



## **OFFICIAL NOTICE AND AGENDA**

Notice is hereby given that the **Nursing Home Operations Committee of the North Central Community Services Program Board** will hold a meeting at the following date, time and location shown below.

**Tuesday, June 28, 2022 at 10:00 AM**  
North Central Health Care – Wausau Board Room  
1100 Lake View Drive, Wausau, WI 54403

*The meeting site identified above will be open to the public. However, due to the COVID-19 pandemic and associated public health directives, North Central Health Care encourages the public to attend this meeting remotely. To this end, instead of attendance in person, Committee members and the public may attend this meeting by telephone conference. If Committee members or members of the public cannot attend remotely, North Central Health Care requests that appropriate safety measures, including adequate social distancing, be utilized by all in-person attendees.*

*Persons wishing to attend the meeting by phone may call into the telephone conference beginning five (5) minutes prior to the start time indicated above using the following number:*

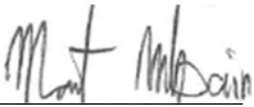
**Phone Number:** 1-408-418-9388    **Access Code:** 2493 462 5049

Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the Administrative Office at 715-848-4405. For TDD telephone service call 715-845-4928.

## **AGENDA**

1. CALL TO ORDER
2. PUBLIC COMMENT FOR MATTERS APPEARING ON THE AGENDA (Limited to 15 Minutes)
3. ACTION: APPROVAL OF February 22, 2022 NURSING HOME OPERATIONS COMMITTEE MINUTES
4. OVERVIEW OF NURSING HOME OPERATIONS AT NCHC
5. FINANCIAL REPORT
6. NURSING HOME OPERATIONS REPORTS
  - A. Mount View Care Center – K. Woller and C. Gliniecki
  - B. Pine Crest Nursing Home – R. Hanson and S. Barnett
7. MVCC CONSTRUCTION UPDATE – J. Nickel
8. BOARD DISCUSSION
9. FUTURE AGENDA ITEMS AND MEETING SCHEDULE
10. ADJOURN

**NOTICE POSTED AT:** North Central Health Care  
**COPY OF NOTICE DISTRIBUTED TO:**  
Wausau Daily Herald, Antigo Daily Journal, Tomahawk Leader,  
Merrill Foto News, Langlade, Lincoln & Marathon County Clerks Offices

  
\_\_\_\_\_  
Presiding Officer or Designee

DATE: 06/24/2022 TIME: 11:00 AM BY: D. Osowski

## 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.

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

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined  
25 - Marathon County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
<b>Revenues</b>							
Direct Service Revenue	3000	1,473,567	1,578,427	(104,861)	7,083,549	7,892,135	(808,586)
Other Revenue	3100	600	0	600	3,000	0	3,000
Other Grants	3350	3,000	0	3,000	3,000	0	3,000
Appropriations	3400	125,000	125,000	0	625,000	625,000	0
Donations	3600	204	0	204	997	0	997
Supplemental Payment (IGT)	3700	905,809	125,000	780,809	1,405,809	625,000	780,809
Allocated Revenue - General 0100	3801	0	0	0	20	0	20
Allocated Revenue - Administration 0105	3802	3,390	3,855	(464)	31,348	19,275	12,074
Allocated Revenue - Human Resources 0205	3807	7	0	7	24	0	24
Allocated Revenue - Learning and Development 0210	3808	9	0	9	2,756	0	2,756
Allocated Revenue - Volunteer Services 0215	3809	441	2,973	(2,532)	1,798	14,865	(13,067)
Allocated Revenue - Accounting 0300	3811	57	0	57	1,442	0	1,442
Allocated Revenue - Purchasing 0400	3812	12,614	2,577	10,038	47,734	12,884	34,850
Allocated Revenue - Patient Financial Services 0600	3815	151	662	(511)	897	3,309	(2,411)
Allocated Revenue - Environmental Support 0700	3817	86,446	94,835	(8,389)	432,228	474,173	(41,945)
Allocated Revenue - Laundry 0720	3819	4,893	9,101	(4,208)	23,349	45,507	(22,158)
Allocated Revenue - Nutrition Services 0760	3822	11,137	13,710	(2,573)	50,749	68,548	(17,798)
Allocated Revenue - Nursing Home Administration 0900	3828	(0)	0	(0)	0	0	0
Direct Service Contra Revenue	4000	(249,374)	(107,929)	(141,445)	(1,055,181)	(539,646)	(515,535)
Administrative Writeoffs	4100	(26,378)	0	(26,378)	(71,782)	0	(71,782)
Bad Debts	4200	0	0	0	(5,831)	0	(5,831)
<b>Total Revenues</b>		<u>2,351,574</u>	<u>1,848,210</u>	<u>503,364</u>	<u>8,580,907</u>	<u>9,241,049</u>	<u>(660,143)</u>
<b>Expenditures</b>							
<b>Salaries and Wages</b>							
Salaries	6000	479,477	516,681	37,203	2,295,427	2,583,403	287,976
Nonworking - COVID-19	6005	0	0	0	4,581	0	(4,581)
Overtime	6010	57,092	75,667	18,574	305,642	378,333	72,692

