

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
May 17, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:03 AM. The following attended: Londa Knauff (Chair), Cindy Civile (Co-Chair), Shana Espinoza (Administrator), Theresa DeLau (DON), Jeff Smithingell (Plant Operations Manager), Sandy Lamb (HR), Kelly Knieper (Business Office Manager), Phil Alt (CFO), Rachel Baldwin (Marketing and Admission Manager), Deb Bendall (IT), Amy Conklin (Activities) 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. Civile made the motion to approve the April 19, 2019 meeting minutes; Mrs. Knauff supported the motion, which passed by consensus.

1. **Public Participation:** None.
2. **New Pleasant View Building- Building Update:** Mrs. Espinoza presented an updated list of building items of concern. Mr. Smithingell informed the board that the gas piping on the rooftop is painted. He stated that there is a section that they are waiting to paint because they found a nest with baby birds in it. Mrs. Espinoza explained that Ms. Jenness hasn't gotten an update on the request to extend our warranty. She also stated that we are waiting for a part for the washer so that it can be repaired.
3. **New Pleasant View Building- ELA Insurance:** 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 was due on May 10 for continuation of the insurance, so she went forward with the renewal. Mrs. Espinoza stated that the cost came in at \$5,250 for the year. She presented information regarding the insurance, stating that it is professional liability insurance.
4. **New Pleasant View Building- Marketing/PR:** Mrs. Baldwin reported that she met with Jackie (Marketing/PR coordinator) from Memorial to discuss ways to help increase facility donations. She explained that she is attending Chamber AM on June 11, 2019 to discuss upcoming events at Pleasant View. She stated that the June newsletters are being mailed next week. She discussed that the Concept Rehab open house for residents, their families and employees is scheduled for May 21, 2019 from 3pm-6pm; a public open house is scheduled for July 15 from 5pm-7pm. She explained that CRT is hosting the Motown Mock Rock dance contest today at 2pm.
5. **New Pleasant View Building- Star Rating with CMS:** Mrs. Espinoza explained that the facility continues to hold 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. Mrs. DeLau explained that 36 MCF across Michigan lost 2 stars on their rating.
6. **Financial- Denial of Payment:** Mrs. Espinoza explained that we received the official letter from the state clearing us of our citations following our plan of correction. She presented the letter of compliance; the letter is dated April 22, 2019, and we cleared effective March 19. She explained that as a result, we will have no

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denial of payment imposed and the letter that we were handing out to new admissions has now stopped.

7. **Financial- Financial Report:** Phil Alt, contracted CFO, presented the March 2019 financial activity highlights. Mrs. Civile made the motion to approve the March 2019 unaudited financials; Mrs. Knauff supported the motion, which passed by consensus.

8. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 4/19/19 for \$272,829.69. Mrs. Civile made the motion to approve payment of the check register 4/19/19 for \$272,829.69; Mrs. Knauff supported the motion, which passed by consensus.
 - Mrs. Espinoza presented the accounts payable check register dated 5/3/19 for \$624,550.67. Mrs. Civile made the motion to approve payment of the check register 5/3/19 for \$624,550.67; Mrs. Knauff supported the motion, which passed by consensus.

9. **Financial- Payroll:** Mrs. Lamb presented the payroll summaries for pay periods 4/1/19-3/14/19 and 4/15/19-4/28/19. She stated that she is at her max per the union contract for part-time employees. She also explained that Delta College requires their nursing students to become CNAs, so she has been using these students.
 - Mrs. Espinoza presented the payroll journal from 4/1/19-3/14/19 for \$414,736.33, which was paid on 4/26/19. Mrs. Civile made the motion to approve payroll from 4/1/19-3/14/19 for \$414,736.33; Mrs. Knauff supported the motion, which passed by consensus.
 - Mrs. Espinoza presented the payroll journal from 4/15/19-4/28/19 for \$411,012.18, which was paid on 5/10/19. Mrs. Civile made the motion to approve payroll from 4/15/19-4/28/19 for \$411,012.18; Mrs. Knauff supported the motion, which passed by consensus.

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

10. **Financial- Longevity Bonus Payouts:** Mrs. Lamb stated that 47% of employees receive this benefit.

11. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in May 2019 than in May 2018. She explained that admissions were the same in May 2019 compared to May 2018, with higher readmissions and higher discharges in 2019 compared to 2018.

12. **Financial- Write-Offs:** Mrs. Espinoza presented the following write-offs:
 - Mrs. Espinoza recommended a motion to approve write-off for resident #8119 in the amount of \$13,975. Mrs. Civile made the motion to approve

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write-off for resident #8119 in the amount of \$13,975; Mrs. Knauff supported the motion, which passed by consensus.

- Mrs. Espinoza recommended a motion to approve write-off for resident #8144 in the amount of \$22,750. Mrs. Civile made the motion to approve write-off for resident #8144 in the amount of \$22,750; Mrs. Knauff supported the motion, which passed by consensus.
- Mrs. Espinoza recommended a motion to approve write-off for a resident admitted without the qualifying 3-day stay. She explained that this was a mistake on our part, and stated that the error was addressed with our Admission team. Mrs. Civile made the motion to approve write-off for resident #8341 in the amount of \$1,420; Mrs. Knauff supported the motion, which passed by consensus.

