

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
January 18, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Civile called the meeting to order at 10:03 AM. The following attended: Londa Knauff (Chairperson) via telephone, Cindy Civile (Co-Chair), Greg Bontrager (Member), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager), Jeff Smithingell (Plant Operations Manager), Phil Alt (CFO) Kelly Knieper (Office Manager, Billing), Rachel Baldwin (Marketing and Admission Manager) and Chelsea Nelson (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. Knauff made the motion to approve the December 21, 2018 meeting minutes; Mr. Bontrager supported the motion, which passed by an all yea vote. Mr. Bontrager made the motion to approve the closed session minutes for the December 21, 2018 meeting; Mrs. Knauff supported the motion, which passed by an all yea vote.

1. **Public Participation:** None.
2. **New Pleasant View Building- Building Update:** Mrs. Espinoza presented a list of outstanding building items of concern. She stated that we will continue to handle this issues in-house. Mrs. Knauff requested an update on the floors; Mr. Smithingell stated that he is still working on this issue and will keep the board updated.
3. **New Pleasant View Building- Marketing/PR:** Mrs. Espinoza reported that we are working on the PR/Marketing schedule for 2019. She stated that 2019 CRT fundraising ideas are in progress as well as community volunteering; we are working with Shiawassee Regional Education Service District to get more volunteers at Pleasant View. Mrs. Espinoza also explained that policies and procedures regarding donations are being developed. She also reported that we celebrated our 1-year anniversary in our new building on January 17 with a group photo and cake.
4. **New Pleasant View Building- Star Rating with CMS:** Mrs. Espinoza explained that the facility is a 5-star facility again. She stated that the team is working continually to meet the requirements with CMS.
5. **Financial Report:** Phil Alt, contracted CFO, presented the November 2018 unaudited financials. Mr. Bontrager made the motion to approve the October 2018 unaudited financials; Mrs. Knauff supported the motion, which passed by an all yea vote.
6. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 12/13/18 for \$513,157.09. Mrs. Knauff made the motion to approve payment of the check register 12/13/18 for \$513,157.09; Mr. Bontrager supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the accounts payable check register dated 12/27/18 for \$164,989.88. Mrs. Knauff made the motion to approve payment of the check register 12/27/18 for \$164,989.88; Mr. Bontrager supported the motion, which passed by an all yea vote.

Mr. Bontrager stated that he would like to see us start to track our monthly costs to keep the building running and the variation costs separately. He explained that this

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breakdown would help us map and track cost. He further explained that he would like to see a comparison year to year, reflecting costs of the current year vs. the previous year. The team agreed that this would help map and track cost.

7. **Financial- Payroll:** Mrs. Lamb presented the payroll summaries for pay periods 11/26/18-12/09/18 and 12/10/18-12/23/18. She explained that on the check date 12/21/18, the total payroll was average for the past couple of months. She stated that the average decrease in OT is approximately \$10,000. She explained that in comparison to 1 year ago, payroll is approximately \$45,000 higher with OT \$3,500 higher. She further explained that on check date 1/4/19, the total payroll decreased by \$7,000 since the last pay with OT the remaining the same. She stated that in comparison to 1 year ago, payroll is approximately \$10,000 higher with OT \$11,000 lower. She stated that OT was so high last year because of the move to the new building.
 - Mrs. Espinoza presented the payroll journal from 11/26/18-12/09/18 for \$400,917.88, which was paid on 12/21/18. Mrs. Knauff made the motion to approve payroll from 11/26/18-12/09/18 for \$400,917.88; Mr. Bontrager supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the payroll journal from 12/10/18-12/23/18 for \$387,212.58, which was paid on 01/04/18. Mrs. Knauff made the motion to approve payroll from 12/10/18-12/23/18 for \$387,212.58; Mr. Bontrager supported the motion, which passed by an all yea vote.
8. **Financial-MMRMA Refund:** Mrs. Espinoza explained that we received a refund from our insurance agency for \$23,002.
9. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in December 2018 than in December 2017. She explained that admissions were higher in December 2018 compared to December 2017, with higher readmissions and higher discharges in 2018 compared to 2017. Mrs. Espinoza explained that we are getting more short stay residents, which results in higher discharges.
10. **Financial- Outstation Worker:** Mrs. Espinoza explained there is no update on this, she will reach out in the next few weeks. Mrs. Knauff stated that she spoke with Alison Morrison (DHHS); she stated that DHHS cannot give up a seasoned worker at this time, but is willing to let someone come on and be trained. She stated that Shana and the board can be part of the interview process. Mrs. Knauff asked Mrs. Espinoza to touch base with Ms. Morrison.
11. **Operations- CPR Instructor Change:** Mrs. Espinoza explained that Steve Chapko, our CPR instructor, had to stop conducting classes in December. She stated that we decided to utilize the services of Kathy Sawyer, who is local to the area and works at Memorial. Shana stated that she has the best rate compared to the other instructors; Kathy charges \$50/person, which includes the card fee, while comparable instructors charged \$65/person. However, this is an increase from Mr. Chapko's pricing.

