



North Central Health Care
Person centered. Outcome focused.

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, August 23, 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:

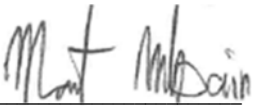
Phone Number: 1-408-418-9388 **Access Code:** 2491 718 6854 **Password:** 1234

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 JUNE 28, 2022 NURSING HOME OPERATIONS COMMITTEE MINUTES
4. FINANCIAL REPORT
5. NURSING HOME OPERATIONS REPORTS
 - A. Mount View Care Center – K. Woller and C. Gliniecki
 - B. Pine Crest Nursing Home – R. Hanson and S. Barnett
6. MVCC CONSTRUCTION UPDATE – J. Nickel
7. 2021 MARKET ASSESSMENT AND BENCHMARKING REPORT (CLA) ??
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: 08/19/2022 TIME: 3:30 PM BY: D. Osowski

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE

June 30, 2022

10:00 AM

NCHC Wausau Board Room

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

Staff: Mort McBain, Jarret Nickel, Connie Gliniecki, Kristin Woller, Ryan Hanson, Sara Barnett

Call to Order

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

Introductions

- Chair Gibbs welcomed the new members of the Committee and introductions were made.

Public Comment for Matters Appearing on the Agenda

- None

Approval of February 22, 2022 Nursing Home Operations Committee Minutes

- **Motion**/second, Wylie/Bialecki, to approve the February 22, 2022 Nursing Home Operations Committee Meeting Minutes. Motion carried.

Overview of Nursing Home Operations at NCHC – Jarret Nickel

- Pine Crest Nursing Home has 120 licensed beds and a current occupancy of 87.
- Mount View Care Center has a total of 188 beds but has set aside 34 licensed beds during construction which eliminates paying bed license fees for 12-18 months. Currently, we do not anticipate retaining those 34 beds.

Financial Report – J. Nickel

- Statement of Revenues and Expenses for Marathon County nursing home (Mount View Care Center) and Lincoln County nursing home (Pine Crest Nursing Home) were reviewed.
- Census has rebound slightly in June with the team working with agencies on protective placements on behalf of Adult Protective Services (APS) to help support the three counties. Residents are high acuity with a lot of wound care management. We have had to limit admissions due to staffing challenges.
- Meetings are occurring with Aspirus on possible collaboration on cardiac rehab services.
- Adjustments in CNA wages were made last fall. We continue to look at any other items for tools to assist with recruitment i.e., payroll on demand, referral bonus, tuition reimbursement, etc.
- We offer a paid CNA class and are looking for advancement within house with a med tech program.

- Contract staff for nurses are being utilized by Pine Crest, Mount View does not currently use agency staff.

Nursing Home Operations Reports

- Mount View Care Center – K. Woller
 - With some lifting of COVID restrictions we are back to family visits and communal dining which has reflected well in patient experience.
 - Falls occur mostly on the dementia program unit and more often with independent ambulators.
 - Rehospitalizations were unavoidable. We continue to work with hospitals on care planning and advanced care planning in an effort to avoid rehospitalizations.
 - We received a deficiency-free survey.
 - We are changing our therapy provider and working with both agencies for a smooth transition.
- Pine Crest Nursing Home – R. Hanson
 - There are three full-time equivalent (FTE) nurse openings and not a large pool of applicants.
 - We struggle with a return rate on patient experience surveys but have received positive scores from those returned in the last two months.
 - Falls have decreased quite significantly in the last two months and feel it directly relates to having the full-time quality position filled.
 - There have been no state surveys recently but have submitted two self-reports since the last report.
 - Most referrals are received from hospital systems but also come from social workers and family members. All referrals are reviewed for acuity levels, high risk behaviors, etc. before admission.
 - Twenty beds are dedicated as rehab beds and will be opening some to long term care beds, increasing total private bed capacity; have also increased staffing efficiencies to reduce agency staff use. We will not lose out on rehab beds as any bed can be used for rehab.