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined  
25 - Marathon County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
Paid Leave Time	6020	35,307	0	(35,307)	142,418	0	(142,418)
Holiday	6030	0	0	0	75,294	0	(75,294)
Call Time	6040	14,908	12,733	(2,175)	90,002	63,667	(26,335)
Training & Orientation	6045	65	0	(65)	65	0	(65)
Other Nonworking	6050	0	0	0	2,641	0	(2,641)
Bonus	6080	1,688	0	(1,688)	2,531	0	(2,531)
Accrued Salaries Expense	6090	63,655	0	(63,655)	216,478	0	(216,478)
Total Salaries and Wages		652,192	605,081	(47,112)	3,135,078	3,025,403	(109,675)
Other Direct Expenses							
Accrued PLT Expense	6100	0	0	0	34,212	0	(34,212)
FICA	6110	41,567	46,289	4,722	208,972	231,443	22,472
Allocated Employee Benefits	6195	24,673	193,626	168,953	921,378	968,129	46,751
Supplements	6200	490	0	(490)	1,965	0	(1,965)
Food	6210	0	25	25	0	125	125
Incontinency Supplies	6230	10,932	8,333	(2,599)	46,256	41,667	(4,589)
Linens & Bedding	6240	0	0	0	355	0	(355)
Utensils	6245	14	0	(14)	14	0	(14)
Postage	6250	(35)	0	35	(118)	0	118
Program Expenses	6260	2,067	0	(2,067)	5,815	0	(5,815)
Supplies	6270	3,405	2,625	(780)	15,800	13,125	(2,675)
Drugs	6280	53,349	50,000	(3,349)	186,440	250,000	63,560
Activities Expenses	6285	841	1,000	159	4,601	5,000	399
Nursing Supplies	6300	38,654	17,917	(20,737)	117,038	89,583	(27,455)
Publications and Subscriptions	6310	0	0	0	170	0	(170)
Provider Contracted Services	6340	60,463	71,667	11,204	318,212	358,333	40,122
Other Contracted Services	6350	2,988	125	(2,863)	13,842	625	(13,217)
Catering Service Expense	6356	160	83	(77)	552	417	(135)
Vehicle Usage	6357	19	833	815	19	4,167	4,148
Consultations	6360	8,333	8,333	0	41,667	41,667	0
Client Transportation	6500	(187)	500	687	796	2,500	1,704
Budgeted Renovations / Improvements	6835	0	0	0	2,348	0	(2,348)
Equipment Repair	6840	8,024	833	(7,190)	16,803	4,167	(12,637)
Telephone	6870	271	280	9	1,298	1,400	102
IT Device Support	6875	5,015	5,015	0	25,075	25,075	0
IT Service Agreements	6876	7,920	9,167	1,246	43,822	45,833	2,012
Equipment Rental	6880	22,271	8,040	(14,230)	52,645	40,202	(12,443)
Travel Expense	6900	0	0	0	78	0	(78)
Staff Development	6910	1,070	333	(737)	1,976	1,667	(309)

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Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined  
25 - Marathon County - Nursing Home  
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(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
Employee Recognition	6940	121	418	297	158	2,091	1,933
Donated Fund Disbursement	6975	204	0	(204)	997	0	(997)
Allocated Expense - General 0100	7201	36,961	53,646	16,684	202,207	268,228	66,021
Allocated Expense - Administration 0105	7202	28,076	46,264	18,187	131,039	231,318	100,279
Allocated Expense - Marketing and Communications 0110	7203	6,207	6,372	165	26,185	31,861	5,675
Allocated Expense - Nursing Services Administration 0120	7205	9,678	8,344	(1,335)	35,163	41,718	6,554
Allocated Expense - Quality and Compliance 0200	7206	0	1,962	1,962	0	9,809	9,809
Allocated Expense - Human Resources 0205	7207	9,367	13,379	4,012	69,244	66,894	(2,349)
Allocated Expense - Learning and Development 0210	7208	13,273	10,181	(3,092)	42,816	50,906	8,090
Allocated Expense - Volunteer Services 0215	7209	11,819	15,264	3,445	45,448	76,322	30,874
Allocated Expense - Infection Prevention 0220	7210	4,225	4,407	182	22,429	22,034	(396)
Allocated Expense - Accounting 0300	7211	18,353	16,145	(2,209)	84,589	80,724	(3,865)
Allocated Expense - Purchasing 0400	7212	8,242	4,209	(4,033)	35,462	21,047	(14,415)
Allocated Expense - IMS 0500	7213	57,234	43,952	(13,281)	225,236	219,760	(5,476)
Allocated Expense - Patient Financial Services 0600	7215	3,172	5,814	2,642	13,487	29,070	15,584
Allocated Expense - Patient Access Services 0605	7216	4,859	0	(4,859)	22,021	0	(22,021)
Allocated Expense - Environmental Support 0700	7217	86,785	95,226	8,441	433,923	476,128	42,205
Allocated Expense - Laundry 0720	7219	13,540	24,266	10,726	73,993	121,330	47,337
Allocated Expense - Housekeeping 0740	7220	55,182	63,524	8,342	266,810	317,620	50,810
Allocated Expense - Nutrition Services 0760	7222	130,861	129,897	(964)	716,317	649,486	(66,831)
Allocated Expense - Nursing Home Administration 0900	7228	0	0	(0)	0	0	0
Interest Expense	8030	77,550	77,943	393	387,748	389,714	1,966
Assessments	8160	24,310	26,180	1,870	127,160	130,900	3,740

