

# Iowa Veterans Home FY2021

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## **Our Mission:**

To provide a continuum of care to Iowa's Veterans and their spouses in an environment focusing on individualized services to enhance their quality of life.

## **Our Core Values:**

Service, Honor, Integrity, Passion.



**ANNUAL REPORT**

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IVH



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# Serving Iowa Veterans Since 1887

## Message from the Commandant



2021 has been a memorable year at your Iowa Veterans Home. The unique challenges presented by the national pandemic have created obstacles as well as opportunities. The restrictive measures taken to protect our personnel have been difficult at times, but the exigencies of COVID have revealed the strength, professionalism, and stalwart character of the men and women who reside at the Iowa Veterans Home, and those who care for them. As we stand at the threshold of a new year, the Iowa Veterans Home remains mission capable and ready to provide a continuum of health care and a high quality of life for Iowa's veterans and their spouses.

Primary challenges for the Iowa Veterans Home include admissions, recruiting, and retention. Admissions have decreased since the onset of the pandemic from 99% of our capacity to 77%. The additional stress on the staff at the Iowa Veterans Home has resulted in an increase in resignations and retirements, which have been difficult to replace because of the intense demand for nurses caused by a national shortage.

Challenges to an organization reveal its character, and the challenges presented by COVID have shown the Iowa Veterans Home is a resilient, innovative, and adaptable organization operated by gifted and experienced professionals. In response to reduced admissions, an ad hoc working group has been formed to develop a systematic approach to improving the efficiency and effectiveness of the admissions process. In addition, work areas have been consolidated to centralize a smaller workforce, work schedules have been creatively developed to accommodate the unique needs of our staff, an in-house training program that certifies nurses' assistants has been created, and new employees have been recruited from local high schools in cooperation with school administrations. These innovations are the product of a team of talented leaders and staff members determined to defeat COVID and emerge stronger and better than before.

Our priority remains the veterans entrusted to our care. Our mission continues to be to provide a continuum of health care to veterans and their spouses that focuses on quality of life and safety. I am proud to report the Iowa Veterans Home is mission committed, and mission capable.

*Matt H. Peterson, Commandant*

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## A Message from the Licensed Nursing Home Administrator



The Iowa Veterans Home has a tremendous responsibility of protecting Iowa's heroes from an unseen enemy, COVID-19. Our residents are over 95% vaccinated. I am so proud of the dedication of all our staff to ensure that the guidelines set by the Iowa Department of Public Health are upheld. This process has been challenging, but our residents are receiving support from a team who is more committed than ever to providing a culture of service, honor, integrity and passion. It is our mission to continue to provide excellence in healthcare while providing quality

of life. Every discipline is charged with developing new processes that ensure a culture of safety while meeting each resident's holistic plan of care. We are moving beyond this pandemic stronger than ever before with a new appreciation for health and connections.

*Penny Cutler-Bermudez, LNHA*

## A Message from the Operations Executive Administrator



At the Iowa Veterans Home, we strive for excellence in everything we do. The Operations Division support the mission of IVH by overseeing the Business and operational activities of the organization. The FY21 Annual Report presents a snapshot of an outstanding year of service to our residents. I would be remiss if I didn't begin with words of praise for our employees who have continued to provide excellent care to our residents during the COVID-19 pandemic. The COVID-19 fight is a team effort and I am deeply grateful for our staff's selfless service during this pandemic. Our

entire Operations' team is dedicated to providing our residents with a clean, safe, and comfortable environment that optimizes resident independence, privacy, and dignity. We provide a high level of support to all IT, pharmacy, facility operations, and financial activities of the organization. In FY21, we completed critical upgrades to our technology infrastructure. The highlight of our year was completing the courtyard renovation project for residents to enjoy. I am proud of all we have accomplished in service to our Veterans.

*Karen Connell, Operations Executive Administrator*



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## A Message from the Medical Director



The Iowa Veterans Home began serving Iowa veterans in 1887. Later, spouses of veterans were also granted access to the services of IVH. Many counties vied for the honor of having the facility in their county but Marshall county won because of the enthusiastic community fund-raising to support the building of the facility. Marshalltown continues to be honored to have IVH in our community. When I first arrived in Marshalltown in 2019 and people asked where I would be working, and, without exception, everyone spoke highly of the Iowa Veterans Home, about our mission, the facility, and

the staff.

