



Iowa Veterans Home

Serving Iowa Veterans since 1887

FY2020 Annual Report

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.

Core Values: Service, Honor, Integrity, Passion



Serving Iowa Veterans Since 1887



Message From The Commandant...

Timon M. Oujiri

Colonel (Retired) US Army

17th Commandant of the Iowa Veterans Home

This turbulent year of 2020 has been a Coronacoaster for your Iowa Veterans Home. All of our Veteran residents have trained to fight an enemy that they could see, study and strategize to defeat in order to preserve our American way of life. As the coronavirus infiltrated our United States, Iowa and all of the long-term care facilities throughout our nation, your Iowa Veterans Home stood strong against the attack of the unseen enemy. Staff of your Iowa Veterans Home took up the challenge to face this enemy with courage, tenacity and selfless service, the same attributes the Veterans that we serve daily carried into battle. Our Iowa Veterans Home staff have not only performed their regular long-term care duties, providing exceptional care to our Veterans and residents every day, they have performed exceedingly well under an ever-changing environment. In March when COVID-19 first arrived in Iowa, the entire staff had to adjust how they performed their routine duties while donning full Personal Protective Equipment (PPE); adjusting from open dining to preparing 1600 individual meals a day for our residents to enjoy in their individual rooms; from no recreation trips to virtual trips with staff. Modifications had to be made as to how we do maintenance, laundry and delivering our pharmaceutical needs to each resident. Then as our residents and staff adjusted to new regular day routines, Monday, August 10 arrived. As the derecho raged into Marshalltown our dedicated professional staff once again rose to the call of yet another challenge. Your Iowa Veterans Home sustained in excess of five million dollars of damages to 17 of 23 structures and more than 150 trees lost, yet your staff ensured NOT ONE resident was injured. *That* is selfless service. The entire town of Marshalltown was affected. Every one of our staff were affected personally, yet they all continued to arrive at work on time to care for our residents even with their homes and lives once again turned upside down. The staff of our Iowa Veterans Home continually demonstrate Iowa's work ethic and commitment to mission. JOB WELL DONE.

One Team

One Fight

One Mission



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. This population is among the most vulnerable. I am so proud of the dedication of all staff to ensure that the guidelines set by the Iowa Department of Public Health are upheld. This year 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. Our team of caregivers has become family to our residents when their loved ones were unable to enter the grounds. Every discipline is charged with developing new processes that ensure a culture of safety while meeting each resident's holistic plan of care. We will move 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 Services Division supports the mission of IVH by overseeing the business and operational activities of the organization. The FY20 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. COVID-19 in 2020 has completely changed the way we do our business and live our lives. Our employees are truly frontline heroes! The COVID-19 fight is a team effort and I am deeply grateful for our staff's selfless service during this pandemic. Our entire 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 financial activities of the organization. The employees in these departments commit themselves to excellence in service. In FY20, we further strengthened the foundation for the road ahead in providing the highest quality of care and services to our residents through a redesigned medical model, refreshed strategic goals, completed critical upgrades to technology, and completed infrastructure improvements. When I reflect on the overall financial health of our organization, I am proud of all we have accomplished and humbled by the Veterans we serve every day.

Karen Connell, Operations Executive Administrator



A MESSAGE FROM THE MEDICAL DIRECTOR

I was named the Medical Director of the Iowa Veterans Home in August 2019. I was excited to join IVH to collaborate with the dedicated and committed staff to oversee medical care to our Veterans and their spouses and to be a champion for change, using my past experiences in quality and safety. I graduated from the University of Michigan Medical School in Ann Arbor and obtained my post-graduate training at the University of Nebraska Medical Center in Omaha. I served on the medical staff at Mercy Hospital in Council Bluffs as an Emergency Physician for almost 30 years. During that time, I established an Employee Health and Occupational Medicine Department and staffed this department, as well as the Emergency Department. I took a sabbatical and worked at the University of Nebraska serving as Associate Director of the HIV clinic. During this time, I solidified my interest and knowledge of infectious diseases. I then returned to Mercy Hospital to lead the Hospitalist program and serve as Chief Medical Officer. I have been involved in quality and patient safety initiatives for more than two decades, first in the Emergency Department and then as Chief Medical Officer. I have had a special interest in end of life care for many years and have provided education to various healthcare facilities in Iowa and Nebraska. I received the Iowa Hospital Association “Hospital Hero” award in 2015 for my many years of dedication to patient care. In 2018 I received the community-wide Council Bluffs “Heritage Award” in recognition of compassionate patient care, work establishing EMS in Southwest Iowa, and for my work in patient quality and safety.

