

**Pleasant View Shiawassee County Medical Care Facility  
Shiawassee County Health and Human Services Board Meeting Minutes  
May 19, 2023**

**Call to Order:** Mrs. Knauff called the meeting to order at 10:00 am. The following were in attendance: Londa Knauff (Chairman), Cindy Civile (co-chair), Greg Bontrager (Board Member), Shana Espinoza (Administrator), Marque Wenzlick (Administrative Assistant to the Administrator), Sandy Lamb (Human Resources), Rachel Baldwin (PR/Marketing), Amy Conklin (Activities) Erika Tomac (Activities), Hollie Downen (Infection Preventionist), Jeff Smithingell (Plant Operations), Kelly Knieper (Business Office Manager), Cheri Gokee (Dietary), Tabitha Woodruff (Central Supply Manager), Michael Miller (IT).

1. **Employee Spotlight:** Mrs. Baldwin presented the employee spotlight for this month.
2. **Approval of the Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board Meeting Minutes:**

- Mr. Bontrager made motion to approve the minutes of the March 17th, 2023 DHHS Board Meeting. Mrs. Civile supported the motion, which passed by consensus.
- Mr. Bontrager made motion to approve closed session minutes of the March 17, 2023 Board Meeting. Mrs. Civile supported the motion, which passed by consensus.

3. **Public Participation:** None
4. **PHE End:** The official end of the PHE occurred May 11, 2023. we have made changes to end mass masking in the facility as well as testing. We are now, in accordance with the end of the PHE. Masking and testing for certain circumstances are required to continue an effective infection control program. The vaccine mandate is still in effect as well. This means employees and contractors need to be vaccinated or exempted to work with us. This QSO also requires an additional measure of protection for the unvaccinated. As of now, that means our exempted staff members wear a mask. Discussed at meeting those who are unvaccinated for influenza also wear a mask has been removed. The end of May the CDC updated the definition of vaccinated to one bivalent booster dose of COVID vaccine. If you have previously had the monovalent series, you are still considered vaccinated.
5. **Dialysis:** As approved at the last meeting, we selected EBM to complete the construction of the project. They immediately got to work on the local construction permits. We are still sorting through the BFS approval. Formal announcements to the community have begun and we will begin planning an open house. FF&E review, costs,

and ordering have continued. Legal is currently reviewing our contract with our revisions.

6. **Marketing/PR:** Mrs. Baldwin provided an update in Marketing/PR. Pleasant View was selected the Best Nursing home by Argus Press readers. A late Summer open house is being planned at Pleasant View which will include information station for each service we offer and Dialysis being a special focus. We celebrated Nursing Home week, and had fun themed days for staff to dress up, CRT hosted Love Boat/Fantasy Island trivia and Pizza on Wednesday. You can also request a tour of Pleasant View via our website.
7. **Consulting Proposal:** Discussed at the last meeting was a proposal from Mistie Jordan to assist us with Marketing and PR consulting needs. The main objective is to work together to develop a strategic plan and direction for the department. There was discussion from the board regarding clarification questions. These questions are still being reviewed, and we are taking a closer look at the goals for this relationship. As such, we would like to table this until the June or July meeting.
8. **Star rating with CMS:** Mrs. Espinoza updated everyone that we still continue to be a five-star facility.
9. **Retention Credit:** As previously discussed, we are waiting on receipt for employee retention tax credits claimed on amended 941s filed in January. It is anticipated to be received any time. Some homes in the MCMCFC group have started to receive the credit. Business Office manager continues to check with the IRS.
10. **Recruitment and Retention Grant:** As discussed at previous board meetings, we had applied for a recruitment and retention grant last year. In recent months we were told that they were redoing the grant and would have to reapply in the future. Last week we were told that the grant is open again for applications. The rules continue to be somewhat vague, and will only let you utilize the funds from January 1<sup>st</sup>, 2023 through December 31<sup>st</sup>, 2024. The deadline was today (May 19, 2023), we moved forward with the group application. It was also made clear that applications with large collaborative groups will get more priority over individual applications. More details to come at future meetings.
11. **Community Relations Team (CRT) Funds Transfer:** Mrs. Espinoza explained the summary for CRT expenses for January 2023 through March 2023. Transferred the total expense back to the operating fund, as staff recognition expenses are not expensed through the general operating funds.
12. **Financial Report:** Mrs. Knieper presented the unaudited March 2023 financial statements, including a balance sheet, income statement and month end recap. Discussion occurred at meeting.

