



NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE

March 23, 2021

3:00 PM

Conference Call

Present:	EXC	Kurt Gibbs	X	Paul Gilk	X	Cindy Rider
	X	Pat Voermans	X	Bob Weaver	X	Cate Wylie

Staff: Jarret Nickel, Jill Meschke, Zach Ziesemer, Ryan Hanson, Kristin Woller, Connie Gliniecki, Kim Rantanen-Day

Others: Dejan Adzic

Call to Order

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

Public Comment for Matters Appearing on the Agenda

- None

ACTION: Approval of January 26, 2021 Nursing Home Operations Committee Minutes

- **Motion**/second, Voermans/Rider to approve the January 26, 2021 Nursing Home Operations Committee meeting minutes. Motion carried.

Financial Report – J. Meschke

- The 2020 Financial Audit is in progress; final report scheduled to be reviewed at the April 29, 2021 Board meeting.
- Mount View Care Center year to date ending February is showing a loss of \$307,000. The 2020 budget was constructed with a projected higher census for the first half of 2021 and lower for the 2nd half due to the renovations and anticipated transitions. Revenue shortfalls can mostly be attributed to not meeting payer mix and volume targets. Expenses are also above plan primarily due to staffing expenses. There is no additional Cares Act funding expected at this time.
- Pine Crest is showing a loss of \$384,000 through February. Targeted census was calculated at 100 but is currently averaging in the low 90's. Pine Crest received about \$27,000 in Cares Act funding in February with no significant additional receipts expected at this time. Expenses are above target through February due to staffing and agency staff use.

- Reforecasting efforts are in progress for both nursing homes to include lowering the average census for both facilities and resetting expense targets to match more closely. A scheduling analysis is also in progress to confirm appropriate staffing levels. Both nursing homes continue to face the impact of the pandemic. Higher expenses can be attributed to the cost of personal protective equipment (PPE), while coming down, is still much higher than in the past. No units are currently on enhanced precautions which helps reduce expenses. Technology has replaced much of the staff expense for screening purposes. C. Rider concurred that Aspirus is experiencing similar higher than normal expenses as well as the need for reforecasting.

Committee Education

- Leading Age Overview and Board Involvement Opportunities – Z. Ziesemer
 - Leading Age is a great asset for providing industry updates, education tools and resources. During the pandemic they have provided guidance on visitation and updates from CMS and the State.
 - Conferences are held each year (usually May and September) with one day designated to Board members.
 - Leading Age also helps with advocacy efforts at the Capitol and working with our legislators. John Sauer, Leading Age Executive Director, has been instrumental in working on improvements in Medicaid rates. Current deficits climb in Medicaid losses. Mount View and Pine Crest have two of the highest deficits in the State due to the volume of our Medicaid population.
- Mount View Care Center Survey Results and Survey Process – K. Woller
 - Last year CMS suspended routine inspections due to the pandemic and recently resumed their annual surveys visiting Mount View recently. The survey includes a thorough review of documents on a percentage of residents, interviewing residents, families, and employees, and observing all we do. They also reviewed documents on closed records (those discharged from the facility). The survey team was at Mount View for 4 days and provide a verbal report upon exit. A written report will also be provided.
 - We received just two recommendations compared to the State average of 8.1 and national average of 9.5. Both were low level citations. We are preparing the plans of correction to submit once the written statement of deficiencies is received.

Nursing Home Operations Reports

- Mount View Care Center – K. Woller
 - Highlights include filling the open positions given the challenge with the small number of applicants. Until approval is received for a CNA class, we will be hiring those who have expressed interest in the class as hospitality aides which will give them experience working with CNAs prior to the class.
 - Lower patient experience scores can be directly related to fewer activities for residents during the pandemic. An increase in activities is beginning to occur and residents are ready to move about again.

- Covid Update: last resident who tested positive was in December; staff positivity rate has decreased significantly; we are only required to test once per month as of March. Compassionate care visits continue, window visits began in February and as of March 1 in-person visits are scheduled in the gift shop. Next week we will have designated visiting hours for visiting in resident rooms. Small group activities of 10 or less are occurring and volunteers will be returning soon.
- Pine Crest Nursing Home – Z. Ziesemer
 - Filling the open CNA and nurse positions are a struggle due to a limited applicant pool. Working with NTC to be a site to hold clinicals and waiting for approval to provide CNA classes. We are also working with a management firm to fill our night nurse position.
 - A 30- and 90-day check-in with supervisors is being implemented in an effort to help reduce turnover. We are also rolling out stay interviews for a better snapshot of employee engagement and morale.
 - With the restrictions implemented during the pandemic, Pine Crest received similar feedback from families expressing frustration with the inability to visit. Easing some restrictions should help improve the patient experience.
 - We are working with Lincoln County to obtain a designated tax ID for Pine Crest which would put us in the ANI Network and help improve admissions.
 - Covid Update: We are now testing once per month as community rates are below 5%. No resident cases since December and last employee case was in February. In person visitation in the conference area begins next week. All visitors will be screened. Beautician services have resumed. Small group activities have also started. Vaccination clinics are being offered for residents and staff.

Update on Assessment of a Potential Regional partnership with the Portage County Health Care Center - J. Nickel

- Thanks to J. Meschke who led the initiative. Information gathering has occurred and an in-depth review is being done.
- Next step will be to meet with the Portage County Health Care Center Board in April. The NCCSP Board will be provided an update at their May meeting.

Discussion on Scope of Updating Market Assessments and Operational Assessments for Mount View Care Center and Pine Crest – J. Nickel

- Clifton Larson Allen (CLA) study kicked off with Zach heading it up.
- This is a partnership between NCHC and CLA to understand the ideal size and scope of both skilled nursing facilities and opportunities for other business ventures with the two counties. With the impacts of 2020 and into 2021 our 5–10-year plan was expedited and is good timing to have this study completed. A report is slated to be provided in May.

2021 Dashboard Review and Census Growth – J. Nickel

- The 2021 Dashboard reflects the goals set for programs and approved by the Board.
- The goals were set in the Fall prior to survey and anticipating we were on the better half of Covid. We are in a good recovery and currently trending positively. Reducing turnover is a high priority. We are diving into manager relationships, developing action plans and identifying opportunities outside of compensation to improve engagement and retention. By June we are hopeful to offer an internal CNA class.
- Committee asked about comparing pay for contracted staff vs increasing pay for inhouse staff. The market is analyzed often. We find as soon as our wages are increased other agencies do the same. Another vital issue is increasing reimbursement for Medicaid to help afford a wage increase.

Nursing Tower Construction Update – J. Nickel

- The nursing tower is on track and within budget. We have already anticipated possible delays in delivery of furniture and supplies in the timeline. Projected completion date is July 23 followed by 30-60 days to allow for the state survey to be completed and receive approval. Our target is to be operating by Labor Day.

Board Discussion

- CDC Guidance on Nursing Home Visitation
 - As discussed above, visitation procedures are being modified and facilities will open for modified in person visits soon. One of the main challenges is for staff to cover the screening process for all visitors. As long as community rates stay low we will continue to be able to relax the restrictions and continue to keep the residents safe.

Future Agenda Items and Meeting Schedule

- No additional agenda items noted
- Next meeting: Tues, May 25, 2021 at 3:00 p.m.

Adjourn

- **Motion**/second, Voermans/Gilk, to adjourn the meeting at 4:03 p.m. Motion carried.