

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
April 19, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:08 AM. The following attended: Cindy Civile (Co-Chair), Greg Bontrager (Member), Shana Espinoza (Administrator), Jeff Smithingell (Plant Operations Manager), Phil Alt (CFO), Rachel Baldwin (Marketing and Admission Manager), Kelli Jenness (Spence Brothers) 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 March 15, 2019 meeting minutes; Mrs. Civile supported the motion, which passed by an all yeas vote.

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 she contacted Remer to request an extension of warranty until March 2020. She stated that she has not heard back from them; she will follow up. Mr. Bontrager asked Ms. Jenness to inform Remer that the board is requesting this extension. Mr. Smithingell explained that we are having issues with one of our washers, stating that there is a code issue. He explained that all invoices for this are being sent to Spence.

Kelli Jenness left the meeting at 10:15 am.

3. **New Pleasant View Building:** Mrs. Espinoza reminded the board that in May of 2016, there was a vote to obtain additional insurance through ELA for our new building. She explained in June of 2016, a revision to the vote occurred that increased the cost to \$5,250/year. She explained that the renewal for insurance in 2019 is due in May for continuation of the insurance. Mrs. Espinoza stated that the cost should be \$5,250 for the year, but that final numbers are being obtained through ELA. Mrs. Espinoza stated that another year of insurance would be wise in light of the issues we've experienced our first year in the new building. She also explained that we can obtain the insurance year-to-year. Mr. Bontrager asked Mrs. Espinoza to get more details on what is covered.
4. **New Pleasant View Building- Marketing/PR:** Mrs. Baldwin presented her Marketing Plan for 2019. She reported that she spoke at Shiawassee Council on Aging on April 9, 2019 for National Volunteer Week. She explained that radio ads will start this month for our Volunteer Campaign. Mrs. Baldwin stated that two PV volunteers were interviewed for our FB page for National Volunteer Week. She explained that a May open house is being planned for the introduction of our new Rehab Company to our staff; a second open house will be planned for the community and family members of residents in July. Mrs. Baldwin stated that CRT has a PV Kickball tournament fundraiser planned for September 21, 2019, we hope to play Home Depot. She explained that CRT volunteered at SCOA on April 10, 2019, and passed out lunches to the seniors. She further explained that CRT is hosting a "soulful" dance contest for National Nursing Home Week; the theme is "Live Soulfully". She explained that the song choice must be from the Motown era and dance groups much include at least one resident; the final dance will be all staff dancing with the residents to the song "We are Family". Mr. Bontrager suggested

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having a PR/Marketing/Branding Firm on retainer or per diem to assist with catastrophic emergencies and our millage.

5. **New Pleasant View Building- Star Rating with CMS:** Mrs. Espinoza explained that the facility has reduced to a 3-star rating this month. She explained that this is due to the citations from the surveys. She stated that efforts are ongoing to continue working on the requirements with CMS.
6. **Financial- Denial of Payment:** Mrs. Espinoza explained that on April 10, 2019, our facility entered in to denial of payment. She provided a letter from LARA. She stated that this is due to having an outstanding citation for 90 days. Mrs. Espinoza stated that we completed the plan of correction for this final citation on March 19, 2019. She stated that she feels confident in our plan and stated that she hopes that we will have a clearance date of March 19, 2019. She explained that this would allow us to recuperate the funds during the denial time. Mrs. Espinoza stated that we are working on the process with our financial and nursing consultants. She also presented the letter that is handed out to new admissions during the denial time. She explained that stated came on April 12, 2019 and cleared us back to March 19, 2019. She stated that we are waiting for the formal clearance letter, and that we are continuing to hand out the new admission letter until we receive formal notice of clearance.
7. **Financial- Financial Report:** Phil Alt, contracted CFO, presented the January and February 2019 financial activity highlights. Mr. Bontrager asked Mr. Alt to add a comment section for questions the board might not be asking. Mr. Bontrager made the motion to approve the January 2019 unaudited financials; Mrs. Civile supported the motion, which passed by an all yea vote. Mrs. Civile made the motion to approve the February 2019 unaudited financials; Mr. Bontrager supported the motion, which passed by an all yea vote.
8. **Financial- Community Relations Team (CRT):** Mrs. Espinoza presented a transfer of funds summary related to CRT expenses. She explained that this shows the summary of CRT expenses from October 30th 2018 to April 1st 2019, which was paid out of operating funds. She stated that we transferred the total expenses back to the operating fund, as staff recognition expenses are not to be expensed through general operating funds.
9. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 3/8/19 for \$415,630.15. Mr. Bontrager made the motion to approve payment of the check register 3/8/19 for \$415,630.15; Mrs. Civile supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the accounts payable check register dated 3/22/19 for \$638,173.40. Mrs. Civile made the motion to approve payment of the check register 3/22/19 for \$638,173.40; Mr. Bontrager supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the accounts payable check register dated 4/5/19 for \$215,672.60. Mr. Bontrager made the motion to approve the check register

