

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
February 15, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:01 AM. The following attended: Londa Knauff (Chairperson), 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), Michael Miller (IT), Zack Zechmeister (Spence Brothers) via telephone, Lyle Townsend (Therapy Consultant) 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: Mr. Bontrager made the motion to approve the January 18, 2019 meeting minutes; Mrs. Civile supported the motion, which passed by an all yeas vote. Mr. Bontrager made the motion to approve the closed session minutes for the January 18, 2019 meeting; Mrs. Civile supported the motion, which passed by an all yeas vote.

1. **Public Participation:** None.
2. **New Pleasant View Building- Building Update:** Mrs. Espinoza presented a list of outstanding building items of concern. She gave an update on several heating issues that occurred at the facility. Mrs. Espinoza explained that the first heat issue occurred on 1/20/19, which was restored without any harm to the residents, but required notification to the state. She stated that on 1/30/19, there were issues with heat maintaining temperature on one of the resident units; this was also restored without any harm, but required an update to the state. She further explained that on 1/31/19, the rooftop unit that heats the back of the facility (non-resident area) stopped working, which was also fixed without harm. Mrs. Espinoza stated that on 2/1/19, the rooftop unit that heats the front of the building (non-resident area), was also subject to concerns; it was functioning, but did not meet the requirements. Mr. Smithingell explained that a gas valve was not working to its full potential. Mrs. Espinoza stated that the settings needed adjusting to ensure everything was functioning properly. She further explained that detailed reports were submitted to the state.

Mr. Zechmeister stated that he and his team thought everything checked out when the building was completed, but things were overlooked, which is now causing areas of concern. He stated that these mistakes were overlooked by him and his team. Mrs. Espinoza explained to Mr. Zechmeister that a lot of these issues were avoidable, and explained the importance of our population at Pleasant View, and the need to be within the required temperature. Mrs. Knauff questioned who is responsible for paying the invoices. Mr. Zechmeister stated that Spence was figuring that matter out, and will keep everyone updated. Mr. Bontrager explained the state requirements and regulations, stating that the board expects that the facility will not be responsible for payment tied to the heat issues. Mr. Espinoza explained that she understands the warranty route, and that Remer should have been called first, but at the time of the issue (2AM) they could not wait for Remer. Mr. Zechmeister reiterated that he would be in touch in regards to the responsible party for payment.

Zack Zechmeister left the meeting 10:11AM.

Discussion took place after Mr. Zechmeister left the meeting. Mr. Botrager questioned if there was a performance clause in the contract with Spence, stating it

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
February 15, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

would benefit Pleasant View to have one. Mrs. Espinoza stated that she would reach out to attorney Jeff Gallant for clarification. Mrs. Knauff stated that she would like to push for another warranty on the rooftop units for the protection of the facility. She also asked Mrs. Espinoza to draft a list of the costs associated with the heat issue. She further stated that in April, the board might consider a tour of the facility to follow up on the outstanding items of concern. Mrs. Knauff stated that we might have to go above Mr. Zechmeister to resolve any outstanding concerns.

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 the PV videos will soon show in the lobby at the NCG theater downtown Owosso. Mrs. Espinoza explained that the March newsletter is in progress. She reported that CRT is taking orders for the "We are Family" t-shirts as well as selling candy bars. She explained that we are preparing for the Shiawassee Home Garden and Business Expo, which takes place on March 9 and 10.
4. **New Pleasant View Building- Star Rating with CMS:** Mrs. Espinoza explained that the facility has dropped to a 4-star rating this month. She stated that ratings are related to the quality measures, and that efforts are ongoing to continue working on the requirements with CMS.
5. **Financial Report:** Phil Alt, contracted CFO, presented the December 2018 unaudited financials. Mr. Bontrager made the motion to approve the December 2018 unaudited financials; Mrs. Civile supported the motion, which passed by an all yeas vote.
6. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 1/11/19 for \$182,797.65. Mrs. Civile made the motion to approve payment of the check register 1/11/19 for \$182,797.65; Mr. Bontrager supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented the accounts payable check register dated 1/11/19 for \$76,126.40. Mr. Bontrager made the motion to approve payment of the check register 1/11/19 for \$76,126.40; Mrs. Civile supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented the accounts payable check register dated 1/22/19 for \$220,378.64. Mrs. Civile made the motion to approve payment of check register dated 1/22/19 for \$220,378.64; Mr. Bontrager supported the motion, which passed by an all yeas vote.
 - Mrs. Espinoza presented the check register dated 1/23/19 for \$532,216.44. Mrs. Civile made the motion to approve payment of check register dated 1/23/19 for \$532,216.44; Mr. Bontrager supported the motion, which passed by an all yeas vote.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
February 15, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

