

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
October 26, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:05 AM. The following attended: Londa Knauff (Chairperson), Cindy Civile (Co-Chair), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager), Theresa DeLau (Director of Nursing), Jeff Smithingell (Plant Operations Manager), Jennifer Zamora (Dietary Manager), Phil Alt (CFO) Kelly Knieper (Office Manager, Billing), Rachel Baldwin (Marketing/PR), Zack Zechmeister (Spence Brothers) via telephone, Greg Bontrager 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: Mrs. Civile made the motion to accept the minutes of the August 24, 2018 closed session minutes; Mrs. Knauff supported the motion, which passed by an all yeas vote. Mrs. Civile made the motion to approve the September 28, 2018 minutes; Mrs. Knauff supported the motion, which passed by an all yeas vote. Mrs. Civile made the motion to approve the September 28, 2018 closed session minutes; Mrs. Knauff supported the motion, which passed by an all yeas vote.

1. **Public Participation:** None.
2. **Vote for Board Reorganization:** Final approval was not received for the new board member, a vote for reorganization did not take place at the October 26, 2018 meeting.
3. **New Pleasant View Building- Analysis of Building Project Costs/CON:** Mrs. Espinoza explained that as discussed at previous meetings, since the building project overran its approved costs by more than the threshold, an amendment to the CON was requested to accommodate the increased project costs (15% of the first \$1 million + 10% of the remaining approved costs). The amendment was filed on May 16, 2018 through the services of Walt Wheeler. Mrs. Espinoza reported that on October 15, 2018 the amendment was approved. The last step in the CON process is to file a report that the facility is up and running, this is being done through the services of Walt Wheeler.
4. **New Pleasant View Building- Building Update:** Mrs. Espinoza reported that we have made great progress with the outstanding building needs. She explained that several items have been resolved, while some are still in progress. We are in constant communication with Spence. Mrs. Espinoza explained that on October 12th, major repairs to the Harbors rooftop started; the heat was shut off to the unit for the day. There were back-up heat sources available on site, but they were not needed as the unit maintained temperatures well. She reported that the final repair was completed on October 19, 2018. Mr. Zechmeister explained that he obtained warranty documents for parts and repairs and is also looking at warranty extensions for the system. Mrs. Knauff stated that she would like the warranty to start when the rooftop unit is working properly. Mrs. Espinoza explained that in addition, legal consult had been obtained to discuss options of recuperating lost revenue and presented a letter from Spence sent to Remer. Mr. Zechmeister presented an updated list of outstanding items.

At 10:16 AM, Zack Zechmeister left the meeting (via telephone).

5. **New Pleasant View Building- Marketing/PR:** Mrs. Espinoza reported that CRT coordinated with Activities to create Michigan vs. Michigan State Rival fun week.

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Christmas decoration have been ordered and some have even been delivered. Pleasant View did a press release for the candy donations for the annual Halloween trick or treating; we interviewed with Argus news to talk about the candy donations. Thank you letters have been drafted for families who donate to the facility, which will identify what the money will be used for. CRT is putting together a 2019 calendar (fundraiser). Christmas decorating will start the last week of November. Recording for the 2019 Christmas commercial starts December 11, 2018.

6. **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.

7. **Financial- Memorial Fund:** Mrs. Espinoza reported that we have reviewed this account. She explained that we are first recommending to change the name of the account to "Restricted Fund/CRT." The restricted title accounts for funds donated with a designated purpose. CRT stands for Community Relations Team. Funds from this account (that were not donated with a specific purpose) will be utilized for staff recognition, employee moral gifts/event, etc. The account currently has \$29,051.69. However, we need to reimburse facility operations \$8,221.44 to account for the memory wall. Mrs. Espinoza explained that this purchase was never paid out of the memorial fund. Moving forward, we are recommending that we transfer funds from this account to the operating account quarterly. Mrs. Civile made the motion to transfer \$8,221.44 from the 764 (1050) Memorial Fund account to the 512 (1040) Operating account to account for the purchase of the memorial wall; Mrs. Knauff supported the motion, which passed by an all yea vote. Mrs. Civile made the motion to change the Memorial Fund account to the title of Restricted Fund/CRT; Mrs. Knauff supported the motion, which passed by an all yea vote. Mrs. Civile made the motion to transfer funds from the Restricted Fund/CRT account to the Operating account every quarter (to account for expenses); Mrs. Knauff supported the motion, which passed by an all yea vote.