MVCC Construction Update – J. Nickel

- Final phase includes the renovations of Mount View Care Center Suite A. A vertical approach will be taken in the renovation process:
 - First and second floors of the south wing will be renovated simultaneously (South Shore and Southern Reflections). When completed the memory care unit capacity will increase from 19 to 25 beds and C wing will close. This phase is scheduled for completion mid-January 2021 with moving residents by end of February.
 - Renovations to first and second floor of the north wing (North Shore and Northern Reflections) will begin mid-February with completion in September 2023. The second floor will continue to be our long-term care unit with only a minor face lift. First floor will be the new location for outpatient and community treatment.

- Bids have come in higher than anticipated due to COVID-related challenges, i.e., material shortages, supply chain delays, labor costs, etc. Have filed for ARPA funds to help offset these costs as it is projected to be a \$3.1 million overrun on this phase of the project.

Board Discussion

- Additional discussion on financial shortfall for the nursing homes.

Future Agenda Items and Meeting Schedule

- Contact K. Gibbs or M. McBain with any suggestions for agenda items.

Adjourn

- **Motion**/second, Bialecki/Hartwig, to adjourn the meeting at 11:28 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 7/1/2022 Through 7/31/2022
(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
Revenues							
Direct Service Revenue	3000	1,614,844	1,578,427	36,417	10,160,609	11,048,990	(888,381)
Other Revenue	3100	1,338	0	1,338	4,998	0	4,998
Other Grants	3350	0	0	0	3,000	0	3,000
Appropriations	3400	125,000	125,000	0	875,000	875,000	0
Donations	3600	1,015	0	1,015	2,259	0	2,259
Supplemental Payment (IGT)	3700	268,662	125,000	143,662	1,880,632	875,000	1,005,632
Allocated Revenue - General 0100	3801	0	0	0	21	0	21
Allocated Revenue - Administration 0105	3802	3,734	3,855	(121)	38,493	26,984	11,509
Allocated Revenue - Human Resources 0205	3807	13	0	13	39	0	39
Allocated Revenue - Learning and Development 0210	3808	116	0	116	2,878	0	2,878
Allocated Revenue - Volunteer Services 0215	3809	482	2,973	(2,491)	2,710	20,811	(18,100)
Allocated Revenue - Accounting 0300	3811	82	0	82	1,558	0	1,558
Allocated Revenue - Purchasing 0400	3812	1,179	2,577	(1,398)	48,913	18,038	30,875
Allocated Revenue - Patient Financial Services 0600	3815	(1,022)	662	(1,683)	0	4,632	(4,632)
Allocated Revenue - Environmental Support 0700	3817	86,446	94,835	(8,389)	605,120	663,843	(58,723)
Allocated Revenue - Laundry 0720	3819	4,068	9,101	(5,034)	32,247	63,710	(31,463)
Allocated Revenue - Nutrition Services 0760	3822	13,914	13,710	205	68,710	95,967	(27,257)
Direct Service Contra Revenue	4000	(280,191)	(107,929)	(172,262)	(1,451,444)	(755,505)	(695,939)
Administrative Writeoffs	4100	(12,822)	0	(12,822)	(88,417)	0	(88,417)
Bad Debts	4200	0	0	0	(5,831)	0	(5,831)
Total Revenues		<u>1,826,857</u>	<u>1,848,210</u>	<u>(21,353)</u>	<u>12,181,494</u>	<u>12,937,469</u>	<u>(755,975)</u>
Expenditures							
Salaries and Wages							
Salaries	6000	691,310	516,681	(174,629)	3,467,367	3,616,764	149,397
Nonworking - COVID-19	6005	0	0	0	4,581	0	(4,581)
Overtime	6010	87,951	75,667	(12,285)	443,347	529,667	86,320
Paid Leave Time	6020	77,395	0	(77,395)	299,376	0	(299,376)
Holiday	6030	39,554	0	(39,554)	154,438	0	(154,438)

