

**PLEASANT VIEW SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
APRIL 17, 2020: ADMINISTRATOR'S CONFERENCE ROOM**

Call to Order: Mrs. Knauff called the meeting to order at 10:06. The following were in attendance: Londa Knauff (Chair) via telephone, Cindy Civile (Co-Chair) via phone, Greg Bontrager (Member) via telephone, Shana Espinoza (Administrator), Theresa DeLau (Director of Nursing), Sandy Lamb (Human Resources Manager), Jeff Smithingell (Plant Operations Manager) via telephone, Kelly Knieper (Business Office Manager) via telephone, Amy Conklin (Life Enrichment Director) via telephone, Cheri Gokee (Dietary Manager) via telephone, Deb Bendall (IT) via telephone, Phil Alt (Contracted CFO) via telephone, Tabitha Woodruff (Central Supply Manager) via telephone, Rachel Baldwin (PR) via telephone, Talenna Ackels (Infection Control) 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 minutes from the March 13, 2020 DHHS Board Meeting; Mrs. Civile supported the motion, which passed by an all yeas vote.
1. **Public Participation:** None.
 2. **Pandemic- Update:** Matters pertaining to the pandemic were discussed as follows:
 - **General Update:** Mrs. Espinoza stated that she is working with HCAM and consultants on a designated COVID area within the facility. Discussion occurred about the facility's preparedness plans for a COVID unit. She stated that she will keep the board informed as updates become available.
 - **COVID-19 Cases in the Facility:** Mrs. Espinoza stated that we continue to be COVID free in the facility for both residents and staff. She explained that we thought we had a positive test for an employee, however, there was a mix-up at the lab and the staff member was never COVID positive. She stated that we screen staff and residents daily.
 - **Preparatory Changes:** Mrs. Espinoza explained that we converted a section of Harbors into an isolation area where new admissions are placed for the first 14-days they are in the facility. She stated that we also converted our therapy apartment into a two-person isolation room. Mrs. Espinoza stated that we filed for an 1135 waiver with the state. She explained that this was done because we experienced push-back from the fire marshal on hanging the plastic barrier on Harbors to serve as a separate isolation area to care for COVID residents if/when we get a positive case. She stated that this would lessen the risk of exposure to the rest of the facility. Mrs. Espinoza stated that we received advise that we should hang this barrier anyway and deal with the repercussions later. Mr. Bontrager made a motion to support Pleasant View hanging the plastic barrier on Harbors to lessen the risk of exposure to the rest of the facility should we get a COVID positive resident; Mrs. Civile supported the motion, which passed by an all yeas vote.
 - **Neighbors:** Mrs. Espinoza stated that we continue to communicate with other county homes. She stated that we contacted Durand, who has 42 positive COVID cases, to show our support. She stated that they asked for staff; we do not have the staffing levels to be able to assist with this. She stated that we offered policy assistance and well wishes and support.

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- **Financial:** Mrs. Espinoza explained that the county is shut down, however, there are limited operations still working. She stated that because of this, we can make money transfers and access our funds. Mrs. Espinoza explained that we are tracking all expenses that are COVID related. She also stated that we received a Medicare grant.
- **Staff:** Mrs. Espinoza stated that staff morale is holding steady and positive. She explained that training for staff preparedness is ongoing. She gave an update on staff working remote; stating that we are doing this to ensure proper staffing levels should the need arise. Mrs. Espinoza reported that approximately 40 staff members were fitted for N95 masks. She further stated that we are no longer permitting staff to break together in the break room. She stated that they are to break on their assigned neighborhood or in their car. Mrs. Espinoza stated that the department heads are working remote 1-2 days a week to prevent burn-out. She lastly explained that we lost 6 employees when we thought we had a positive COVID case. Mrs. Espinoza, Mrs. Lamb and Mrs. Baldwin worked very hard to get job postings published and hired 3 new employees only days later. Mrs. Lamb continues to hire daily.
- **COVID-19 Testing:** Mrs. Espinoza stated that we are utilizing the triage center at Memorial for testing should the need arise. She stated that advanced notice will be provided before sending a resident or staff member for testing. She stated that we currently do not have plans to conduct in-house testing.
- **Admissions:** Mrs. Espinoza explained that we are still admitting residents. She stated that we are heavily screening for any respiratory concerns that could indicate COVID-19 and that all new admissions are placed on a 14-day isolation. She stated that the facility is not accepting COVID positive residents. Mrs. Espinoza stated that with the new executive order, we might have to start taking COVID positive patients; explaining that our goal is to continue to not accept COVID patients for as long as we can. She explained that this is because we do not want to introduce the virus into the population of the facility. Mr. Bontrager suggested Shana notify legal counsel that we are not willing to do so.
- **Visitors:** Mrs. Espinoza stated that the executive order extended to 5/3/2020 restricts that facility to accept visitors other than end-of-life situations. She stated that all end-of-life visitors are screened by Talenna and that they are to visit in the resident's room one at a time. She further stated that housekeeping is notified when they show up and when they leave so they can perform a deep clean of the room.
- **Advanced Directives:** Mrs. Espinoza stated that we interviewed all residents on how they would like to be handled if they get COVID; what are their end-of-life wishes. She stated that there is an executive order stating that we must send them to the hospital; clarification on this expectation is being sought out.
- **Community Support:** Mrs. Espinoza stated that the community support has been positive and overwhelmingly generous. She explained that Baker College and a resident family both bought meals for our entire staff and that Qdoba and Tropical Smoothie dropped off free food to display their support for our staff. She further stated that the community quickly donated 1,000 cloth masks to us when the ones we ordered did not arrive.

