

Pleasant View Shiawassee County Medical Care Facility
Shiawassee County Health and Human Services Board Meeting Minutes
September 17, 2021: Corunna Community Center

Call to Order: Mrs. Knauff called the meeting to order at 10:00 am . The following were in attendance:

In attendance: Londa Knauff (Chair), Cindy Civile (Co-Chair), Greg Bontrager (Member), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager), Theresa DeLau (Director of Nursing), Kelly Knieper (Business Office Manager), Cindy Garber (County Commissioner), Rachel Baldwin (Marketing/Admissions Manager), Amy Conklin (Lifer Enrichment Director), Cheri Gokee (Dietary Manager), Mike Miller (IT), Tabitha Woodruff (Central Supply Manager), Talenna Ackels (Infection Control) and Phil Alt (Contracted CFO) via phone.

1. **Employee Spotlight:** Shana stated we will review at next month's meeting.

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 meeting minutes of August 20, 2021, 2021 DHHS Board Meeting; Mrs. Civile supported the motion, which passed by an all yeas vote.
- Mrs. Civile made the motion to approve the first closed session minutes of the August 20th, 2021 DHHS Board Meeting; Mr. Bontrager supported the motion, which passed by an all yeas vote.
- Mr. Bontrager made the motion to approve the second closed session meeting minutes of the August 20, 2021 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:

- **Covid-19 cases in the facility:** Mrs. Espinoza stated that we continue to receive positive cases in staff since 8/9/2021, totaling 9. No residents have tested positive. The staff cases have not been on resident units, so visits did not have to be stopped completely at first. It later had to be shut down for more identified cases. We continue twice weekly testing of all staff, regardless of vaccination status, until 14 days with no new cases. After that we will resume routine testing of un-vaccinated staff. Our current testing cadence for the unvaccinated staff is twice a week because our County positivity rate rose above 10% - changed to another new system and now in the highest level. The testing requirements are changing to new system related to transmission level in the County. We continue to use the BinaxNOW cards as our primary testing source. Our total positive cases since the beginning of the pandemic is 81 staff and 47 residents. Visitation is depending upon the situation.

- **Financials:** Mrs. Espinoza explained that we continue to track expenses related to COVID-19, even though the amount of activity has declined. The direct care worker wage increase of \$2.25 continues to be reimbursed by the State and is set to expire on 9/30/2021. We have not heard an update of an extension. See the attached breakdown under the payroll section. We also continue to work on submitting requests for testing reimbursement. See the attached log titled “Reimbursement for Covid Weekly Testing.” Also, see the attached COVID financial summary, which shows relief funding received against the annual expenses incurred and what remaining relief funding we have available to fund future expenditures.
 - **Covid Relief (CR) Application:** Mrs. Espinoza stated that we continue to be approved for retaining COVID positive individuals, as well as the ability to admit COVID positive from the community. At this time we have admitted a total of 14 COVID positive residents. We are starting to see referrals of COVID cases.
 - **Visitors:** Mrs. Espinoza updated that since publishing the visits had to be shut down except ADLs and Hospice.
 - **Vaccine Development:** Mrs. Espinoza stated that we continue to work with the health department for ongoing vaccine needs. Unvaccinated residents are not allowed out of their rooms during outbreak. This is a new requirement of CMS.
 - **PPE:** Mrs. Espinoza stated that we are working to continue performing N95 fit testing for use with COVID cases. Regular surgical masks continue to be worn by all staff.
 - **CMS:** Mrs. Espinoza stated that a mandatory vaccine requirement is being assembled through CMS for nursing homes (and now all healthcare arenas that participate in Medicare/Medicaid). The details of this requirement are expected in mid-October. Approximately 55% of our staff are vaccinated. Education is ongoing with staff. We keep educating employees and being supportive of staff concerns.
 - **Booster Dose:** Mrs. Espinoza explained that Booster doses have been administered for certain immunocompromised residents (defined as per the guidelines and in conjunction with our physician oversight). There is expected approval for booster doses for all people coming soon. FYI.
3. **Pleasant View Building -Marketing/PR/Admissions Update:** Mrs. Baldwin provided an update.
 4. **Pleasant View Building -Star Rating with CMS:** Mrs. Espinoza stated we continue to be a 5-star facility.
 5. **Financial-Retention Credit:** Mrs. Espinoza stated no movement and continue to monitor.
 6. **Financial Reports related to COVID-19:** Mrs. Espinoza stated there are no reports at this time.
 7. **Financial- Private Pay Rate:**
Mrs. Espinoza discussed. Decision was made not to increase private pay rate at this time.
 8. **Financial Report:**
Mr. Alt presented the July 2021, unaudited financials. Mrs. Civile made the motion to approve the July 2021 unaudited financials; Mr. Bontrager supported the motion, which passed by an all yeas vote.

