

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 4, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mr. Aue called the meeting to order at 10:01 AM. The following attended: Hartmann Aue (Chair), Londa Knauff (Co-Chairperson), Cindy Civile (Member), Shana Espinoza (Administrator), Linda Weber (Chief Financial Officer), Sandy Lamb (Human Resource Manager), Theresa DeLau (Director of Nursing), Jeff Smithingell (Plant Operations Manager), Jennifer Zemora (Dietary Manager), and Chelsea Edwards (Administrative Assistant to the Administrator). Zach Zechmeister and Kelli Jenness (Spence Brothers) were present via telephone.

Approval of the Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board meeting minutes from April 6, 2018: Mrs. Knauff moved to accept the minutes of the April 6, 2018 meeting; Mrs. Civile supported the motion, which passed by an all yeas vote.

1. **Public Participation:** Amy Keeling, family member to a current resident, was present to express her concerns about low staffing levels as well as the burn out the staff may be feeling as a result of the low staffing levels.
2. **New Pleasant View Building- CM Payment Request #22:** Spence Brothers submitted a request for payment #22 for \$230,385.82. Mrs. Civile made a motion to approve the request for payment #22 to Spence Brothers for \$230,385.82; Mrs. Knauff supported the motion, which passed by an all yeas vote
3. **New Pleasant View Building- Analysis of Building Project Costs/CON:** Mrs. Weber informed the board members that a final report on the project costs for the new facility was submitted to the State on April 16, 2018. She also explained the project overran its approved costs by more than the threshold and an amendment to the CON has been requested to accommodate the increased project costs.
4. **New Pleasant View Building- Building Update:** Mrs. Espinoza explained that we have had some issues with certain doors letting water in to the facility as well as several of the windows leaking. In addition, there are some areas of the roof where leaking may be a concern. Mr. Smithingell is working with Chad Dean of Spence Brothers to resolve the issues.

At 10:22, Zack Zechmeister and Kelli Jenness from Spence Brothers left the phone conference.

5. **New Pleasant View Building- Additional Cameras:** Mrs. Espinoza presented a quote for \$7,411 to install additional cameras in the kitchen as well as on the roof through Stingray Systems. These cameras will assist with monitoring of stock supplies and will also monitor different systems on the roof for safety. Mrs. Knauff made a motion to approve \$7,411 for additional cameras in the kitchen as well as the roof; Mrs. Civile supported the motion, which passed by an all yeas vote.
6. **New Pleasant View Building- Marketing/PR:** Mrs. Espinoza discussed the Community Relations Team Committee progress; they initiated the fundraising

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 4, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

process by hosting a hot dog sale on April 27. She also informed the board of our internal job fair that was completed on May 11, for which Mrs. Lamb and Mrs. Delau interviewed potential employees for 12 hours.

7. **New Pleasant View Building- Rathbun Public Relations:** Mrs. Espinoza explained that she had met with Carrie Rathbun (who had been leading the public relations for Pleasant View) to discuss the PR/Marketing plan for this year. Because we now have Mrs. Baldwin internally coordinating the PR/Marketing, we no longer have a need for Rathbun Public Relations for the day-to-day happenings at Pleasant View. The routine services of Rathbun Public Relations will stop effective May 2018, however, Mrs. Espinoza had recommended a motion to change Rathbun Public Relations retainer service to hourly support and project based needs. Mrs. Espinoza explained that we might need their services for the millage campaign, help with negative social media, etc.; this will allow Mrs. Baldwin to handle daily operations with peace of mind that we have hourly support if the need arises. Mrs. Knauff made the motion to change Rathbun Public Relations from a retainer service to hourly support and project based work when or if needed; Mrs. Civile supported the motion, which passed by an all yeas vote.
8. **Financial- Staff Recognition Funds:** Mrs. Espinoza clarified that previously donated funds go towards staff recognition; fundraising has started in order to continue growing the funds available for this. Mrs. Espinoza also explained that a formal policy is being developed.
9. **Financial- Memorial Fund:** As discussed in the last board meeting, the Memorial Fund decreased to \$8,125.30. As of April 30, 2018, the fund increased due to donations received from the Richard C. Brown Grantor Trust; determination of earnings on this bank account remains forthcoming.
10. **Financial Report:** Mrs. Weber presented the unaudited financials for January 2018. Mrs. Civile made the motion to approve the unaudited financials for January 2018; Mrs. Knauff supported the motion, which passed by an all yeas vote.