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12. **Operations- Family Request for Forgiven Payment:** Mrs. Espinoza explained that we have recently encountered several different families who are expecting that we will forgive money they owe to the facility; the request usually occurs after an event that the family states we are at "fault" for. Mrs. Espinoza gave an example, stating that following a resident fall, we have had families demand that we "forgive" all or part of the monies they owe due to their perception of our "failure." Mrs. Espinoza explained that her practice has been to inform families that billing and care concerns are separate matters; if they perceive we have failed, they can report us to the state, who holds the authority to impose money penalties when they deem it necessary. Mr. Bontrager suggested these family requests go to a committee for review, to assist Mrs. Espinoza.
13. **Operations- State:** Mrs. Espinoza reported that state arrived to the facility for our annual survey as well as to investigate all outstanding FRIs on January 7, 2019. She stated that they were accompanied by a federal surveyor for oversight on their processes. She explained that they exited on January 10. Mrs. Espinoza stated that there are 14 areas of concern and provided an explanation of some of the citations, stating that we are awaiting formal citations. She further explained that plans are already underway to correct the areas of concern.
14. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the October through December 2018 incident/accident reports at the meeting.
15. **Operations- Therapy:** Mrs. Espinoza reported that as approved at the last board meeting, Lyle Townsend has been contracted to complete a therapy/facility assessment. She stated that this assessment will occur on January 29. She explained that the goal is to complete an initial in depth assessment of our facility as it relates to therapy services and practices. Mrs. Espinoza explained that the results of this review will be presented at a future board meeting and that we will make a proposal for ongoing services at a future date.
16. **Strategic Planning- Culture Change Journey:** Mrs. Espinoza explained that Eden plans are underway. She stated that the Neighborhood Guides continue to meet bi-weekly. She further explained that the team continues to work on developing team Eden days and holiday events.
17. **Human Resources- Department Head Life Insurance:** Mrs. Espinoza explained that currently, the facility holds a \$9,000 life insurance policy on all employees; through union negotiations, we agreed to increase this to \$25,000 for the nurses. She would like to propose we increase the life insurance for the department heads to \$25,000 as well to keep them in line with the benefits the facility offers to employees. She explained the cost is approximately \$187-\$215 each year, but the final cost is being determined by underwriting, and there may be no cost increase. Mr. Bontrager explained that we want to make sure we are not discriminating against any employee, and to make sure we check all employees to ensure this change isn't "top heavy". This vote was tabled until the next meeting.
18. **Human Resources- MDS Nurse Addition:** Mrs. Espinoza explained that there are a lot of changes coming to the structure of the nursing home payment systems