8. **Financial Report:** Mr. Alt presented the September, 2018 unaudited financials. Mrs. Civile made the motion to approve the September, 2018 unaudited financials; Mr. Knauff supported the motion, which passed by an all yea vote.

9. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 9/26/18 for \$138,297.04. Mrs. Civile made the motion to approve payment of the check register 9/26/18 for \$138,297.04; Mrs. Knauff supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the accounts payable check register dated 10/3/18 for \$245,984.96. Mrs. Civile made the motion to approve payment of the check register 10/3/18 for \$245,984.96; Mrs. Knauff supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the accounts payable check register dated 10/17/18 for \$568,633.63. Mrs. Civile made the motion to approve payment of the check register dated 10/17/18 for \$568,633.63; Mrs. Knauff supported the motion, which passed by an all yea vote.

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10. **Financial- Payroll:** Mrs. Lamb informed the board that on paycheck 9/28/18 payroll and OT were up due to the Labor Day holiday. For the paycheck of 10/12/18 payroll is down \$4,000.
- Mrs. Espinoza presented payroll from 9/3/18-9/16/18 for \$413,742.79, which was paid on 9/28/18. Mrs. Civile made the motion to approve payroll from 9/3/18-9/16/18 for \$413,742.79; Mrs. Knauff supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented payroll from 9/17/18-9/30/18 for \$ \$390,504.96, which was paid on 10/12/18. Mrs. Civile made the motion to approve payroll from 9/17/18-9/30/18 for \$ \$390,504.96; Mrs. Knauff supported the motion, which passed by an all yeas vote.
11. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in September 2018 than in September 2017 with higher readmissions and higher discharges compared to 2017.
12. **Financial- Write-Offs:** Mrs. Espinoza explained both write-off #1, and write-off #2 were residents that we received medical record requests on. Medicare Plus Blue took this money back due to the documentation that was submitted for the request not supporting the level of service billed. The total write-off balance requested is \$1,267.
- Mrs. Civile made the motion to approve write-off #1 for \$705.63; Mrs. Knauff supported the motion, which passed by an all yeas vote.
 - Mrs. Civile made the motion to approve write-off #2 for \$561.37; Mrs. Knauff supported the motion, which passed by an all yeas vote.
13. **Financial- Private Pay Rate:** Mrs. Espinoza explained that as discussed at the last meeting, we have been reviewing our private pay rate. Our current rate is \$325/day; she stated that we are proposing a new rate of \$355 effective 1/1/19. She explained that this is based on the historical average of rate adjustments prior to the move. This amount is above the straight Medicaid rate and gets the number closer to the Medicaid + QAS rate. A comparison of private pay rates in our area showed the costs per day to be \$260/day at one home. Another home was \$300 day. She stated that our largest competitor is priced at \$345/day. Mrs. Civile made the motion to approve the increase of the private pay rate to \$355/day effective 1/1/19; Mrs. Knauff supported the motion, which passed by an all yeas vote.
14. **Financial- Outstation Worker:** Mrs. Espinoza explained that as briefly discussed at the last board meeting, we are looking at the addition of a Medicaid outstation worker to work in our facility. She stated that we are currently negotiating the terms of the contract; once the contract is signed, it will take 6 months for a worker to be placed in our facility. The approximate cost is going to be around \$61,500. Formal information for board approval will be presented at a future board meeting.
15. **Operations- State:** Mrs. Espinoza informed the board that state arrived in the facility on 9/25/18 to investigate a facility reported incident (med error) that was reported on 8/31/18. She explained that they left on 9/26/18 and we received one D

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level citation. Mrs. Espinoza stated that the plan of correction is ongoing. We are still waiting on our annual survey to occur at any time. She explained that on 10/17/18 we reported a family allegation of neglect. The investigation is ongoing and pertains to failure to coordinate dental appointments timely. The family member claims the current oral infection and tooth loss is a result of not scheduling extractions soon enough. State arrived on 10/26/18 to follow up on this matter.