At 10:30, Chad Dean of Spence Brothers joined the meeting. The discussion led back to the issues with the window leaks as well as the water entering the building from under the doors. Mr. Dean explained that he is working on the issues and implementing door seals, window clips, as well as working to fix the ceiling tile issue (in certain offices and in the Town Square). The issue with the ceiling tiles occurs when the front door opens or if there is a window open and a large gust of wind comes through, the ceiling tiles will suck up into the ceiling then abruptly drop). After further discussion, Mr. Dean left the meeting at 10:37.

11. **Financial- Accounts Payable:**

- Mrs. Weber presented the accounts payable check register dated 4/6/18 for \$113,391.48. Mrs. Civile made the motion to approve payment of the check register 4/6/18 for \$113,391.48; Mrs. Knauff supported the motion, which passed by an all yeas vote.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 4, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

- Mrs. Weber presented the accounts payable check register dated 4/13/18 for \$550,150.74. Mrs. Knauff made the motion to approve payment of the check register 4/13/18 for \$550,150.74; Mrs. Civile supported the motion, which passed by an all yea vote.
 - Mrs. Weber presented the accounts payable check register dated 4/20/18 for \$478,042.85. Mrs. Knauff made the motion to approve payment of the check register 4/20/18 for \$478,042.85; Mrs. Civile supported the motion, which passed by an all yea vote.
12. **Financial- Payroll:** Mrs. Lamb spoke in reference to OT still being high due to 1:1 monitoring and necessary front door coverage.
- Mrs. Weber presented payroll from 3/19/18-4/1/18 for \$398,886.71, which was paid on 4/13/18. Mrs. Civile made the motion to approve payroll from 3/19/18-4/1/18 for \$398,886.71; Mrs. Knauff supported the motion, which passed by an all yea vote.
 - Mrs. Weber presented payroll from 4/2/18-4/15/18 for \$393,497.42, which was paid on 4/27/18. Mrs. Knauff made the motion to approve payroll from 4/2/18-4/15/18 for \$393,497.42; Mrs. Civile supported the motion, which passed by an all yea vote.
13. **Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in March 2018 than in March 2017.
14. **Write-Offs:** There were no write-offs presented.
15. **Operations- Resident Council:** Mrs. Espinoza presented to the board that the 2017 tax return has been filed and accepted by the Internal Revenue Service. In addition, the website Guidstar.org is updated with the resident council tax information.
16. **Operations- CMS Star Rating:** Mrs. Espinoza also informed the board that Pleasant View is a 5 star facility!
17. **Operations- Compass:** Mrs. Espinoza informed the board that 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 no further payment at this time. There have been several discrepancies in their charges that do not align with the services outlined in the contract. Mrs. Espinoza is working up the chain of command in an attempt to speak to the owner. An update will occur at the next month's board meeting.
18. **Operations- State:** There are no outstanding facility reported incidents at this time.
19. **Operations- Resident Discharge Surveys:** Mrs. Espinoza presented the results of the Resident Discharge Survey. We are very excited that 100% of respondents indicated that they would "very likely" return to us for future health care needs.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 4, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

