

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

CALL TO ORDER: Mrs. Civile called the meeting to order at 10:01 AM. The following attended: 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), David Skuczias (IT), Kelli Jenness (Spence Brothers), Lyle Townsend (Therapy Consultant) via telephone 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 February 15, 2019 meeting minutes; Mrs. Civile supported the motion, which passed by consensus. Mr. Bontrager made the motion to approve the closed session minutes for the February 15, 2019 meeting; Mrs. Civile supported the motion, which passed by consensus.

1. **Public Participation:** None.
2. **New Pleasant View Building- Building Update:** Ms. Jenness presented an updated list of building items of concern and gave an update on each item. Ms. Jenness explained that the contract agreement will run until January 2020, and explained that we must call Remer first. Mrs. Civile explained her concerns with having to wait for Remer to get here. Ms. Jenness stated that there is a 24 hour service number to call. Mrs. Espinoza explained that Remer has agreed to pay all outstanding invoices. Discussion took place in reference to airflow issues in the front offices and that the piping on the rooftop unit no being painted. Mr. Smithingell explained that these are being addressed.

Mrs. Espinoza explained that we would like an extension on all warranties. Ms. Jenness stated that their company mandates all contractors to offer a 2-year when they normally only offer a 1-year warranty. She explained that this 2-year warranty is to get the building through 2-years of cycling seasons. Mrs. Espinoza explained that we do not trust the system and feels 2 years is not sufficient. Mr. Bontrager explained that we have a great concern and request an extension on the warranty until the end of next winter. He explained the state regulations and mandates as well as our vulnerable population. Ms. Jenness stated that she would work with the contractors on extending the warranties until April 2020. It was established that Ms. Jenness is the new point of contact with Spence. Mr. Smithingell with inform staff of this new point of contact.

Kelli Jenness left the meeting at 10:25 am.

3. **New Pleasant View Building- Marketing/PR:** Mrs. Baldwin reported that she is scheduled to speak at Shiawassee Council on Aging April 10 at 11:30 am. She stated that we are working with Safe Center Women Shelter to come in and speak about our volunteer program. She explained that we are also working with Shiawassee Regional Education Service District to get more volunteers at the facility. Mrs. Baldwin explained that the March Newsletter has been mailed to friends and family of Pleasant View. She explained that Pleasant View participated in the Shiawassee Home Garden and Business Expo at the Owosso High School. She stated that policy and procedures for monetary donations to Pleasant View are being developed. Mrs.

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Baldwin reported that the Pleasant View videos are showing in the lobby at the NCG theater downtown Owosso.

She further explained that CRT is meeting weekly again, and preparing for Nursing Home Week. She stated that CRT is volunteering at SCOA during National Volunteer Week. She stated that CRT is also selling candy bars.

4. **New Pleasant View Building- Star Rating with CMS:** Mrs. Espinoza explained that the facility maintains 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 January 2019 financial activity highlights. Discussions also occurred regarding revised December financials.
6. **Review of Financial Report Examples:** Mr. Alt explained that with the shift from Great Plains to PointClickCare, there are several options for reporting financial activity to the board. Discussions regarding how the board would like to see the reporting monthly occurred.
7. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 2/8/19 for \$122,024.95. Mr. Bontrager made the motion to approve payment of the check register 2/8/19 for \$122,024.95; Mrs. Civile supported the motion, which passed by consensus.
 - Mrs. Espinoza presented the accounts payable check register dated 2/22/19 for \$498,345.75. Mr. Bontrager made the motion to approve payment of the check register 2/22/19 for \$498,345.75; Mrs. Civile supported the motion, which passed by consensus.
8. **Financial- Payroll Review:** Mr. Alt presented materials and reported his findings of the payroll review and clean-up he has been working on.
9. **Financial- Payroll:** Mrs. Lamb presented the payroll summaries for pay periods 1/21/19-2/3/19 and 2/4/19-2/17/19. She stated that OT was up for the period 1/21/19-2/3/19 because of the state of emergency. She stated that payroll was higher for the period 2/4/19-2/17/19 because of an increase in staffing.
 - Mrs. Lamb presented the payroll journal from 1/21/19-2/3/19 for \$426,140.88, which was paid on 2/15/19. Mr. Bontrager made the motion to approve payroll from 1/21/19-2/3/19 for \$426,140.88; Mrs. Civile supported the motion, which passed by consensus.
 - Mrs. Lamb presented the payroll journal from 2/4/19-2/17/19 for \$403,212.19, which was paid on 3/1/19. Mr. Bontrager made the motion to approve payroll from 2/4/19-2/17/19 for \$403,212.19; Mrs. Civile supported the motion, which passed by consensus.