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined  
25 - Marathon County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
Licensing	8170	0	83	83	0	417	417
Memberships	8175	1,445	1,250	(195)	9,208	6,250	(2,958)
Miscellaneous Expenses	8200	405	0	(405)	6,395	0	(6,395)
Depreciation - Land Improvements	8605	385	0	(385)	1,925	0	(1,925)
Depreciation - Buildings	8610	98,236	126,667	28,431	497,987	633,333	135,347
Depreciation - Building Improvements	8615	2,858	0	(2,858)	14,292	0	(14,292)
Depreciation - Fixed Equipment	8620	15,071	0	(15,071)	121,041	0	(121,041)
Depreciation - Moveable Equipment	8625	8,985	32,609	23,624	48,463	163,046	114,583
Capital Lease - Depreciation Expense	8635	405	405	(0)	2,024	2,024	(0)
Gain/Loss on Disposal	8900	0	0	0	77	0	(77)
Total Other Direct Expenses		<u>1,020,111</u>	<u>1,233,431</u>	<u>213,320</u>	<u>5,725,876</u>	<u>6,167,154</u>	<u>441,278</u>
Total Expenditures		<u>1,672,303</u>	<u>1,838,511</u>	<u>166,208</u>	<u>8,860,954</u>	<u>9,192,556</u>	<u>331,603</u>
Net Revenue Over Expenditures		<u>679,271</u>	<u>9,699</u>	<u>669,573</u>	<u>(280,047)</u>	<u>48,493</u>	<u>(328,540)</u>

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined  
35 - Lincoln County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
<b>Revenues</b>							
Direct Service Revenue	3000	943,296	948,544	(5,248)	4,551,581	4,742,719	(191,138)
Other Revenue	3100	316	0	316	2,501	0	2,501
Other Grants	3350	3,000	0	3,000	3,423	0	3,423
Appropriations	3400	36,735	36,735	0	183,673	183,673	0
County Match	3450	14,750	14,750	0	73,750	73,750	0
Interest Income	3500	8	0	8	70	0	70
Cash Discounts & Rebates	3550	0	0	0	798	0	798
Donations	3600	1,325	0	1,325	4,611	0	4,611
Supplemental Payment (IGT)	3700	298,038	233,333	64,704	1,231,371	1,166,667	64,704
Allocated Revenue - Administration 0105	3802	2,178	2,535	(357)	20,964	12,677	8,288
Allocated Revenue - Human Resources 0205	3807	5	0	5	16	0	16
Allocated Revenue - Learning and Development 0210	3808	27	0	27	1,856	0	1,856
Allocated Revenue - Volunteer Services 0215	3809	310	360	(51)	1,263	1,802	(539)
Allocated Revenue - Accounting 0300	3811	34	0	34	965	0	965
Allocated Revenue - Purchasing 0400	3812	80	394	(314)	302	1,971	(1,668)
Allocated Revenue - Patient Financial Services 0600	3815	63	80	(17)	377	401	(24)
Allocated Revenue - Environmental Support 0700	3817	0	0	0	(0)	0	(0)
Allocated Revenue - Laundry 0720	3819	2,188	0	2,188	10,439	0	10,439
Allocated Revenue - Nutrition Services 0760	3822	(0)	0	(0)	(0)	0	(0)
Allocated Revenue - Nursing Home Administration 0900	3828	0	0	0	0	0	0
Direct Service Contra Revenue	4000	(178,153)	(241,379)	63,227	(995,998)	(1,206,896)	210,898
Bad Debts	4200	(635)	0	(635)	(32,069)	0	(32,069)
<b>Total Revenues</b>		<u>1,123,564</u>	<u>995,352</u>	<u>128,212</u>	<u>5,059,892</u>	<u>4,976,762</u>	<u>83,130</u>
<b>Expenditures</b>							
<b>Salaries and Wages</b>							
Salaries	6000	408,887	488,006	79,119	1,991,016	2,440,028	449,012
Nonworking - COVID-19	6005	0	0	0	8,092	0	(8,092)

