

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD
MEETING MINUTES
March 9, 2018, Administrator's Conference Room**

CALL TO ORDER: The meeting was called to order at 10:04 AM by Mr. Aue; roll call was taken and recorded as follows: Hartmann Aue, Chairperson; Londa Knauff, Co-Chairperson via telephone; Cindy Civile, Member via telephone; Shana Espinoza, Administrator; Linda Weber, Chief Financial Officer; Theresa DeLau, Director of Nursing; Sandy Lamb, Human Resources Director; Jeff Smithingell, Plant Operations; Jennifer Zamora, Dietary; Bob Zabowski, Edmond London & Associates; Kelli Jenness and Zach Zechmeister, Spence Brothers; Judy Mills and Chelsea Edwards, Administrative Assistants to the Administrator.

Approval of the Shiawassee County Medical Care Facility / Shiawassee County Department of Health and Human Services Board meeting minutes: of February 7, 2018. Mrs. Knauff moved to accept the minutes of the December 19, 2017 meeting. Motion was supported by Mrs. Civile and passed by consensus. Mr. Aue abstained.

1. **Public Participation** – Stacy Klatt and her son, Rick, and daughter, Renee, were present to make known their concerns regarding their family member's care under the facility physician.
2. **New Pleasant View Building - CM Payment Request #20** – Spence Brothers submitted a request for payment #20 in the amount of \$843,743.07. Mrs. Knauff made a motion to approve the request for payment #20 to Spence Brothers in the amount of \$843,743.07. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
3. **New Pleasant View Building – ELA Architect Progress Billing** – Bob Zabowski of Edmund London & Associates, Inc. presented the final payment request from ELA in the amount of \$1,301.37. Mrs. Knauff made a motion to approve the final payment in the amount of \$1,301.37 to ELA. Motion was supported by Mr. Aue. Mrs. Civile abstained.
4. **New Pleasant View Building – ELA Insurance** – Mrs. Espinoza presented that in May, 2016, there was a board vote to obtain additional insurance for the building with ELA. This vote was approved for an additional 4 years at a cost of \$5,250/year. The next renewal for insurance is due May 1, 2018. ELA confirms that this insurance has not been cancelled as a result of completion of the project. The invoice for insurance will be presented at the April board meeting.
5. **New Pleasant View Building – PCCO #049** - Mrs. Espinoza presented PCCO #049 in the amount of \$29,033.46 to cover the costs due to BFS inspection changes needed prior to move in. After discussion Mrs. Knauff made a motion to approve PCCO #049 in the amount of \$29,033.46. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
6. **New Pleasant View Building – PCCO #050** – Mrs. Espinoza recommended payment for PCCO #050 in the amount of \$5,163.19 to cover the cost of changes approved by the administrator to add additional outlets throughout different areas of the facility in order to allow work to flow appropriately. After discussion Mrs. Knauff made a motion to approve PCCO #050 in the amount of \$5,163.19. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
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MEETING MINUTES**

March 9, 2018, Administrator's Conference Room

7. **New Pleasant View Building – PCCO #051** - Mrs. Espinoza recommended payment for PCCO #051 in the amount of \$6,481.70 for changes that were necessary for workflow and inspection of the kitchen and kitchen hood. Mrs. Knauff made a motion to approve PCCO #051 in the amount of \$6,481.70. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
8. **New Pleasant View Building – PCCO #052** – Mrs. Espinoza recommended payment for PCCO #052 in the amount of \$4,660.00, the cost to replace HVAC filters prior to move in. Mrs. Knauff made a motion to approve PCCO #052 in the amount of \$4,660.00. Motion was supported by Ms. Aue and passed by consensus. Mrs. Civile abstained.
9. **New Pleasant View Building – PCCO #053** - Mrs. Espinoza recommended payment for PCCO #053 in the amount of \$13,799 for the cost for door hardware and power wiring coordination with Stingray Systems to integrate doors with access control and fire alarms. Mrs. Knauff made a motion to approve PCCO #053 in the amount of \$13,799. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.

At 10:36 a.m. Kelli Jenness and Zach Zechmeister of Spence Brothers; and Bob Zabowski from Edmund London & Associates left the meeting.

