

## Program Outcomes

This form is due to the United Way one week before your first presentation.

Agency: InterServ

Program (What is the agency doing to ensure that its mission is being met?): In-Home and Professional Medical Services

Person Responsible: Barbara Meredith, R.N.

The "mission" of goal of the program: Elderly and disabled remain living independently in their homes and avoid premature nursing home placement.

Community Need Addressed: Basic health needs and support services for the elderly and disabled

United Way Focus Area (Please select one): **Health**

Program Activities	Outputs	Target 2009	Achieved 2009	Target 2010	Outcomes Maximum of 3 Outcomes	Indicators Maximum of 2 Indicators per Outcome	Target 2009	Achieved 2009	Target 2010	Data Source/ Collection Method
<i>What the program does to fulfill its mission</i>	<i>Direct products of the program. Examples: referrals, meals provided, shelter residents</i>				<i>The "mission" or goal of the program- What are you trying to accomplish?</i>	<i>What tells you that what you are doing is working?</i>				<i>Where the data comes from. How was it obtained?</i>
In-home Services: Personal care APC Respite Homemaker services Consumer Directed Care Services Medical services: Telemonitoring Nurse Home Visits Vaccinations Nutritional Supplements Lifeline Health Care Directive	Medical Svc. Clients  Medical Svc. Units (includes Telemonitoring, Vaccinations, Nutritional Supplements)  Clients in peril of nursing home placement  Remained in own home  Lifeline units in service  Lifeline units deactivated for nursing home placements  Flu Vaccinations  In-Home Svc. Clients  In Home Svc. Hours  Remained in own home  Returned Survey	115  142  N/A  115  50  > 8  75  250  41,400  225  125	<b>185</b>  <b>350</b>  <b>122</b>  <b>120</b>  <b>82</b>  <b>7</b>  <b>50</b>  <b>252</b>  <b>44,542</b>  <b>243</b>  <b>111</b>	13*  96*  N/A  13  100  >15  N/A  270  45,780  262  135	<b>1.</b> Homebound elderly and those who have trouble getting to medical appointments due to infirmity or transportation issues have in-home medically-related services and support to assure their ability to continue to live at home.  <b>2.</b> Homebound elderly have in-home services and support to assure their ability to continue to live at home.	<b>1)</b> Low income seniors maintained or gained weight while receiving supplements.  <b>2)</b> Medically fragile seniors avoid premature nursing home placement as a result of medical services and support.  <b>3)</b> Seniors avoid premature nursing home placement as a result of Lifeline Personal Emergency Response System.  <b>1)</b> Seniors receiving in-home services and support avoid premature nursing home placement.  <b>2)</b> In-Home Services clients surveyed indicate satisfaction with the quality of services provided.	95%  75%  75%  > 15%  90%  95%	<b>95%</b> (62 / 65)  <b>98%</b> (120 / 122)  9% (7 / 82)  <b>96%</b> (243 / 252)  <b>95%</b> ( 106 / 111)	N/A*  75%  > 15%  97%  95%	Client records/review  Lifeline database Activity Reports  Client record review  Client satisfaction survey

\* In 2010 we will not have funding for vaccinations or nutritional supplements services