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined  
35 - Lincoln County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
Overtime	6010	25,263	15,000	(10,263)	122,282	75,000	(47,282)
Paid Leave Time	6020	44,486	0	(44,486)	132,396	0	(132,396)
Holiday	6030	0	0	0	59,737	0	(59,737)
Call Time	6040	4,733	333	(4,400)	23,619	1,667	(21,953)
Training & Orientation	6045	920	0	(920)	4,171	0	(4,171)
Other Nonworking	6050	915	0	(915)	2,812	0	(2,812)
Bonus	6080	1,790	0	(1,790)	3,484	0	(3,484)
Accrued Salaries Expense	6090	53,626	0	(53,626)	176,739	0	(176,739)
Total Salaries and Wages		540,619	503,339	(37,280)	2,524,347	2,516,695	(7,653)
Other Direct Expenses							
Accrued PLT Expense	6100	(17,448)	0	17,448	19,367	0	(19,367)
FICA	6110	37,599	38,505	906	174,127	192,527	18,400
Allocated Employee Benefits	6195	19,747	161,068	141,321	739,511	805,342	65,832
Supplements	6200	1,054	1,000	(54)	5,355	5,000	(355)
Food	6210	23,403	24,375	972	113,499	121,875	8,376
Tuition Reimbursement	6225	0	0	0	1,954	0	(1,954)
Incontinency Supplies	6230	3,045	3,300	255	16,289	16,500	211
Linens & Bedding	6240	1,513	0	(1,513)	6,436	0	(6,436)
Utensils	6245	120	83	(36)	338	417	79
Postage	6250	247	400	153	1,009	2,000	991
Program Expenses	6260	2,087	2,603	516	8,667	13,015	4,348
Supplies	6270	5,179	6,065	886	24,414	30,325	5,911
Drugs	6280	25,238	24,813	(425)	74,142	124,063	49,921
Activities Expenses	6285	205	300	95	2,223	1,500	(723)
Chemical Supplies	6295	1,925	1,250	(675)	8,346	6,250	(2,096)
Nursing Supplies	6300	(5,184)	11,500	16,684	45,296	57,500	12,204
Pest Control	6335	221	167	(54)	811	833	22
Provider Contracted Services	6340	34,046	39,667	5,621	161,499	198,333	36,835
Other Contracted Services	6350	12,742	15,167	2,425	63,535	75,833	12,299
Vehicle Usage	6357	906	0	(906)	4,008	0	(4,008)
Maintenance Contracted Services	6358	14,750	14,750	0	73,750	73,750	0
Consultations	6360	2,417	2,417	0	12,083	12,083	0
Client Transportation	6500	658	1,100	443	2,559	5,500	2,942
Electricity	6800	10,576	12,500	1,924	41,188	62,500	21,312
Fuel	6810	0	5,000	5,000	25,493	25,000	(493)
Water & Sewer	6820	2,200	2,500	300	9,812	12,500	2,688
Equipment Repair	6840	504	558	54	6,343	2,792	(3,551)
Telephone	6870	419	1,333	915	5,025	6,667	1,641
IT Device Support	6875	3,750	3,750	0	18,750	18,750	0

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined  
35 - Lincoln County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
IT Service Agreements	6876	221	4,500	4,279	18,201	22,500	4,299
Equipment Rental	6880	375	1,800	1,425	1,375	9,000	7,625
Maintenance Agreements	6885	440	0	(440)	3,758	0	(3,758)
Staffing Contracted Services	6890	42,815	0	(42,815)	168,936	0	(168,936)
Travel Expense	6900	325	192	(133)	1,322	958	(363)
Staff Development	6910	0	0	0	1,924	0	(1,924)
Employee Recognition	6940	1,192	397	(795)	4,199	1,987	(2,212)
Stipends	6980	0	1,884	1,884	5,653	9,422	3,769
Allocated Expense - Administration 0105	7202	18,447	30,427	11,980	87,634	152,135	64,501
Allocated Expense - Marketing and Communications 0110	7203	4,087	4,191	104	17,512	20,954	3,443
Allocated Expense - Nursing Services Administration 0120	7205	6,391	5,487	(903)	23,516	27,437	3,921
Allocated Expense - Quality and Compliance 0200	7206	0	238	238	0	1,189	1,189
Allocated Expense - Human Resources 0205	7207	6,772	9,130	2,358	46,647	45,648	(1,000)
Allocated Expense - Learning and Development 0210	7208	9,169	6,948	(2,222)	28,844	34,738	5,894
Allocated Expense - Volunteer Services 0215	7209	8,299	1,850	(6,448)	31,910	9,251	(22,659)
Allocated Expense - Infection Prevention 0220	7210	2,767	2,898	131	15,000	14,491	(509)
Allocated Expense - Accounting 0300	7211	12,062	10,618	(1,444)	56,570	53,091	(3,479)
Allocated Expense - Purchasing 0400	7212	52	644	592	224	3,219	2,995
Allocated Expense - IMS 0500	7213	37,739	28,907	(8,832)	150,629	144,533	(6,096)
Allocated Expense - Patient Financial Services 0600	7215	1,333	705	(628)	5,668	3,524	(2,145)
Allocated Expense - Patient Access Services 0605	7216	2,042	0	(2,042)	9,255	0	(9,255)
Allocated Expense - Environmental Support 0700	7217	0	0	(0)	0	0	(0)
Allocated Expense - In-House Transportation 0710	7218	751	0	(751)	3,439	0	(3,439)
Allocated Expense - Laundry 0720	7219	6,053	0	(6,053)	33,080	0	(33,080)
Bank Charges	8000	157	0	(157)	599	0	(599)

**Human Service Board Serving North Central Health Care**  
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined  
35 - Lincoln County - Nursing Home  
From 5/1/2022 Through 5/31/2022  
(In Whole Numbers)

