

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
June 21, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:01 AM. The following attended: Londa Knauff (Chair), Greg Bontrager (Member), Shana Espinoza (Administrator), Theresa DeLau (DON), Jeff Smithingell (Plant Operations Manager), Sandy Lamb (HR), Kelly Knieper (Business Office Manager), Rachel Baldwin (Marketing and Admission Manager), Deb Bendall (IT), Amy Conklin (Activities), Ed Spence and Chad Dean (Spence Brothers), Cindy Garber (County Commissioner) 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 June 21, 2019 meeting minutes; Mrs. Knauff supported the motion, which passed by consensus.

1. **Public Participation:** None.
2. **New Pleasant View Building- Building Update:** Mr. Dean presented an updated list of building items of concern and provided an explanation of each individual item. Mr. Spence explained that the mechanical warranty was extended to April 2020. He stated that he will uphold this warranty, even if Remer is not agreeable.
3. **New Pleasant View Building- Marketing/PR:** Mrs. Baldwin reported that she attended a marketing conference at U of M on June 11. She stated that advertisements have been increased to help offset the summer decline in census. Mrs. Baldwin explained that new facility maps are being printed because we received multiple complaints that the old ones were too hard to read. She reported that July 15 is the community Open House; we will be welcoming Concept Rehab and Stacy Meitler, our new Nurse Practitioner. Mrs. Baldwin will be speaking at Chamber AM on July 9 to share our upcoming events. She stated that CRT is continuing to work towards the 2020 Senior Prom. She explained that Mancino's has agreed to donate the salad and breadsticks for the dinner portion of the Prom. Mrs. Baldwin met with Sue and Tasha from the Chamber of Commerce to discuss the different resources available to PV as a member of the chamber; some resources are available to employees of PV as well.
4. **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 we did receive 4-stars in Quality Measure, and this will increase our rating overall.
5. **Financial- Financial Report:** Phil Alt, contracted CFO, presented the April 2019 financial activity highlights. Mr. Bontrager made the motion to approve the April 2019 unaudited financials; Mrs. Knauff supported the motion, which passed by consensus.
6. **Financial- CFO Contract:** Mrs. Espinoza presented a revised contract with ALTCC, which reflects an increase in hourly pay. The board expressed that they had no issues with the increase.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
June 21, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

7. Financial- Accounts Payable:

- Mrs. Espinoza presented the accounts payable check register dated 5/17/19 for \$323,441.50. Mr. Bontrager made the motion to approve payment of the check register dated 5/17/19 for \$323,441.50; Mrs. Knauff supported the motion, which passed by consensus.
- Mrs. Espinoza presented the accounts payable check register dated 5/31/19 for \$504,865.84. Mr. Bontrager made the motion to approve payment of the check register dated 5/31/19 for \$504,865.84; Mrs. Knauff supported the motion, which passed by consensus.

8. Financial- Payroll: Mrs. Lamb presented the payroll summaries for pay periods 4/29/19-5/12/19 and 5/13/19-5/26/19. She stated that since March 2019, the OT total has gone down. She explained that we lost 7 CNAs to Memorial to work 12-hour shifts. She explained that we are working with Memorial regarding staffing.

- Mrs. Espinoza presented the payroll journal from 4/29/19-5/12/19 for \$401,931.92, which was paid on 5/24/19. Mr. Bontrager made the motion to approve payroll from 4/29/19-5/12/19 for \$401,931.92; Mrs. Knauff supported the motion, which passed by consensus.
- Mrs. Espinoza presented the payroll journal from 5/13/19-5/26/19 for \$392,916.84, which was paid on 6/07/19. Mr. Bontrager made the motion to approve payroll from 5/13/19-5/26/19 for \$392,916.84; Mrs. Knauff supported the motion, which passed by consensus.

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

9. Financial- Occupancy Data Comparison: Mrs. Espinoza presented the occupancy data comparison, which indicated a lower number of admissions as compared to 2018, with lower readmissions and lower discharges compared to 2018. She explained that this might be due to our beds being almost full. She also explained that the 2019 average daily census was higher than 2018.

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

- Mrs. Espinoza recommended a motion to approve write-off for resident #8164 for \$34,790. Mr. Bontrager made the motion to approve the write-off for resident #8164 for \$34,790; Mrs. Knauff supported the motion, which passed by consensus.

11. 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.