7. **Financial- Payroll:** Mrs. Lamb presented the payroll summaries for pay periods 1/24/19-1/06/19 and 1/07/19-1/20/19. She stated that OT was up do to door coverage for the Harbors door.
- Mrs. Lamb presented the payroll journal from 12/24/19-1/06/19 for \$468,717.28, which was paid on 1/18/19. Mr. Bontrager made the motion to approve payroll from 12/24/19-1/06/19 for \$468,717.28; Mrs. Civile supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the payroll journal from 1/07/19-1/20/19 for \$411,828.04, which was paid on 01/20/19. Mr. Bontrager made the motion to approve payroll from 1/07/19-1/20/19 for \$411,828.04; Mrs. Civile supported the motion, which passed by an all yea vote.

Mrs. Lamb also presented a payroll comparison for 2018 compared to 2019. Mrs. Espinoza stated that she meets with the Department Heads monthly to better understand their department's OT needs.

8. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in January 2019 than in January 2018. She explained that admissions were higher in January 2019 compared to January 2018, with higher readmissions and higher discharges in 2019 compared to 2018.
9. **Financial- Outstation Worker:** Mrs. Espinoza explained that she has been speaking with Allison Morrison about this, stating that we are awaiting feedback from her for the next steps. Mrs. Espinoza stated that she will keep the board updated.
10. **Operations- State:** Mrs. Espinoza reported state arrived in the facility on 1/7/19 to complete our annual survey as well as to investigate all outstanding FRI's. She explained that they were accompanied by a federal surveyor for oversight on their processes; they exited on 1/10/19. She reported that they identified 14 areas of concern upon exiting, but on 1/30/19 we received the formal citations, which were late from the state. She explained that we were actually given 20 citations, several of which we were cited for multiple times on the same matter. Mrs. Espinoza explained that the plan of correction is underway; due to the lack of timeliness of the state, we have a shortened amount of time to correct the deficiencies. Mrs. Espinoza explained some issues that we are experiencing with the state, that include orr POC being denied for using he/she. She stated that plans are already underway to correct the concern areas and that we are also looking for areas that we need to dispute with the citations.
11. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the November 2018 through January 2019 incident/accident reports at the meeting.
12. **Operations- Therapy Equipment:** Mrs. Espinoza explained that a piece of therapy equipment, called a Nu-step, is not working properly. She stated that upon assessment, this piece of equipment is approximately 20 years old (it moved from the old to the new building). She explained that this equipment is widely used throughout the facility, and often times, residents will need to wait their turn to use

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
February 15, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

the equipment. Mrs. Espinoza stated that due to the volume of use, we are recommending replacing the broken item, as well as adding a second item. She explained Lyle Townsend (with Impact Wellness and Rehab) reviewed the equipment, and has verified the benefit of the equipment, and confirmed the pricing on the items. Mrs. Espinoza stated that the amount will not exceed \$13,475 for the purchase of the two items. Mr. Bontrager made the motion to approve the purchase of two Nu-step machines, in an amount not to exceed \$13,475; Mrs. Civile supported the motion, which passed by an all yeas vote.

