	↑		
<b>Organizational Effectiveness</b>							
Maintain strong employee satisfaction and engagement numbers	↔	↔	↔	↔	↔		
Evaluate and optimize key foundational systems	↔	↑	↑	↑	↑		Multiple IT projects in process: ADP payroll, Relias education, Alexa/Touchtown app, Rosie VS Kiosks, VoIP phones, Cameras/door access
Develop robust organizational quality metrics for each department	↔	↔	↔	↔	↔		
<b>LEGEND:</b>							
<span style="background-color: #d9ead3; padding: 2px;">Favorable</span> <span style="background-color: #fff2cc; padding: 2px;">Watch</span> <span style="background-color: #f4cccc; padding: 2px;">Concern</span> <span style="margin-left: 10px;">↑↓ = trending</span> <span style="margin-left: 10px;">↔ = static</span>							

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