

## **Minnesota Veterans Home Family Council – Minneapolis 2008 Strategic Plan**

### **Vision**

The vision of the Minnesota Veterans Home Family Council – Minneapolis is families and friends supporting families and friends.

### **Mission**

The mission of the Minnesota Veterans Home Family Council – Minneapolis is to ensure quality care by advocating, communicating, and educating on behalf of you and your loved one.

### **Goals for 2008**

#### **Advocating**

1. Contact personal legislative Senator and Representative by Family Council Officers to obtain support for the Minnesota Veterans Home System, with emphasis on the Minneapolis Facility. **[By 5/31/08]**
2. Strengthen and maintain a working relationship with Administration, which would be manifested by the following.
  - Meet monthly with MVH Administration to exchange information, identify concerns and successes and jointly identify/resolve issues. **[Currently Being Done]**
  - The Family Council is invited by Administration to participate in the planning process for such projects as constructing a new building, interviewing prospective candidates for the administrator position, developing training programs (especially for feeding residents), developing manuals about nursing home placement, palliative, and hospice care, as well as to review survey results concerning the satisfaction of residents, employees, and families with the Vets Home (Pinnacle Group stuff). **[By 9/30/08]**
  - With regard to feeding residents, ensuring that there are enough staff/volunteers for feeding. **[By 5/31/08]**
3. Presence on Veterans Health Care Advisory Council. **[Completed]**

#### **Communicating**

1. Conduct monthly Family Council meetings. **[Currently Being Done]**
2. Create, maintain, and update a Family Council Web Page that serves as a tool for family members providing contact information, meetings dates, speakers, and minutes, as well as forms for documenting concerns/successes. **[Currently Being Done]**
3. Set up an effective system for collecting input from all family/friends via the Family Council website, telephone, submitting it in writing, or talking about it at a monthly meeting. **[Completed]**
4. Develop a directory/contact list of key personnel in the State Department of Veterans Affairs, Minnesota Veterans Home – Minneapolis, and State Legislative Veterans Affairs Sub Committee. **[By 5/31/08]**
5. Support "The Voice" by preparing an article for each issue. **[Currently Being Done]**
6. Establish communications with Family Councils at other Minnesota Veterans Home locations for the purpose of sharing ideas and concerns that will strengthen programs for the benefit of family members and residents. Hastings Vets Home Family Council already contacted. **[By 9/30/08]**
7. Schedule visits to four outside Nursing Homes to develop an understanding of their care programs, Family Council organization, as well as governance structures. **[By 12/31/08]**
8. Assure that the transfer of leadership from year to year is seamless, and accomplished with the utmost dignity and respect by and for each individual. **[Ongoing]**

#### **Educating**

1. Write a "Guidelines for Your Quarterly Care Conference" for family members. Distribute in hard copy, as well as post to Family Council Website. **[By 6/15/08]**
2. The Family Council brings instructors to train family members, residents, and maybe staff too, on such topics as ... Interpersonal Communication Techniques, Conflict Resolution, and Financial Overview/Advice with regard to Nursing Home Placement. Training for staff specifically on the topic of Supervisory Skills. **[By 9/30/08]**

3. Family Council Officers will maintain an official record that documents the Family Council's activities for the purpose of review by surveyors/inspectors from the VA and the Health Department. [**Currently Being Done**]
4. Coach and advise family members on such matters as “how-to read and understand your loved ones’ official Care Plan” and “ how to wisely manage your loved one’s finances”. [**Currently Being Done**]

### **Membership**

1. Growth of attendance at monthly Family Council Meetings to greater than 45 per month. [**By 9/30/08**]
2. Contact all new family members, who have filled out requests, within two weeks of receiving notification from the Minnesota Veterans Home - Minneapolis Admissions Office. [**Currently Being Done**]
3. Follow-up initial contact with new family members at approximately three months after their loved one has been admitted – for those that were not interested or unsure about becoming involved in the Family Council – to invite them a second time to participate. [**Currently Being Done**]
4. Family Council Officer(s) attending New Family Orientation Meetings, both the monthly daytime meeting, and quarterly evening meetings to provide information about the Family Council as well as to encourage their participation. [**Currently Being Done**]
5. Send reminder communication to family members via e-mail, Website, or post card two weeks in advance of the next Family Council Meeting. [**By 5/31/08**]
6. Conduct periodic "Meet and Greet" programs at Minnesota Veterans Home - Minneapolis. [**Currently Being Done**]
7. Provide "information table" at selected Minnesota Veterans Home - Minneapolis events, which will involve coordinating with Administration to determine appropriate venues. [**By Memorial Day, 2008**]

### **Financial Plan**

1. As regulated by IRS guidelines and in order to develop a financial plan that will provide the Family Council with an ability to develop and execute programs that benefit residents, along with their families and friends, take the following steps.
  - Identify financial needs. [**By 5/15/08**]
  - Identify pro's/con's of becoming a 501C3 organization. [**By 5/31/08**]
  - Identify process to secure 501C3 status. [**By 5/31/08**]
  - Initiate process for 501C3. [**By 5/31/08**]
2. Develop contact list of Veterans Organizations that could offer financial support to the Family Council. [**By 5/31/08**]
3. Contact Veterans organizations to secure financial support. [**By 6/30/08**]
4. Secure a tax ID for the Family Council checking account and change it to require two signatures. [**By 6/30/08**]
5. Work on securing and spending donations--such as the corn feed. [**By 7/31/08**]

### **Special Projects**

1. Turkeys roasting on each unit on Thanksgiving Day – the turkey is for staff, while the aroma is for all to enjoy. [**By Thanksgiving, 2008**]
2. Color-coded wristbands for residents that designate Full Code and DNR/DNI status. [**By 7/31/08**]
3. Identify special events programming for residents and families, for example, events such as the corn feed, summer river cruise and fall train ride, etc. [**By 5/31/08**]