Iowa Veterans Home is known for the great compassionate care and services offered to our residents. We continue to be rated as a solid 5-star facility by CMS, the highest rating possible. While the past 2 years have been a challenge to everyone while we are still battling the COVID pandemic, we have done our utmost to balance keeping our residents and staff free from COVID infections, yet being creative in continuing to provide outstanding care and services to all our residents, keeping in mind that we have restrictions from both State and Federal government agencies that we must follow.

I continue to be honored to serve as IVH Medical Director. When I took this position, I was excited to join the great dedicated team of people providing care to our veterans and spouses, either directly such as nursing, physical therapists, dietitians, and others, but also all the dedicated staff behind the scenes keeping the place running. My excitement and dedication to this facility remains.

*Dr. Joseph E. Hoagbin, MD*

## Our Values

- Service:** commitment to listening, understanding and providing the outcomes desired by those we serve.
- Honor:** showing universal respect, acknowledging achievements and fulfilling obligations and agreements.
- Integrity:** adhering to moral and ethical principles by doing the right thing in a reliable way.
- Passion:** powerful, compelling desire to deliver the highest quality work with enthusiasm.

# Strategic Planning

## Goal 1:

**Provide the highest quality of care, services, and activities to our residents to maximize their quality of life**

Objective A: Individualize services specific to resident desires through interactive team processes, utilizing the I-Care plan

Objective B: Promote engagement and commitment of all staff in a culture of Quality Assurance Performance Improvement (QAPI) with oversight from the Quality Department.

Objective C: Achieve an average overall quality rating of 4 out of 5 stars or above as determined by the Centers for Medicare and Medicaid Services (CMS).

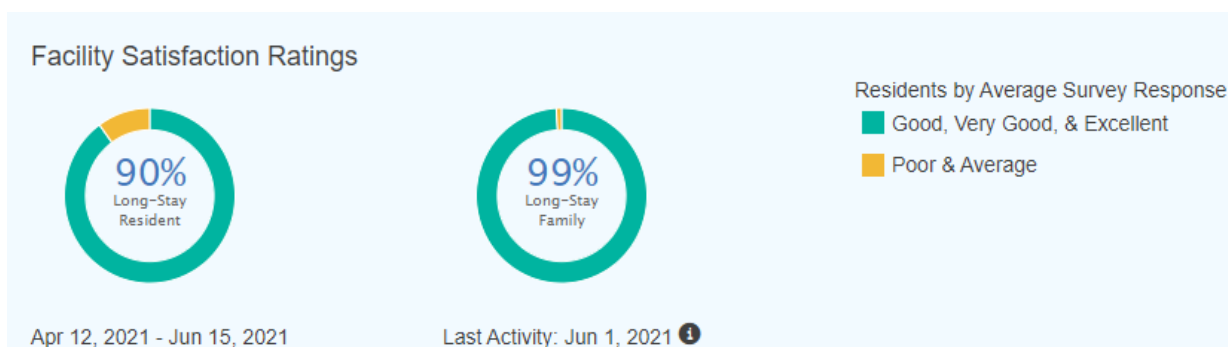
## Annual Satisfaction Survey

Our residents reported a 90% positive response rate.

Our families reported a 99% positive response rate.

Resident surveys- 349 of 377 returned (93%)

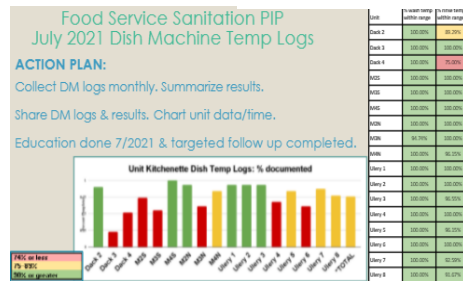
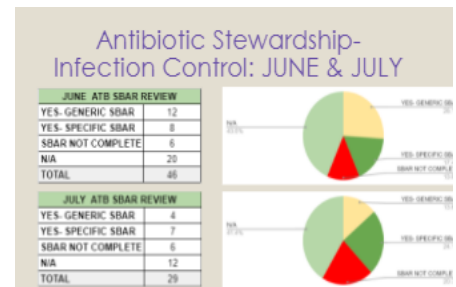
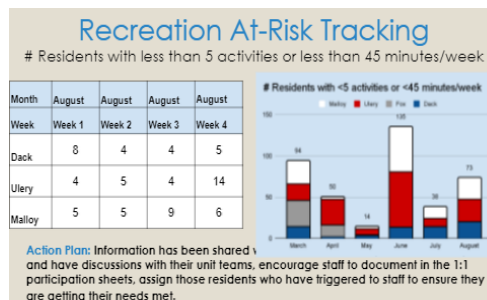
Family surveys- 149 of 349 returned (43%)