10. **New Pleasant View Building – Old Facility Decommission/Transfer** - Mrs. Espinoza presented that we had secured assistance from Ingrid Jensen with Clark Hill, to assist with the transfer of the old facility to the city. The transfer occurred on February 1st. Utilities have also been transferred. There was some upset from the city regarding damages to the building when items were removed by county officials. Since the last meeting the county has reached out to clarify some things that were stated and to clarify the date of the transfer.
11. **New Pleasant View Building – Admissions** - Mrs. Espinoza presented that since moving to the new facility, we have received a lot of external questions regarding the admissions process. Specifically questions were asked regarding what order residents are admitted, and if preferential treatment is given to county residents. Mrs. Espinoza presented that legal assistance was obtained to develop a policy that is legal and consistent. After reviewing the proposed policy Mrs. Civile made a motion to accept the Admission policy. Motion was supported by Mrs. Knauff and passed with all yea vote.
12. **New Pleasant View Building – Kraft Printers** – Mrs. Espinoza presented that as staff settled in the new building, the need for additional printers/scanners/copiers was identified. The additional cost is \$295.80/month in addition to the original contract for \$2,580.49 for a total of \$2,876.29/month. After discussion Mrs. Knauff made a motion to approve an additional \$295.80/month to Kraft for printer/scanner/copier needs. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
13. **New Pleasant View Building – Visual Entities** – Mrs. Espinoza presented that numerous complaints have been received from staff and residents about the bright sun being too blinding in the activities corners (6 activity corners in total). These areas have large windows all the way up to the ceiling. After researching solutions to the unique layout of the areas, it was determined that tinting the top portion of the windows would be the best solution. Shades on the top windows were costly and would require an automatic function to open and close. The tinting will reduced the glare in that area. The exterior portion of the window will have a reflective look. The total cost for the tinting in all areas is \$10,258.08. Visual Entities has agreed to do one area as a trial before proceeding with the rest. After discussion Mrs. Knauff made a motion to approve the

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD
MEETING MINUTES**

March 9, 2018, Administrator's Conference Room

cost of \$10,258.08 with Visual Entities to provide tinting in the activity corners. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.

14. **New Pleasant View Building – Analysis of Building Project Costs and Cash/Financing Available** – Mrs. Weber presented the Analysis of Building Project Costs and Cash/Financing Available as of 12/31/17.
15. **Marketing/PR – Update** - Mrs. Espinoza presented that a pep rally and flag raising was held at the facility and the media was invited. The Argus had a nice article on the event. A pizza party occurred for staff appreciation day. Marketing is working to develop additional video materials with the new building for commercials and advertising. Testimonials are in progress.
16. **Financial – Memorial Fund** - Mrs. Weber presented that information is being reviewed and will be presented at the next board meeting. No anticipated changes.
17. **Financial – Financial Report** – Mrs. Weber presented the December 2017 financial report will occur at the next board meeting. The accounting staff is currently preparing for the county audit in March and assembling data for the Medicaid cost report.
18. **Financial – Accounts Payable** – Mrs. Weber presented the AP check register of 2/12/18 in the amount of \$281,268.16. After review Mrs. Knauff made a motion to approve the AP check register of 2/12/2018 in the amount of \$281,268.16. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained. Mrs. Weber then presented the AP check register of 02/16/2018 in the amount of \$739,563.21. After review Mrs. Knauff made a motion to approve the AP check register of 02/16/2018 in the amount of \$739,563.21. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained. Mrs. Weber also presented the AP check register of 02/26/2018 in the amount of \$186,829.44. After review Mrs. Knauff made a motion to approve the AP check register of 02/26/2018 in the amount of \$186,829.44. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
19. **Financial- Payroll** - Mrs. Weber presented the payroll summary for 1/22/18 to 02/04/18 that was paid out on 02/16/2018 in the amount of \$378,141.66. It was presented that overtime is still an issue due to the significant number of residents requiring 1 to 1 monitoring and the need to have staff monitor the door system. Mrs. Knauff made a motion to approve the payroll that was paid out 02/16/2018 in the amount of \$378,141.66. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained. Mrs. Weber then presented the payroll summary for 02/05/18 to 02/18/18 that was paid out on 03/02/2018 in the amount of \$365,760.15. Mrs. Knauff made a motion to approve the payroll paid out on 03/02/2018 in the amount of \$365,760.15. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
20. **Financial – Occupancy Data Comparison** – Mrs. Espinoza presented that the occupancy data comparison of 01/2018 to 01/2017, which showed the average daily census for January 2018 was higher than the average daily census for January 2017.
21. **Financial – Write-Offs** – Mrs. Weber presented that there were no write-offs to present at this time.
22. **Operations – Common Angle** – Mrs. Espinoza presented that Common Angle has assisted us with concerns we have had with Compass and Stingray since moving into the new facility. The phone system we received through Compass did not work as needed and at the last meeting a vote was supported to switch the phone

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD
MEETING MINUTES**

March 9, 2018, Administrator's Conference Room


system. The phone system switch is scheduled to occur in the beginning/middle of March. At the last meeting it was presented the owner of Stingray was rude and difficult to work with. After that time, it was discovered the person we were working with had misrepresented himself as the owner. The Administrator found and communicated with the actual owners. The actual owners of Stingray are working hard to remedy the situation and fulfill the outstanding items in the contract. Mrs. Espinoza also stated there will be no payments to Compass until our issues have been resolved.

