

State of Alaska FY2009 Governor's Operating Budget

Department of Health and Social Services Alaska Pioneer Homes Results Delivery Unit Budget Summary

Alaska Pioneer Homes Results Delivery Unit

Contribution to Department's Mission

Provide the highest quality of life in a safe home environment for older Alaskans and veterans.

Core Services

Provide residential assisted living services.

End Result	Strategies to Achieve End Result
<p>A: Outcome statement - Eligible Alaskans and Veterans will live in a safe environment.</p> <p><u>Target #1:</u> Reduce resident serious injury rate. <u>Measure #1:</u> Hold constant, below the national level, the number of medication errors and falls that result in serious injury.</p>	<p>A1: 1) Improve the medication dispensing and administration system.</p> <p><u>Target #1:</u> Less than one percent medication error rate, which is one-half the low end of the national standard range. <u>Measure #1:</u> Percent of medication administration errors.</p> <p>A2: 2) Reduce the number of residents' serious injuries from falls.</p> <p><u>Target #1:</u> Less than two percent injury rate, which is the low end of the National Safety Council's range of two to six percent. <u>Measure #1:</u> Percent of Pioneer Homes serious injuries from falls.</p>

FY2009 Resources Allocated to Achieve Results		
<p>FY2009 Results Delivery Unit Budget: \$53,951,700</p>	Personnel:	
	Full time	557
	Part time	49
	Total	606

Performance Measure Detail

A: Result - Outcome statement - Eligible Alaskans and Veterans will live in a safe environment.

Target #1: Reduce resident serious injury rate.

Measure #1: Hold constant, below the national level, the number of medication errors and falls that result in serious injury.

Analysis of results and challenges: Increasing age and acuity levels of Pioneer Homes residents creates a challenge in reducing adverse events that result in serious injury. By properly utilizing the strength of trending

and tracking information available in the division's risk analysis program, the Homes are able to identify times, places, individual staff and conditions that hold inherent risk. Action plans to address risk help the Homes prevent errors, reduce the number of serious injury events, and reduce the severity of injury.

See Alaska Pioneer Homes Division Level Strategy A1 and A2: Target 1: Measure 1 for explanation and tables.

A1: Strategy - 1) Improve the medication dispensing and administration system.

Target #1: Less than one percent medication error rate, which is one-half the low end of the national standard range.

Measure #1: Percent of medication administration errors.

Medication Error Rate

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
2002	0.07%	0.08%	0.04%	0.05%	0.06%
2003	0.10%	0.11%	0.09%	0.15%	0.11%
2004	0.07%	0.11%	0.06%	0.07%	0.08%
2005	0.08%	0.09%	0.09%	0.14%	0.10%
2006	0.19%	0.15%	0.16%	0.12%	0.17%
2007	0.19%	0.22%	0.15%	0.14%	0.18%
2008	0.16%	0	0	0	0
		0%	0%	0%	0%

The medication error rate is calculated by taking the number of medication errors per quarter divided by the total number of medications taken by all Pioneer Home residents in the same quarter.

Analysis of results and challenges: The Centers for Medicare and Medicaid Services, which licenses nursing facilities throughout the United States, considers a five percent medication error rate acceptable.

The Pioneer Home system collects medication information at the individual Pioneer Home level and aggregates the numbers for reporting at the division level. In 2006, Pioneer Home staff administered an average of 434,464 individual medications each quarter.

All care processes are vulnerable to error, yet several studies have found that medication-related activities are the most frequent type of adverse event. Medication administration errors are the traditional focus of incident reporting programs because they are often the types of events that identify a failure in other processes in the system. A wrong medication may be administered because it was prescribed, transcribed, or dispensed incorrectly. The division uses a system-wide risk reporting program that tracks medication errors, and allows the collected data to be reported and trended for use in identifying risks. Trending the cause of the error tends to provide the most useful information in designing strategies for preventing future errors.

A2: Strategy - 2) Reduce the number of residents' serious injuries from falls.

Target #1: Less than two percent injury rate, which is the low end of the National Safety Council's range of two to six percent.

Measure #1: Percent of Pioneer Homes serious injuries from falls.

Sentinel Event injury rate

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
2002	2.9%	0.7%	0.0%	0.37%	0.99%
2003	1.1%	0.04%	1.79%	1.5%	1.1%
2004	1.96%	1.26%	0.97%	1.47%	1.45%
2005	2.6%	2.4%	1.5%	2.3%	2.2%
2006	0.6%	2.7%	1.3%	1.1%	1.43%
2007	3.5%	1.2%	2.0%	2.1%	2.2%
2008	1.5%	0	0	0	1.5
		0%	0%	0%	0%

The Sentinel Event Injury rate reports the percentage of falls that result in a major injury. The rate is calculated by dividing the number of Sentinel Event injuries to Pioneer Homes residents by the total number of falls reported for the same quarter.

Analysis of results and challenges: Seventy-five percent of elderly deaths result from falls.

