

# FY 10–11 Annual Report



## MISSION

Under the direction of the Colorado Department of Human Services, the mission of the Division of State Veterans Nursing Homes is to honor and serve our nation's veterans, their spouses and Gold Star Parents by creating opportunities for meaningful activity, continued growth and feelings of self-worth in resident-centered long-term care and supportive living environments.

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of Human Services  
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## Letter to stakeholders



**Barbara Moore**

The Bruce McCandless State Veterans Nursing Home celebrated its 35th anniversary this year. We proudly bridge veterans and families with the care they need and the veterans' benefits they have earned. As a state agency run by the Colorado Department of Human Services, we have many resources to share with consumers and our community.

Now in our third year as a registered Home with The Eden Alternative, we have three Eden Educators on staff who provided three Eden Associate training sessions in Fremont County this past year. Internally, a group of 15 residents also participates in Eden Associate training on a weekly basis.

Our Home participates in several quality initiatives including the Pay for Performance program, Advancing Excellence, My InnerView quality indicators and satisfaction surveys and most recently, Quality Improvement Survey training.

Our Home earned a five-star rating from the federal Centers for Medicare & Medicaid Services and was featured as one of the top 100 nursing homes in the nation in the *U.S. News and World Report* article, "Best Nursing Homes: Behind the Rankings," published Feb. 7, 2011. We also received the highest possible score in the Colorado Pay for Performance program, earning an additional \$3 per Medicaid resident per day.

Finally, the staff of our Home directly impacts the quality of our services and care by actively participating in Quality Improvement Committees (such as Nurturing Dining, Spa Bathing, Welcoming and End-of-Life); Neighborhood Advocate and Guide programs; Lead Certified Nursing Assistant (C.N.A.) program; Employee-Management Committee; and Employee Work-Life Committee, to name a few. These committees identify areas that need improvement, engage resident and family input, develop/implement strategies for improvement, evaluate results and continuously strive for the highest quality care to our residents.



**Barbara Moore**, Administrator  
Bruce McCandless State Veterans Home at Florence

## FY 10–11 accomplishments

- The Bruce McCandless State Veterans Home received a five-star rating in the February edition of *U.S. News and World Report's* article entitled "Best Nursing Homes." The ranking was based on data from the Centers for Medicare & Medicaid Services, which includes inspection results, nurse staffing and quality of care.
- Three leadership team members who have been educated to provide certified Eden Associate training have been able to train our own staff at a significant cost savings. We also have generated tuition funds by offering the three-day Eden course to other community members, and have become an area leader in culture change education.
- Our Home increased its presence in the local annual parade, Alzheimer's Association events, community health and senior fair and other events. Our family support group has grown in membership and in the closeness and level of support it offers families and staff.



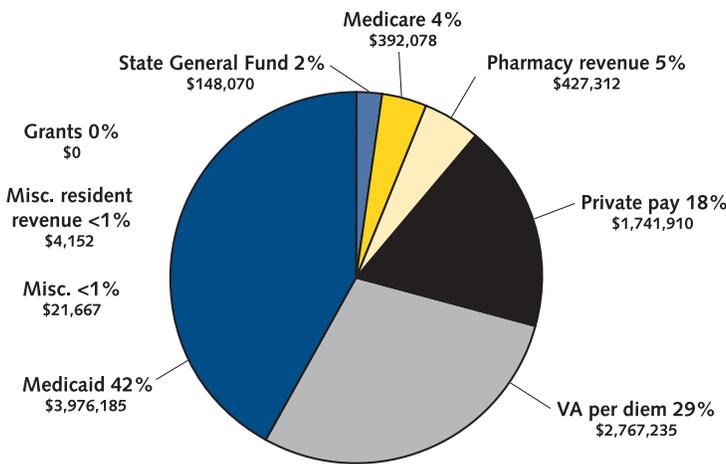
- Several staff members have become resources for community members with questions about Medicaid eligibility, veteran benefits, etc. This has increased our overall visibility, has conveyed the message that our Home is a quality place to live and work and has ensured future inquiries and referrals.
- The Huskies Sports Grille and our outdoor plaza have been completed. The sports grille has added a fun outlet and area for residents to watch sports, play Wii games and meet with family and friends for refreshments. In addition, a new bronze bald eagle sculpture brings a dignified, patriotic and welcoming ambiance to our Home.