13. **Financial- AR Reconciliation:** Mrs. Knieper presented an AR Reconciliation form, which was developed to monitor activity related to collections. She gave an update on revisions made since the last meeting.
14. **Financial- Outstation Worker:** Mrs. Espinoza presented and explained the contract with MDHHS for an Outstation Worker at PV. She stated that it would be in effect from June 1, 2019 through September 30, 2019 at a cost of \$20, 634. Mrs. Civile made the motion to approve the contract with MDHHS as written; Mrs. Knauff supported the motion, which passed by consensus.
15. **Operations- General Store:** Mrs. Espinoza explained that the space of the General Store is currently utilized by the Activities department. She stated that because we believe we are a couple years from having enough volunteers to run it (in addition to developing the program), the Activities department has proposed that we repurpose the space to use as the painting area, and have general sales days and times for items (such as resident crafts, candy bar sales, etc.). She stated that if this were to occur, we should consider removing the signage for the General Store. Mrs. Espinoza explained that she wanted the board's blessing to repurpose the space. They stated that they were fine with this.
16. **Operations- State:** Mrs. Espinoza explained that she has initiated communication with Andy Rothman (facility attorney) and Cathy Sunlin (HCAM representative) to discuss and review the issues we have been having with the state. She stated that she has put together a timeline that outlines when our concerns began, to the present. She stated that we currently have three outstanding FRIs, to which we are hoping will be desk reviewed.
17. **Operations- Employee Surveys:** Mrs. Espinoza explained that we have historically conducted employee surveys in-house or through our previous PR consultant. She stated that it has been two years since we last conducted an employee survey. She further explained that we would like to begin collecting surveys on new hires, as well as for exiting employees. Mrs. Espinoza stated that this data could assist us in increasing retention of employees. She explained that we currently utilize the services of NRC Health (MyInnerview) to conduct the annual resident/family surveys that the state requires. She stated that we currently pay an approximate annual cost of \$2,700 for the resident/family surveys; the addition of staff surveys will add an

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additional \$4,263, making the total per year \$6,976. She stated that this cost will include up to two employee "snapshot" surveys per year, as well as an unlimited amount of new hire and exit surveys. She presented an agreement and recommended a vote to approve the additional service through NRC. Mrs. Civile made the motion to approve the contract with NRC health at a cost of \$6,976/year to conduct all resident/family/staff surveys; Mrs. Knauff supported the motion, which passed by consensus.

18. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the February 2019 through April 2019 incident/accident reports at the meeting.
19. **Operations- Therapy:** Mrs. Espinoza reported that the transition to the new therapy company, Concept Rehab, is off to a positive start. She stated that they started on May 1. Mrs. Baldwin is working with the new company to make formal announcements in the community. An open house for the residents, their families and staff is on May 21, 2019.
20. **Operations- Opportunity with Memorial:** Mrs. Espinoza explained that she is meeting with Memorial on May 29, 2019 to discuss potential plans.
21. **Human Resources- EEOC:** Mrs. Espinoza explained that on March 12, 2018 we received a complaint through the EEOC alleging discrimination. 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 was filed today regarding discrimination and retaliation.
22. **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:
 - Firearm and Weapon Prohibition
 - Illegal Drug Use/Marijuana Use
23. **Human Resources- Updated Contracts:** Mrs. Espinoza presented the following contracts:
 - Mrs. Espinoza explained that the facility signed a new contract with ServPro. She stated that the contract will assist in getting emergency heat and air conditioning supplied the facility if the need should arise. She explained that they would also begin doing water testing for the facility.
 - Mrs. Espinoza explained that a revised contract was signed with AMT (American Medical Technologies). She stated that they assist with our wound care nurse and provides wound supplies for certain payor types.

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- Mrs. Espinoza reported that the facility was awarded grant money to purchase a new hooyer lift and thermal imaging cameras.
24. **Physical Plant- Tenurgy:** Mrs. Espinoza presented a contract for Tenurgy; a company that can audit our utility bills for errors or rate savings. She explained that this is a performance contract, and if the audit uncovers no savings opportunities, refunds, or credits, nothing is owed to Tenurgy. She stated that the contract requires us to pay Tenurgy 50% of activated savings, reductions, credits, and/or refunds. Mrs. Civile made the motion to approve the contract with Tenurgy as written; Mrs. Knauff supported the motion, which passed by consensus.
25. **Nursing- QAPI:** Mrs. DeLau presented the CASPER report and gave an update on the improvements.
26. **Nursing- Pharmacy Switch:** Mrs. Espinoza explained that for the past 10 years, we have utilized the services of Omnicare Pharmacy. She stated that for the past several years, we have dealt with communication concerns, delays in medication delivery and billing discrepancies; resulting in Pleasant View giving notice to discontinue services through Omnicare. Mrs. Espinoza explained that Pleasant View conducted an interview process on 4/29/18 with 5 potential companies. She explained that the team would like to proceed with Remedi as our pharmacy service provider. She stated that they come recommended from our nurse consultant and from other skilled nursing facilities. She explained that we are currently reviewing the contract, along with legal counsel as well as our financial consultant. Mrs. Civile made the motion to approve a contract with Remedi for pharmacy services, if our consultants approve; Mrs. Knauff supported the motion, which passed by consensus.
27. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events.
28. **IT- Walkie Talkie Rollout:** Mrs. Espinoza explained that at the March board meeting, the board approved the purchase of a new walkie talkie system. She reminded them that the amount approved was not to exceed \$45,000 for the initial roll out. She stated that upon rollout, we identified the need to provide more staff with the walkies than anticipated. She explained that the addition of 30 more walkie talkies resulted in the cost of the rollout to be \$50,683.75. She stated that the board was informed before this meeting. Mrs. Civile made the motion to approve the rollout for the new walkie talkie communication system for \$50,683.75; Mrs. Knauff supported the motion, which passed by consensus.
29. **Next Meeting Date:**
- Friday, June 21, 2019 at 10 AM in the Administrator's Conference Room.

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30. **Adjournment:** Mrs. Civile made the motion to adjourn the meeting at 11:25 AM; Mrs. Knauff supported the motion, which passed by consensus.

Meeting Adjourned at 11:25 AM.

Administrator 6/21/19

Board Chair 6/21/19