

General, Housing and Military Affairs



V E R M O N T V E T E R A N S ' H O M E

*Fulfilling the Promise*

# The Vermont Veterans' Home

A Premier Residential and Healthcare Campus For Veterans, their Spouses/Widows, and Gold Star Parents

130 Bed Skilled Nursing Facility

8 Bed Domiciliary "The Dom"/Assisted Living

196 State Employees

Services Provided

- Short-Term Rehabilitation Physical, Occupational, Speech Therapy
- Long Term Care
- Internationally Recognized Memory Care Program
- Hospice/Palliative Care
- Respite Care
- Outpatient Rehabilitation Services
- Guest Room for family members





# Performance Measures



<http://medicare.gov/nursinghomecompare/results.html#state=VT&lat=0&lng=0>

- **Staff Certifications**
  - DNS
  - QAPI (Quality Assurance Performance Improvement)
  - Yoga Certifications

**Deficiency VA Three YEARS IN A ROW**

**CMS 5 STAR RATED** for Staffing one of **Ten** in the state of Vermont as of January 20, 2016.

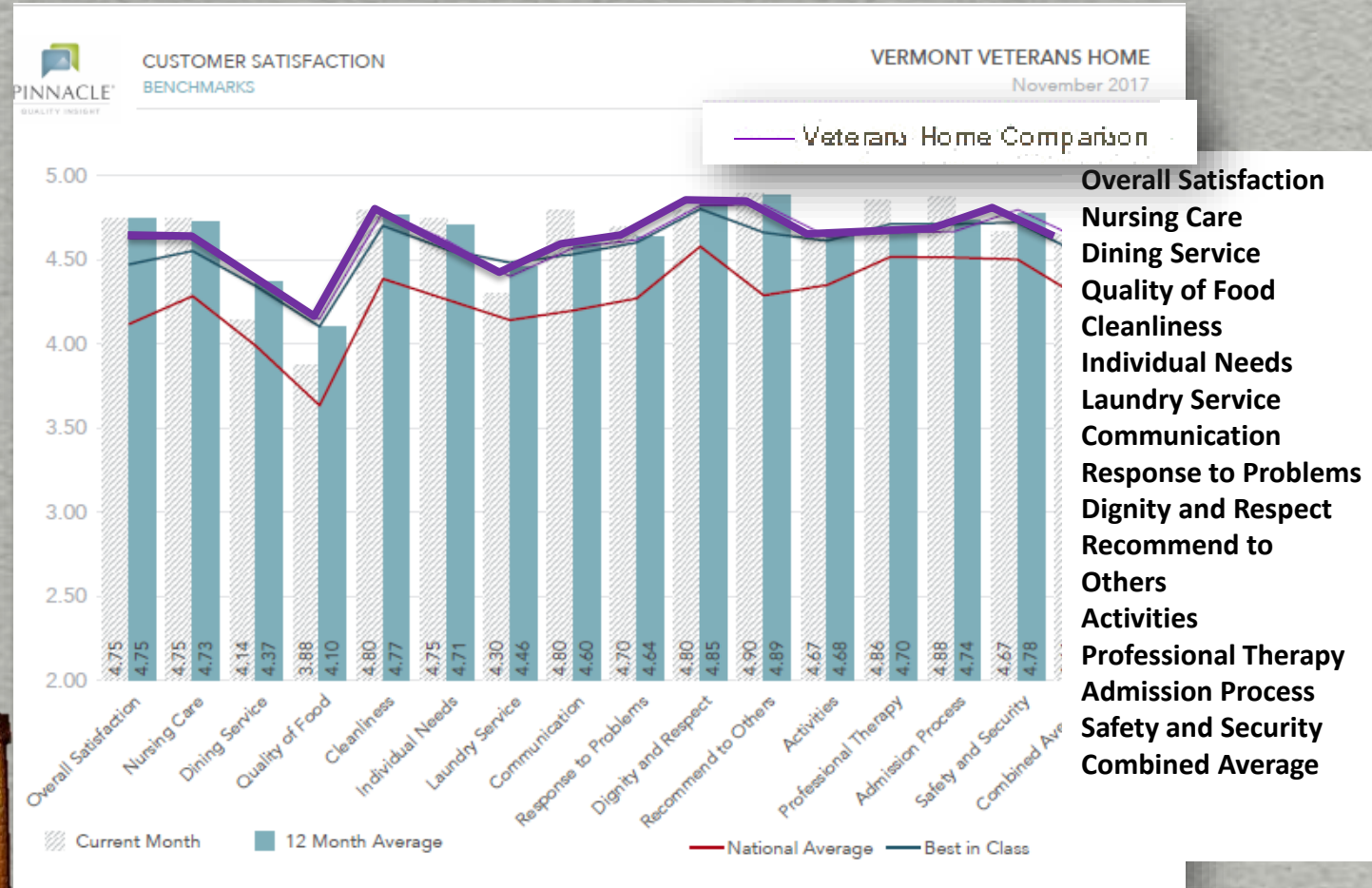
**Medicare/Medicaid Certified**

**Presented Best Practices**

- National Conferences
- VA
- Conference Calls and Visits



# PINNACLE Performance Measures

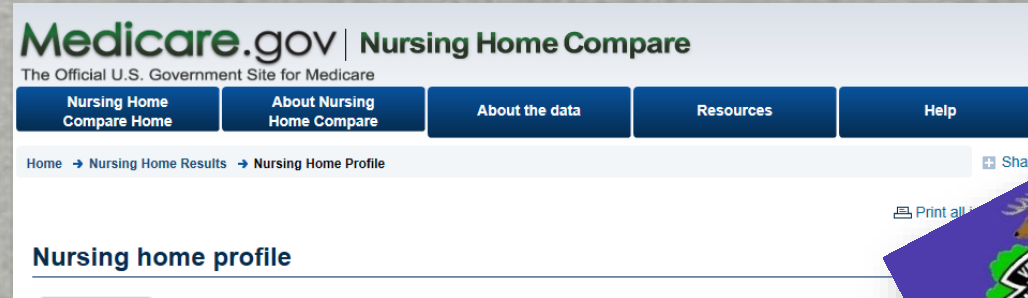


Honoring and remembering Vermont's Veterans



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# Nursing Home Compare Performance Measures



**Star rating summary**

**Overall rating** ⓘ

★★★★★

**Much Above Average**

Only 11 with a 5 Star rating in Vermont!

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**Salary and  
Non-Salary  
Budget  
History  
Comparison  
FY15 to FY19**