## Quality

### FY2021 Highlights:

- ✓ Developed a Quality Assurance and Performance (QAPI) Plan for 2021 which provides a framework for making quality decisions to support the Iowa Veteran's Home mission and goals. This plan utilizes facility data to identify areas to improve, investigate causes of issues identified, trend adverse events, and evaluate performance improvement activities. All facility staff and residents are encouraged to be involved in identifying opportunities for improvement, partake in performance improvement teams, and provide ongoing feedback.
- The QAPI Administrative Committee consists of 10 senior team members that meet quarterly to coordinate and evaluate the activities of the program.
- The QAPI Steering Committee consists of 37 interdisciplinary team members that meet monthly; all departments at the Iowa Veterans Home are represented. The Steering Committee reviews findings and concerns and prioritizes activities.
- ✓ abaqis Management Software was purchased in FY21 to help identify, collect and use data and information from all departments and from the facility assessment.



## Nursing

### FY2021 Highlights:

- ✓ Performance Improvement Plan initiated for Falls. Monthly audits focus on:
  - Fall Huddles
  - Implementation of strong interventions
  - Ortho BPs obtained and documented

Agency Performance Measures FY 2021- Nursing			
Performance Measure	Target	Results	Internal Strategies/Considerations
Percent of residents experiencing 1 or more falls with major injuries	3.5%	3.3%	Utilize root cause analysis to identify why fall occurred to aid in resident centered prevention strategies

- ✓ Deficiency-free survey from the DIA in May

## Infection Control

### Highlights:

- ✓ Hand Hygiene audits are being performed monthly by nursing staff, clinical dietitians during unit meals and by Food Service.
- ✓ Antibiotic Stewardship activities are included in monthly Quality Assurance Performance Improvement (QAPI) meetings
- ✓ Annual Risk Assessment Completed
- ✓ Annual Flu Shots offered to residents and staff
- ✓ Education provided to all staff on Infection Control through the LMS
- ✓ Policies/procedures reviewed and updated

Agency Performance Measures FY 2021- Infection Control			
Performance Measure	Target	Results	Internal Strategies/Considerations
Percent of residents participating in the annual flu vaccination program	90%	92%	Resident/Family education on benefits of participation in vaccination program.

## Medical Clinic

### Highlights:

- ✓ Wound Clinic now held on-site which has led to a decrease in pressure injuries
- ✓ Contract with BioTech Services to offer on-site services (x-rays, ultrasounds, EKG's)

### Agency Performance Measures FY 2021- Medical Clinic

Performance Measure	Target	Results	Internal Strategies/Considerations
Percent completion of Primary Care Provider required regulatory visits within the directed timeframe	95%	98.6%	Perform quarterly audits on completion of PCP regulatory visits for each unit.

## Pharmacy

### Highlights:

- ✓ Total number of orders processed = 101,755
- ✓ Total number of med errors that got to the unit = 34  
Overall total error rate = 0.0334%
- ✓ Plans in place for new automated dispensing machines to decrease dispensing errors

### Agency Performance Measures FY 2021- Pharmacy

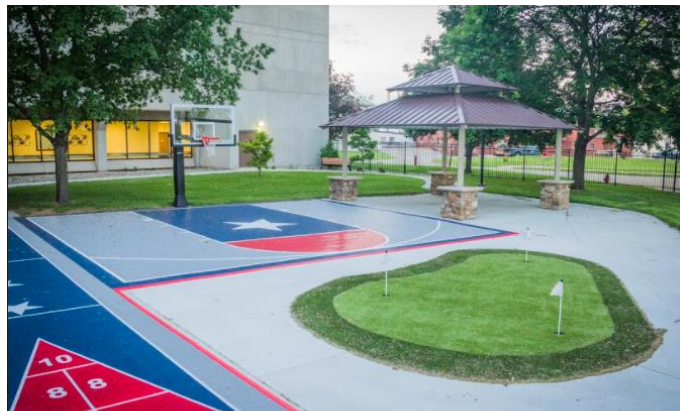
Performance Measure	Target	Results	Internal Strategies/Considerations
Rate of medication administration errors per every 10,000 doses	1.1	.81	Formal education to all certified medication aides and licensed practical nurses to include review of medication administration procedures
Rate of medication dispensing errors within the IVH pharmacy	0.1%	.03%	Pharmacy staff will ensure through a series of checks that only appropriate medications are provided to residents.