23. **Operations – State** - Mrs. Espinoza presented that on February 16th a state surveyor entered the facility to review our outstanding facility reported incidents, along with a complaint they received. He exited on February 22nd. All areas were cleared with no citations.
24. **Operations – Incident/Accident Report Data** – Mrs. Espinoza presented the December 2017 to February 2018 Incident Accident Reports for review.
25. **Strategic Planning – Culture Change Journey** – Mrs. Espinoza presented plans to date have been completed. The Eden journey will begin again in the coming months. Vickie Burlew, our Eden contact, will be in our facility on Monday to see how we can get the Eden process moving again.
26. **Human Resources – Referral/Sign On Bonus for Nurses** - Mrs. Espinoza presented that the nursing shortage is upon us, and we have had a difficult time retaining some recent nursing hires. One of the ideas to assist in recruiting and retaining nurses is to offer a bonus to our staff members who refer a nurse to our facility. If the nurse is hired, both the nurse who is hired and the staff member who referred the nurse, would get a \$1,000 bonus after 1 year of employment. Both employees must still be employed at the year mark in order to receive the bonus. Hiring a nurse who was referred will cost \$2,000. The cost of training one nurse, for only the two week orientation is approximately \$3,730. The RN turnover rate is at 40%. If the bonus is able to stop turnover, there could be thousands of dollars in savings. We would also like to present and develop a tuition reimbursement program for consideration of the board at a future meeting. Mrs. Knauff made a motion to approve a referral/sign-on bonus program with formal policy to be developed and presented at the next board meeting. Motion supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
27. **Human Resources – IT Temporary Position** – Mrs. Espinoza presented that in June of last year the board gave approval for a temporary IT position to help us prepare for and get through the move. Since we have moved, we have had issues with Compass and Stingray (as described above) that may have put a tremendous burden on our IT Team. In addition, one of the members of the IT team is dealing with a medical matter where back-up support would be a benefit. In light of this, the temporary person has been asked to stay through the end of June, at which time we will re-evaluate the department. The additional cost will be approximately \$8,640 (employee makes \$16/hour and averages 30 hours a pay period. Approximately 18 weeks from the end of February through the end of June.) Mrs. Knauff made a motion to approve the extension of the IT temp position through the end of June, with re-evaluation at that time. Motion was supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
28. **Human Resources – Accounting Assistant Position Open** – Mrs. Weber presented the open accounts assistant position has been filled. The new staff member began on March 5th.
29. **Human Resources – Non-Union Raises/Evaluations** – Mrs. Espinoza presented that evaluations are ongoing internally. The administrator will request her evaluation at a future date when all board members can be present.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD
MEETING MINUTES**

March 9, 2018, Administrator's Conference Room

30. **Human Resources – EEOC** - Mrs. Espinoza presented that as presented at the last board meeting, on 1/25/18 we received a complaint that was filed against us through the EEOC. This was in regards to a complaint of sexual discrimination. We have involved our lawyers for assistance.
31. **Human Resources – Administrator Potential to Serve on Memorial Board** - Mrs. Espinoza presented that on February 14th she was approached by Brian Long, CEO at Memorial Hospital, to consider serving as a member on their board of directors. After reviewing the opportunity, she thought this would be a positive move for her professional career, as well as position Pleasant View with a unique opportunity. Memorial is our biggest referral source. Strengthening our relationship with them could produce a stronger working relationship between our organizations. In addition, as the Commons develops around us, potentially being able to have input in to the development can have a positive impact for the facility. The offer is not formal yet, but Mrs. Espinoza would like the board to feel comfortable with this decision before she accepts it. Mrs. Knauff responded in a positive manner. Mrs. Civile stated it was a very good idea. Mr. Aue said it was good.
32. **Human Resources – Updated Policies** – Mrs. Espinoza presented that the following policies have been revised:
- o We are excited to announce that we have a licensed nail tech providing services to our residents every Tuesday.
33. **Physical Plant** – No presentation.
34. **Nursing – Quarantine** – Mrs. Espinoza presented that as of 1/30/18 we had one confirmed case of the flu and other residents that were symptomatic for flu like symptoms. It was determined that two of the units needed to be quarantined. On 1/31/18 an additional flu case was identified. As a result all units were quarantined. This means no visitors to the units, and residents are to stay on their assigned units. An additional case of influenza was diagnosed on 3/2/18. This unfortunately will extend our quarantine. The situation is being closely monitored by the Infection Preventionist Nurse and the Director of Nursing. Mrs. Espinoza also shared that the quarantine was lifted from Safe Havens and it was hoped that the quarantine would be lifted on Harbors on Saturday. Even with the quarantine lifted staff and visitors will continue to wear face masks.
35. **Activities** – No presentation.
36. **Revised Board Meeting Schedule** -- Mrs. Espinoza presented a revised board meeting schedule. Mrs. Knauff made a motion to approve the revised board meeting schedule as written. Motion supported by Mr. Aue and passed by consensus. Mrs. Civile abstained.
37. **Next Meeting** – Friday, April 6, 2018 at 10:00 A.M. in the Administrator's Conference Room.
38. **Adjournment** – Mrs. Knauff moved to adjourn the meeting at 11:20 a.m. Motion was supported by Mr. Aue and passed by all yea vote.



Administrator



Board Chairman