12. Financial- Outstation Worker: Mrs. Espinoza explained that Alison Morrison with DHHS is working on interviews with potential candidates next week as well as seeing if someone can assist on occasion while we wait for someone to be placed permanently in the position. Mrs. Knauff stated that she spoke to Alison, and Alison stated that she found someone to fill in temporarily until we have someone full-time.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
June 21, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

13. **Operations- State:** Mrs. Espinoza explained that communications have started with our attorney, Andy Rothman and our representative at HCAM, Cathy Sunlin to review the issues we have been having with the state. She stated that on May 22, 19, she and Mrs. DeLau met with directors at the state level, Larry Horvath and Michelle Roepke. She explained that she and Mrs. DeLau supplied them with a time-lined list of their concerns. Mrs. Espinoza stated that the meeting was well received by the state; they were engaged and interested in hearing their concerns. She stated that she is hopeful that we will see some changes in the difficulties we have faced. She further stated that we currently have four outstanding FRI's, and are hopeful that these will be desk reviewed by the state. Mrs. Espinoza explained that the state welcomed continued communication for any new issues as well.
14. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the March 2019 through May 2019 incident/accident reports at the meeting.
15. **Operations- Therapy:** Mrs. Espinoza explained that we identified a few minor areas of concern with the new company that we are working through with the oversight of our consultant, Lyle. She explained that the open house occurred for residents and family on May 22; on July 21 we are planning a community open house to show case the new department, as well as other areas of the facility. She stated that Mrs. Baldwin is working with the new company to make formal announcements in the community.
16. **Operations- Opportunity with Memorial:** Mrs. Espinoza explained that she met with Memorial on May 29, 2019 to discuss potential plans.
17. **Human Resources-Efficiency/Time Management Studies:** Mrs. Espinoza explained that we have started assessing each department for efficiency and time management. She stated that this is an effort to continue working on call light response times. She explained that we identified several areas needing improvement; education and process changes are in progress. In addition, she explained that we have identified the need to explore different work schedules for the CNAs and for the dietary department. Mrs. Espinoza stated that this is an effort to reduce turn-over as well as improve workflow. She stated that meetings have occurred with staff to get their opinions on solutions and HR is compiling the data.
18. **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 on May 7, 2019 regarding discrimination and retaliation. She stated that our insurance company, MMRMA has assigned legal counsel to assist with these claims. Mrs. Espinoza stated that MMRMA voiced concerns about the reporting timelines, but have agreed to handle the claims.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
June 21, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

19. **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.
20. **Human Resources- Updated Contracts:** Mrs. Espinoza presented the following contracts:
- ServPro: Mrs. Espinoza stated that a new contract was signed with Servpro. She explained that this contract will assist us with getting emergency heat and air conditioning supplied to the facility if there was an emergency need. She stated that they will also begin doing water testing for the facility and provided a cost breakdown.
 - Emergency Management: Mrs. Espinoza presented a new contract that was signed on May 29, 2019 with "Critical Incident Management." She explained that this company provides services to local schools in our area. She stated that the cost per day of training is \$750, and we can do an entire day of training on a variety of emergency topics. She stated that in the future, we can explore a full-time contract at a flat rate.
21. **Physical Plant- Tenurgy:** Mrs. Espinoza explained that per board approval of the last meeting, Tenurgy completed the review of our utility bills. She presented Tenurgy's report, which identified areas for future savings through consumers. She explained that they estimated \$30,600 in savings. She stated that Tenurgy identified a billing error with DayStarr, estimated to be a refund of \$1,800-\$2,300. She explained that per the contract, Tenurgy will receive 50% of the savings/refunds.
22. **Physical Plant- Golf Cart:** Mrs. Espinoza reminded the board that as discussed at the last meeting, we reviewed costs for purchasing a golf cart for the facility to assist with transporting visitors in and out of the facility. She explained that we obtained several different quotes ranging from \$8,540 to \$13,726. She recommend that we purchase the 2019 Club Car Tempo Gas Golf Cart, 6 passenger. She stated that the cost is \$10,640, which includes the Pleasant View logo/colors. She recommended purchasing the cart new opposed to used, as the used carts do not come with a warranty, and the price difference is minimal. Mr. Bontrager made the motion to approve the purchase of the 2019 Club Car Golf Cart at a price of \$10,640; Mrs. Knauff supported the motion, which passed by consensus.
23. **Nursing- QAPI:** Mrs. DeLau presented the CASPER report and gave an update on the improvements. She also explained to the board that we have a new Nurse Practitioner named Stacy Meitler. She stated that Ms. Meitler has already been a great addition to the team.
24. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events. She also announced that Pleasant View won first place in the Curwood Parade.

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
June 21, 2019: ADMINISTRATOR'S CONFERENCE ROOM**

25. Next Meeting Date:

- Friday, July 19, 2019 at 10 AM in the Administrator's Conference Room.

26. Adjournment: Mr. Bontrager 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 7/19/19

Board Chair 7/19/19