20. **Operations- Incident/ Accident Report:** February 2018 through April, 2018 incident/accident reports were reviewed. Mrs. Espinoza informed the board of upcoming changes the team is looking to implement to reduce the number of falls. Some examples of potential changes include changing the color of the call lights from white to red to ensure staff see the light is on as well as possibly installing curtains in the rooms so the resident still has privacy while receiving care and also allowing nursing staff to hear what is going on outside the room.
21. **Strategic Planning- Culture Change Journey:** Mrs. Espinoza informed the board that Eden plans are restarting.
22. **Human Resources- IT Temp Position:** At the March 2018 board meeting, approval was granted to extend the IT temp position until the end of June; this was due to the heavy work load for the IT staff following the move, as well as back-up support to a member of the team who is dealing with a medical matter. However, since the March 2018 meeting, the staff member has been removed from work for medical reasons. Mrs. Espinoza recommended a motion to approve the IT temp position to be extended through the end of 2018; or a motion to approve the IT temp position to become a permanent, full-time position. After discussion, Mrs. Knauff made a motion to approve making the IT temp position a permanent, full-time position; Mrs. Civile supported the motion, which passed by an all yeas vote.
23. **Human Resources- CNA Bids:** After discussing the need to increase the CNA staffing levels, Mrs. Espinoza recommended a motion to approve hiring 8 full-time CNA staff members, but explained that by hiring 12 more full-time CNA staff members, we could provide ample staffing to meet all care needs for our residents and our minimum staffing levels would increase slightly. Mrs. Civile recommended a motion to approve hiring 12 full-time CNA staff members; Mrs. Knauff supported the motion, which passed by an all yeas vote.
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, a complaint alleging discrimination from two separate individuals was 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. Our responses have been submitted for all claims; we are awaiting the next step from the EEOC.
25. **Updated Policies:** Mrs. Espinoza presented an updated Accutech System policy which will comply with the system in the new building. She also presented a License and Certificate Verification policy created to ensure there is no lapse in verification of staff licenses/certificates.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 4, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

26. **Memorial Meeting- Board of Trustees:** Mrs. Espinoza has officially been accepted to the Memorial Healthcare Board of Trustees. Her first meeting occurs May 21, 2018.
27. **Physical Plant:** Mr. Smithingell informed the board that with the warm weather and sunshine, he and his team are installing umbrellas on each patio table in the courtyards to ensure there is shade for residents who choose to utilize the courtyard space.
28. **Nursing- Quarantine:** There are currently no quarantines, however, we are still implementing visiting restrictions for children per health department recommendation.
29. **Activities:** The Activities department will host a Mother's Day tea. The staff is working hard to prepare for National Nursing Home Week, which is themed "Spending time at the big top circus." Also, every Friday in the month of May, we will have live entertainment in the Town Square.
30. **Closed Session:** At 11:04, Mrs. Knauff made a motion to enter a closed session; Mrs. Civile supported the motion, which passed by an all yea vote. In attendance for the closed session was as follows: Hartman Aue (Chairman), Londa Knauff (Co-Chair), Cindy Civile (Member), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager), and Chelsea Edwards (Administrative Assistant to the Administrator).

At 11:20 Mrs. Knauff made a motion to end the closed session; Mrs. Civile supported the motion, which passed by an all yea vote.

11:20 the closed session ended.

31. **Next Meeting Date:**

- Friday, June 1, at 10 AM in the Administrator's Conference Room.

32. **Adjournment:** Mrs. Civile made the motion to adjourn the meeting at 11:25 AM; Mrs. Knauff supported the motion, which passed by an all yea vote.

Meeting Adjourned at 11:25 AM.



Administrator



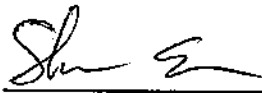
Board Chairman

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 4, 2018: ADMINISTRATOR'S CONFERENCE ROOM
CLOSED SESSION**

The meeting entered a closed session at 11:04 AM. In attendance for the closed session was as follows: Hartman Aue (Chairman), Londa Knauff (Co-Chair), Cindy Civile (Member), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager) and Chelsea Edwards (Administrative Assistant to the Administrator).

1. **Administrator Self-Evaluation:** Mrs. Espinoza presented the completed evaluation which she evaluated her own performance within the last year. She stated that she believes she is making the correct salary at this time and did not request a raise in pay.
2. **DHHS Evaluation of Administrator:** The board members completed the evaluation together and included Mrs. Espinoza in the discussion.

The Closed Session ended at 11:25 AM



Administrator



Board Chairman