

**Pleasant View Shiawassee County Medical Care Facility**  
**Shiawassee County Health and Human Services Board Meeting Minutes**  
**May 19, 2024**

**Call to Order:** Mrs. Knauff called the meeting to order at 10:05 am. The following were in attendance: Londa Knauff (Board Chair), Greg Bontrager (Board Member), Shana Espinoza (Administrator), Marque Wenzlick (Administrative Assistant to the Administrator), Theresa Delau (Director of Nursing), Hollie Downen (Infection Preventionist/ADON), Sandy Lamb (Human Resources), Rachel Baldwin (PR/Marketing), Erika Tomac (Activities), Jeff Smithingell (Plant Operations), Kelly Knieper (Business Office Manager), Cheri Gokee (Dietary), Tabitha Woodruff (Central Supply Manager), David Skuczas (IT), Phil Alt (CFO-remote). Guests: DeAndre Harris and Jeff Segal (Warner, Norcross and Judd)

1. **Absence:** Mr. Bontrager made the motion to excuse Mrs. Civilles' absence, Mrs. Knauff supported the motion. Passed with consensus of both.
2. **Employee Appreciation:** A resident voiced she had not had maple walnut ice cream in years, and that she used to get it from the Schwan's truck. Cheri and her team made it happen at PV! The resident appreciated it very much and said it tastes even better here!
3. **Approval of the Pleasant View 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 April 19, 2024 DHHS Board Meeting. Mrs. Knauff supported the motion. Passed with consensus.
  - Mr. Bontrager made motion to approve the closed session minutes of the April 19th, 2024 DHHS Board Meeting. Mrs. Knauff supported the motion. Passed with consensus.
4. **Public Participation:** None
5. **Strategic Planning/Expansion:** Land purchase agreement was approved by all parties, including the County this week for a purchase price of \$925,000. Signing of documents and official purchase underway! Process has begun to start application for 20 high census occupancy beds. Letter of intent will be filed, followed by an official application. Discussion will also continue with Memorial regarding our interest. Updates will continue with the County. Discussions also continue with legal to continue to understand the process from beginning to end. Market assessment is underway with discussion set to occur this week. Legal is overseeing all processes and discussions are ongoing.
6. **Marketing/PR:** Mrs. Baldwin provided an update regarding Marketing/PR.
7. **Star rating with CMS:** Mrs. Espinoza updated everyone that we continue as a five-star facility.

**8. Medicaid Outstation Worker:** The contract for the Medicaid outstation worker is expected to be received in July (for renewal). Last year we paid \$74,150. This year the renewal is \$74,900. The total increase for the contract is \$750 and is an increase in wages and benefits. The amounts are due in the following increments: \$74,900 total, payments of \$18,725 due 1/1/25, \$18,725 due 4/1/25, and \$37,450 due 7/1/25. However, we pay the full amount at the time the initial invoice is sent. We are expecting they will be sending out the proposed contract in July.

-Mr. Bontrager made motion to approve re-signing the Medicaid outstation worker contract, provided no concerns with the written agreement upon receipt. Mrs. Knauff supported the motion. Passed with consensus.

**9. Final 2023 Financial Statements:** After presentation of the audited financial statements, internal financial reporting has been tied out to audited balances and compared to the unaudited financial statements initially presented. Mr. Alt presented the financial statements for the final reporting of 2023. Discussion occurred at meeting.

-Mr. Bontrager made motion to accept the internal financial reports that tie out to the 2023 audited financial statements. Mrs. Knauff supported motion. Passed with consensus.

**10. Community Relations Team (CRT) Funds Transfer:** Reviewed summary of CRT expenses for January 2024 through March 2024. Transfer occurred of the total expenses back to the operating fund, as staff recognition expenses are not to be expensed through general operating funds.

**11. Retention Credit:** IRS examination was denied as discussed at the last meeting. Discussion occurred with the IRS agent supervisor on 5/3/24 and was unproductive. Appeal process is continuing formally. Administrator has begun meetings with state reps, former reps, etc. The claim is for the \$4.6 million credit. Updates will be provided as the appeal moves forward.

**12. Recruitment and Retention Grant:** As a reminder, we have received a grant totaling approximately \$144,000. Approval has been given by the board to spend the funds on team building, leadership development, and for a retention bonus for staff not included in the Direct Care Worker wage increase from the state. No additional invoices presented month. Remaining funds total \$99,647.83.

**13. Financial Report:** Mr. Alt presented the unaudited March 2024 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 2024 financials. Mrs. Knauff supported motion, which passed by consensus.

**14. Accounts Payable:** Mrs. Espinoza presented the check registers for the pay period dated 03/30/2024-04/12/2024 and 04/13/2024-04/26/2024.

- Mr. Bontrager made motion to approve payment of check register date of 04/12/2024 in the amount of \$564,693.36. Mrs. Knauff supported the motion. Passed by consensus.

-Mr. Bontrager made the motion to approve payment of check register dated 03/29/2024 in the amount of \$731,567.10. Mrs. Knauff supported the motion. Passed by consensus.

**15. Payroll:** Mrs. Lamb presented the payroll summaries for pay periods dated 03/25/2024-04/07/2024 and 04/08/2024-04/21/2024.

- Mr. Bontrager made motion to approve payroll summaries for the dates of 03/25/2024 to 04/07/2024 in the amount of \$491,572.43. Mrs. Knauff supported the motion. Passed by consensus.