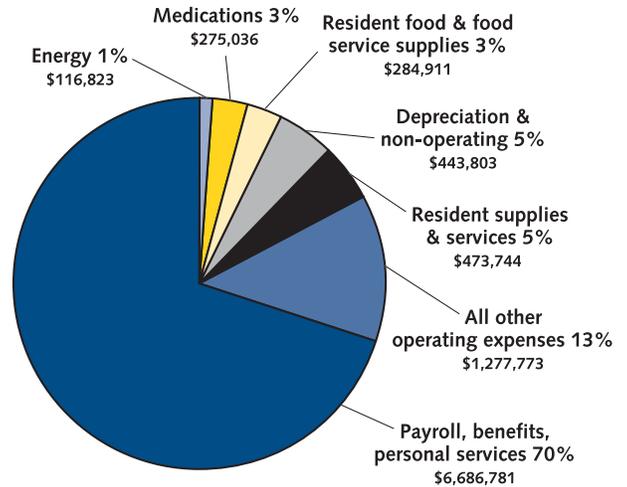
# Financial overview: Bruce McCandless State Veterans Home at Florence

	FY 08-09	FY 09-10	FY 10-11
Revenue	\$9,994,962	\$10,362,079	\$9,478,609
Operating expenses	\$9,165,474	\$9,106,778	\$9,115,069
Non-operating expenses	\$355,198	\$352,759	\$443,803
Profit/(Loss)	\$474,290	\$902,542	(\$80,263)

## FY 10-11 revenue: \$9,478,609



## FY 10-11 expenditures: \$9,558,872



## FY 010-11 resident census

McCANDLESS	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	AVE
Beds	105	105	105	105	105	105	105	105	105	105	105	105	105
Average census	92	88	88	85	82	79	78	79	80	82	85	83	83.4
Occupancy	87.6%	83.8%	83.8%	81.0%	78.1%	75.2%	74.3%	75.2%	76.2%	78.1%	81.0%	79.0%	79.4%

## Analysis of financial issues

Our Home experienced difficulty recruiting and retaining registered nurses, and subsequently had a decline in census during the fiscal year resulting in a financial loss of \$80,263.

However, strong focus was directed toward improving communication and streamlining hiring strategies with the Southern District Human Resources Office in Pueblo. Recruitment efforts were broadened, and upon the ending of the state-mandated hiring freeze, the

facility was able to gradually rebuild both nurse staffing as well as resident census.

Despite these challenges, we have enjoyed two financial accomplishments this fiscal year. These include the completion of two grant projects: The Huskies Sports Grille, which was funded by the Veterans Trust Fund grant program; and the completion of a bronze bald eagle sculpture now on display in the front plaza, which was funded by the Art in Public Spaces grant program.

**KEY STAFF**

Barbara Moore, Administrator  
Dave McCartney, Business Office Manager  
Vickie Gallegos, Director of Nursing  
Mary Turner, Assistant Director of Nursing  
Mary Hughes, Nursing Supervisor  
Bryan Brown, Restorative Nursing Manager  
Tammy Hodge, Pharmacist  
Jean White, Nutritional Services Manager  
Jim Barrows, Activities Director  
Nitai Morano, Social Services Director  
Andrea Salazar, Director of Community Relations and Culture Change  
Lisa Seley, Admissions and Marketing Director  
Sandy Szabo-Geonetta, Health Information Manager  
Al Cole, Physical Plant Manager

**ADVISORY BOARD**

Bob Crigger  
Les Robson  
Betty Maifeld  
Larry Lasha  
Betty Hanawalt  
Dr. Joseph McGarry  
Judy Warren  
Jim Weeks  
Julie Wands  
Barbara Moore  
Vickie Gallegos  
Lisa Seley

**BRUCE MCCANDLESS STATE VETERANS HOME AT FLORENCE**

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e-mail: [veteranshome.mccandless@state.co.us](mailto:veteranshome.mccandless@state.co.us)

Our vision is that residents experience compassion, dignity and companionship in communities filled with life, love and laughter.

Colorado's State and Veteran Nursing Homes are operated as self-funded enterprises by the Colorado Department of Human Services (CDHS). CDHS oversees Colorado's 64-county departments of social/human services, public mental health system, system of services for people with disabilities, juvenile corrections system, vocational rehabilitation system and all state and veterans nursing homes, through more than 5,000 employees and thousands of community-based service providers.

