



NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE

August 23, 2022

10:00 AM

NCHC Wausau Board Room

Present: X Kurt Gibbs EXC Bill Bialecki X_(WebEx) Greg Hartwig
X_(WebEx) Chris Holman X_(WebEx) Cate Wylie

Staff: Mort McBain, Jarret Nickel, Connie Gliniecki, Kristin Woller, Ryan Hanson_(WebEx), Sara Barnett_(WebEx), Gary Olsen

Others Present: Mike Puerner, Marathon County Corporation Counsel_(WebEx), Dejan Adzic, Marathon County Deputy Corporation Counsel_(WebEx)

Call to Order

- Meeting called to order at 10:00 a.m. by Chair Gibbs.

Public Comment for Matters Appearing on the Agenda

- None

Approval of June 28, 2022 Nursing Home Operations Committee Minutes

- **Motion**/second, Holman/Wylie, to approve the June 28, 2022 Nursing Home Operations Committee Meeting Minutes. Motion carried.

Financial Report – G. Olsen

- Mount View Care Center
 - Current year actual is at a loss of \$570,000. Marathon County debt payment of \$40,000/month will be added to the budget which will have a negative impact.
 - Revenue is on pace.
 - Census is being considered as we work through budgets.
 - Direct costs for the nursing home are doing very well.
 - NCHC will be discussing debt payments with Marathon County; we do not anticipate having the ability to service the debt as this time.
- Pine Crest Nursing Home
 - Current year actual shows a loss of \$472,000.
 - Revenues fall short of budget; but month to month shows consistency.
 - Depreciation is included in the financial statements which is required due to cost reporting. When pulling out the depreciation, both nursing homes are close to break even.
- Shared costs are being looked at in the 2023 budget to address as a whole. Program evaluations will include each of these indirect care areas as well.

Nursing Home Operations Reports

- Mount View Care Center – K. Woller
 - An increase in vacant positions to 3.85 FTE nurse and 13.6 CNA positions gives us a 24% vacancy rate. We are losing more staff than we are able to hire. We have had to contract for two full-time CNAs and one full-time nurse. Most staff work 12-hour shifts, and managers fill in shifts. Staff are tired and burning out. The applicant pool is almost non-existent as people are leaving the health care environment altogether.
 - Unfortunately, most applicants want part-time or occasional work.
 - We may petition the State to conduct our own CNA training class again.
 - NCHC received an inquiry to participate in a program for foreign nationals that we are exploring. Return on investment is 2-3 years.
 - Committee expressed concern with lack of staff and difficulty with recruitment and asked how they can help.
 - Patient Experience comments have been mostly positive expressing excitement about returning to activities, programming, and dining.
 - Overall Star Rating improved from 3 to 4 and Quality Rating from 4 to 5. With the recent submission of the Payroll Based Journal, we are anticipating the Overall Star Rating to move to 5 Star in October.
 - Of the 296 referrals between June and July, 50 residents were admitted. Majority of those not admitted were due to out of county and no beds on long term care and dementia units. Staffing contributed slightly.
 - Census snapshot for August was at 132 early in the month with an increase in Medicare and private pay residents.
 - A very successful transition to Greenfield Therapy occurred August 1 and therapy is fully staffed.
- Pine Crest Nursing Home – R. Hanson
 - Pine Crest is experiencing an 18% vacancy rate with a greater need for CNAs over nurses at the moment. A vacancy for a Nursing Manager has been posted for 20 days with no applications.
 - Patient Experience responses have been low and have been focusing on more education to increase the number of responses.
 - Having a full-time quality position has had a positive impact on improving falls.
 - We had an error in our Payroll Based Journal report last quarter which took us from 4 Stars to 2. CMS is not allowing us to correct the report so with the next report, we should see that rating return to 4 Star.
 - Admissions have improved in the last few months. Have had 122 referrals with 22 admissions.
 - Average census had been at 88 but in August the census is 90-92. The budgeted census is 92.
 - The Rehab unit is now taking long term care residents also, which has led to an increase in census and staffing efficiencies.

MVCC Construction Update – J. Nickel

- Construction is progressing; anticipating moving residents to Southern Reflections between January 18 and February 14.
- The final move is scheduled for August/September 2023.
- Covid has impacted the timelines, but these dates have held firm for a few months.

2021 Market Assessment and Benchmarking Report (CLA)

- CliftonLarsonAllen (CLA) will meet with staff in September to review their 2017 report and market assessment to help us determine why we are not meeting the numbers to pay for the new project as projected. The Committee would welcome additional information/discussion at the next meeting.

Board Discussion

- None

Future Agenda Items and Meeting Schedule

- Next meeting is scheduled for Tuesday, October 25 at 10:00 a.m.

Adjourn

- **Motion**/second, Holman/Wylie, to adjourn the meeting at 10:42 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant to CEO