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

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10. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in February 2019 than in February 2018. She explained that admissions were the same in February 2019 compared to February 2018, with lower readmissions and lower discharges in 2019 compared to 2018. Mrs. Espinoza explained that the daily census was low last year due to the quarantine that was implemented, meaning we could not take new admits.
11. **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.
12. **Operations- Bed Purchase:** Mrs. Espinoza explained that we have assessed the cost of purchasing bariatric beds vs. renting. She reported that in 2018, we spent \$47,660.21 on bariatric rental beds; upon our assessment, the facility would be able to purchase 10 beds below the cost for 1-year of rental. She explained that the cost of the purchase for 10 beds (with frames, mattresses, and some trapeze included) would be \$23,416.80. She summarized that it is cheaper to buy the beds than to rent them. She explained further that leasing of certain equipment (like the beds) is a non-reimbursable cost under Medicaid reimbursement, however, purchasing the beds would be allowable. Mr. Bontrager made the motion to approve the purchase of 10 beds at a cost not to exceed \$26,000; Mrs. Civile supported the motion, which passed by consensus.
13. **Operations- State:** Mrs. Espinoza reported state arrived in the facility on 3/11/19 and stayed until 3/12/19 for their re-visit from our annual. She explained that they cleared us on 19/20 citations. She stated that the one they didn't clear was minor, and that she is working with Talenna Ackels, Infection Prevention Nurse, and our Survey Manager, Cynthia Thelen, to explain why we should clear on all citations. Mrs. Espinoza explained the timeline to clear the citations required to avoid non-payment. Mrs. DeLau explained her plan to set the date of compliance to 3/18/19, and that her and her team are working towards this.
14. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the December 2018 through February 2019 incident/accident reports at the meeting.
15. **Operations- Therapy:** Mrs. Espinoza reported that as discussed in the last meeting, notice has been given to Rehab Care that we will be ending our contract with them effective May 1. She explained that an RFP (Request for Proposal) was conducted and that on March 12, several members of the team (including Lyle) met with four prospective therapy companies. She explained that due to the short amount of time between the interviews and the board meeting, we have chosen Concept Rehab. Mr. Townsend phoned into the meeting to discuss why Concept was the best choice for Pleasant View. Mrs. Espinoza explained that we are working on the contract language, and that current staff in the therapy department are interested in staying with the facility and working for Concept. Mrs. Espinoza recommended a vote to approve a contract with Concept Rehab. Mr. Bontrager made the motion to approve

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a contract for services with Concept Rehab; Mrs. Civile supported the motion, which passed by consensus.

16. **Operations- Opportunity with Memorial:** Mrs. Espinoza explained that Memorial is looking at ending their Long-Term Care unit in the hospital. She stated that they have 39 beds that would become available, but she is unsure when this would take place. Mrs. Espinoza explained that this would mean adding onto our building. She stated that we are in the planning stage of this project, and that she is asking the team to make a dream wish list for their departments of things they would like to have in the new neighborhood. She further explained that this would be a great opportunity for Pleasant View, and stated that she is working on the financials with Mr. Alt.
17. **Human Resources- Benefits Representative:** Mrs. Espinoza explained that we currently utilize the services of Mark Corbett as our benefits service representative. She stated that we have utilized his services for over 10 years and are pleased with the services he provides. She explained that for the last 7 years, he worked through a company called AON; he has now departed employment with AON and is working independently. She stated that because we were a client of his before he joined AON, we were exempt from the non-compete clause. Mrs. Espinoza explained that we would like to continue working with Mr. Corbett.; the facility does not pay him any fees. Mr. Bontrager made the motion to continue services with Mark Corbett as our benefit representative; Mrs. Civile supported the motion, which passed by consensus.
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:
 - Bed Hold Policy
20. **Physical Plant- Board Tour:** Mrs. Espinoza explained that after the meeting, she and Mr. Smithingell are available to take the board on a tour of the facility to see outstanding building needs. Mrs. Civile and Mr. Bontrager stated that they would wait until Mrs. Knauff could join them at the next meeting.
21. **Nursing- QAPI:** Mrs. DeLau presented the CASPER report and gave an update on the improvements.
22. **Nursing- Blanket Warmers:** Mrs. Espinoza explained that during our part of our plan of correction for the state, we identified needs to assist with resident pain/comfort; the need for blanket warmers was identified. She stated that we

