

Documents to Bring to the Workshop

<i>Note: The following documents are for your own use. You will not be required to share any of these documents during the workshop.</i>
A copy of your Mission Statement A copy of your Vision Statement, if you have one.
Summaries of resident, family and other satisfaction surveys that you have conducted in the last year.
A very basic organizational chart of your parent company, if your facility is owned by a parent company.
A basic geographical description of your local market area, defined as the area from which you draw residents or other key customers and/or staff members.
The names of the data sources that you currently use to access comparative and competitive data.
A list of the steps of your process to fix problems or make improvements.
Identify one thing that you have improved or fixed using the steps you listed above. Include a numerical measure of the improvement. If you are a SNF, this should be clinical in nature.
If you are an assisted living or ID/DD provider, identify a second thing that you have improved or fixed using the steps listed above. Include a numerical measure of the improvement.