

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD  
NURSING HOME OPERATIONS COMMITTEE**

**March 19, 2020**

**3:00 PM**

**Conference Call**

Present:	EXC	Jeff Zriny	X	Paul Gilk	X	Bob Weaver
	X	Bill Metter	ABS	Cindy Rider	X	Pat Voermans
	X	Romey Wagner				

Staff: Michael Loy, Jarret Nickel, Kim Gochanour, Brenda Glodowski, Jill Meschke, Kristin Woller, Zach Ziesemer, Ryan Hanson

Call to Order

- Meeting was called to order at 3:03 p.m.

Public comment for Matters Appearing on the Agenda

- No public comment.

Approval of February 20, 2020 Nursing Home Operations Committee Meeting Minutes

- **Motion**/second, Metter/Voermans, to approve the February 20, 2020 Nursing Home Operations Committee meeting minutes. Motion carried.

Financial Report – B. Glodowski

- Census in February went down at both locations. Expenses at Mount View aligned with the drop in census. At Pine Crest there was also a buy out in one contract for agency staff which contributed to the loss for the month.
- Regarding change in revenue from RUGS to PDPM, there was a payment change in October 2019 in that the average per day Jan-Sept. 2019 for MVCC was \$509 and for Pine Crest the average per day was about \$496. From October to February the monthly payment ranges from \$509 to \$549 for MVCC and from \$517 to \$563 for Pine Crest. The change has been beneficial for both locations.

Nursing Home Operations Reports

- Mount View Care Center – Kristen Woller
  - In summary, not much movement noted in Employee Engagement, patient experience is above target, and the number of falls has decreased. There was one survey visit in February with no citations; allegations were unsubstantiated. Census was down in February mainly related to respiratory illnesses.
- Pine Crest Nursing Home – Zach Ziesemer and Ryan Hanson
  - Following the annual survey one citation was dropped; plans of correction have been accepted and are being implemented. Patient satisfaction surveys have had good results.

## Five Star Analysis and Nursing Home Operations Report – Kim Gochanour

- Five Star Analysis will be deferred to next month.
- Moving forward will include an operational overview of the facilities rather than a transition update.
- A draft of a new brochure including both nursing home operations will be available soon.
- Continue to improve consistency of supplies and pharmacy transitions.
- With the decline in occupancy staff are working on a strategic plan with potential changes that will be presented to the committee for consideration.
- Pine Crest continues to wait on CCIT for technology. CCIT has a backlog related to the overhaul of the 911 project. The date we were provided is 4/20 but anticipate possible delay due to COVID-19 situation.
- Nursing homes are particularly vulnerable in the COVID-19 pandemic. Z. Ziesemer, K. Woller, R. Hanson and C. Gliniecki and staff have been doing a phenomenal job. NCHC nursing homes were one of the first in the State to implement restricted access i.e. no visitation except special circumstances. Other preparedness has included:
  - Operating incident command structure 8-9 a.m. every day with Managers.
  - Have sectioned campus into zones; staff cannot cross zones.
  - Eliminated communal dining activities and now serving meals in resident rooms.
  - If staff present upper respiratory symptoms they are being asked to leave building and return when medically cleared.
  - Residents exhibiting upper respiratory illness are already put on precautions.
  - Preparing for auxiliary staff, working with the State on accelerating those who can work in the nursing home. Have a good plan to provide opportunities for those who may be laid off from other jobs to work at NCHC providing training and accommodating staff as much as possible.
  - Being thoughtful/careful of supplies i.e. PPE (personal protective equipment) for staff and visitors. Monitoring CDC information to procure supplies as needed and be prepared should there be a surge.
  - Moving to weekly monitoring of cash flow, as well as monthly monitoring of the budget, and managing resources closely.
  - Planning and preparing for the potential to care for active COVID-19 residents. We feel our role is to advance our ability to clinically take care of individuals here, reduce prevalence of infection, and support any local surge.
  - Have implemented a special 14 day COVID-19 sick leave benefit in addition to access to PLT banks (paid leave time).
  - Generally our nursing home has double occupancy but we will do everything we can to quarantine individuals if symptoms present; have discussed the possibility of using an entire wing as a quarantine area.
  - Staff are being monitored upon their arrival to their shift by their taking temperature, asking questions about travel, contact with anyone who is sick, etc. Employee health will follow-up as needed.
  - Communication has been and will continue to be extensive. This not only includes staff but also our community and county partners.
  - Some regulations have been relaxed i.e. a 3-day hospital stay is waived prior to admission, to assist with the potential influx in need for hospital beds.
  - The State has suspended survey visits during this time.

- Operations are being altered throughout the organization to minimize the impact of services provided and prepare for the possibility of a surge and need for additional services. Several programs are being temporarily closed i.e. aquatics, adult day services, etc. Staff from those areas are being reassigned to help in other areas.
- We do have cash position that can accommodate the financial strain for a short period of time.

#### Update on Nursing Home Renovation Project - J. Nickel

- Working with Miron Construction to split crews so there are no more than 10 workers in a given area.
- E-wing demolition has been completed; only minor clean up to complete.
- Large cranes will begin arriving on site for the start of the nursing tower construction which will change the flow of traffic and parking availability.
- Pool is scheduled to be completed by end of April.
- CBRF and Youth Hospital structures are on track for completion by end of June.
- Call light system has been selected. The new system mimics the system of Aspirus. The system will be installed throughout the campus and will have more access features to help work flow.

#### Vision for North Central Health Care – M. Loy

- Will table this agenda item until a future meeting date.

#### April Meeting Date – M. Loy

- The April meeting conflicts with the regularly scheduled meeting of the Board of Directors. A Doodle Poll will be sent to members to select an alternative date.

#### Discussion of Future Agenda Items

- Continue discussion on local food purchase

#### Adjourn Meeting

- **Motion**/second, Voermans/Wagner, to adjourn the meeting at 3:53 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant to CEO*