## Facilities Management

### Highlights:

- ✓ Courtyard renovation project completed summer 2021. The \$1.7 million project removed all the existing concrete and provided a walking path to recreational areas and three new shelters. To enhance the relaxing sounds of nature, three new water features were installed to enhance the quality of resident care.



- ✓ New Computerized Maintenance Management System (CMMS) called Mapcon, was initiated and is underway. The program allows maintenance staff to receive routine and preventative work orders directly to an iPad instead of going back to the maintenance shop to use a paper copy. This allows more time to work in the field and communicate directly to them when a work order was submitted. In the coming year, Mapcon will be used for inventory control and update the existing outdated purchase order system.
- ✓ Update to existing heating and cooling systems within our powerhouse.

- A replacement chiller, cooling towers and other cooling support systems were upgraded to provide long term cooling capabilities.



New IVH Chiller



Cooling Towers

- A new summer boiler was installed. We will be replacing two other boilers that have exceeded their life expectancy. This \$6.1 million project is expected to finish by June 30, 2022.



## Agency Performance Measures FY 2021- Facilities Management

Performance Measure	Target	Results	Internal Strategies/Considerations
Percentage of maintenance work orders that are completed within three days	88%	89.7%	Track maintenance work order completion.
Percentage of resident travel to external medical appointments arranged and met by IVH transport services	95%	97.7%	Maintain communication between the living units and the dispatch office.



**Care Compare Five-Star Ratings of Nursing Homes  
Provider Rating Report for August 2021**

Ratings for Iowa Veterans Home (16A002) Marshalltown, Iowa				
Overall Quality	Health Inspection	Quality Measures	Staffing	RN Staffing
★★★★★	★★★★	★★★★★	★★★★★	★★★★★

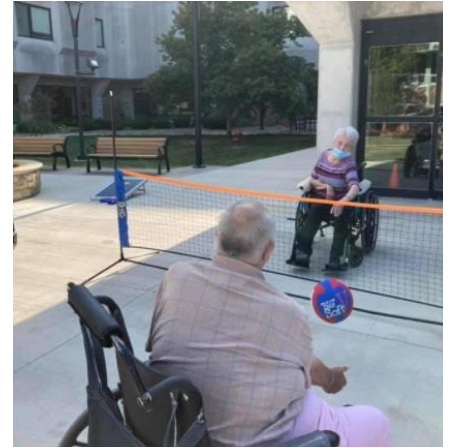
**IVH has maintained a Five-Star Rating in FY2021!!**

### Recreation

Recreation has been challenged with being more creative during the pandemic because of the inability to take residents out into the community.

Highlights:

- ✓ Increase of Activity Assistants to assist Recreation Therapists.
- ✓ Focus on 1:1 Interventions for residents that receive less than 5 activities or less than 45 minutes per week.
- ✓ Created a weekly TV calendar to advertise live activities such as bingo twice a week, live music, chapel service, mass, trivia and reminiscing. Other activities on TV include a variety of music, funny videos, educational documentaries, trivia videos, nightly and weekend movies and sleep meditation every evening.
- ✓ Facilitated virtual communication between the resident and family and friends.
- ✓ Promoting outside activities during nice weather, e.g. walks, gardening, driving remote controlled cars, conversation and reminiscing.
- ✓ Implementation of hallway activities and door to door activities including socials, special meals and games.
- ✓ Supporting vaccinated volunteers to support facility activities and promote connections with individuals from the community.



- ✓ After vaccinations and restrictions lessened, Recreation has been able to implement small group activities by following appropriate protocols. Activities include socials, special meals, trivia, games, reminiscing, outdoor activities (music/entertainers, games, gardening, special meals).
- ✓ The biggest activity that has increased resident satisfaction is the ability to start trips within the community with following COVID protocols of bus rides, shopping, fishing and outdoor picnics. Starting these activities have been so exciting for residents and has helped improve residents' quality of life and satisfaction. Risk assessments have been completed for each activity to ensure safety of residents and staff.