-Mr. Bontrager made motion to approve payroll summaries for the dates 04/08/2024 to 04/21/2024 in the amount of \$471,060.98. Mrs. Knauff supported the motion. Passed by consensus.

**16. Occupancy data comparison:** Mrs. Espinoza presented the graphs from 3/2024 which aligns with the March Financials. Daily census was reported at 131. Admitting 3 more today and 1 at hospital.

**17. Write Offs:** None

**18. Write Offs:** There are no write-offs less than \$500 this month.

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

**16. Divestment Concern:** Discussed a current resident with a difficult divestment situation.

The resident was admitted as part of our mission to serve the County, and with the understanding there were likely opportunities for the resident to receive assistance. Since that time, we have discovered the resident is caught in a difficult situation with Medicaid and needs assistance from legal. As the resident was trying to do the right thing to have Medicaid cover her stay, she no longer has funds for attorney fees. As such, we have assessed the amounts owed compared to legal fees to help her work through the divestment situation. Total divestment amount is \$464,600, which means the facility could be out this amount. As such we have hired an attorney to help look at her case. Although this is not a typical course of action taken by the facility, the estimated cost of \$4,000-\$5,000 outweigh the loss risk. Policies need to be developed for such situations in the future.

**17. State:** Discussed one outstanding FRI's. The state cleared us on F656 back to date of exit. We are currently prepping for our mock survey.

**18. Updated Policies:** None

**19. MDS:** As discussed at the last meeting, we continue to work with Engage consulting. They are submitting MDS assessments and working on training our MDS staff. We are continuing to utilize Engage Consulting to contract out portions of the MDS submissions,

but at a much lesser rate. They are shifting to more of a consultant support role. Services with Engage can be stopped or reduced at any time with a 30-day notice.

- 20. MMRMA Renewal:** No updates discussed. We continue communications and applications with VOSS. FYI.
- 21. Dialysis:** Census of dialysis residents took a sudden decline over the last month. That combined with never having reached the desired goal of 12 residents led to discussions between Concerto and the Administrator. Strategic plans for increasing census occurred. In order to maintain the service line as it currently is structured, need to look at increased fees with Concerto. Legal is reviewing. To date, we have paid between \$770/month to \$9,187.50 at our highest month. Our budgeted amount is \$9,295. At the scenario of 12 residents the estimate cost is \$9,438/month. Under this proposal we would pay \$10,224.50 for each month that we do not have 12 residents. This would be in lieu of the staffing fee, so an estimated difference of \$1512.50. This does not include fees for AKI (acute kidney injury). The team is all hands-on deck to work on increasing awareness of our dialysis model. Current dialysis census is 4.

-Mr. Bontrager made motion to approve the addendum with Concerto as written as of May 1<sup>st</sup>, following legal review. Mrs. Knauff supported motion. Passed with consensus.

- 22. Incident/Accident Report data:** Mrs. Delau presented incident and accident reports from February 2024 through April 2024.
- 23. Nurse Staff Concern:** Discussion occurred regarding reduction in the nursing working, especially on night shift. Success has occurred with the current staff agency company, but belief is addition of one more will provide additional necessary support. Recommended signing with Treva staffing agency. Rates discussed are \$80/hour for RN and \$60/hour for LPN. Ability for PV to assess the individual first remains the same. Termination is a 30-day notice. Due to critical staffing need, began services on 5/2/24. We can cease scheduling at any time.
- Mr. Bontrager made motion to approve the contract with Treva. Mrs. Knauff supported the motion. Passed with consensus.
- 24. Nurse Bonus:** As discussed, a policy/procedure is being explored to better formalize the nurse bonus process. Research has begun, but nothing finalized to discuss today. The total cost for the bonus since the last meeting is \$3900. Last time was \$7450. We continue to see fluctuation in staffing. Work is ongoing.
- 25. Strategic Planning:** Discussion ensued regarding documents pertaining to proposals for both the nursing department and the business office. As we continue the process of assessing the wage analysis and work flow, we have identified the need to add two positions and elevate one. This also best aligns us to design and prepare for additions to Pleasant View.

-Mr. Bontrager made motion to approve the addition of a nurse manager as written. Mrs. Knauff supported motion. Passed with consensus.

-Mr. Bontrager made motion to approve the elevation of the DON to DON/DCO as written. Mrs. Knauff supported motion. Passed with consensus.

-Mr. Bontrager made motion to approve the addition of an Accounting Supervisor as written. Mrs. Knauff supported motion. Passed with consensus.

- 26. Plant Operations Concerns list:** Mr. Smithingell presented a list containing maintenance updates.
- 27. Quality Measure report:** Mrs. Delau presented the CASPER report with an update. Discussion occurred regarding the impact of changes in the quality measures.
- 28. Planned Activities:** Mrs. Tomac presented a list of activities planned for June 2024.
- 29. Dietary:** Mrs. Gokee reported an update from Dietary.
- 30. Central Supply:** Mrs. Woodruff presented a summary for Central Supply.
- 31. General IT update:** No updates to present at this time.
- 32. Board Legal Council:** DeAndre Harris and Jeff Segal were present for a meet and greet.
- 33. Next Meeting date:** Next meeting date June 21st ,2024 at 10:00am.
- 34. Adjourn:** Mr. Bontrager made motion to adjourn the meeting. Mrs. Knauff supported the motion. The meeting adjourned at 12:45 pm.

*Londa Knauff*