9. **Pleasant View Financial Statement Audit (County Audit):**

Mrs. Espinoza wanted to discuss due to the current audit is a component of county and not an in depth focus of Pleasant View. We are legally able to do our own audit as long as we provide a copy to the county. She wanted to get support to research the cost and present at a later time. Mr. Alt did state it would be in the \$30,000 range. Greg stated as fiduciary representatives we have to explore for due diligence.

10. **Financial PPP Loan Forgiveness Update:**

Mrs. Espinoza reported the good news of full forgiveness.

11. **Financial Accounts Payable:**

Mrs. Espinoza presented the check register for the pay periods of 08/07/21-8/20/21 and 8/21/2021-09/03/21.

- Mrs. Civile made the motion to approve payment of the check register dated 8/20/21 in the amount of \$378,278.28; Mr. Bontrager supported the motion, which passed by an all yeas vote.
- Mr. Bontrager made the motion to approve payment of the check register dated 09/03/2021 in the amount of \$377,750.85; Mrs. Civile supported the motion, which passed by an all yeas vote.

12. **Financial Payroll:**

Mrs. Espinoza presented the payroll summaries for the pay periods 08/02/2021-08/15/2021. Mrs. Lamb also presented the payroll comparison and the breakdown of the \$2.25/hour increase for the direct and indirect employees.

- Mr. Bontrager made the motion to approve payroll from 08/02/2021 in the amount of \$402,534.91; Mrs. Civile supported the motion, which passed by an all yeas vote.
- Mrs. Civile made the motion to approve payroll from 08/16/2021-08/29/2021 in the amount of \$404,484.95; Mr. Bontrager supported the motion, which passed by an all yeas vote.

13. **Financial Occupancy Data Comparison:**

Mrs. Espinoza presented the Occupancy Data, which showed a higher number of admissions and readmissions in August 2021 as compared to August 2020. She explained there was a higher number of discharges compared to 2020. She stated the daily average census was is higher than 2020. Currently we are seeing a little bit of a dip.

14. **Financial Community Relations Team (CRT):**

Mrs. Espinoza has a recommendation of Great American Insurance Company. Mrs. Espinoza started a discussion of does this board approve or the board of CRT. The board consists of Mrs. Baldwin, Mrs. Espinoza, Mrs. Lamb and Mrs. Civile. Mr. Bontrager wanted to receive a legal opinion for protection to have it clear what can be done. If this is a different entity from the parent company should the parent company charge CRT for time of an employee of Pleasant View. Keep this as a place holder.

15. **Financial Write-Offs:**

- Mrs. Espinoza stated this is the final clean-up of the old balances that we have exhausted all resources for collection. All of these accounts were referred to our attorney and they have determined these accounts uncollectible. Please see the attached letters from the attorney. We have worked towards improving the collections process by finalizing and implementing the collections policy, in addition to other processes (such as the Medicaid outstation worker). Please see the collections policy under the policy section. Please also note that the current allowance for doubtful accounts is approximately \$580,000, which will be used to absorb the below requested write-offs. Also, the state average for write offs based on Medicaid cost report date is around 2% of revenue. This would be approximately \$360,000 annually. The board commented on the great work of the team in cleaning this up, as well as efforts to reduce moving forward. The measures put in to place leave an expectation of less write offs moving forward.
- Mrs. Civile made the motion to write off the amount of \$434,363.26; Mr. Bontrager supported the motion, which passed by an all yea vote.

16. **AR Reconciliation:**

Mrs. Knieper presented an AR reconciliation form and gave an update on progress.