- Mr. Bontrager made motion to approve the unaudited March 2023 financials. Mrs. Civile supported motion, which passed by consensus.

13. **Accounts Payable:** Mrs. Espinoza presented the check registers for the pay period dated 04/01/2023-04/14/2023 and 04/15/2023-04/28/2023.

- Mrs. Civile made motion to approve payment of check register date of 04/14/2023 in the amount of \$749,639.63. Mr. Bontrager supported the motion, which passed by consensus.

-Mr. Bontrager made the motion to approve payment of check register dated 04/28/2023 in the amount of \$277,878.99. Mrs. Civile supported the motion, which passed by consensus.

**14. Payroll:** Mrs. Lamb presented the payroll summaries for pay periods dated 03/27/2023-04/09/2023 and 04/10/2023-04/23/2023.

- Mrs. Civile made motion to approve payroll summaries for the dates of 03/27/2023-04/09/2023 in the amount of \$460,524.59. Mr. Bontrager supported the motion, which passed by consensus.

-Mr. Bontrager made motion to approve payroll summaries for the dates 04/10/2023-04/23/2023 in the amount of \$419,738.30. Mrs. Civile supported the motion, which passed by consensus.

**15. Occupancy data comparison:** Mrs. Espinoza presented the graph from 4/2023 compared to 4/2022. The 2023 average daily census is higher when compared with 2022. There is lower admissions, higher readmissions and lower discharges when compared with 2022.

**16. Write Offs:** None.

**17. Write offs less than \$500:** None

**18. AR Reconciliation:** Mrs. Knieper presented the AR reconciliation form.

**19. State:** Mrs. Espinoza stated we are expecting our annual survey anytime. We currently have one outstanding FRI.

**20. Memorial Wellness Center:** Mrs. Espinoza states We have explored an opportunity to offer our employees to sign up for memberships with the Memorial Wellness Center! We would deduct the dues from their paychecks at a discounted membership rate that Memorial has offered to our staff. See the attached rates. The employee memberships would be no cost to the facility, just offered and deducted by us. We would also like to pay for two memberships for our residents to utilize. Memorial has agreed to allow us to rotate which residents utilize these memberships. The leadership team has toured the wellness center. If the board has no concerns, we will proceed with these two options (membership for residents and offering memberships to our staff). FYI.

**21. Physician Services:** Mrs. Espinoza explained we will keep this a line item on the agenda as it relates to the new Physicians Group, Theoria. A new Medical Director has been selected for our facility. Dr. Ramin Rafie is now our Medical Director and he is working very well with the facility. Communication and our overall process has improved.

**22. Updated policies:** COVID policy, along with the vaccination and visitation policies (for COVID) continue to be updated and are live on our website.

**23. Incident/Accident Report data:** Mrs. Downen presented incident and accident reports from February 2023 through April 2023.

**24. MDS Team Lead:** As discussed at last meeting, the structure of the MDS positions had 4 equal level MDS nurses. With the ever-changing regulatory needs in this position, and recent turnover, we are looking at creating a team lead position. . Please note these positions are union, and as such we have begun discussion with the union representatives. We currently only have 2 of the 4 MDS positions filled due to turnover. It was recommended to use Engage Consulting for hiring needs right now. There is other options that Engage consulting provide which will be available to us as we build this new team.

-Mr. Bontrager made motion to approve the hiring and training program portion of 2 MDS nurses up to \$3000 from the Engage Consulting contract followed by legal review if needed. Mrs. Civile supported motion which passed by consensus.