## Food Service

### Highlights:

- ✓ In December, a new meal cart delivery system was implemented to improve resident satisfaction of hot and cold food items on delivered meal trays. At this same time, Food Service also switched over to new and more attractive dishware.
- ✓ A dining area inside the Atha Dining Room, identified as “the Bistro”, was redecorated with welcoming wall art. The space allowed for Recreation staff to bring Malloy residents off their units to dine in a new and welcoming social distanced setting.



- ✓ The Atha Dining Room Update Project which included repainting, and new wall decor and furniture pieces, was completed with plans to reopen the Atha Dining Room for vaccinated residents in August.
- ✓ From October 2020 to June 2021, the Food Service Department and Recreation Department collaborated to organize and distribute a variety of favorite foods and special treats to our residents; all special diets were also met with like-offerings. In addition, the Food Service Department also implemented several resident-focused initiatives to promote satisfaction of meals and HS snacks. Here are some highlights:
  - Desserts prepared in the Bakery and distributed to all units, including homemade pumpkin bars, cheesecakes and fruit crisps
  - Decorated Christmas Cookies and Punch Event
  - Relish, Meat & Cheese Trays with Eggnog and Punch Event
  - IGA Relief Group came to IVH and smoked pork to serve as a main entrée to provide a special resident meal

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- The UAW has donated money for Papa Murphy's Pizza and all residents' topping preferences were met
  - Super Bowl Pre-Party Chili meals were organized for unit staff to prepare and serve to residents
  - Super Bowl Sunday savory snacks were organized for unit staff to prepare and serve to residents
  - Homemade Mardi Gras Cookies offered to all residents
  - An "Element of Surprise" HS Snack initiative was implemented. The goal was to ensure that our residents are satisfied with the variety of snacks offered at IVH (including more healthy snack options) without compromising the safety of those on altered textured diets.
  - To kick off the summer, a BBQ meal was organized with the UAW Vets Day who donated and grilled burgers and pork for our residents. Favorite side items were also prepared for this special lunch.
  - Summer Grill Out Meals were restarted so all residents could participate in a special unit meal centered around grilled items, picnic sides and homemade bakery treats with their unit staff.



**IVH appreciates the hard work and dedication of our Food Service staff!**

## Goal 2:

### Optimize operations

Objective A: Position the agency to be financially stable long term by maintaining occupancy at 92%

Objective B: Ensure human resources are appropriately aligned with the mission to meet the changing needs of the residents.

Objective C: Implement value-added information technology systems; improve and integrate the functionality of current software

## Finance

### Highlights:

- ✓ Deficiency-free finance audit from the state auditor in June

### Agency Performance Measures FY 2021- Finance

Performance Measure	Target	Results	Internal Strategies/Considerations
# of Reportable Financial Deficiencies/Regulatory Agencies	0	0	Audit reports

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## Information Technology

### Highlights:

- ✓ The COVID-19 pandemic has limited older adults from engaging in personal contact with others. Telemedicine (or telehealth) has been utilized at IVH to promote timely medical treatment during physical distancing between the resident and the provider.
- ✓ Support for residents to set up iPads to simplify and streamline communication with their families.
- ✓ Increased internet speed to enhance the quality of care and communication among the health care team.
- ✓ Use of Google Meet and digital cameras for business meetings and to keep connected with each other, *including retirement parties!*





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## Goal 3:

### Enhance employee development program

Objective A: Provide staff advancement and growth opportunities both personally and professionally

Objective B: Create an employee education program based on data-driven metrics and current best practices

Objective C: Train for the service roles of tomorrow through community partnerships

## Staff Advancement and Growth- Human Resources

### Highlights:

- ✓ A CMS blanket waiver has allowed interested individuals to step into a nurse aid role at IVH with assistance from our lead RTWs and RN's to ensure the development of skills and techniques needed to care for our residents. To date, IVH has employed 60 nurse aids that did not have their CNA certificate prior to their hire date. 25 of these employees are now certified CNAs. IVH is dedicated to continue this program through the waiver which offers a growth opportunity to the community.
- ✓ IVH pays for RTWs to continue coursework and become Certified Med Aides (CMA) to allow for personal growth.
- ✓ IVH provides advancement opportunities, a total of 75 promotions in FY2021.

## Education Department

### Highlights:

- ✓ Virtual options have expanded our CEU opportunities utilizing Google Meets and Zoom platforms. We have expanded our focus from nursing

CEUS to all professional staff by gathering CEU requirements needed for licensure.