		Current Period Actual	Current Period Budget - NCHC	Current Period Budget Variance - NCHC	Current Year Actual	YTD Budget - NCHC	YTD Budget Variance - NCHC
Interest Expense	8030	16,865	20,000	3,135	89,203	100,000	10,797
Advertising	8050	61	0	(61)	304	0	(304)
Assessments	8160	20,400	20,400	0	108,800	102,000	(6,800)
Memberships	8175	1,316	1,167	(150)	6,222	5,833	(389)
Minor Equipment	8250	0	625	625	3,326	3,125	(201)
Depreciation - Land Improvements	8605	1,189	1,274	85	5,945	6,371	426
Depreciation - Buildings	8610	38,292	38,303	12	191,458	191,517	58
Depreciation - Fixed Equipment	8620	14,553	14,553	0	72,767	72,767	0
Depreciation - Moveable Equipment	8625	6,888	7,199	311	34,460	35,994	1,534
Bond Insurance	8770	0	50	50	0	250	250
Total Other Direct Expenses		<u>442,971</u>	<u>588,558</u>	<u>145,587</u>	<u>2,894,210</u>	<u>2,942,789</u>	<u>48,578</u>
Total Expenditures		<u>983,590</u>	<u>1,091,897</u>	<u>108,307</u>	<u>5,418,558</u>	<u>5,459,483</u>	<u>40,926</u>
Net Revenue Over Expenditures		<u>139,974</u>	<u>(96,544)</u>	<u>236,519</u>	<u>(358,665)</u>	<u>(482,721)</u>	<u>124,055</u>

# Nursing Home Operations Committee Facility Report

Month: June 2022

Mount View Care Center

## Employment Status Update:

Department	# Of Openings (FTE)	Employees hired in April/May	Employees discharged in April/May
LPN/RN	1.7	1	0
CNA	9.1	3	4
Hospitality Assistants	.5	0	0
Life Enrichment	0	0	0
Social Services	0	0	0
Respiratory Therapy	0	0	0
Administrative	0	0	0

We had 11.3% turnover rate in April and 7.3% in May with a target of 7-9%. We hired three full time CNAs and one nurse. We have a team that meets weekly to discuss retention strategies.

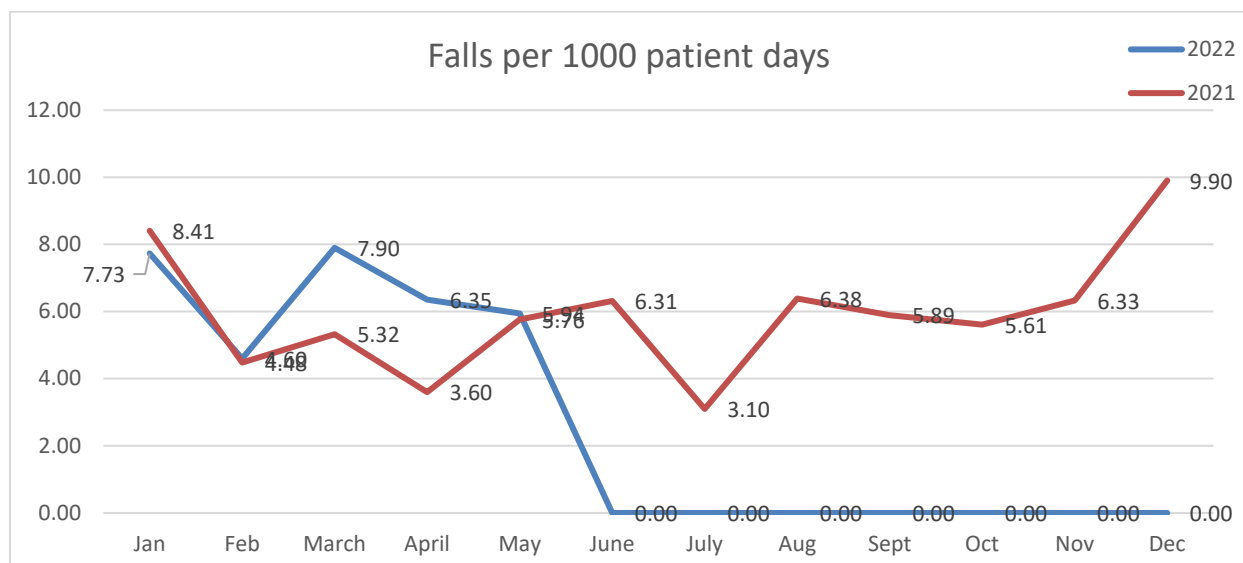
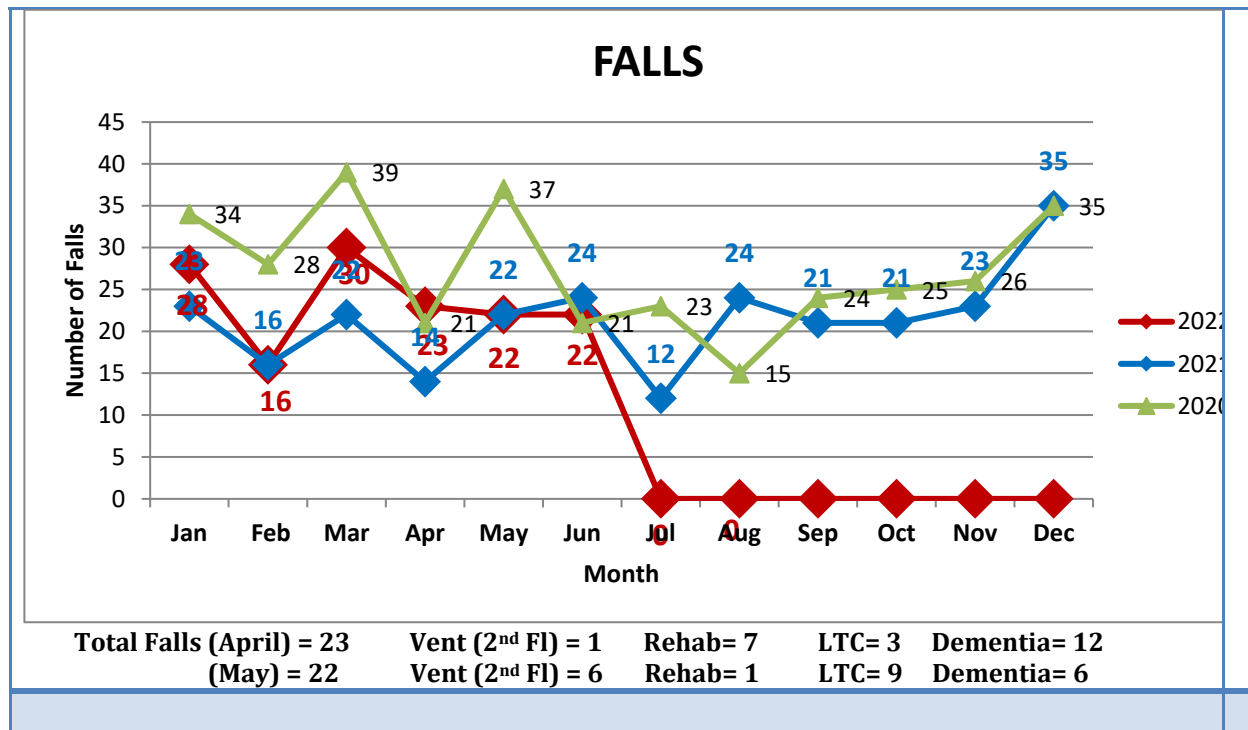
Our turnover rate exceeded target in April with a 0.6% rate and in May with a 1.3% rate. Our target is 1.7-1.9%. We had four CNAs leave. One was an occasional student, one moved away, one was going back to school, and one took a job at Aspirus.