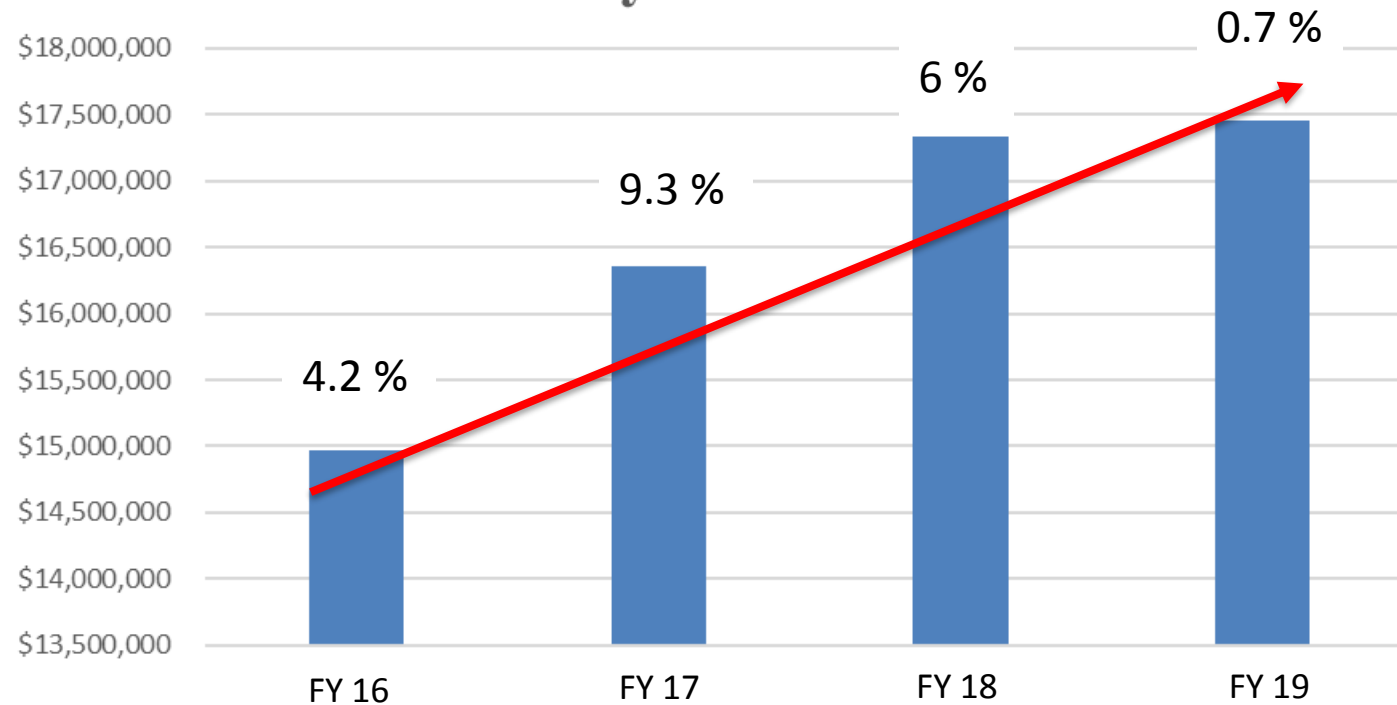
	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>Total</u>
Salary & Benefits <span style="color: red;">↑</span>	\$ 14,964,694	\$ 16,362,664	\$ 17,340,073	\$ 17,454,845	16.6%
Non-Salary <span style="color: blue;">↓</span>	<u>7,061,500</u>	<u>6,003,203</u>	<u>6,087,334</u>	<u>6,251,305</u>	<u>-11.5%</u>
Total Budget Request	\$ 22,026,194	\$ 22,365,867	\$ 23,427,407	\$ 23,706,150	7.6%

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VERMONT  
VETERANS'  
HOME

## Vermont Veterans' Home Salary & Benefits



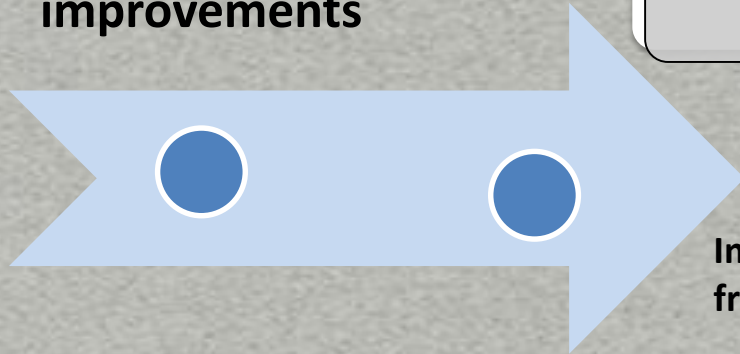
Salary and  
Benefits  
FY16 to FY19

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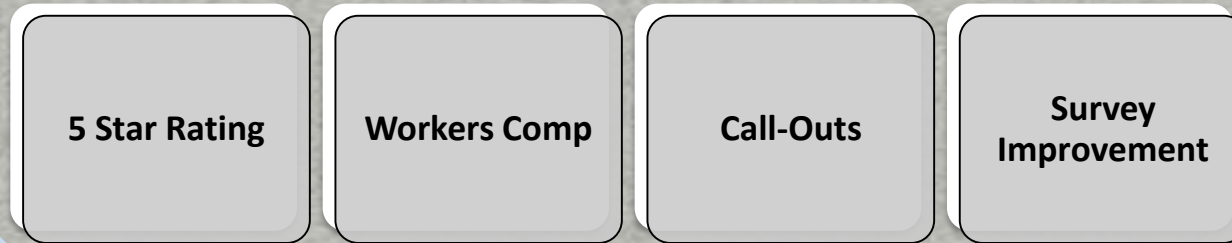
**Legislators  
sought  
improvements**