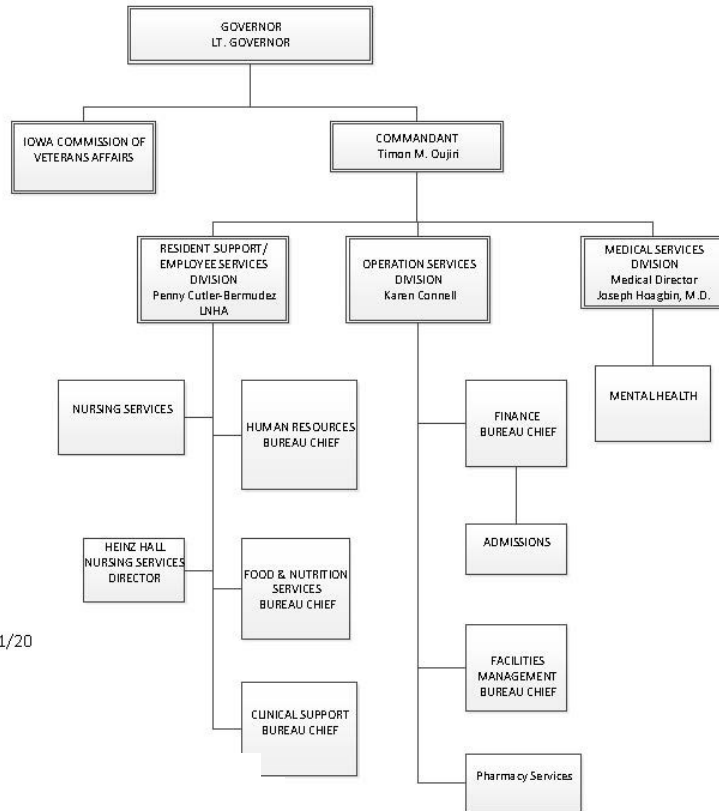
Dr. Joseph E. Hoagbin, MD



IOWA VETERANS HOME TABLE OF ORGANIZATION



9/1/20



EMPLOYEE LONGEVITY

<u>TOTAL YEARS OF SERVICE TO THE IOWA VETERANS HOME</u>	<u>0-10 Years</u>	<u>10-20 Years</u>	<u>20-30 Years</u>	<u>30-40 Years</u>	<u>+40 Years</u>
<u>NUMBER OF EMPLOYEES</u> (Through 6/2020)	511	179	106	26	3

Strategic Planning at the Iowa Veterans Home

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.

Service:

Commitment to listening, understanding and providing the outcomes desired by those we serve.

Examples:

- Reliability – consistently and accurately providing the desired service. Quality service every time, every day.
- Assurance – the knowledge level and politeness of the employees and to what extent they create trust and confidence. The customer should never be made to feel like a bother or inconvenience. Every interaction matters.
- Tangibles – the appearance of e.g. the building, units, rooms, workspaces and employees.
- Empathy – to what extent the employees care and give individual attention. Treat others the way you would like to be treated yourself.
- Responsiveness – how willing the employees are to meet needs/requests in a timely manner. Willing to set aside your own wants/needs for someone else's.

Honor:

Showing universal respect, acknowledging achievements and fulfilling obligations and agreements.

Examples:

Showing universal respect:

- Speaking with a courteous positive tone.
- Acknowledging and greeting others – visitors, residents, staff.
- Accepting of others' ideas/suggestions/feedback.
- Customer service skills.
- Truthfulness/Honesty.

Acknowledging achievements:

- Timely response to requests.
- Assisting whenever needed (any position).

Fulfilling obligations and agreements:

- Teamwork effort.
- Meet expectations – follow plan of care.
- Extra assignments completed.