## Patient Experience:

The scores below reflect responses to the question “likelihood of those to recommend.” A total of 68 surveys were distributed in April and May, and 13 completed surveys were returned. Our Net Promoter Score was 100% for April and 77.8% in May with a target of 55-61. We exceeded target both months.

	TARGET (Rating 2)	JAN	FEB	MAR	APR	MAY	YTD
Survey Distribution Response Rate		13.9%	38.2%	27.9%	11.8%	26.5%	20.7%
MVCC Patient Experience:	81-83	95.0	88.5	79.2	100.0	94.4	91.4
PAC Patient Experience:	81-83	93.8	89.3	80.0	100.0	100.0	92.6
LTC Patient Experience:	81-83	100.0	83.3	37.5	100.0	93.8	82.9
Legacies Patient Experience:	81-83	~	91.7	95.0	100.0	87.5	93.5
Activities Patient Experience:	81-83	81.3	84.5	77.2	93.8	89.3	85.2
Dietary Patient Experience:	81-83	79.5	81.9	86.7	83.0	83.6	82.9
Housekeeping Patient Experience:	81-83	80.8	90.0	88.0	93.8	82.7	87.1
Laundry Patient Experience:	81-83	81.3	89.3	87.5	83.3	89.3	86.1

## Quality:



Falls were slightly down for the months of April and May. Most of the falls were in resident rooms and most were unwitnessed with residents being found on the floor after attempting to self-transfer. We had one fracture in April and two fractures in May from falls. Several falls were from residents losing their balance. Nurses are completing fall huddles and interventions are improving.

<b>CURRENT OVERALL STAR RATING</b> <b>(out of 5): 3</b>	<b>CURRENT QUALITY STAR RATING</b> <b>(out of 5): 4</b>
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Mount view	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 YTD
# Of Admissions	22	23	25	21	30								121
# 30-Day Hospitalized	2	1	1	3	5								12
RATE	9.5%	8.7%	4.0%	14.3%	17.2%								10.9%

#### **Admission and Readmission Summary:**

We had 8 total acute care transfers in April and May that were within 30 days of admission. This put us at a 14.3% rate in April and a 17.2% in May. This did not meet our target goal of 10-12%. The hospitalizations were related to unresponsiveness, aspiration pneumonia, COVID positive, bowel obstruction, change in condition, fall with fracture, lethargic and swollen neck. All hospitalizations were unavoidable.

