



NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE

February 22, 2022

10:00 AM

NCHC Wausau Board Room

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

Staff: Jill Meschke, Jarret Nickel, Tom Boutain, Jennifer Peaslee, Ryan Hanson, Kristin Woller, Bobby Splinter

Others: Dejan Adzic, Deputy Corp. Counsel

Call to Order

- Meeting was called to order at 10:03 a.m.

Public Comment for Matters Appearing on the Agenda

- None

Approval of December 7, 2021 Nursing Home Operations Committee Minutes

- **Motion**/second, Voermans/Rider, to approve the December 7, 2021 Nursing Home Operations Committee Minutes. Motion carried.

Financial Report – J. Meschke

- Financials for December and January are *preliminary* until the audit is complete.
- Mount View is ending the 2021 calendar year with patient net revenue short of plan of about 13%, however, due to one-time funding payments we are over plan by \$375,000 (2%) on revenue projections. Personnel expenses were particularly challenging for 2021 with \$1.5 million over budget due to overtime and payments due to Covid. Drug expenses were higher than plan also. Mount View is expecting a preliminary loss of \$1.7 million. January revenues are starting behind budget but expect CPE and supplemental payments. Expenses are on target. Currently we are slightly behind breakeven at a loss of \$72,000 for January.
- Pine Crest is ending 2021 about 1% behind net patient revenue target. They also had strong performance in other revenues but still ending 2021 about \$1.5 million (13%) over budget for the calendar year. Pine Crest experienced staffing struggles during 2021 but rather than overtime, they had high agency use. With \$1.6 million over budget for direct services, the year ended with a \$1 million loss, slightly better than the planned budget projected loss of \$1.1 million. January revenues are 3% behind plan however are 3% favorable in expenses with a \$6,000 net income.
- The challenge with meeting budgeted census at both facilities and how it is reflected in the net patient review was discussed.

- The Covid variant in January had a significant impact limiting admissions at both nursing homes periodically. We have been able to mitigate most of the outbreak to a unit to maintain census in February. With county positivity ratings declining recently, we anticipate census to improve.
- Another impact on budget is the number of open positions with 20 full-time equivalent positions at Mount View and 12 at Pine Crest. If staffing is limited, admissions could be limited.
- Strategies that have been implemented to mitigate the cost over budget include significantly reducing agency use at Pine Crest, closely monitoring and adjusting staffing in all departments based on census and evaluating contracts on fixed costs. Rates were also increased for both facilities which will continue to be reviewed annually. With the Covid ratings dropping in recent weeks census should recover with not having to close admissions due to outbreak. Staffing has been the main challenge. We continue to advertise and recruit for the 32 FTE open positions.

Preliminary Pine Crest Nursing Home Annual Survey Results – J. Nickel

- Pine Crest concluded their annual survey. Surveys usually occur every 9-15 months, however the last survey at Pine Crest was on 2/20/2020. The delay in the on-site survey was directly related to the Covid pandemic. Typically, there are 3-6 surveys on site for 3-5 days and may return if there is a finding for recertification. The average number of citations in the United States is 8.1 and 6.7 in Wisconsin. Pine Crest was one of the first facilities to be surveyed under the CMS vaccine mandate focus. Pine Crest received 1 citation relating to Infection Prevention & Control on personal protective equipment (PPE) usage related to N95 masks. A Plan of Correction has been submitted.
- The Life Safety Survey also occurred where one surveyor, an engineer, was on site for one day, and focuses on facility/building items. We anticipate 8 citations, but they will not impact the Star Rating. According to Wylie, all items have been reviewed with Lincoln County and completed by the maintenance department.

Nursing Home Operations Reports

- Mount View Care Center – K. Woller
 - The report was reviewed. Human Resources (HR) is working on creative ways to increase the number of applicants to fill the significant number of open positions. HR also tries to interview employees when they leave to understand reasons for leaving. NCHC conducts periodic surveys of staff including a new hire survey, engagement survey, and exit survey which is completed by a third party.
 - We may lose 5-7 staff due to the vaccine mandate compliance deadline of 2/28/22.
- Pine Crest Nursing Home – R. Hanson
 - The report was reviewed. The CMS Quality Star Rating should improve from the recent survey results. The 700-wing has transitioned to Lincoln Industries and is going well. R Hanson and S. Barnett are transitioning into their new roles as Administrator and Director of Nursing respectfully.

- Approximately 60% of the Pine Crest staff are fully vaccinated. Testing continues for staff and varies depending on vaccination status. Currently all testing materials are being covered under a waiver.
- Recently Pine Crest held a CNA class of which 2 of the 6 students were Pine Crest employees.

MVCC and PC Construction Update – J. Meschke

- The Bistro in the new MVCC Tower opened in January and is receiving positive reviews from staff and community.
- The Gift Shop also opened and is available to the community as intended.
- Renovation plans of MVCC Suite A ('old' MVCC) is progressing with anticipated construction to begin in April. We continue to partner with Miron on the contract.
- The second floor will have a memory care unit and a long-term care unit. Gardenside Crossing will then be closed as operations are moved to the renovated units.

Board Discussion

- None

Future Agenda Items and Meeting Schedule

- The Charter for the Nursing Home Operations Committee will be reviewed once the revised Tri-County Agreement is finalized.

Adjourn

- **Motion**/second, Gilk/Voermans, to adjourn the meeting at 11:12 a.m. Motion carried.