



Quality Dashboard 2022

Updated: 7/21/22

Quality Performance	Jan	Feb	Mar	Apr	May	Jun	
Monitor and evaluate key resident satisfaction ratings	↔	↑	↑	↑	↑	↑	Res Satisfaction Survey completed; 96% satisfied overall (74% of residents responded)
Maintain appropriate regulatory agency survey results and ratings	↑	↑	↑	↑	↑	↑	
Develop and implement a comprehensive strategy for Aging in Place	↑	↑	↑	↑	↑	↑	Aging in Place Town Halls for Residents 7/20/22
Financial Strength							
Implement strategic plan to add revenue generating square footage	↑	↑	↑	↑	↑	↑	BOD approved to proceed to 2nd milestone, Land Use Permit approval.
Develop and implement strategies for cost savings/expense reductions	↑	↑	↑	↑	↑	↑	Morrison/CoreWorks assessment completed but not yet implemented.
Develop Department Director level financial accountabilities	↔	↑	↑	↑	↑	↑	James Williams (temp CPA from Robt Half agency) hired to support Finance Dept while J. Conroy is on leave
Market Relevance							
Enhance and advance the resident experience (current & future residents)	↑	↑	↑	↑	↑	↑	Capital project schedule continues.
Maintain or exceed Independent Living target occupancy	↑	↑	↑	↑	↑	↔	Mktg Director resigned mid June. No eligible candidates to date.
Create and maintain brand distinction in SF	↔	↔	↔	↔	↑	↑	
Organizational Effectiveness							
Maintain strong employee satisfaction and engagement numbers	↔	↔	↔	↔	↔	↔	COVID fatigue and staffing challenges impact employee welfare.
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
Quality Performance	<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 	Market Relevance	<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
Financial Strength	<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 	Organizational Effectiveness	<p>1) Employee satisfaction/engagement :</p> <ul style="list-style-type: none"> a) Employee satisfaction/engagement survey every other year b) Admin/staff team to improve measures based on survey results c) Minimum quarterly staff engagement events <p>2) Key Foundational Systems :</p> <ul style="list-style-type: none"> a) Payroll/scheduling software b) Recruitment/hiring platform c) Budget software d) Technology master plan <p>3) Departmental Quality Metrics :</p> <ul style="list-style-type: none"> a) Regulatory compliance is a minimum standard b) Financial goals c) Staff development goals d) Create just culture