#### **Regulatory:**

**State Survey visits** – Annual State Survey in May

**Self-Reports:** One self-report in May

Date	Unit	Reason	Follow Up
5/9-5/12	MVCC	Annual State Survey	We had a deficiency free survey. We are in compliance with federal and state requirements effective 6/2/22. They had no FYIs to offer and had all positive comments about the quality of care. We did have 4 minor K-tag citations that have all been fixed.
5/11/22	3 <sup>rd</sup> floor	Resident to resident altercation. Resident hit another resident on her upper arm.	Residents were immediately separated. There were no injuries and no psychosocial harm noted in the days following the event. Will continue to monitor.

## **Referrals:**

Mount View admitted 51 residents between April and May. The main reasons referrals did not come were due to being out of county and poor payor source. Some referrals were not looked at due to volume and some referrals may not convert until following month.

April 1<sup>st</sup>      Census = 127  
                 Medicare = 20  
                 Medicaid = 85  
                 Private Pay = 14  
                 Community Insurance = 8

May 31<sup>st</sup>      Census = 120  
                 Medicare = 22  
                 Medicaid = 78  
                 Private Pay = 12  
                 Community Insurance = 8

Strong growth for Medicare. We had several residents expire in April and May which brought our census down. We are reviewing how and when we will be able to open the second side of 4<sup>th</sup> floor with goal of this fall. We have a meeting with Aspirus this Thursday to discuss partnering with them for cardiac rehab.

## **Program Updates:**

- We presented Aegis Therapy with a termination letter due to breach of contract related to failure to complete timely evaluations and therapy services causing a significant interruption to continuity of care. This was mainly due to their therapy staffing shortages. We will officially be transferring to Greenfield Therapy on August 1<sup>st</sup>.

## **Financial Update:**

May 2022	YTD SUMMARY
Net Revenue Over Expenditures Actual: \$679,271	Net Revenue Over Expenditures Actual: (\$280,047)
Net Revenue Over Expenditures Budget: \$9,699	Net Revenue Over Expenditures Budget: \$48,493
May Variance: \$669,573	Net Revenue Over Expenditures Variance: (\$328,540)
Total Revenues Actual: \$2,351,574	Total Revenues Actual: \$8,580,907
Total Revenues Budget: \$1,848,210	Total Revenues Budget: \$9,241,049
May Variance: \$503,364	May Variance: (\$660,143)
Total Expenditures Actual: \$1,672,303	Total Expenditures Actual: \$8,860,954
Total Expenditures Budget: \$1,838,511	Total Expenditures Budget: \$9,192,556
May Variance: \$166,208	May Variance: \$331,603

## Nursing Home Operations Committee Facility Report

Month: June 2022

*Pine Crest Nursing Home*

**Employment Status Update:**

Department	# of Open FTE	Hired since previous report	Discharges since previous report
LPN/RN	3	1.4	1
CNA	4.2	1	0, however had 2 C.N.A. internal transfers in to other roles
Hospitality Assistants	0	0	0
Life Enrichment	0	0	0
Social Services	1 (this position has been hired but will not start until July)	1	0
Administrative	0	0	0

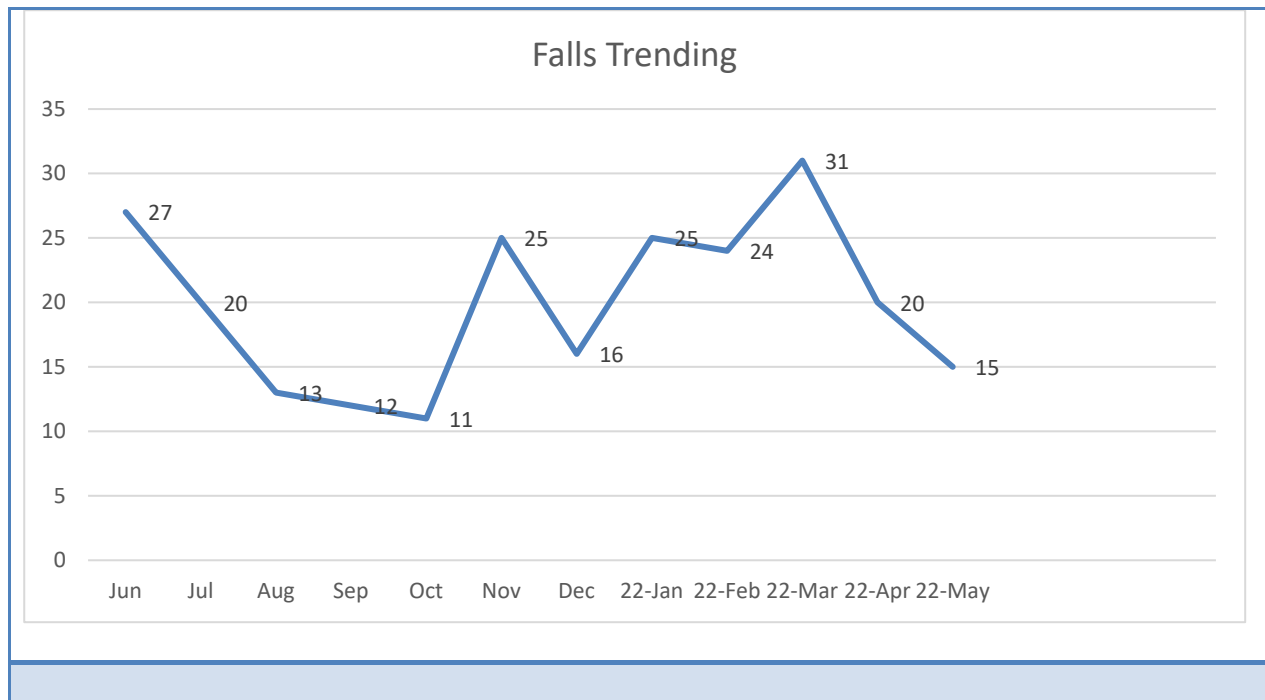
- Open social worker position is hired and will start in July