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dated 4/5/19 for \$215,672.60; Mrs. Civile supported the motion, which passed by an all yeas vote.

10. **Financial- Payroll:** Mrs. Espinoza presented the payroll summaries for pay periods 2/18/19-3/3/19, 3/4/19-3/17/19 and 3/18/19-3/31/19.

- Mrs. Espinoza presented the payroll journal from 3/18/19-3/3/19 for \$411,272.62, which was paid on 3/15/19. Mrs. Civile made the motion to approve payroll from 3/15/19-3/3/19 for \$411,272.62; Mr. Bontrager supported the motion, which passed by an all yeas vote.
- Mrs. Espinoza presented the payroll journal from 3/4/19-3/17/19 for \$403,160.57, which was paid on 3/29/19. Mr. Bontrager made the motion to approve payroll from 3/4/19-3/17/19 for \$403,160.57; Mrs. Civile supported the motion, which passed by an all yeas vote.
- Mrs. Espinoza presented the payroll journal from 3/18/19-3/31/19 for \$403,449.33, which was paid on 4/12/19. Mr. Bontrager made the motion to approve payroll from 3/18/19-3/31/19 for \$403,449.33; Mrs. Civile supported the motion, which passed by an all yeas vote.

Mrs. Espinoza also presented a payroll comparison for 2018 compared to 2019.

11. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in March 2019 than in March 2018. She explained that admissions were lower in March 2019 compared to March 2018, with lower readmissions and higher discharges in 2019 compared to 2018. Mrs. Knauff requested that in the future, we show short-term occupancy versus long-term.

12. **Financial- Write-Offs:** Mrs. Espinoza presented the following write-offs:

- Mrs. Espinoza recommended a motion to approve write-off for resident #7898 in the amount of \$4,609.80. Mrs. Civile made the motion to approve write-off for resident #7898 in the amount of \$4,609.80; Mr. Bontrager supported the motion, which passed by an all yeas vote.
- Mrs. Espinoza recommended a motion to approve write-off for resident #8088 in the amount of \$3,378.64. Mr. Bontrager made the motion to approve write-off for resident #8088 in the amount of \$3,378.64; Mrs. Civile supported the motion, which passed by an all yeas vote.

13. **Financial- AR Reconciliation:** Mrs. Espinoza presented an AR Reconciliation form, which was developed to monitor activity related to collections. She stated that Mrs. Knieper will give an explanation at the next meeting.

14. **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.