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Mrs. DeLau stated that nursing has been ahead of the game when the CDC releases new recommendations. She stated that we have been working on reducing unnecessary medication distribution. She stated that we are on our 3rd wave of reduction and medications are down 20%.; there are not any declines or changes to suggest the medications were needed. Mrs. DeLau stated that the team has been very efficient in getting the physician involved when necessary. She stated that dietary has been great with helping implement nutrition to those who need it and provide them with supplements. She further stated that we also reduced the number (10) to (3) of those on nebulizers with no negative impact to the residents. She discussed that falls are up with people being isolated to their rooms; we are reallocating everyone's time to find root causes of problems to implement restorative interventions. It was discussed that we are prepared to care for COVID patients if/when then time comes.

3. **Pandemic- Pandemic Bonus Payout:** Mrs. Espinoza stated that as discussed with the board verbally, we have set up a pandemic payment bonus to reward the staff that is showing up to work for our residents and provided a breakdown. She stated that if all staff were to meet the criteria for the bonus, the cost would be approximately \$197,000; this is the most we will pay. She explained that we are unsure of how many staff members will qualify. She explained that this is a one-time occurrence and is non-precedent setting. Mrs. Espinoza stated that staff has been appreciative of the gesture and wish us to extend their thanks to the board. She stated that to afford the payment we have made the following changes:
 - We will delay the purchase of a new facility bus until 2021 (budgeted \$60,000).
 - We will delay the purchase of the 40 new additional beds until 2021 (budgeted \$120,000).She further explained that we received a CPE settlement of \$139,00 that was not included in the budget; the total of this is \$319,000. Mr. Bontrager made the motion to approve the pandemic bonus payout as written; Mrs. Civile supported the motion, which passed by an all yea vote.
4. **Pandemic- Collections:** Mrs. Espinoza stated that considering the pandemic, we have decided to delay collections calls from the 30-day mark, with a reassessment at the 60th day. She stated that the Administrator will review on a case-by-case basis on how to move forward. She explained that we want to be cautious that we are collecting money but doing so respectfully given the stress from the pandemic. She further stated that those that have cases with legal council will continue to be handled as recommended by legal. She stated that the delay is catered towards those cases directly impacted by the pandemic.
5. **Pandemic- Payment Protection Loan/Grant:** Mrs. Espinoza stated that with the assistance of Mr. Alt, Mrs. Knieper and Ms. Ziola, we extensively explored the opportunity to participate in this program which is designed for small business with less than 500 employees. She explained that we were unfortunately disqualified as a governmental agency.
6. **Pandemic- Funding Opportunity (CARES Act):** Mrs. Espinoza explained that we are working with legal counsel and the MCMCFC council to determine if there are any funds available to the facility

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as related to the pandemic; she will keep the board updated. She further stated that we received approximately \$150,000 through Medicare on 4/10/2020. Mr. Alt presented a breakdown and provided an explanation stating that he will keep the facility and the board updated on the matter.

7. **Pleasant View Building- Building Update:** Mr. Smithingell presented a list outlining the outstanding building needs for Pleasant View Shiawassee County Medical Care Facility and gave an update; the water tank has been replaced but there is no word on the 2-year warranty starting over. He explained that a lot of this was placed on hold until after the pandemic to keep people out of the facility.
8. **Pleasant View Building- Marketing/PR Update:** Mrs. Baldwin gave an update about the items presented in the agenda.
9. **Pleasant View Building- Star Rating:** Mrs. Espinoza stated that we are a 5-star facility. She stated that we lost our IDR, which will impact our star rating.
10. **Pleasant View Building- Bed Purchase Opportunity:** Mrs. Espinoza explained that due to the expenses occurred from the pandemic, there is no update on this agenda item.
11. **Pleasant View Building- Community Relations Team (CRT):** Mrs. Espinoza presented the transfer of funds related to CRT expenses totaling \$2,272.40 transferred back into the operating fund.
12. **Financial Report:** Mr. Alt presented the February 2020 unaudited financials. Mr. Bontrager made the motion to approve the February 2020 unaudited financials; Mrs. Civile supported the motion, which passed by an all yea vote.
13. **Financial- Accounts Payable:** Mrs. Espinoza presented the check registers for the pay periods of 2/22/2020-3/6/2020, 3/7/2020-3/20/2020 and 3/21/2020-4/3/2020.
 - Mrs. Civile made the motion to approve payment of the check register dated 3/6/2020 in the amount of \$345,721.03; Mr. Bontrager supported the motion, which passed by an all yea vote.
 - Mr. Bontrager made the motion to approve the check register dated 3/20/2020 in the amount of \$551,190.33; Mrs. Civile supported the motion, which passed by an all yea vote.
 - Mr. Bontrager made the motion to approve the check register dated 4/3/2020; Mrs. Civile supported the motion, which passed with an all yea vote.
14. **Financial- Payroll:** Mrs. Espinoza presented the payroll summaries for the pay periods 2/17/2020-3/1/2020, 3/2/2020-3/15/2020 and 3/16/2020-3/29/2020. Mrs. Lamb explained that she vigilantly monitors staff for signs of burn out during the pandemic crisis. She stated that we have trained 22

