



Quality Dashboard 2022

Updated: 6/15/22

Quality Performance	Jan	Feb	Mar	Apr	May	Jun	
Monitor and evaluate key resident satisfaction ratings	↔	↑	↑	↑	↑		Completed; 74% response rate. Overall very positive. Will present to BOD in August.
Maintain appropriate regulatory agency survey results and ratings	↑	↑	↑	↑	↑		Two complaint surveys completed in May. Both unsubstantiated.
Develop and implement a comprehensive strategy for Aging in Place	↑	↑	↑	↑	↑		
Financial Strength							
Implement strategic plan to add revenue generating square footage	↑	↑	↑	↑	↑		Strategic Planning Committee approved ten year business plan. Await BOD approval to proceed to next milestone.
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
Market Relevance							
Enhance and advance the resident experience (current & future residents)	↑	↑	↑	↑	↑		Capital project schedule continues.
Maintain or exceed Independent Living target occupancy	↑	↑	↑	↑	↑		One move in this month. Four sales in process. Recruiting for a Sales & Marketing Director to replace Janet Howell.
Create and maintain brand distinction in SF	↔	↔	↔	↔	↑		
Organizational Effectiveness							
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	↔	↔	↔	↔	↔		
LEGEND:							
Favorable Watch Concern ↑↓ = trending ↔ = static							

Area	Key Indicators	Area	Key Indicators
<p style="text-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 style="text-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) IL 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 style="text-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