



CQI REPORT CARD 2019-2020
Quarter 3 (October 1-December 31, 2019)

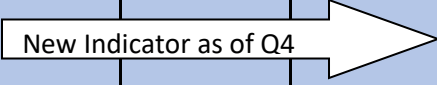
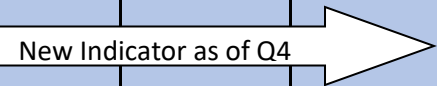
<i>Dietary Services Indicator</i>	<i>Benchmark/Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism	≤ 5%/quarter	9.53%	4.54%	5.74%	
Meal Temperatures Met	≥98% /quarter	99%	97%	99%	
Equipment Temperatures Met	≥98% /quarter	99%	98%	98%	

<i>Dietary Services Indicator</i>	<i>Benchmark/Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
1 Month Weight Loss over 5 %	≤5 % of residents with weights/quarter	2.70%	5.31%	1.77%	
1 Month Weight Gain over 5 %	≤5 % of residents with weights/quarter	1.80%	0.88%	0.88%	
3 Month Weight Loss over 7.5 %	≤5 % of residents with weights/quarter	3.50%	4.42%	2.65%	
3 Month Weight Gain over 7.5 %	≤5 % of residents with weights/quarter	2.70%	0.88%	0.88%	
6 Month Weight Loss over 10 %	≤5 % of residents with weights/quarter	2.70%	5.31%	3.54%	
6 Month Weight Gain over 10 %	≤5 % of residents with weights/quarter	0.88%	0.00%	0.8%	

<i>Environmental Services Indicator</i>	<u>Benchmark/Target</u>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism Laundry & Housekeeping	≤ 5%/quarter	6.90%	2.88%	5.58%	
Absenteeism Maintenance	≤ 5%/quarter	3.5%	0.74%	0.66%	
Work Orders Completed Within 24 hours	≥ 50%/quarter	87.55%	76.4%	70.2%	
Work Orders Completed ≥ 25 hrs ≤ 72hrs	≥ 75%/quarter (48 Hrs or better)	92.47%	82.4% 65 open Work Orders	75.8%	

<i>Financial Services Indicator</i>	<u>Benchmark/Target</u>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Outstanding Resident Per-diem Rates (Current)	<1%	2.0%	1.5%	1%	
Operating Margin	>1% but <2%	1%	3%	2.5%	
Revenue not collected within 30 days (current)	≤ 5%	7.0%	7.0%	6.0%	
Revenue not collected within 60 days (current)	≤ 2.5%	5.0%	4.0%	3.0%	
Revenue not collected within 90 days (current)	≤ 1.0%	3.0%	2.0%	1.5%	

<i>Human Resources Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Jan-Mar</i>	<i>Q2 Apr-June</i>	<i>Q3 July-Sept</i>	<i>Q4 Oct-Dec</i>
Voluntary Turnover	≤ 1% of total staff with active status /quarter	8.91%	1.57%	1.60%	
Involuntary Turnover	≤ 1% of total staff with active status/quarter	0.0%	1.16%	1.19	

<i>Nursing Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism	≤ 7.0%/quarter	4.41%	8.84%	11.67	
Prevalence Pressure Wounds	≤20%/quarter	10.61% (2@stage1) (5@stage2) (3@stage3) (2@stage4)	7.96% (0@stage1) (6@stage2) (1@stage3) (2@stage4)	9.01 (1@stage 1) (2@stage 2) (7@stage3) (1@stage4) n=10	
Incidence of Pressure Wounds	≤10%/quarter	0.0%	0%	0%	
Incidence of Pressure Wounds developed since admission to SVM	< 10% /quarter (Added for Q4)	New Indicator as of Q4 			
Hand Hygiene Compliance (M1/M4)	≥90 %/ quarter	New Indicator as of Q4 			

<i>Nursing Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Fall Rate /1000 Bed Days	≤ 9%/quarter	3.7 N=38	4.5 N=46	4.06% N=41	
UTI's	≤ 5% /quarter	12.5% (n=14)	10.8% (n=12)	9.09% N=10	
Respiratory Infections/ Pneumonia	≤2%/quarter	2.67%	1.76%	4.5% N=5	
Influenza-Like Illness (ILI)	≤2%/quarter	0.89%	0.0%	0.0%	

<i>Recreation Indicators</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism	≤ 5%/quarter	2.04%	4.26%	5.06%	
Single Resident with No participation	< 1% of total number or residents/quarter	0.0%	0.0%	1.63%	
Single Resident Participating in ≤ 10 Activities	≤20%/quarter	11.3%	4.35%	7.32%	
Single Resident Participation in 10 or more activities	≥80 %/quarter	88.7%	95.65%	91.06%	

<i>Restorative Services Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Residents on PEP	≥15% of Total Residents/quarter	16%	15%	15%	
Residents who Self-Ambulate (independent or with a device}	≥35% of Total Residents/quarter	39%	34%	40%	
V4 Mattress Use for Residents with PURS ≥4	≥80% with PURS ≥4/quarter	100%	86%	82%	

<i>Corporate Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism Leadership Team	≤ 5%/quarter	N/A	N/A	4.39%	
		New Indicator as of Q3			
Lost Resident Days/quarter	≤ 75 days/quarter	58	59	137	
No. Residents place within DHW 5 day standard	≥ 98%/quarter	N/A	77%	35.71%	
Resident Incident Rate	≤ 45 incidents /quarter	46	70	59	
Staff Incident Rate	≤ 10 incidents /quarter	7	14	10	