**25. Infection Preventionist Role:** Recently it was decided that our Infection Preventionist and Nurse Educator will switch roles in who serves in them. Hollie Downen is now our Infection Preventionist, and Talenna Ackels is our Nurse Educator. They are both excited about this transition and we look forward to seeing them in their new roles.

**26. Administrator Job Description:** Mrs. Espinoza explained the revised job description for the Administrator was updated to include clarification to emergency expenses. A redlined version of the job description has been complete by HR. Will table until review by legal is complete.

**27. Nurse Staff Concerns:** We have begun using nurses through the staffing agency that was approved at last meeting. The experience has gone well so far, and the two individuals provided through the agency are working well with the team. In addition, we are onboarding a third agency nurse. Please note that all three are part-time. Also, we did have one supervisor take a \$1,500 bonus to move to nights for 1 month while we got the agency staff in place. This bonus was offered to all nurses but only one accepted. We continue to work on recruitment of nurses. FYI

**28. Union Agreement:** Through meetings with the union it was identified that there were some errors in regard to the mandating language in the current contract and letters of agreement. LOA did not align during negotiations.

-Mr. Civile made motion to approve the attached letter of agreement as written, contingent on legal approval. Mr. Bontrager supported motion, which passed by consensus.

**29. Plant Operations Concerns list:** Mr. Smithingell presented a list containing maintenance updates.

**30. Quality Measure report:** Mrs. Downen presented the CASPER report with an update.

**31. Planned Activities:** Mrs. Tomac presented a list of activities planned for June 2023

**32. Dietary:** Mrs. Gokee reported an update from Dietary. We celebrated Cinco De Mayo with a luncheon in the diner. We made homemade caramel corn. Last week dietary attended a job fair at Michigan works with HR. Spring and Summer menus are complete

with the approval of our dietician and start date will be 5/21/23. Casper reports indicate we are at 0.9% for unplanned/unintended weight changes.

**33. Central Supply:** Mrs. Woodruff presented a summary for Central Supply. We are cleaning up after "COVID". Pulled and cleaned out the isolation carts. We have been watching testing supplies. We want to be a good steward of the supplies so we have dropped our allocation numbers based off the amount of tests used per week. Now that CS has a handle on the Wheelchair audit, we moved on to another. Central is working on Dialysis equipment list. We have received a few items, have quotes coming in and in regular contact with Concertos' design manager.

**34. Everbridge:** Everbridge is a product that can supply mass communication for our facility, including panic button use for emergencies (for all staff). We have historically utilized the RAVE software in conjunction with the Shiawassee 911 and Shiawassee Health and Wellness. However, due to recent issues identified with the panic button capabilities, we are all looking to make a change to the Everbridge system. Last year for our portion of the RAVE system we paid \$3,166. For Everbridge, it will be \$5,350.46 for year one, and then \$4,954.13 for years two and three. Please note these are our portions of the contract costs. We began utilizing the RAVE system during the pandemic to complete mass communication with residents and their families. Now we utilize the communication for many aspects of communication, and would like to roll out the panic button app for all staff to increase our safety options. Please note 911 and Shiawassee Health and Wellness also need to get approval from their boards before we can proceed.

- Mr. Bontrager made motion to approve the Everbridge system as written. Mrs. Civile supported the motion, which passed by consensus.

**35. Closed session:** Mr. Bontrager made motion to enter closed session, Mrs. Civile supported the motion, motion carried with 3 yeas: Greg Bontrager and Londa Knauff and Cindy Civile.

- The meeting entered closed session at 10:52am.
- The meeting exited closed session at 11:21 am.

**36. Next Meeting date:** June 16, 2023 at 10:00am

**37. Adjourn:** Mr. Bontrager made motion to adjourn the meeting. Mrs. Civile supported the motion, which passed by the consensus.

The meeting adjourned at 11:22 am.