Strategic Planning at the Iowa Veterans Home

OUR CORE VALUES, continued:

Integrity:

Adhering to moral and ethical principles, by doing the right thing in a reliable way.

Examples:

- Takes responsibility for actions.
- Follows company policies and procedures.
- Owns up to mistakes.
- Knows what is acceptable behavior.
- Delivers on commitments.
- Honest and straight-forward.
- Ethical.
- Good work ethic.
- Going beyond the call/taking ownership in the organization.
- Living the “golden rule” (treat others as you like to be treated).



Passion:

Powerful, compelling desire to deliver the highest quality work with enthusiasm.

Examples:

- Picks up more duties than needed, self-motivated/independent, active in problem solving and creative with solutions.
- Others recognize this individual as a standout with above qualities. Comes to work ready to go.
- Embraces the change; open-minded; the one who is always willing to give it a try with constructive suggestions.



THE CARE SERVICES OF THE IOWA VETERANS HOME

SERVICE. HONOR. INTEGRITY. PASSION.

Services at the Iowa Veterans Home

Each resident is assigned a primary care provider, registered nurse, social worker, recreation therapist, and a dietitian as the resident's core treatment planning team.

Clinical Services:

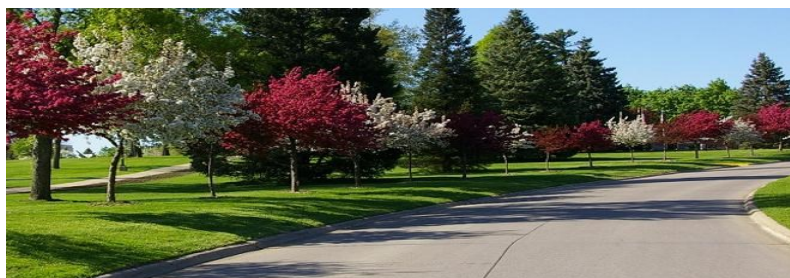
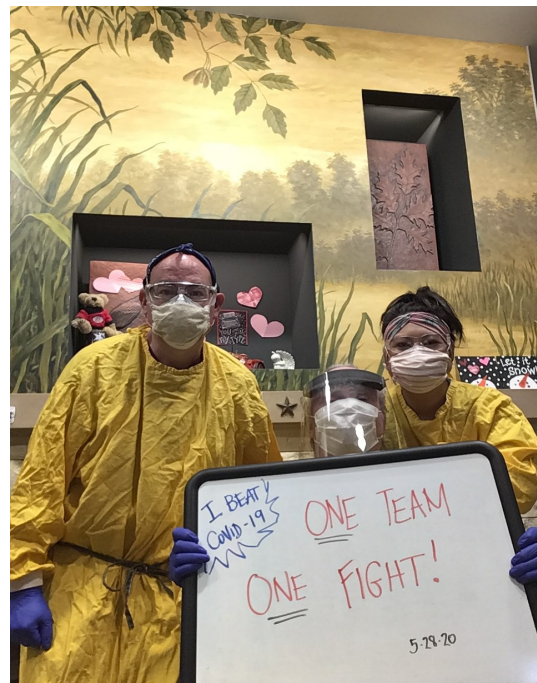
Medical, nursing, dental, social work, substance abuse counseling, psychological, pharmaceutical, podiatry, optometry, audiology, recreational services, physical therapy, speech therapy, occupational therapy, chaplain services, nutritional services, dermatology, respiratory care, pulmonary care consults, psychiatry consults, lab, x-ray, telemetry, and incentive therapy.

Items Provided At No Extra Charge:

Wheelchairs; walkers; prosthesis (including dentures); orthosis (e.g. braces); eyeglasses (one pair per year or as prescription changes); hearing aids (with one time replacement as determined by diagnostic testing); immunizations; healthcare supplies; oxygen; nutritional supplements; and medications as prescribed (prescription and non-prescription items available in IVH formulary).

Non-Clinical Services:

The following non-clinical services are available at no additional charge by IVH staff: Cashiers/banking services; financial advice/bill paying assistance; and assistance in applying for federal, state, and non-governmental entitlements.



THE RESIDENT DEMOGRAPHICS OF THE IOWA VETERANS HOME

SERVICE. HONOR. INTEGRITY. PASSION.