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non-certified staff members to assist with meals; this lifts the burden off the CNAs. She stated that new staff is starting weekly. Mrs. Lamb also presented the payroll comparison for 2019 vs. 2020.

- Mrs. Civile made the motion to approve payroll from 2/17/2020-3/1/2020 in the amount of \$397,703.23; Mr. Bontrager supported the motion, which passed by an all yeas vote.
 - Mr. Bontrager made the motion to approve payroll from 3/2/2020-3/15/2020 in the amount of \$407,028.26; Mrs. Civile supported the motion, which passed by an all yeas vote.
 - Mrs. Civile made the motion to approve payroll from 3/16/2020-3/29/2020 in the amount of \$404,847.02; Mr. Bontrager supported the motion, which passed by an all yeas vote.
15. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the Occupancy Data, which showed a lower number of admissions in March 2020 as compared to March 2019. She explained that there was a higher number of re-admissions and higher discharges compared to 2019. She stated that the daily average census is lower as well; this is due to the pandemic.
16. **Financial- AR Reconciliation:** Mrs. Knieper presented an AR reconciliation form and gave an update on progress.
17. **Operations- CRT Foundation:** There was no update on this agenda item.
18. **Operations- State:** Mrs. Espinoza explained that we still have a waiver on file for the Harbor's door. She explained that this was supposed to be until 3/31/2020, however, the company that was hired to assist with unlocking the doors suspended operations in on-site locations such as ours. She stated that we have another company that will do the work but were unable to enter the facility because they did not pass our screening process. She explained that the Fire Marshal has been kept up-to-date. She explained that they informed us that they will extend the waiver 3-weeks beyond the pandemic; this has not been formally placed in writing. Mrs. Espinoza further stated that our Plan of Correction is ongoing with the state and have requested a desk review to avoid a revisit to the facility. She stated that we have 3 outstanding FRIs. She lastly stated that we lost our IDR.
19. **Operations- Incident/Accident Data Report:** Mrs. Espinoza presented the comparison chart for resident incident/accidents for January 2020 through March 2020.
20. **Human Resources- Compensation Philosophy:** There was no update on this agenda item.
21. **Human Resources- Updated Policies:** Mrs. Espinoza presented the following updated policies and provided an explanation of each:
- Coronavirus Policy

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22. **Nursing- Quality Measure Report:** Mrs. DeLau presented the CASPER report and gave an update on the changes. She discussed our efforts to combat loneliness, helplessness and boredom due the pandemic and quarantine.

23. **Activities- Update:** Mrs. Espinoza explained that the department had to make drastic changes to the way they operate due to the pandemic. She stated that they are conducting 1-to-1 activities; no group activities are being conducted. She explained that any activity that includes more than 1 resident has them spaced 6-feet apart. She stated that Activities has been coordinating Skype and FaceTime calls with families. She presented the list of activities for May 2020. Mrs. Conklin also discussed the department's efforts to combat loneliness, helplessness and boredom.

24. **Central Supply- Bed Purchase:** Mrs. Espinoza reminded the board that as discussed on the October 2019 board meeting, we will be purchasing beds each year, over a 3-year period. She explained that we will purchase 40 beds per year. She requested approval for the 40 beds for 2020. Mrs. Knauff made the motion to approve the purchase of 40 beds in the amount not to exceed \$120,000; Mr. Bontager supported the motion, which passed by an all yea vote.

25. **County Millage Ballot Language Approval:** Mrs. Espinoza explained that the approval for making this purchase was postponed and the funds were reallocated to fund the Pandemic Bonus Payout for staff. She stated that we will re-approach this matter for approval in 2021. Mrs. Espinoza stated that Mrs. Woodruff is working hard daily to obtain PPE.

26. **County Millage Ballot Language Approval:** Mrs. Espinoza stated that we have not received this approval; the county has been shut down in a state of emergency. She stated that she will follow up on when they reopen

27. **Next Meeting Date:** May 22, 2020 at 10AM.

28. **Adjourn:** Mr. Bontrager made the motion to adjourn the meeting at 11:24 AM; Mrs. Civile supported the motion, which passed by an all yea vote.

The meeting adjourned at 11:24 AM.

Shana Espinoza, RN, LNHA

Board Chair