17. **Operations CPR Instructor:**

Mrs. Espinoza stated our facility offers and pays for CPR classes for the staff. It is mandatory for nursing staff to be CPR certified, but this training is open to all staff. Our current CPR instructor will be gone for the winter months. As such, we would like to enlist the services of another CPR instructor. See the attached. We would use both services. There is no formal contract, and no requirement for minimum amount of classes to hold a year. This instructor understand we would be utilizing his services primarily in the winter months. The cost for the current instructor is \$50/person.

- Mr. Bontrager made the motion to approve the services of the additional CPR instruction; Mrs. Civile supported the motion, which passed by an all yea vote.

18. **Operations State:**

Mrs. Espinoza stated state arrived on 8/23/2021 and left on 9/1/2021 with 2 concerns. The state reviewed all of the outstanding FRI so this leaves 1 pending FRI and hoping for a desk review.

19. **Updated Policies:**

Mrs. Espinoza presented the following updated policies and provided an explanation of each:

- COVID-19 Policy
- Collections Policy

20. **Operations Updated Contracts:**

Mrs. Espinoza stated there are no updated contracts at this time.

21. **Operations-Incident/Accident Data Report:**

Mrs. DeLau presented the comparison chart for resident incident/accidents for June through August 2021.

22. **Human Resources- 457 Nationwide Plans:**

Mrs. Espinoza stated we have started the transition this week with BlueStar and once this happens, we plan to continue our request to transfer to MERS.

23. **Human Resources - Work Comp Update:**

Mrs. Lamb presented the work comp loss summary which states as of August 26, 2021 the total incurred expenses are \$30,882 and shows this new relationship with Argent is working well since switching from the county and Broadspire.

24. **Physical Plant-Plant Operation Concerns List:**

Mrs. Espinoza presented a list of outlining the Plant Operations concerns within the facility.

25. **Nursing - Change to ADON Role:**

Mrs. Espinoza presented the restructure to the current nurse management team positions.

- Mr. Bontrager made the motion to approve the services of the additional CPR instruction; Mrs. Civile supported the motion, which passed by an all yea vote.

26. **Quality Measure Report:**

Mrs. DeLau presented the CASPER report and provided an update.

27. **Activities- Update:**

Mrs. Conklin presented the list of activities for October 2021 but will change based on COVID outbreak and staff is working hard to make their day better as residents are quarantined to their rooms.

28. **Dietary:** Mrs. Gokee provided a general update.

29. **Dietary Stand-up Mixer:**

Mrs. Gokee explained the need to replace the Stand-up Mixer and presented two quotes with the recommendation of the direct supply option.

- Mr. Bontrager made the motion to approve the purchase of the stand-up mixer from Direct Supply in the amount of \$9,037; Mrs. Civile supported the motion, which passed by an all yea vote.

30. **Business Office-Collections Agency:**

Mrs. Espinoza stated wanted to leave as a placeholder and more information to come.

31. **Central Supply:** Mrs. Woodruff presented an update.

32. **IT-Common Angle Contract Renewal:**

Mrs. Espinoza presented the proposed contract with Common Angle Our legal counsel is reviewing and Mrs. Espinoza will make sure we receive a favorable legal opinion before signing.

33. **IT-Phone System:**

Mrs. Espinoza presented and explained this would provide every resident a phone. A discussion of special needs communication for some residents occurred.

- Mrs. Civile made the motion to approve the the purchase of the additional phones in the amount of \$8,623.16; Mr. Bontrager supported the motion, which passed by an all yea vote.
34. **Eden:**
Mrs. Espinoza explained that we continue our daily efforts working on the culture. She stated that we continue working as a team to combat burnout in the staff. She stated we had an in-person leadership training on September 8.
35. **Closed Session:**
Mr. Bontrager made the motion to meet in closed session; Mrs. Civile supported the motion, which passed by an all yea vote.
- **The meeting entered closed session at 11:20 am**
 - **The meeting exited closed session at 11:35 am**
36. **Next meeting date:** October 15th, 2021 at 10am.
37. **Adjourn:**
Mr. Bontrager made the motion to adjourn the meeting at; Mrs. Knauff supported the motion, which passed by consensus.

The meeting adjourned at 11:36 AM.

Londa Knauff