- ✓ The Education department has policies to assure that all trainings are of high quality, in terms of both presentation and content. During FY2021, the Education Department created procedures for materials submission, updated forms, educated staff on creating learning objectives and created folders for training tools on the shared computer drive for all staff to access. The Department holds Training Needs meetings quarterly to elicit input from staff throughout the facility as to training needs and desires.

Education highlights for FY2021

- Utilization of virtual trainings through Google Meets or Zoom to meet the challenge of not being able to meet in-person
- Goal of providing 26 classes between January 1, 2021 and June 30, 2021 was exceeded by 50%; 39 classes were provided within this time frame
- Classes met regulatory and licensing requirements across a number of professional competencies
- IVH Education provided over 17 hours of nursing-related training to licensed nursing staff, including 8 hours of continuing education credit (despite a waiver for nursing CEUs)
- Eight hours of Chronic Confusion and Dementing Illness (CCI) training was provided to all staff working in dementia-care units
- Residential Treatment Workers (RTWs) were provided over 14 hours of training

## Agency Performance Measures FY 2021 - Education

Performance Measure	Target	Results	Internal Strategies/Considerations
Percentage of IVH employees attending annual education	99%	97.3%	Employees are notified of scheduled attendance prior to education date. Notice will be sent out to each staff member.

- ✓ IVH has gone over & beyond in regards to education on Infection Control
  - We met our goal of 50% or more employees (total of 435) that have completed the 3-hour online COVID-19 CMS for Frontline Nursing Staff or COVID-19 Management Training.



### FY 2021 COVID-19 Update

**IVH ran 39,997 COVID-19 tests (either symptomatic or required for mass testing/outbreak testing)**

**Residents: 28 positives and 5 COVID-related deaths**

**Staff: 169 positives and no COVID-related deaths**

**Vaccination Update:**

**95.1% residents vaccinated, 72.7% staff vaccinated**



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## Employee Recognition

On July 30, members of the American Legion presented Iowa Veterans employees with a special coin to show appreciation of their hard work and dedication to the Veterans and spouses of IVH, especially through the COVID-19 pandemic. Rev Angela Doty, Board Certified Chaplain at IVH wrote this beautiful prayer and shared it with IVH staff at the presentation.

July 30, 2021

Let us pray:

O God, what a year we have had...what a difficult, tiresome, confusing, scary year we have had. Times of isolation, separation, of being called to serve in ways we were not prepared or ready...of being asked questions we could not answer, of considering life and death and illness and infection in ways we had never imagined. What a difficult year we have had.

Yet, O God, in the midst of the struggle...on the days we didn't want to...we showed up. We came and we cared and we sacrificed and we gave all we could give to our residents, to each other...and we know, O God, you have been and are with us.

And day after day, O God, we realized showing up was important, but not enough...we continued to show up but even more...as staff on the units, as a team of co-workers, as humans living in pandemic together...we didn't just show up, we excelled, we began to laugh again, we began to realize the significance of each conversation, each tear, each touch...and we began to appreciate the little gifts of being together, of relationships, of smiles in such a time of stress. We were forced to be flexible and creative to maintain excellent service and care and we rose to the occasion.

And although the journey continues...we pause today, we pause today to take a breath...to remember...to collectively share, O God, in a long overdue moment of gratitude. We pause today to say thank you...well done...your long hours, your double shifts, the care in your eyes has made a difference and that difference has brought hope and meaning and love...

And so God, as we pause today...as we take a moment to reflect and receive thanks from this generous American Legion group...and these coins of excellence they are giving in proud recognition of heroic efforts...let us hold our heads up high...let us remember the adversity we have endured but let us receive this recognition with gratitude for this moment and hope for tomorrow...knowing, O God...you are with us in this moment and in every moment.

God, we thank you for the community of the Iowa Veterans Home and for the relationships built here. We pray that those relationships would continue to bring us healing, passion, energy, purpose and joy.

Thank you for your presence with us this day as we celebrate these employees and the gift of their time, their energy, and themselves.

Amen.



**Recognition plaques gifted to each nursing building, received by our IVH Nurse Supervisor Directors in Ulery, Heinz Hall, Dack and Malloy.**

**“And so God, as we pause today...as we take a moment to reflect and receive thanks from this generous American Legion group...and these coins of excellence they are giving in proud recognition of heroic efforts...let us hold our heads up high...let us remember the adversity we have endured but let us receive this recognition with gratitude for this moment and hope for tomorrow...knowing, O God...you are with us in this moment and in every moment.”**