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15. **Operations- State:** Mrs. Espinoza reported that on 3/11/19, the state entered the facility to look at our POC for the 19 citations. She stated that they exited on 3/12/19 and cleared us on 18 of the 19 citations. She explained that we received a subsequent citation for the remaining issue. Mrs. Espinoza stated that we submitted a second plan of correction that was accepted on 4/9/19. She explained that we entered denial of payment on 4/10/19. She reported that state arrived on 4/11/19 and cleared us of the remaining citation. Mrs. Espinoza discussed with the board that the survey manager has been difficult to work with. She stated that the manager denied our initial POC for the remaining citation because there was "too much detail". Mrs. Espinoza explained that she has been in touch with HCAM for assistance and guidance. She requested the board's advice, asking if she should push the issue and concerns to the federal level or not. Mr. Bontrager suggested that as a risk mitigation strategy, she begin to work with the attorneys on putting a file together for interactions with the state. He suggested we always have a witness present with all interactions and to document all concerns with future interactions with the state.
16. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the January 2019 through March 2019 incident/accident reports at the meeting.
17. **Operations- Therapy:** Mrs. Espinoza reported that the transition to the new therapy company, Concept Rehab, is underway. She stated that the official start date is May 1st; Mrs. Baldwin is working with the new company to make formal announcements in the community.
18. **Operations- Opportunity with Memorial:** Mrs. Espinoza explained that she had no updates on this agenda item. Mr. Bontrager suggested approaching Memorial at some point and ask for a potential time-line.
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 updated the board, stating that we have received notice that the EEOC is going to investigate further. She stated that legal assistance is coordinating the information request we received. She explained that we also received notice that an additional complaint is being filed.
20. **Human Resources- 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:
- Travel and Mileage Policy
 - All MDS Policies
 - Tuberculosis
 - Ransomware
21. **Human Resources- Updated Contracts:** Mrs. Espinoza explained that the Mobilex contract was revised.

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22. **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.
23. **Nursing- Quarantine:** Mrs. Espinoza stated that on Saturday, March 30, we quarantined the Safe Havens and Harbors unit due to positive cases of influenza. She explained that the quarantine was lifted on 4/8/19. She also explained that there are restrictions for children under 17.
24. **Nursing- QAPI:** Mrs. Espinoza presented the CASPER report and gave an update on the improvements. She also informed the board of the 2019 Spring Skills Fair.
25. **Nursing- 5-Star Reporting System Changes:** Mrs. Espinoza explained that changes to the star rating system began in April of 2019. She stated that the following changes are occurring:
- The freeze on health inspection ratings is removed and the 3 year look back period continues.
 - Higher thresholds and evidence-based standards for nursing homes' staffing levels.
 - Adding measures of long-stay hospitalizations and emergency room transfers.
 - Deletion of the long term measure for physical restraints.
 - Establishing separate quality ratings for short stay and long stay residents and revising the ratings thresholds to better identify the differences in quality among nursing homes.
26. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events in May, including Nurse's Week and National Nursing Home Week.
27. **IT- Lola's Diner Cash Register:** Mrs. Espinoza explained that we need to upgrade the cash register system in the diner. She stated that we currently utilize a cash register that acts as a calculator. She stated that there is no accountability with the handling of the money, and errors are frequently made. She proposed a new system through a company called Toast. She explained that this new system will allow us to balance out the cash drawer on a per user basis. She explained that this new system will allow employees to pre order meals, and Payroll deduction for purchases can change from a paper system, to electronic tracking. She stated that Human Resources will no longer have to manually input the paper deductions. She discussed that there are also future opportunities to track food inventory. She stated that payments can occur with cash, card, or payroll deduct. Mrs. Espinoza reported that the initial cost is \$2,330.67 (for hardware and implementation); the contract is for 3 years and there will be a monthly software cost of \$150. Mr. Bontrager made the motion to approve the Toast cash register system; Mrs. Civile supported the motion, which passed by consensus.

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28. Next Meeting Date:

- Friday, May 17, 2019 at 10 AM in the Administrator's Conference Room.

29. **Adjournment:** Mr. Bontrager made the motion to adjourn the meeting at 11:50 AM; Mrs. Civile supported the motion, which passed by an all yea vote.

Meeting Adjourned at 11:50 AM.

Administrator 5/17/19

Board Chair 5/17/19