**VVH took  
on the  
mission**

**VVH took steps to address Workers  
Comp before state changed their process  
-resulted in decreased costs-**

**From Special Focus  
Facility to 5 Star!**



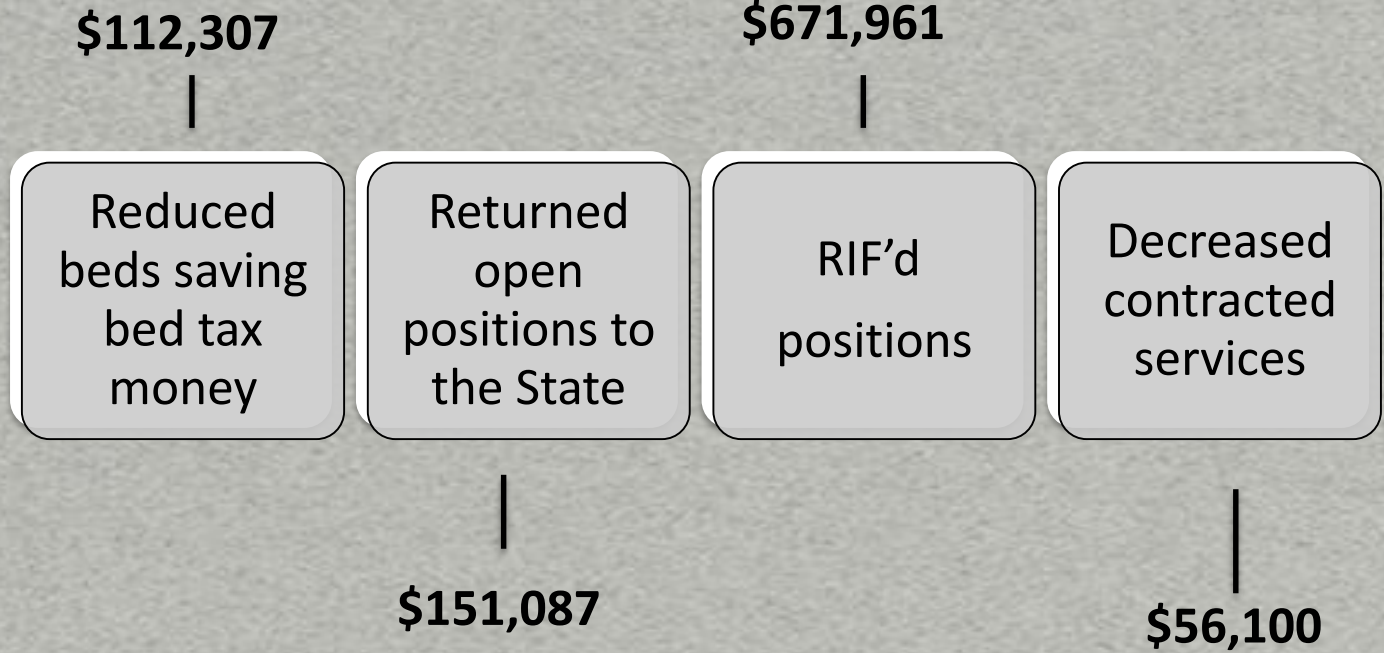
**Improved healthcare quality  
from 1 to 5 Star Facility  
-past two years!-**

**Challenge to reduce Call-  
Outs is beginning to  
produce results**

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# VVH initiatives to reduce costs



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# Call Out Project

- Conducted “Survey Monkey” to determine causation of call-outs.
- Received Suggestions from staff on ways to improve call outs
  - Increase use of per diem staff.
  - Ensure all staff are pulling their weight
  - Prevent “bullying”
- Staff Suggested Collective Bargaining Changes
  - Go to paid time off
  - Make staff who call out make up missed weekend of holiday
  - Address those who are frequently absent
  - Increase call out notification time to 4 hours instead of two
  - If senior member staff is out often they have to float instead of being assigned a specific neighborhood to work on.
- Remember VVH **DOES NOT** participate in contract negotiations.
  - Suggested shared with Labor Relations