### Patient Experience:

- Exceeded Net Promoter Score goals for both April and May

[illegible]

## Quality:



## Falls Summary

- Falls continue to be an area of focus with our quality team. With the full-time quality role filled we have seen definitive improvement (reduction) in our falls.

<b>CURRENT OVERALL STAR RATING</b> (Out of 5): <b>4</b>	<b>CURRENT QUALITY STAR RATING:</b> (Out of 5): <b>4</b>
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	QUALITY														
Zero Harm - Residents	↓	Monitoring	1.15	2.52	3.36	1.55	0.76							1.87	2.91
Nursing Home Readmission Rate	↓	10-12%	0.0%	9.1%	9.1%	12.5%	0.0%							5.9%	14.90%
Nursing Home Quality Star Rating	↑	★★ ★★	★★ ★★	★★ ★★	★★ ★★	★★ ★★	★★ ★★							★★ ★★	★ ★ ★

### **Admission and Readmission Summary:**

PINE CREST	Jan	Feb	Mar	Apr	May	J	J	A	S	O	N	D	2022 YTD
# of Admissions	7	11	11	8	14								51
# 30-Day Hospitalized	0	0	6	4	4								14
RATE	0.0%	0.0%	54.5 %	50.0%	28.6%								27.5%

### **Regulatory:**

#### **State Survey visits**

- Pine Crest has had 0 state surveys since the last report

#### **Self-Reports**

- Pine Crest had 2 self-reports since last report
  - In May 2022, a mobile heated dietary cart went out of service. Upon inspection by maintenance evidence of an internal electrical fire was discovered. Although no smoke or flames were witnessed by staff, NCHC safety, Pine Crest Administrator and Pine Crest maintenance all agreed it was best to self-report as we had evidence of a fire (contained fire).
    - Report was filed within 24 hours. The verbal conversation with the state contact sounded like there would be no follow-up by the state, and thus far there has not been.
    - Unit was decommissioned and replaced.
  - In June 2022, there was a resident-to-resident altercation on our Special Care Unit (dementia unit) that did meet the criteria for a required self-report.
    - Report was filed within 24 hours, investigation and follow-up completed within 5 business days as required by the state.
    - At this time there is no indication that state will be conducting any follow-up on this situation.

### **Referrals:**

Pine Crest had 176 referrals between April and May 2022 with 22 admissions.

Top reasons referrals did not come:

- 40 – Insurance issues (out of network or other insurance barriers)
- 20 - Acuity level too high
- 13 - Lost to competitor (several of which were due to competitor being closer to referral's home)
- 7 - Discharged home
- 5 - No safe discharge plan
- 19 - High risk behaviors
- 1 – High drug costs

**Waitlist Summary:**

- 0- LTC waitlist
  - We have families interested in LTC but are not ready to admit due to financial, insurance, care level, etc. We continue to follow up with these families monthly.
- 4- SCU waitlist

**Average Census:**

- 85

**Program Updates:**

- Pine Crest continues to refill open LTC beds from multiple openings due to LTC residents passing. Due to ongoing low rehab numbers, we will also be opening up some of the rehab unit rooms to LTC to increase our total number of private rooms, utilize the nice/newer rooms in rehab, and increase staffing efficiency.

**May 2022 Financial Update:**

May 2022	YTD SUMMARY
Net Revenue Over Expenditures Actual: \$139,974	Net Revenue Over Expenditures Actual: (\$358,665)
Net Revenue Over Expenditures Budget: (\$96,544)	Net Revenue Over Expenditures Budget: (\$482,721)
May Variance: \$236,519	Net Revenue Over Expenditures Variance: \$124,055
Net Revenues Actual: \$1,123,564	Net Revenues Actual: \$5,059,892
Net Revenues Budget: \$995,352	Net Revenues Budget: \$4,976,762
May Variance: \$128,212	May Variance: \$83,130
Total Expenditures Actual: \$983,590	Total Expenditures Actual: \$5,418,558
Total Expenditures Budget: \$1,091,897	Total Expenditures Budget: \$5,459,483
May Variance: \$108,307	May Variance: \$40,926