

## CCNH Continuing Strategic Objectives

### Metrics

September 2013

#### Medical Management

##### *Carle Clinic and Christie Clinic*

- Carle Clinic – maintain 2 physicians and 2 full-time nurse practitioners
- Christie Clinic – maintain current level of care (one physician and one nurse practitioner)
- Implement daily rounds on the Medicare unit by January 1, 2014

##### *Expand Specialized Services*

- Establish pulmonary clinic by March 1, 2014
- Current wound caseload is 16 residents. A specific metric is difficult to determine, because the complexity of wounds will impact the ability to take on a simple versus complicated wound. The indirect metric will be achieving or exceeding the budgeted Medicare census target of 17.
- Establish outpatient rehab program by March 1, 2014. This is a shot in the dark. Alliance Rehab has not been able to provide information on space requirements, equipment, licensing application and IDPH approval.

#### Nursing Management

##### *Fill Current Open Positions – Director of Nursing*

##### *Nurse Education/Training*

- Carle Clinic Emergency Department Collaborative Training for nurses and CNAs. CCNH is still working with Health Alliance on the training program which may also include web based training programs. The goal is to train 100% of nurses and CNAs.
- IV training through pharmacy – Pharmacy trains all of our nurses. Trainings sessions are held 2x/year and renew not a certification per se. Our goal is 100% of all nurses to be trained. The goal is 100% of nurses trained by end of 2014. What is the current number of IV trained nurses or percentage of nurses currently certified.
- Trach education. 100% of all nurses will be trained by the end of 2014.
- Skills training opportunities – collaborative effort with Carle Clinic or teaching programs. 100% of all nurses will be trained by the end of 2014.
- Staff education from Carle Clinic Nurse Practitioners. Quarterly training is ongoing will see about whether monthly is feasible. Education topics and schedule still to be determined.

#### Non-Financial Metrics

##### *30-Day Readmission Rate*

- Metric available?

##### *Pinnacle Survey Scores*

Metric is to meet or exceed national average scores, which are shown below.

- Overall customer satisfaction – 4.23

- Nursing care – 4.37
- Dining services – 4.23
- Quality of food – 3.76
- Facility cleanliness – 4.45
- Individual needs – 4.34
- Laundry service – 4.15
- Communication from facility – 4.33
- Response to problems – 4.33
- Treatment/dignity – 4.62
- Recommend facility to others – 4.39
- Recreational activities – 4.40
- Professional therapy services – 4.52
- Admission process – 4.55
- Overall safety – 4.51
- Overall average – 4.35

*CMS 5 Star rating*

- Increase overall rating from one star to two star by end of 2014

*Other*

- Annual turnover rate – what is turnover rate from 2012? Current YTD turnover rate? Determine metric for 2014.
- Other metrics?

**Financial Metrics**

*Average Daily Census*

- FY2014 budget projects a 195 average census

*Medicare census*

- FY2014 budget projects a 17.0 Medicare census

*Payor Mix*

FY2014 projects the following payor mix:

- Medicare 8.7%
- Medicaid 55.2%
- Private pay 36.1%

*Cash from Operations*

- Positive cash flow from operations in FY2014 – 12 month budget projects a \$34k cash contribution from operations