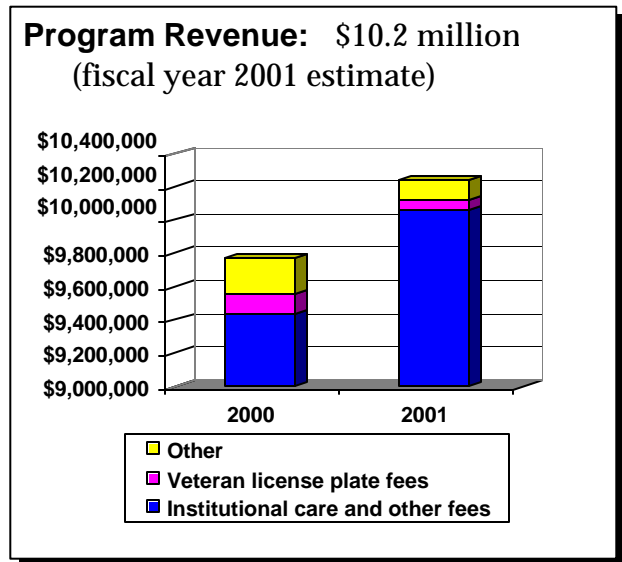


Program Fact Sheet

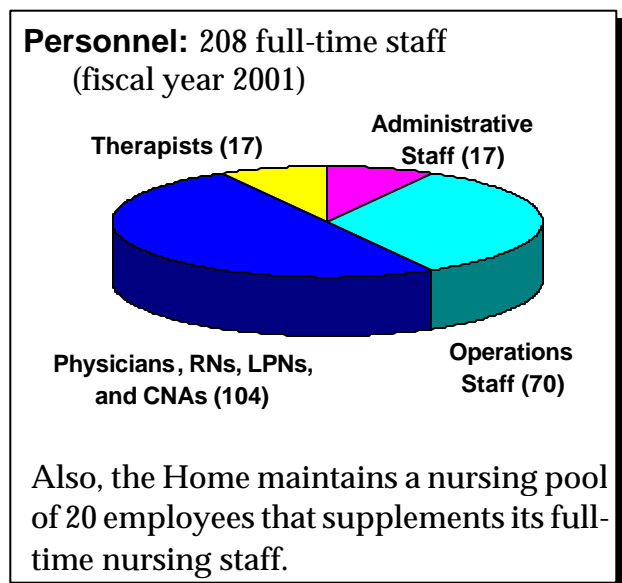
**Department of Veterans' Services
Arizona State Veteran Home**

Services: The Arizona State Veteran Home (Home) provides the following services to veterans and their spouses: **1) Skilled Nursing Care**—Operates three skilled nursing care units containing 50 beds each; **2) Specialized care for Alzheimer's residents**—Operates an additional 50-bed wandering/dementia unit specializing in the needs of residents suffering from Alzheimer's Disease; **3) Integrated Health Services**—Provides a full range of rehabilitative services to residents, including physical, occupational, speech, and respiratory therapy services; and **4) Recreational Therapy Program**—Provides an extensive community-focused recreational therapy program for residents.



Facilities:

The five-year-old Arizona State Veteran Home is located on 4.5 acres of land at 4141 N. 3rd Street in Phoenix. While owned and operated by the State, this \$14.2 million facility was purchased with over \$9 million in federal funds. The Home is a 200-bed licensed nursing facility that contains both double occupancy and private rooms, and houses the Home's administrative office, the Department's Fiduciary program, and the Department's financial, accounting, human resources, and information technology staff.



State Veteran Home

Equipment: The Home, as the largest program within the Department, uses a large amount of equipment. For example:

- **Vehicles**—The Home uses both purchased and donated vehicles for deliveries, transporting residents, and general Home administration. The Home owns a Chevrolet truck and a 20-passenger bus, valued at \$5,400 and \$55,882, respectively. Additionally, the Home owns two Ford Club Wagons valued at approximately \$20,000 each, a Plymouth Grand Voyager at \$24,100, and an electric-powered transport vehicle worth \$11,196, all donated to the Home.
- **Security System**—The Home used a grant to purchase an approximately \$17,000 security system used to track Alzheimer’s or other mentally handicapped patients. These patients are given an electronic device that triggers the security system when the patients attempt to leave their nursing care unit.
- **Telephone and voicemail system**—The Home owns a telephone system valued at approximately \$260,000.
- **Medical Equipment**—The Home owns various pieces of medical equipment, including 74 wheelchairs valued at \$20,150, 6 shower room whirlpools valued at \$30,000, and 200 resident beds valued at \$235,000.

Program Goals (fiscal years 2001—2003):

1. To achieve national recognition for innovation and excellence in long-term care.
2. To develop a caring, committed, and skilled staff.
3. To attain financial self-sufficiency.
4. To narrow the gap of communication between upper management and lower-level employees.
5. To operate the facility so all staff are clear on purpose and mission and how they relate to it.

Adequacy of Performance Measures:

The performance measures for the Home appear to be generally aligned with the Home’s goals. For example, to develop caring, committed, and skilled staff, the Home measures progress in reducing nursing turnover and improving employee attitudes. However, some additional performance measurements would be appropriate.

- The Department could add a measure that reports on its compliance with the U.S. Department of Veterans Affairs (VA) annual review of the Home. Currently, under its goal of achieving national recognition for innovation and long-term care, the Home has a performance measure reporting compliance with the Arizona Department of Health Services Annual Relicensing/Recertification Survey. This survey evaluates the Home for compliance with state nursing home standards. However, the VA also conducts annual reviews of the Home for compliance with VA standards and the Department should report on compliance with this review as well.
- The Department should consider establishing separate measures for Alzheimer’s and skilled-care patient occupancy rates under the Home’s goal to attain financial self-sufficiency. Currently, the Department has a single measure reporting the annual occupancy rate for all 200 patients, which includes its 150 skilled nursing care and 50 Alzheimer’s unit beds. However, reporting occupancy of all beds as a single measure may actually understate the Home’s occupancy rate as Department officials state the Alzheimer’s unit generally keeps the Home’s census low. Establishing separate measures for skilled-care patients and Alzheimer’s patients would more accurately reflect bed vacancy rates among its units.