



IOWA VETERANS HOME

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Kim Reynolds, Governor
Adam Gregg, Lt. Governor
State of Iowa
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Iowa Veterans Home Five-Year Strategic Plan (FY2020 - FY2024)

OUR MISSION:

To provide a continuum of care to Iowa's veterans and their spouses in an environment focusing on individualized services to enhance their quality of life.

OUR VISION:

The Iowa Veterans Home will achieve the highest standards of excellence in long-term health care and quality of life for our residents. The Iowa Veterans Home will be well-known, highly-regarded, and a facility of choice for Iowa veterans needing long-term health care.

OUR VALUES:

- Service: Commitment to listening, understanding and providing the outcomes desired by those we serve.
- Honor: Showing universal respect, acknowledging achievements and fulfilling obligations and agreements.
- Integrity: Adhering to moral and ethical principles by doing the right thing in a reliable way.
- Passion: Powerful, compelling desire to deliver the highest quality work with enthusiasm.

Goal #1

Provide the highest quality of care, services, and activities to our residents to maximize their quality of life

Objective A: Individualize services specific to resident desires through interactive team processes, utilizing the *ICare* plan.

Objective B: Engage all resources to focus on the residents we serve.

Objective C: Develop continuous improvement initiatives based on data driven assessments.

Goal #2

Ensure effective resource management

Objective A: Ensure the physical environment meets the needs of our residents.

Objective B: Ensure human resources are appropriately aligned with the mission to meet the changing needs of the residents.

Goal # 3

Build an employee development program

Objective A: Provide staff advancement and growth opportunities both personally and professionally.

Objective B: Track and trend employee and resident data to determine educational opportunities.

Objective C: Train for the service roles of tomorrow.

Five-Year Strategic Plan (FY2020 - FY2024) ACTION PLAN

Goal 1

Provide the highest quality of care, services, and activities to our residents to maximize their quality of life.

Objective A: Individualize services specific to resident desires through interactive team processes, utilizing the *ICare* plan.

Strategies:	Actions:	Person(s) Responsible:	Due Date:

Objective B: Engage all resources to focus on the residents we serve.

Strategies:	Actions:	Person(s) Responsible:	Due Date:

Objective C: Develop continuous improvement initiatives based on data driven assessments.

Strategies:	Actions:	Person(s) Responsible:	Due Date:

Goal 2

Ensure availability and maximize usage of human, physical, and financial resources.

Objective A: Ensure the physical environment meets the needs of our residents.

Strategies:	Actions:	Person(s) Responsible:	Due Date:
1) Utilize an interdisciplinary equipment and product review board			

Objective B: Ensure human resources are appropriately aligned with the mission to meet the changing needs of the residents

Strategies:	Actions:	Person(s) Responsible:	Due Date:

Goal 3

Build an employee development program.

Objective A: Provide staff advancement and growth both personally and professionally.

Strategies:	Actions:	Person(s) Responsible:	Due Date:

Objective B: Track and trend employee and resident data to determine educational opportunities.

Strategies:	Actions:	Person(s) Responsible:	Due Date:

Objective C: Train for the service roles of tomorrow.

Strategies:	Actions:	Person(s) Responsible:	Due Date: