

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
July 27, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:0 AM. The following attended: Londa Knauff (Chairperson), Cindy Civile (Co-Chair), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager), Theresa DeLau (Director of Nursing), Jennifer Zamora (Dietary Manager), Lacey Ziola (Accounting Assistant), Phil Alt (CFO) Kelly Knieper (Office Manager, Billing), Rachel Baldwin (Marketing/PR), Erin Kelley (Administrative Assistant to the DON) and Chelsea Edwards (Administrative Assistant to the Administrator).

Approval of the Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board meeting minutes from June 29, 2018: Mrs. Civile moved to accept the minutes of the June 29, 2018 meeting with corrections; Mrs. Knauff supported the motion, which passed by an all yea vote.

1. **Public Participation:** None.
2. **New Pleasant View Building- Analysis of Building Project Costs/CON:** As discussed in the last two board meetings, the building project overran its approved costs by more than the threshold. As a result, an amendment to the CON was requested to accommodate the increased project costs. The amendment was filed on May 16, 2018 through the services of Walt Wheeler and is currently being processed.
3. **New Pleasant View Building- Building Update:** We are working to resolve the outstanding issues with the doors and windows. We have not received any updates.
4. **New Pleasant View Building- Marketing/PR:** Mrs. Espinoza reported that ideas for fundraising are ongoing. Filming for new commercials is completed. We held a community workshop on July 17 from 6-8PM, which was presented by Manor Law Group. This was for information on estate planning and was very informative for the 60 people who attended. We are also planning a community workshop on August 21 to discuss understanding Medicaid. Enhancements to social media are being made. Our facility brochures are being updated. The facility summer newsletter is being developed. We updated our ads at the movie theater to reflect our 5-star status. Biographies are being finalized for the department heads and will be added to the website soon. We will be participating in the county fair. This year, residents can volunteer to work along with staff at the booth. We will cast a live stream to the facility so that other residents can participate in the festivities.
5. **New Pleasant View Building- Star Rating with CMS:** We are still a 5 star facility, we are continuously working to meet the requirements to maintain this status.
6. **Financial- Memorial Fund:** Because this fund is under review, amounts will be presented at the next board meeting. We are looking into changing the name of this account to Memorial/CRT (Community Relations Team) because we would like to combine this with CRT fundraising money. Some of these funds are already being used for CRT staff recognitions.

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7. **Financial Report:** Mr. Alt presented the March and April 2018 unaudited financials. Mrs. Civile made the motion to approve the March and April 2018 unaudited financials; Mr. Knauff supported the motion, which passed by an all yeas vote.

8. **Financial- MetLife Liquidation:** We have discovered that the facility has shares of MetLife. We are unsure as to how these funds came to be. However, Mrs. Espinoza is recommending that we liquidate the shares because they only provide very small amounts of income (usually \$5 or less). We have 10 shares with an estimated value of \$44.55 per share (amount may change based on the day they are liquidated). The estimated value of liquidating is \$445.55. Mrs. Knauff and Mrs. Espinoza must go to the bank together to do this. Mrs. Civile made the motion to liquidate the shares through MetLife; Mrs. Knauff supported the motion, which passed by an all yeas vote.

9. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 6/26/18 for \$438,225.35. Mrs. Civile made the motion to approve payment of the check register 6/26/18 for \$438,225.35; Mrs. Knauff supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented the accounts payable check register dated 7/3/18 for \$1,207,182.40. Mrs. Civile made the motion to approve payment of the check register 7/3/18 for \$1,207,182.40; Mrs. Knauff supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented the accounts payable check register dated 7/13/18 for \$473,279.72. Mrs. Civile made the motion to approve check register dated 7/13/18 for \$473,279.72; Mrs. Knauff supported the motion, which passed by an all yeas vote.

10. **Financial- Payroll:** Mrs. Espinoza spoke in reference to OT still being high due to 1:1 monitoring and necessary front door coverage.
 - Mrs. Espinoza presented payroll from 6/11/18-6/24/18 for \$379,697.58, which was paid on 7/6/18. Mrs. Civile made the motion to approve payroll from 6/11/18-6/24/18 for \$379,697.58; Mrs. Knauff supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented payroll from 6/25/18-7/8/18 for \$429,308.99, which was paid on 7/20/18. Mrs. Civile made the motion to approve payroll from 6/25/18-7/8/18 for \$429,308.99; Mrs. Knauff supported the motion, which passed by an all yeas vote.

11. **Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher June 2018 than in June 2017.

12. **Write-Offs:** There were no write-offs to present at this meeting.

13. **Operations- Compass:** As discussed in the previous board meeting, Compass Communications has requested a final payment for \$128,516. This amount is within the overall approved amount for services, however, Mrs. Espinoza is recommending

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a lower payment. This is due to several discrepancies in their charges that do not align with the services outlined in the contract. We have enlisted the services of an attorney. No formal lawsuits have been filed.

14. **Operations- Stingray:** In reference to the above (Compass), on June 20, 2018, we received a letter from an attorney representing Stingray. This letter was addressed to Compass and Pleasant View as they believe there is a bond covering this section of the project. We have obtained legal services through Jeff Gallant with Clark Hill. Although we have no obligation to pay Stingray directly, we are exploring the option of cutting a joint check to Compass and Stingray, if Compass agrees to deduct the amount owed (to Stingray) from the overall amount owed. In the last board meeting it was approved to cut a joint check if recommended by our legal counsel. We have not heard back yet as to if Compass has accepted or declined.
15. **Operations- State:** There are two outstanding FRIs. One is a resident to resident report which occurred on May 28, 2018, which was desk reviewed and closed. The second is a resident who received a burn from hot soup on May 29, 2018.
16. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the June 2018 incident/accident report at the meeting.
17. **Operations- Outpatient Therapy:** As discussed in the last two board meetings, assessments to determine how and when to roll out this service is ongoing. Mrs. Espinoza will meet with the current therapy department within the next couple of weeks.
18. **Operations- Aquariums and Aviaries:** Mrs. Espinoza explained that prior to the move to our new facility, we had a company remove and rehome our birds to new locations. The aviaries were outdated for the new facility. The residents are asking for the birds to come back as well as getting aquariums now that we are settled into the new facility. We are proposing 4 fish tanks and 4 aviaries (one for each unit and one for town square). We completed a price comparison between 2 companies. One is Blue Lagoon and the other is Serenity. We prefer to work with Blue Lagoon because they are local and we worked with them in the old facility. Mrs. Civile made the motion to approve the contract with Blue Lagoon to provide and install services related to aquariums and aviaries; Mrs. Knauff supported the motion, which passed by an all yea vote.
19. **Operations- Board Member Agenda Option:** Mrs. Espinoza informed the board that research has been done to find an efficient way to get the board agenda and supporting information to our board of directors. We are proposing an electronic board agendas format. This would require the purchase of a tablet for each board member as well as an application that stores the information. This method would not only make the information more assessable, but it would also cut down on paper cost and waste. We would also be enabled to easily make last minute changes. We would like to recommend that once the tablet is purchased for the board member, it is theirs to keep after they resign from the board. We would then purchase a new tablet for the new board member. The cost of three tablets comes to \$1,167; these tablets were reviewed and recommended by Common Angle. We also did a price

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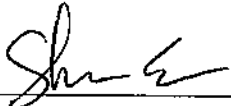
comparison to another company for the application. CiviClerk was \$2,200 cheaper in the first year than the other company. The cost for CiviClerk is \$3,075 for the first year and \$1,980 for the second year (for a two-year contract). The first year price includes implementation, training, set-up and consulting fees. Mrs. Civile made the motion to approve the purchase of a tablet for each board member and any additional board members that join in the future; Mrs. Knauff supported the motion, which passed by an all yeas vote. Mrs. Civile also made the motion to engage in a two-year contract with CiviClerk to provide the agenda management system; Mrs. Knauff supported the motion, which passed by an all yeas vote.

20. **Strategic Planning- Culture Change Journey:** Eden plans are set to restart. The Neighborhood Guides are meeting weekly. The Certified Eden Associate training was August 1-3. We are pushing our mission and vision statement and promoting staff empowerment.
21. **Human Resources- Phil Alt:** Mrs. Espinoza presented the final agreements, as approved at the last board meeting, for consulting with Phil Alt.
22. **Human Resources- Business Office Management Position:** Mrs. Espinoza reported that we promoted our Medical Biller, Kelly Knieper, to fulfil the new role of Business Office Manager (position was approved in the last board meeting). This went into effect July 23, 2018. She will be handling the business office functions, assist in Eden and serve as department head for the business office.
23. **Human Resources- Union Negotiations:** Union negotiations are beginning in August. Steve Girard with Clark Hill will assist us.
24. **Human Resources- EEOC:** As discussed at the last board meeting, a complaint of sexual discrimination was filed against the facility on January 25, 2018 through the EEOC. Lawyers have been involved for assistance; no further information to be presented at this time. On March 12 and March 13, complaints alleging discrimination from two separate individuals were filed through the EEOC. A letter was given to the Administrator a few days prior to the March 13 complaint. Legal assistance has been obtained for both allegations. Per Administrator request, the legal team is going to review allegations in the letter and is conducting an investigation. On June 14, 2018 we received a third complaint through the EEOC alleging discrimination. This matter was closed by the EEOC on June 18, 2018. Our responses have been submitted for all claims; we are awaiting the next step from the EEOC. It should be noted that a letter was received on May 21, 2018 from a lawyer representing 5 current and past employees. The letter asked for employment files of the 5 individuals, some of the individuals are the same individuals involved in the EEOC claims stated above. Legal assistance has been obtained. No further responses have been received on this matter.
25. **Human Resources- Geri Tigner:** The services of Geri Tigner have been used throughout the past several years to provide training to our staff. Over the last year she has provided leadership training and personality assessment testing to different members of our team (within approved budget). The week of July 16, 2018 she completed diversity training for the facility. A make-up session will take place in September for employees who were unable to attend the first training.


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26. **Human Resources- Back-Up Administrator:** Mrs. Espinoza explained that as part of our facility assessments to determine areas of need in the facility, it has been noted that no one in the facility can step in as Administrator should something happen to the current Administrator. We have identified that our Director of Nursing, Theresa DeLau, would be the ideal candidate to step in as Administrator if the need should arise. In order to do so, she needs to take the Administrator courses and complete a State and Federal examination. The course can be completed online through Ferris State University and the cost is \$4,500. An estimated \$1,000 additional would be needed for books, testing fees and prep materials. Mrs. Espinoza is recommending the facility pay for all expenses mentioned above to ensure the facility continues to operate appropriately if something should occur to the current Administrator. Theresa has agreed to stay with the facility for three years following obtaining licenses. If she chooses to leave before three years, she would pay the facility back for the costs. Mrs. Civile made the motion to approve payment for Theresa DeLau to take courses, materials, prep work and testing needed to become a Licensed Nursing Home Administrator; Mrs. Knauff supported the motion, which passed by an all yea vote.
27. **Updated Policies:** No new policies to discuss at this time.
28. **Physical Plant- Generator Maintenance:** Mrs. Espinoza reported that we have changed the company that provides the maintenance and service to our generators. We are now utilizing Wolverine Power Systems. We made this switch as it was a lesser amount from the previous company (both companies provided a quote). In addition, Wolverine is the company who installed the generators that we currently have.
29. **IT- IT Server Failure:** Mrs. Espinoza reported that on July 18, 2018 we experienced a network malfunction that brought down shared files, email and printing for the facility. Our in house IT staff switched the nursing machines on the floor over to the guest network, which is a separate network normally used for residents and their families to access the internet. This allowed nurses to connect to Point Click Care and continue resident care. Common Angel was immediately involved in the investigation. IT got to the root cause of the malfunction and all systems are working as they should. Systems are being implemented to ensure that it doesn't happen again.
30. **Next Meeting Date:**
- Friday, August 24, at 10 AM in the Administrator's Conference Room.
31. **Adjournment:** Mrs. Civile made the motion to adjourn the meeting at 10:59 AM; Mrs. Knauff supported the motion, which passed by an all yea vote.

Meeting Adjourned at 10:59 AM.

 8/24/18

Administrator

 8/24/18

Board Chairman