Human Service Board Serving North Central Health Care
Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined
25 - Marathon County - Nursing Home
From 7/1/2022 Through 7/31/2022
(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
Call Time	6040	24,091	12,733	(11,358)	126,669	89,133	(37,536)
Training & Orientation	6045	0	0	0	65	0	(65)
Other Nonworking	6050	647	0	(647)	4,393	0	(4,393)
Bonus	6080	2,850	0	(2,850)	7,182	0	(7,182)
Accrued Salaries Expense	6090	(236,526)	0	236,526	27,199	0	(27,199)
Total Salaries and Wages		<u>687,272</u>	<u>605,081</u>	<u>(82,191)</u>	<u>4,534,616</u>	<u>4,235,564</u>	<u>(299,053)</u>
Other Direct Expenses							
FICA	6110	66,581	46,289	(20,292)	318,173	324,021	5,847
Retirement	6120	57,598	0	(57,598)	57,598	0	(57,598)
Life Insurance	6140	(941)	0	941	(941)	0	941
Vision Insurance Expense	6190	(357)	0	357	(357)	0	357
Allocated Employee Benefits	6195	112,980	193,626	80,646	1,223,807	1,355,380	131,573
Supplements	6200	163	0	(163)	2,314	0	(2,314)
Food	6210	0	25	25	0	175	175
Incontinency Supplies	6230	8,544	8,333	(211)	63,087	58,333	(4,754)
Linens & Bedding	6240	0	0	0	355	0	(355)
Utensils	6245	0	0	0	14	0	(14)
Postage	6250	(16)	0	16	(26)	0	26
Program Expenses	6260	2,267	0	(2,267)	10,643	0	(10,643)
Nurse Aide Training and Evaluations	6268	0	0	0	504	0	(504)
Supplies	6270	3,081	2,625	(456)	23,691	18,375	(5,316)
Drugs	6280	35,912	50,000	14,088	263,265	350,000	86,735
Activities Expenses NH ONLY	6285	534	1,000	466	6,751	7,000	249
Nursing Supplies	6300	9,989	17,917	7,928	141,094	125,417	(15,677)
Publications and Subscriptions	6310	0	0	0	170	0	(170)
Provider Contracted Services	6340	120,210	71,667	(48,544)	459,873	501,667	41,794
Other Contracted Services	6350	13,082	125	(12,957)	31,081	875	(30,206)
Catering Service Expense	6356	389	83	(305)	1,199	583	(616)
Vehicle Usage	6357	77	833	756	488	5,833	5,345
Consultations	6360	8,333	8,333	0	58,333	58,333	0
Client Transportation	6500	0	500	500	876	3,500	2,624
Budgeted Renovations / Improvements	6835	0	0	0	2,348	0	(2,348)
Equipment Repair	6840	2,441	833	(1,607)	19,702	5,833	(13,869)
Telephone	6870	229	280	51	1,757	1,960	203
IT Device Support	6875	5,015	5,015	0	35,105	35,105	0
IT Service Agreements	6876	7,920	9,167	1,246	59,662	64,167	4,504
Equipment Rental	6880	28,276	8,040	(20,235)	93,619	56,283	(37,335)
Travel Expense	6900	0	0	0	78	0	(78)