# Population Profile

## Key Factors for Budget Request



The Home's Veterans:

- Average Age 81
  - Youngest 48
  - Oldest 100
- Males 101
- Females 27
- 103 Veterans, including 3 Women
- Represent all branches of the Military
- World War II 21
- Korea 23
- Vietnam 33
- Gulf War 4
- Cold War 22

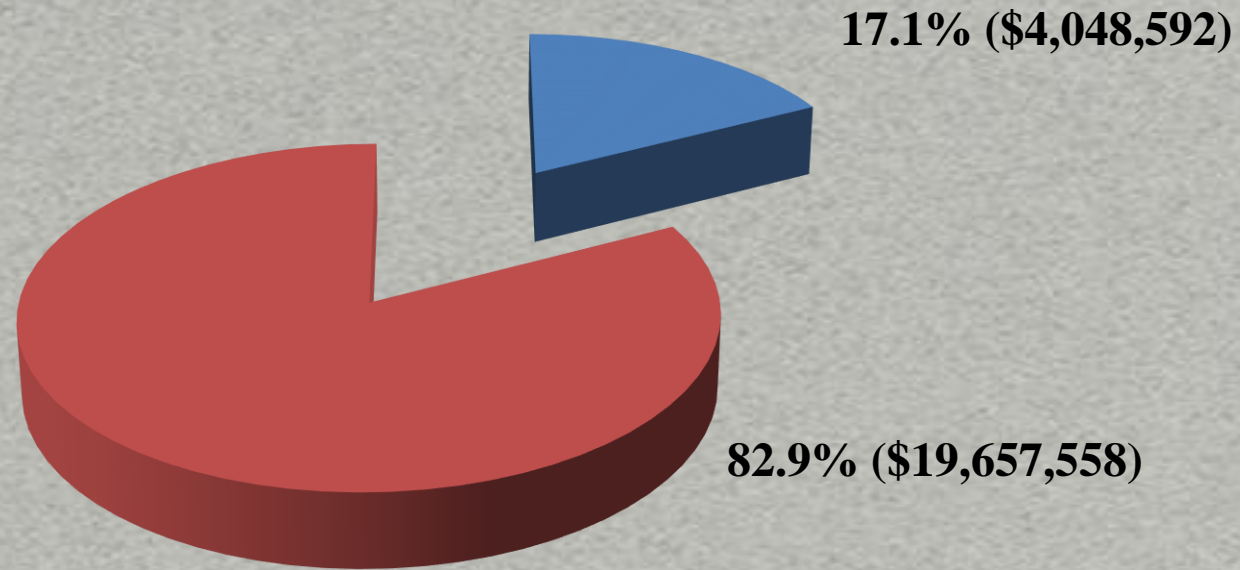
This results in:

- Higher Acuity/Care Needs
- Increase Need for 1 on 1 CY 17 total hrs: 21,888



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# Vermont Veterans' Home Budget support request FY19 Cost Percentages