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needed them quickly for the plan of correction date, and placed the order at a cost of \$9,068.89. She explained that they are at the facility and in use. Mr. Bontrager made the motion to support the purchase of the blanket warmers at a cost of \$9,068.89; Mrs. Civile supported the motion, which passed by consensus.

23. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events in April.
24. **Dietary- Dietetic Services Contract:** Mrs. Espinoza reminded the board that at the previous board meeting, discussion occurred around the contract of our dietician (Lynn Spaulding). She explained that Ms. Spaulding is recommending contract changes. Mrs. Espinoza explained that Ms. Spaulding is preparing to fully retire within a few years, and that she would like to begin working with a subcontractor who would be able to take over fully. She provided a proposed amended contract. Mrs. Espinoza stated that Ms. Spaulding added the subcontractor (Sarah Heinz) under her liability insurance. She stated that there are one-time costs associated with bringing Ms. Heinz on board, such as a background check as well as a proposed one time \$400 charge for orientation. She explained that the services of Ms. Heinz that occur after the one-time costs, would be billed under Lynn's time. Mr. Bontrager made the motion to approve the amended Dietetic Services Contract as written; Mrs. Civile supported the motion, which passed by consensus.
25. **IT- Spam Filtering System:** Mrs. Espinoza explained that at the last meeting, we discussed the roll out of the new Barracuda Spam filtering system. She provided an explanation of cost for the system, as requested by the board. She explained that the cost varies based on the amount of active email accounts we have; an estimated cost of approximately \$1,330 a month. She explained that the system is in place now (due to the email concerns it was rolled out quickly with the assistance of Common Angle), however, the services can be cancelled if needed. She stated that since the system has been in place, there have been no further concerns with emails and that we are happy with the system.
26. **IT- New Communication System:** Mrs. Espinoza explained that after the board approved the purchase of new walkie-talkies, approximately 20 were purchased as a trial (at a cost of approximately \$900). She stated that the new walkie-talkies failed the trial because they were not able to reach throughout the building, staff could not communicate. She explained that we plan to sell the 20 walkie-talkies, because they were accidentally engraved, making them unreturnable. Mrs. Espinoza explained that we were able to do a free trial of two additional types of walkie-talkies. She stated that the first of the two free trials also failed to communicate throughout the building, but the second trial (Motorola DLR1060) was successful in communicating clearly throughout the building, and are usable outside. Mrs. Espinoza explained that this system does not require a license, and are rechargeable. She stated that we would like to purchase a lesser amount and have more staff utilize them, before purchasing all at once. She explained that the cost to roll out 225 walkie-talkies is \$44,128.76, which includes extra batteries to have on hand and extra chargers to have charging ports at the facility. She provided highlights and cost breakdown for the new system. Mrs. Espinoza stated that we may be able to get money back (in

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the form of gift cards for a manufactures rebate) if the purchase is made before the end of March; this is estimated to be in the amount of \$3,000. Mr. Bontrager made the motion to approve the purchase of the Motorola DLR1060 walkie-talkie system, in an amount not to exceed \$45,000 for the initial roll-out; Mrs. Civile supported the motion, which passed by consensus.

27. Next Meeting Date:

- Friday, April 19, 2019 at 10 AM in the Administrator’s Conference Room.

28. Adjournment: Mr. Bontrager made the motion to adjourn the meeting at 12:09 PM; Mrs. Civile supported the motion, which passed by consensus.

Meeting Adjourned at 12:09 PM.

Administrator

Board Chairman