13. **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 occurred on January 29. She explained that the results were clear that there are several items of concern. Mrs. Espinoza recommended that we begin searching for a new contract therapy company. Mrs. Espinoza provided the results of the assessment mentioned above. Mr. Townsend phoned in at 11:04 to discuss the matter.
14. **Operations- Therapy Contracted Services Agreement:** Mrs. Espinoza presented the proposed contract from Lyle Townsend. She explained that this contract will assist us with the switch of therapy companies (as described in our conversation with Lyle) as well as provide ongoing support services. Mrs. Espinoza explained that the support from Impact Wellness and Rehab has already proven extremely beneficial. Mr. Bontrager made the motion to approve ongoing contractual services with Impact Wellness and Rehab as outlined in the contract; Mrs. Civile supported the motion, which passed by an all yeas vote.
15. **Human Resources- Department Head Life Insurance:** In the January 15 meeting, 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. At the last board meeting, Mr. Bontrager asked that we conduct a discrimination test to ensure the benefits were not "top heavy", and the vote was tabled until the February board meeting (this meeting). After conducting the test, it was concluded that the benefit could be offered to the department heads. Mrs. Civile made the motion to approve the increase of life insurance to \$25,000 for all department heads; Mr. Bontrager supported the motion, which passed by an all yeas vote.
16. **Human Resources- Part Time 3rd Shift:** Mrs. Espinoza explained that we are working to fill a part time 3rd shift position to work the front desk on nights where there is no secretary to cover the desk. She stated that due to the risk of elopement, we have determined it was safest for our residents to keep the front door staff to assist with monitoring. She explained that the cost of adding a part time person will be minimal, and will save on overtime for staff needing to pick up extra shifts to cover it. Mrs. Espinoza provided a breakdown of the cost associated with adding the 3rd shift worker.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
February 15, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

17. **Human Resources- Dietary Position:** Mrs. Espinoza explained that we identified that the dietary department managers are obtaining a lot of OT to keep up with the demanding workload. She stated that the current annual cost of OT in the department is \$14,742.37. Mrs. Espinoza explained that the addition of the part time employee will be approximately \$29,108.56, and provided a breakdown of cost.
18. **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.
19. **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
 - Credit and Debit Card Payments Received from Customers
 - Facility Shirt Orders
 - Scanning of Insurance Cards, Picture ID and Social Security Card
20. **Nursing- QAPI:** Mrs. DeLau presented the CASPER report and gave an update on the improvements.
21. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events in March.
22. **IT:** Mrs. Espinoza explained that Common Angle (our contracted IT Company) identified that our Microsoft licensing is not compliant. She stated that part of getting things compliant, is to upgrade our entire exchange server. She presented a letter from Common Angle with support. Mrs. Espinoza explained that the cost to make these changes will be \$32,614 to upgrade, in addition, it will be \$1,508 to add an email filtering system, and Mrs. Espinoza will present a breakdown of cost at the next meeting. Mrs. Civile made the motion to approve the exchange server upgrade, which includes Microsoft office upgrade, in the amount of \$32,614; Mr. Bontrager supported the motion, which passed by an all yea vote. Mr. Bontrager made the motion to approve the email filtering system, with the cost to be presented at the next meeting; Mrs. Civile supported the motion, which passed by an all yea vote.
23. **Closed Session:** Mrs. Espinoza recommended the meeting enter closed session to obtain her annual performance review.
 - At 11:38 AM, the meeting entered closed session.
 - At 12:05 PM, the meeting exited closed session.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
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February 15, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

24. Next Meeting Date:

- Friday, March 15, 2019 at 10 AM in the Administrator's Conference Room.

25. Adjournment: Mrs. Civille made the motion to adjourn the meeting at 12:11 PM; Mr. Bontrager supported the motion, which passed by an all yeas vote.

Meeting Adjourned at 12:11 PM.

Administrator

Board Chairman