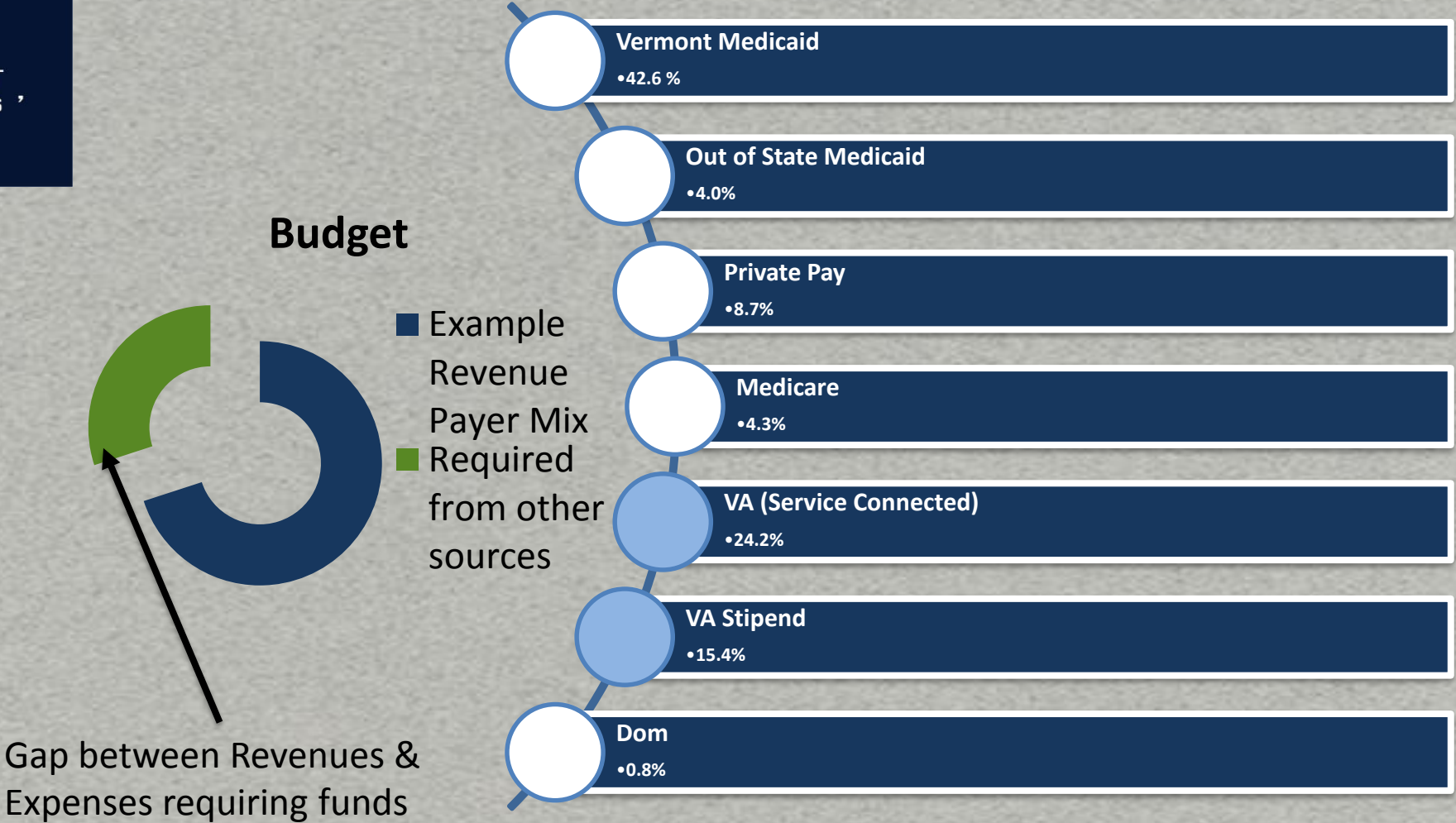
■ Non-Salary ■ Salary, Benefits & Allocations



Honored to have the Speaker of the House Johnson and Rep. Alice Miller visit our Home and construction of the new kitchen!



# We collect approximately 83 cents out of every Dollar required



# Performance Measures

## National Summary Data

### SVH Program MDS 3.0 Quality Measures Report



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HOME

Description	VA National Avg	CMS National Avg	VERMONT- VVH
% residents with at least 1 episode of Mod/Severe Pain or horrible/excruciating pain of any freq in past 5 days.	14.2%	15.30%	7.10%
% residents with New/Worse Stage II-IV Pressure Ulcers	1.4%	1.10%	0.00%
% residents given appropriate Influenza Vac. in current or most recent season	84.5%	79.80% ★	97.50%
% residents whose Pneumococcal Vac. Up to date in last 12 months	84.2%	82.10% ★	95.40%
% residents who report almost constant or frequent mod to severe pain in last 5 days or any very severe/horrible in last 5 days.	10.9%	6.80%	8.60%
% residents Hi-risk with Stage II-IV Pressure Ulcers	5.2%	5.70%	5.10%
% residents who are given appropriately Influenza Vaccine in most recent season.	95.4%	94.60% ★	99.70%
% residents whose Pneumococcal Vaccine is up to date .	94.9%	93.70% ★	99.40%
% residents who have a UTI.	4.4%	4.20%	2.40%
% residents who are physically restrained on a daily basis.	0.9%	0.60%	0.00%
<i>% residents who had 5% weight loss or more or 10% or more in last 2 Qtrs. not a LIP prescribed regimen.</i>	6.8%	7.00%	2.40%
<i>% residents had symptoms of depression in 2-week period before target assessment.</i>	3.8%	5.20%	2.20%
<i>% residents who have had a fall during their episode of care.</i>	54.6%		50.70%
<i>% residents receiving Antianxiety/Hypnotic but do not have evidence of psychotic or related conditions in target period.</i>	8.21%	23.30%	1.20%