Human Service Board Serving North Central Health Care
Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined
25 - Marathon County - Nursing Home
From 7/1/2022 Through 7/31/2022
(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
Staff Development	6910	295	333	38	2,271	2,333	63
Employee Recognition	6940	0	418	418	165	2,927	2,762
Donated Fund Disbursement	6975	1,015	0	(1,015)	2,259	0	(2,259)
Allocated Expense - General 0100	7201	89,255	53,646	(35,610)	313,806	375,519	61,713
Allocated Expense - Administration 0105	7202	32,535	46,264	13,729	184,571	323,846	139,275
Allocated Expense - Marketing and Communications 0110	7203	5,799	6,372	573	37,172	44,605	7,432
Allocated Expense - Nursing Services Administration 0120	7205	5,377	8,344	2,966	47,561	58,405	10,844
Allocated Expense - Quality and Compliance 0200	7206	0	1,962	1,962	0	13,732	13,732
Allocated Expense - Human Resources 0205	7207	40,181	13,379	(26,802)	123,116	93,652	(29,464)
Allocated Expense - Learning and Development 0210	7208	8,021	10,181	2,160	58,703	71,269	12,565
Allocated Expense - Volunteer Services 0215	7209	10,533	15,264	4,732	65,794	106,851	41,057
Allocated Expense - Infection Prevention 0220	7210	4,617	4,407	(210)	31,125	30,847	(278)
Allocated Expense - Accounting 0300	7211	14,763	16,145	1,382	113,869	113,013	(856)
Allocated Expense - Purchasing 0400	7212	9,331	4,209	(5,122)	52,431	29,466	(22,965)
Allocated Expense - IMS 0500	7213	26,918	43,952	17,034	290,176	307,664	17,489
Allocated Expense - Patient Financial Services 0600	7215	(16,319)	5,814	22,133	0	40,698	40,698
Allocated Expense - Patient Access Services 0605	7216	(26,557)	0	26,557	0	0	0
Allocated Expense - Environmental Support 0700	7217	86,785	95,226	8,441	607,493	666,580	59,087
Allocated Expense - In-House Transportation 0710	7218	459	0	(459)	459	0	(459)
Allocated Expense - Laundry 0720	7219	15,071	24,266	9,195	104,562	169,862	65,301
Allocated Expense - Housekeeping 0740	7220	55,415	63,524	8,109	379,510	444,668	65,158
Allocated Expense - Nutrition Services 0760	7222	171,823	129,897	(41,926)	934,072	909,280	(24,792)
Interest Expense	8030	58,338	77,943	19,605	766,645	545,599	(221,045)