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(PDPM). She stated that the area of the facility that will see the greatest change to their structure is the MDS team; the entire way they function will change with the new system. She explained that our nursing consultant, Vickie Burlew, has begun helping us prepare for the changes and she highly recommends that we add an additional MDS nurse to the team. Mrs. Espinoza stated that we currently have three MDS nurses; the addition of the fourth will allow the team to evenly support the work, and assist them with time off. She presented a letter of support from Vickie Burlew as well as a cost breakdown that shows the costs of the additional nurse. Mrs. Espinoza explained that the cost, with benefits, is approximately \$98,501.64; this position should eliminate the current OT we have with the MDS staff, which was \$33,520 in 2018. She further explained that the cost of the MDS nurse addition was already factored in to the budget for 2019. Mr. Bontrager made the motion to approve the addition of a MDS Nurse; Mrs. Knauff supported the motion, which passed by an all yeas vote.

19. **Human Resources- EEOC:** Mrs. Espinoza explained that on March 12, 2018 we received a complaint through the EEOC alleging discrimination. She explained that legal assistance has been obtained and no further correspondence has been received. She stated that this is the last outstanding EEOC charge at this time. Mrs. Espinoza had no updates on this during the meeting.
20. **Updated Policies:** Mrs. Espinoza explained that a massive review of all policies is underway. She explained that the current focus is on all nursing policies; progress is being made with the dietary policies as well. Mrs. Espinoza presented updated policies as follows:
 - Drug Policy
 - Medical Record Policy
 - Petty Cash Policy
 - Board Proxy Delegation PolicyMr. Bontrager made the motion to approve the “Policy Delegation” process as written; Mrs. Knauff supported the motion, which passed by an all yeas vote.
21. **Updated Contracts:** Mrs. Espinoza presented an updated contract for our dietician (Lynn Spaulding). She stated that this was due to her moving out of the area; with her personal relocation, our contract that requires us to pay her per mileage made the travel to our facility costly. Mrs. Espinoza explained that Lynn has agreed to a flat rate per trip; because this was within the Administrator’s approval limit for costs, the revised contract was signed. She stated that this was also done to ensure no interruption of services.
22. **Nursing- QAPI:** Mrs. Espinoza presented the CASPER report and gave a brief update of the improvements.
23. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events in February.

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24. **IT:** Mrs. Espinoza explained that we currently use two walkie-talkie systems that do not communicate with each other; they also require licensure through the FCC. She stated that they are also open to the community to listen to/join in on discussions; although HIPAA information is not shared over these walkies, it could become disruptive. Mrs. Espinoza explained that we would like to purchase the BTECH MURS-V1 walkie-talkies, and supply one to each employee in need of the communication device. She stated that if approved, we would first purchase enough for just the management team to trial; if the trial is successful we would move to purchase the walkies for the remaining staff in need of the communication devices. Mrs. Espinoza explained that this could be around 220 walkies. She provided a breakdown of ongoing cost and stated the amount would be \$9,510 for the initial purchase. Mr. Bontrager made the motion to approve the purchase of BTECH MURS-V1 walkie-talkies to replace the current communication system at a cost not to exceed \$15,000 for the initial roll-out; Mrs. Knauff supported the motion, which passed by an all yeas vote.

25. **Closed Session:**

- At 11:10AM, the meeting entered closed session.
- At 11:18AM, the meeting exited closed session.

26. **Contract Review for DON/Admin:**

- Mrs. Knauff made the motion to approve the contract for the Administrator, with revisions; Mr. Bontrager supported the motion, which passed by an all yeas vote.
- Mr. Bontrager made the motion to approve the contract for the Director of Nursing, with revisions; Mrs. Knauff supported the motion, which passed by an all yeas vote.

27. **Next Meeting Date:**

- Friday, February 15, 2019 at 10 AM in the Administrator’s Conference Room.

28. **Adjournment:** Mrs. Knauff made the motion to adjourn the meeting at 11:19 AM; Mr. Bontrager supported the motion, which passed by an all yeas vote.

Meeting Adjourned at 11:19 AM.

Administrator

Board Chairman

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