WDVA HOMES

Dan Murray Homes Operations Director



GOAL 3: Be the leading state in Veteran service delivery and outcomes

OBJECTIVE 3.1: All State Veteran Homes achieve and sustain a Medicare 5-Star Quality Measure rating by 2026

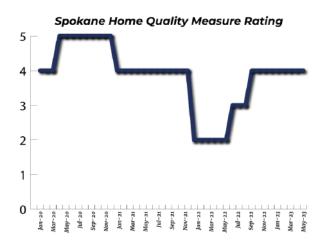
SPONSOR: Dan Murray

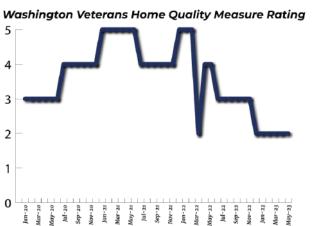
SME: Linda Fairbank

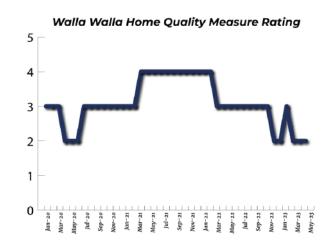












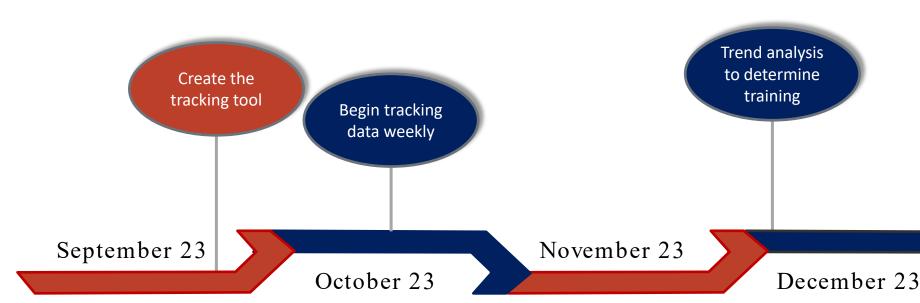




Objective 3.1 Strategy Overview

Strategy	Status
Incorporate change management principles into the use of quality measures reports	Implementing
Regularly provide and review data with staff and stakeholders to ensure milestones for improvements visible and recognized	Implementing
Incorporate staff and resident improvement ideas into problem solving efforts	Implementing

Timeline and milestones



- ✓ Spokane Cultural
 Transformation taking
 place in Spokane
- ✓ Leadership start receiving training in Change Management
- ✓ Utilizing the Quality
 Measures and Census
 dashboard for weekly review
- ✓ Floor staff receiving Continuous Improvement training
- ✓ Finalize Standardized MDS documentation
- ardized ✓ Assess outliers in Quality
 ntation Measures to determine
 training specific to each
 home
 - ✓ Standardize the Risk

 Management process at
 each home to identity root
 cause for
 incidents/accidents

- January 24
- ✓ Hiring and onboarding new Clinical Case Manager
- ✓ Hiring and onboarding Clinical Compliance Director

ADMISSION CRITERIA



- Served at any time, in any branch of the United States Armed Forces including the National Guard;
- Received an honorable discharge;
- Reside in Washington State;
- Be the spouse of a resident or widow of an eligible veteran;
- Or be a Gold Star Parent who lost a child while serving in the armed forces.

70+% Service connected Veterans and the State Veteran Home



SERVING THOSE WHO SERVED

What's happening now?







