

Vision: To preserve the Arizona Pioneers' Home, honor its legacy, and ensure its future.

Mission: To provide a home for Arizona pioneers and disabled miners that delivers the optimal physical, emotional, and spiritual care in a homelike and compassionate environment. Quality of care is provided in a professional manner, protecting dignity and honoring the personal directives of each resident while considering the uniqueness of each individual.

Agency Description: The Arizona Pioneers' Home is a continuing care retirement home that serves up to 125 Arizona pioneers and disabled miners. The Arizona Pioneers' Home was established in 1909 by the territorial government of Arizona as a home for the aged and infirm to repay the faithful and longtime Arizona residents who helped pioneer and build the state. It opened its doors in 1911. In 1929, the scope of the home was broadened to serve also as Arizona's hospital for disabled miners. We operate in accordance with the Department of Health Services residential facilities licensing standard. Pioneers' Home employees provide direct nursing care, food service, activities, social services, housekeeping, laundry, maintenance, and business and administrative services and support to the residents, through modeling best practices. The unique skills and knowledge that our employees contribute to the Pioneers' Home is what allows us to better serve our residents as individuals.

Executive Summary: The Arizona Pioneer's Home identified four strategic priorities to reach our vision:

Exceed Quality of Care Standards: Ensure residents receive the highest and best practice care for Assisted Living Facilities in Arizona.

Employee Engagement: Ensuring that our employee's basic needs are met and that they are inspired and enabled to function at the highest level will allow APH to thrive well into the future.

Maximize Marketing and Communication Efforts: Focus on increasing awareness, partnerships and admissions.

Ensure Restoration and Preservation: Ensure the restoration and preservation of the facility and its contents as a curated and honored part of Arizona history.

Summary of Multi-Year Strategic Priorities

#	Five Year Strategy	Start Year	Progress / Successes (FY 2024)
1	Provide quality care and resident services that exceed the highest and best practice standards for assisted living facilities	2018	<ul style="list-style-type: none"> FY23- Resident post Pandemic recovery and reintroduction of: Community Activities, Entertainment, Volunteers, Mentorship Program, SME FY 22- WC claims decrease by 27 points (based on the OSHA incidence rate). This decrease was the highest of all state agencies, boards, commissions, and universities FY 2021 Weekly Resident and Staff meetings with the Superintendent 2019- AL Licensing
2	Build a culture of highly engaged employees	2022	<ul style="list-style-type: none"> FY23- Increased Employee Engagement Survey results to the 90th percentile FY22- Piloted the AZ Performs Performance Evaluations FY22-The Arizona Pioneers' Home (APH) is the first non cabinet agency to begin adoption of the Arizona Management System (AMS)
3	Optimize communication and marketing to increase awareness, partnerships, and admissions	2022	<ul style="list-style-type: none"> Computer Replacements, 23 new desktop and laptop computers to replace outdated equipment 2022 Revised Arizona Pioneers' Home website
4	Increase efficiency and effectiveness of operations	2022	<ul style="list-style-type: none"> FY23-Converting all physical files to electronic (Medical Records Software) Electronic Policy and Procedure access FY22-The Arizona Pioneers' Home (APH) is the first non cabinet agency to develop a Strategic Plan
5	Ensure restoration and preservation of the Arizona Pioneers' Home	2021	<ul style="list-style-type: none"> FY23- 5 ongoing restoration projects 2021 Facility Assessment Report

Arizona Pioneers Home

Fiscal Year 2024 Strategic Plan 2-pager

Current Annual Focus

##+ FY23 Annual Objectives

Objective Metrics

FY 2023 Annual Initiatives

##+	FY23 Annual Objectives	Objective Metrics	FY 2023 Annual Initiatives
1	Increase resident satisfaction	Resident survey score	Administer the resident survey, analyze results, and address areas of concern.
1	Increase retention of current employees	Employee retention	Analyze the results of the employee engagement survey and address areas of concern.
2	Increase individual employee Annual AZ Performs Evaluation Score	% of employees meeting the target AZ Performs Evaluation score	Offer training and educational opportunities that benefit both the employee and the Home.
2	Increase Employee Engagement Survey participation	% of Employee Engagement Survey participation	Expand and promote the Employee Recognition Committee to include additional members from each department in order to provide additional opportunities for appreciation.
3	Develop and implement a marketing plan	% of milestones completed on time	Develop and incrementally implement a clear and concise plan for managing social media with event planning and community news, including accountability and ownership of social media platforms.
3	Increase marketing reach	Marketing reach	Via implementation of the marketing plan.
4	Modernize technology	% of documents automated % of hardware updated % of software updated	Upgrade and integrate technology into Pioneers' Home processes.
4	Continue implementation of AMS	% of milestones completed on time	Adopt an AMS roadmap.
5	Resolve priorities identified in the Facility Assessment report	% of priorities completed	Develop and implement a plan to ensure that internal and external restoration and preservation priorities are completed.