Despite remarkable advances in almost every field of medicine, the age-old problem of health-care errors continues to haunt health care professionals. When such errors lead to "sentinel events," those with serious and undesirable occurrences, the problems are even more disturbing. The event is called sentinel because it sends a signal or warning that requires immediate attention. One in three people age 65 and older, and 50 percent of those 80 and older, fall each year. The National Safety Council lists falls in older adults as five times more likely to lead to hospitalization than other injuries. One estimate suggests that direct medical costs for fall-related injuries will rise to \$32.4 billion by 2020. Falls can have devastating outcomes, including decreased mobility, function, independence, and in some cases, death.

The average age of Pioneer Homes residents is 84.9, putting them in the highest risk category for suffering a serious injury from a fall that could lead to death.

The Pioneer Homes respond to serious injuries with root cause analysis investigations and corrective action plans to address underlying causes.

The analysis of the spike in sentinel event injuries between FY04 and FY05 does not indicate one root cause. There were, however, seven deaths associated with falls in FY05*. Of the total, six of the seven falls occurred when the resident was alone so they are categorized as unwitnessed. It is difficult to recreate the events leading up to an unwitnessed fall, especially if the fall involves a resident who suffers from dementia and is unable to articulate what occurred. Most of these falls are reported as "found on floor" and the sequence of events leading up to the fall reconstructed by staff depending on the time of day with some supposition on the activity the resident was attempting.

Because such a significant number of the witnessed falls are less severe than unwitnessed falls, the division built a case for increased staffing with the intention of reducing the number of falls that are unwitnessed. Three new positions were funded in FY06 and the table below shows a two percent decrease in the overall percentage of unwitnessed falls.

	Unwitnessed Fall Rate
FY05	81%
FY06	79%

*Any death within 45 days of a sentinel event is associated with that event.

Key RDU Challenges

- Caring for frail and compromised Alaskan seniors within the authorized budget.
- Assuring efficient operation of the five Pioneer Homes, the Alaska Veterans and Pioneers Home and the centralized pharmacy.
- Managing quality assisted living services for an aging population with complicated and difficult health care needs.
- Continuing to reduce the general fund requirements to operate the Pioneer Home system.
- Implementing the Veterans Home transition plan for optimal occupancy to allow veterans benefits to be used for domiciliary care.
- Recruiting and maintaining adequate health care personnel in a time of national and state workforce shortages.
- Implementing the Continuity of Operations and Disaster Preparedness Plan for the five Pioneer Homes, the Alaska Veterans and Pioneer Home and the Pioneer Home Central Office. The plan is to be used in the event of a disaster that closes one or more Homes for an extended period of time.
- Developing a training and disaster drill preparedness plan for the Pioneer Homes and the Pioneer Home Central Office.
- Establishing space to store stockpiled medical supplies and equipment to fulfill the Federal Emergency Management Agency's Continuity of Operations Plan recommendations.
- Maintaining adequate structural integrity of the Pioneer Homes.
- Transitioning the criminal background check processing to the newly established Alaska Background Check Program.

Significant Changes in Results to be Delivered in FY2009

There are no significant changes in results to be delivered in FY 2009. The Pioneer Homes will continue to serve Alaska Seniors and Veterans.

Major RDU Accomplishments in 2007

- Obtained the Veterans Administration certification of the Alaska Veterans and Pioneer Home as the state's first state veterans home.
- Continued to increase the use of Medicaid as an alternative to the Pioneer Home Payment Assistance Program, thereby reducing the general fund requirements to operate the Homes.
- Continued to pursue strategies for cost containment.
- Continued managing the Quality Assurance Program with the overall goal of increasing resident safety.
- Celebrated the 25th, 30th and 40th anniversaries in the Ketchikan, Anchorage and Fairbanks Pioneer Homes, respectively.
- Adopted a set of core values and a logo exemplifying principles of excellence in resident care.
- Standardized the Abuse Education Training and provided education assistance in all six homes.

Contact Information

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**Alaska Pioneer Homes
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2007 Actuals				FY2008 Management Plan				FY2009 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
<u>Formula</u>												
<u>Expenditures</u>												
None.												
<u>Non-Formula</u>												
<u>Expenditures</u>												
Alaska Pioneer Homes Management	766.7	66.6	17.0	850.3	914.8	83.7	0.0	998.5	929.5	60.0	0.0	989.5
Pioneer Homes	27,323.8	0.0	19,680.3	47,004.1	29,511.3	231.0	20,396.6	50,138.9	31,320.2	231.0	21,411.0	52,962.2
Totals	28,090.5	66.6	19,697.3	47,854.4	30,426.1	314.7	20,396.6	51,137.4	32,249.7	291.0	21,411.0	53,951.7

**Alaska Pioneer Homes
Summary of RDU Budget Changes by Component
From FY2008 Management Plan to FY2009 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2008 Management Plan	30,426.1	314.7	20,396.6	51,137.4
Adjustments which will continue current level of service:				
-Alaska Pioneer Homes Management	14.7	0.1	0.0	14.8
-Pioneer Homes	1,544.5	0.0	401.4	1,945.9
Proposed budget decreases:				
-Alaska Pioneer Homes Management	0.0	-23.8	0.0	-23.8
Proposed budget increases:				
-Pioneer Homes	264.4	0.0	613.0	877.4
FY2009 Governor	32,249.7	291.0	21,411.0	53,951.7