Census: (456)

Men: 367 Women: 89 (20 Veterans, 69 Spouses)

Ages of Current Residents: (Range = 49 - 102)

95 years old +: 26 85 - 94: 97 75 - 84: 98

-

65 - 74: 182 55 - 64: 47 22 - 54: 4

Average Age of Nursing Resident: 77.31 years old

Average Age of Domiciliary Resident: 71.13 years old

-

Periods of Service:

(IVH proudly serves men and women from every branch of U.S. military service)

WWII: 24

Korean War: 57 Vietnam: 217

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Gulf War: 6

Peacetime: 83

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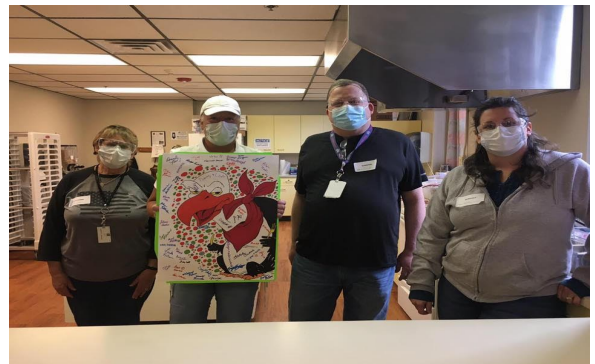
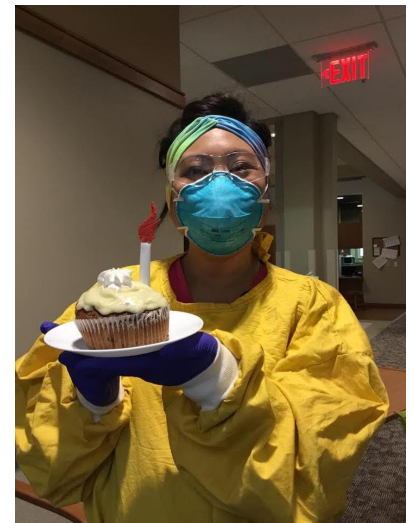
Levels of Care:

Residential Care: 66 Nursing Care: 292
98

Memory Care:

(Heinz Hall)
(Ulery)

(Dack, Malloy, Fox)



Iowa Veterans Home FY18 Financials

SERVICE. HONOR. INTEGRITY. PASSION.

Agency Expenditures:

Personnel Services	\$59,931,144
IntraState Reimbursements & Transfers	\$4,645,883
Professional & Outside Services	\$3,755,434
Food	\$1,536,984
Equipment, software, & computer supplies	\$1,648,211
Drug Costs	\$2,137,715
Utilities	\$1,388,521
Medical Supplies	\$846,112
Other Supplies	\$635,337
Equipment Maintenance & Repairs	\$467,542
Workers Compensation	\$378,801
Communications	\$291,691
Travel and Vehicle Depreciation	\$371,938
Miscellaneous	\$134,195
Equipment Rentals	\$66,288

Total Expenditures \$78,235,796

Member Days:

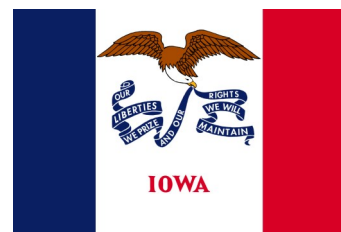
Veteran Days:	152,279
Non-Veteran Days:	26,990
All Member Days:	179,269

Average Daily Census:

490

Agency Revenues by Funding Source:

State's Share	\$7,162,976 8.6%
Medicaid	\$35,419,279 42.7%
VA per diem, drug reimbursement	\$22,585,766 27.2%
Resident's Participation	\$12,929,983 15.6%
Third Party Insurance	\$2,902,113 3.5%
Other revenues	\$2,005,735 2.4%



Volunteer Services at the Iowa Veterans Home

A wonderful schedule of events is already planned and being coordinated for our residents for Fiscal Year 2020!