16. **Operations: Furniture Order:** Mrs. Espinoza explained that as we continue to settle in to the new facility, we are finalizing office space locations and needs. She stated that we have identified the need for file cabinets in the social worker's offices (3 total). Also, we need to convert a conference room to an office setting for our new nurse educator (the addition of an admissions staff member created an office need). She explained that the activity corners on the units need additional tables for resident activities. The total cost for all needs amounts to \$7,131.74. We are recommending utilizing NBS as they have supplied our furniture in the new building, and we would like to stay consistent. Mrs. Civile made the motion to approve furniture order through NBS at a cost of \$7,131.74; Mrs. Knauff supported the motion, which passed by an all yeas vote.

17. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the September 2018 incident/accident report at the meeting.

18. **Operations- Outpatient Therapy:** Mrs. Espinoza explained that our therapy coordinator (Chantel) through Rehabcare is taking another position within Rehabcare. Her replacement is currently being processed for hire to start November 1, 2018. She stated that he brings knowledge of outpatient therapy services from another county home. In addition, Mrs. Espinoza has reached out to a consultant that may be able to assist us with this process.

19. **Strategic Planning- Culture Change Journey:** Eden plans are underway. The Neighborhood Guides are now meeting bi-weekly. The team is working on developing team Eden days that will take place every other Friday.

20. **Human Resources:** Union negotiations are still underway. Steve Girard, attorney with Clark Hill, is assisting us with negotiations. The next meeting is today.

21. **Human Resources- EEOC:** Mrs. Espinoza reported that as discussed at the last board meetings, on January 25, 2018 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. No further information to present at this time. On March 12, 2018 we received a complaint through the EEOC alleging discrimination. Legal assistance has been obtained. On March 13, 2018 we received a second complaint through the EEOC alleging discrimination. A letter from the same employee who filed this complaint was given to the Administrator days prior. Legal assistance has been obtained for this complaint as well. Per Administrator request, an investigation has been conducted through the law firm Clark Hill. Mrs. Espinoza gave an update stating that on September 11, 2018 we were notified that this charge has been closed with no findings. On June 14, 2018 we received a third

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complaint through the EEOC alleging discrimination. Legal assistance has been obtained for this matter as well. This complaint was closed by the EEOC a short while later on June 18, 2018. Mrs. Espinoza explained that our responses have been submitted for all claims with the exception of the June 14, 2018 complaint, since it was closed. Mrs. Espinoza informed the board that we only have one open case.

22. Updated Policies:

- Mrs. Espinoza explained that a massive review of all policies is underway. The current focus is on all nursing policies. Progress is being made with the dietary policies as well.
- Mrs. Espinoza presented a Mail Policy regarding incoming/outgoing mail.
- Mrs. Espinoza presented a Conduct and Behavior policy for staff. This will be official as of November 1st, as a 30-day notice was required to be given to the union.
- Mrs. Espinoza presented a Nurse Conduct policy regarding nurse expectations. This will be official as of November 1st, as a 30-day notice was required to be given to the union.

23. Nursing- Quality Assurance Performance Improvement Plan (QAPI) and CASPER Report: Mrs. DeLau reported that CASPER report areas that flagged above the 75th percentile include: New/worsened Pressure Ulcer (83rd), Behavioral S/S Affecting Others (71st), Depression (76th), UTI (85th). Areas of improvement: Excessive Weight Loss (68th improved from 84th), Ability to Move Independently Worsened (57th improved from 76th).

24. Activities- Update: Mrs. Conklin presented a schedule of upcoming events for the remainder of 2018.

25. Next Meeting Date:

- Friday, November 16, at 10 AM in the Administrator’s Conference Room.

26. Adjournment: Mrs. Civile made the motion to adjourn the meeting at 11:03 AM; Mrs. Knauff supported the motion, which passed by an all yeas vote.

Meeting Adjourned at 11:03 PM.

Administrator

Board Chairman

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