# Vermont Nursing Home Occupancy



## Vermont Nursing Home Occupancy By County

Total and Medicaid

October 2017

(Yellow highlight indicates occupancy below 90%; red font indicates occupancy below 75%)

Nursing Home by County	Licensed Capacity	VT Medicaid (all types of VT Medicaid) Days	VT Medicaid Occupancy	Total Days	Total Occupancy
<b>Bennington</b>					
Bennington	91	1,005	35.63%	2,066	73.24%
Crescent Manor	90	1,287	46.13%	1,738	62.29%
Veterans Home	130	1,529	37.94%	3,775	93.67%
Centers For Living & Rehab	130	1,256	31.17%	2,885	71.59%
County Average (weighted)*	441		37.14%	10,464	76.54%

<b>Veterans Home Occupancy</b>	130	1,529	37.94%	3,775	93.67%
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<b>State</b>	2,980	46,985	50.86%	76,228	82.52%
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# Budget Assumptions



## Revenue

- Based on an average daily census (ADC) of 125
- Private Room \$335 Semi Private \$315 per day
- Vermont Medicaid Daily Rate of \$386\*
- Average Medicare Daily Rate \$455
- Service Connected VA Daily Rate \$410.17
- VA Stipend daily Rate \$108.23

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# Budget Assumptions



## Expense Challenges:

- Limited ability to reduce costs
- FMLA resulting in high call out rate, increased overtime, need to use agency staff
- Increase need for 1 to 1 supervision of Veterans based on their acuity and safety of others
- Costs associated with ongoing maintenance of the facility



Keeping our minds sharp!

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# Cost Cutting Measures



## Employee Safety Consultants

- Worker's Compensation Program brought in-line with State regulations
- Designated Worker's Compensation Physician
- Internal Accident Review Process
- Increased monitoring of those on Light Duty or out of work.

## Employee Driven FMLA Performance Improvement Project

- Investigating compliance with State and Federal Regulations

## Continuous Spending Review

- Ensuring costs are inline with daily census

## LNA Class

- Train individuals to become LNAs
- Fill our open positions
- Reduce OT and agency use



Visiting the Bennington Monument

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# Is it a priority for Vermont to care for our most vulnerable Veterans in a place of honor and dignity?



"It's about how we treat our veterans every single day of the year. It's about making sure they have the care they need and the benefits that they've earned when they come home. It's about serving all of you as well as you've served the United States of America." –President Barack Obama

"The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional to how they perceive the Veterans of earlier wars were treated and appreciated by their nation." -- President George Washington

*"To care for him who shall have borne the battle..."*  
ABRAHAM LINCOLN

All states maintain a State Veterans' Homes.....to include Guam and Puerto Rico

Most have multiple Homes positioned to serve their population

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Questions.....







VERMONT  
VETERANS'  
HOME

**Melissa Jackson: CEO/Administrator**

**Colonel Al Faxon: COO/Deputy Administrator**

**Director of Nursing Services - Christina Cullinane**

**Activities Supervisor - Michele Burgess**

**Financial Director - Steven McClafferty**

**Environmental Services Director - Jon Endres**

**Food Services Supervisor - Cindy Rankin**

**Social Services Chief - Christina Cosgrove**

**Director of Marketing & Admissions - Gary Yelle**

**Gary.Yelle@state.vt.us (802) 447-6539**



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