Contact our Volunteer Services office, to join our team of volunteers and serve those who served! Call 641-753-4405

MONTH to be HELD	NAME OF EVENT	TIME/PLACE
January	Volunteer Advisory Committee (VAC) Soup Cook-Off	11:00 – 1:00 Malloy
February	Salute to Hospitalized Veterans	1:30 - 3:00 - Atha
February	George Washington Birthday Party Daughters of the American Revolution	2:00 - 3:00 - Malloy
March	Foreign Food Fair	11:00 - 1:00 - Malloy
April	Spring Carnival	1:00 - 3:00 - Malloy
May	Jerry's Barnyard	9:00 am - 3:00 pm
May	Tractor Show	9:00 am - 3:00 pm
May	Iowa Elks Fish Fry	11:00 - 1:00 - Malloy
May	Memorial Day Program	10:30-Noon
June	Iowa Elks Flag Day	2:00 - Malloy
June	UAW Vets Day at IVH Region 4 United Auto Workers	11:00 - 3:00 - Atha
June	American Legion Auxiliary Ladies Luncheon	11:00 - 1:00 - Malloy
TBD	Benton County ALA Ice Cream Social	2:00 - 3:00 - Atha
July	July 4th Celebration	11:00 - 1:00 Malloy
July	American Legion & Auxiliary Summer Dance "Summer Fling"	2:00 - 3:00 - Atha
July	Paws in Effect	
August	ALA Tama County Picnic - Tama County	11:00 - 1:00 - Malloy
October	Iowa Elks Pork Roast	11:00 - 1:00 - Malloy
October	Halloween Dance	1:30 - 3:00 - Malloy
November	Veterans Day Program	11:00am-Noon
December	Christmas Visit Day	Time TBD
December	Patriot Guard Riders Wreaths Across America	11:00am-Noon

* Canceled Due to COVID 19

Volunteer Opportunities at the Iowa Veterans Home

Recreation Activity Volunteer—Escort residents to and from on-campus recreation activity sites, or to and from the bus for off-campus activities, and assist and encourage residents during activity. Take trips off grounds with residents for community concerts, sight-seeing, and eating out.

Activity Centers Escort Volunteer—Escort residents to and from Arts & Crafts and Ceramics areas for scheduled workshops. When not escorting volunteers may assist residents in Arts & Craft area, sew small projects, or tie rugs.

Chapel Volunteer—Escort residents to and from services in the IVH Chapel on Thursday and Sunday afternoons.

Be a Friend to a Vet/ Companionship Volunteer—Visit regularly with an IVH resident to provide friendship, encouragement, and support.

Volun“teen” Program—allows high school aged students to volunteer after school and on weekends.

Letter Writing Volunteer—Write letters as dictated by residents, assisting with composition of letters when necessary.

Reading Volunteer—Provide a regular program of reading to residents who are unable to read independently.

Table Game Volunteer—Play cards, board games, pool, etc, with residents one-to-one or in small groups.

End of Life Volunteer—Visit resident who is entering their final stages of life to offer support-- resident will be selected by the resident’s care team.

Gift Shop Volunteer—Assist the Gift Shop Operator by helping customers, handling sales, operating cash register, and restocking shelves.

Library Assistant Volunteer—Assist the Librarian by cataloging new books, maintaining order on book shelves, helping residents check out/in books, and assisting staff in professional library.

Music Activity Volunteer—Provide a music activity each week on unit playing the piano or other instrument or playing the tapes, CDs and instruments on the music cart.

Iowa Veterans Home Volunteerism: Current Trends

Volunteer Hours by Year	2016	2017	2018	2019	2020 (Jan-Sept)
Total number of individual volunteers	767	725	699	786	165
Total number of volunteer hours	24,059	22,847	21662	20710	3037

IOWA VETERANS HOME

CONTACT INFORMATION

Iowa Veterans Home Switchboard.....**641-752-1501**

Admissions Information.....**641-753-4325**

Volunteer Information.....**641-753-4405**

Commandants Office.....**641-753-4309**

ivh.iowa.gov

Follow the Iowa Veterans Home on social media



We are grateful for the many people in our community and across our beautiful state who volunteer their time and talents serving at the Iowa Veterans Home. Our volunteers enhance the quality of life of our residents. We thank the Veterans Service Organizations, community groups, and all those individual volunteers for providing their time.



Iowa Veterans Home
Highest Quality of Care
Exceptional Quality of Life