Human Service Board Serving North Central Health Care
Statement of Revenues and Expenditures - 25-MVCC Rev & Expenses Combined
25 - Marathon County - Nursing Home
From 7/1/2022 Through 7/31/2022
(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
Fines / Penalties	8035	20,305	0	(20,305)	20,305	0	(20,305)
Assessments	8160	26,180	26,180	0	179,520	183,260	3,740
Licensing	8170	0	83	83	0	583	583
Memberships	8175	0	1,250	1,250	10,523	8,750	(1,773)
Miscellaneous Expenses	8200	816	0	(816)	7,195	0	(7,195)
Depreciation - Land Improvements	8605	385	0	(385)	2,695	0	(2,695)
Depreciation - Buildings	8610	98,236	126,667	28,431	694,458	886,667	192,209
Depreciation - Building Improvements	8615	4,455	0	(4,455)	77,478	0	(77,478)
Depreciation - Fixed Equipment	8620	25,679	0	(25,679)	161,791	0	(161,791)
Depreciation - Moveable Equipment	8625	10,464	32,609	22,146	69,202	228,264	159,062
Capital Lease - Depreciation Expense	8635	405	405	(0)	2,834	2,834	(0)
Gain/Loss on Disposal	8900	0	0	0	1,786	0	(1,786)
Total Other Direct Expenses		<u>1,262,885</u>	<u>1,233,431</u>	<u>(29,454)</u>	<u>8,217,811</u>	<u>8,634,015</u>	<u>416,204</u>
Total Expenditures		<u>1,950,157</u>	<u>1,838,511</u>	<u>(111,646)</u>	<u>12,752,427</u>	<u>12,869,579</u>	<u>117,151</u>
Net Revenue Over Expenditures		<u>(123,299)</u>	<u>9,699</u>	<u>(132,998)</u>	<u>(570,933)</u>	<u>67,890</u>	<u>(638,824)</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 7/1/2022 Through 7/31/2022
(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
Revenues							
Direct Service Revenue	3000	950,840	948,544	2,296	6,380,802	6,639,806	(259,004)
Other Revenue	3100	443	0	443	293,684	0	293,684
Other Grants	3350	0	0	0	3,423	0	3,423
Appropriations	3400	36,735	36,735	0	257,142	257,142	0
County Match	3450	14,750	14,750	0	103,250	103,250	0
Interest Income	3500	31	0	31	120	0	120
Cash Discounts & Rebates	3550	249	0	249	1,047	0	1,047
Donations	3600	0	0	0	9,376	0	9,376
Supplemental Payment (IGT)	3700	246,274	233,333	12,941	1,723,919	1,633,333	90,586
Allocated Revenue - Administration 0105	3802	2,273	2,535	(263)	25,877	17,747	8,130
Allocated Revenue - Human Resources 0205	3807	9	0	9	27	0	27
Allocated Revenue - Learning and Development 0210	3808	71	0	71	1,937	0	1,937
Allocated Revenue - Volunteer Services 0215	3809	343	360	(17)	1,908	2,523	(615)
Allocated Revenue - Accounting 0300	3811	45	0	45	1,047	0	1,047
Allocated Revenue - Purchasing 0400	3812	421	394	27	724	2,759	(2,035)
Allocated Revenue - Patient Financial Services 0600	3815	(429)	80	(510)	0	561	(561)
Allocated Revenue - Laundry 0720	3819	1,335	0	1,335	13,933	0	13,933
Allocated Revenue - Nutrition Services 0760	3822	0	0	0	0	0	0
Direct Service Contra Revenue	4000	(212,861)	(241,379)	28,518	(1,413,702)	(1,689,654)	275,952
Bad Debts	4200	(1,388)	0	(1,388)	(33,457)	0	(33,457)
Total Revenues		<u>1,039,139</u>	<u>995,352</u>	<u>43,787</u>	<u>7,371,056</u>	<u>6,967,467</u>	<u>403,589</u>
Expenditures							
Salaries and Wages							
Salaries	6000	594,315	488,006	(106,310)	3,043,268	3,416,039	372,771
Nonworking - COVID-19	6005	0	0	0	8,498	0	(8,498)
Overtime	6010	43,064	15,000	(28,064)	198,118	105,000	(93,118)
Paid Leave Time	6020	78,003	0	(78,003)	272,808	0	(272,808)
Holiday	6030	31,117	0	(31,117)	124,048	0	(124,048)
Call Time	6040	7,131	333	(6,798)	35,289	2,333	(32,956)

Human Service Board Serving North Central Health Care
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined
35 - Lincoln County - Nursing Home
From 7/1/2022 Through 7/31/2022
(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
Training & Orientation	6045	199	0	(199)	4,370	0	(4,370)
Other Nonworking	6050	1,187	0	(1,187)	4,493	0	(4,493)
Bonus	6080	2,218	0	(2,218)	6,883	0	(6,883)
Accrued Salaries Expense	6090	(195,662)	0	195,662	19,414	0	(19,414)
Total Salaries and Wages		<u>561,572</u>	<u>503,339</u>	<u>(58,233)</u>	<u>3,717,188</u>	<u>3,523,373</u>	<u>(193,815)</u>
Other Direct Expenses							
Accrued PLT Expense	6100	10	0	(10)	28,615	0	(28,615)
FICA	6110	55,381	38,505	(16,876)	265,824	269,538	3,714
Retirement	6120	44,320	0	(44,320)	44,320	0	(44,320)
Life Insurance	6140	(709)	0	709	(709)	0	709
Vision Insurance Expense	6190	(302)	0	302	(302)	0	302
Allocated Employee Benefits	6195	106,990	161,068	54,078	1,012,887	1,127,479	114,592
Supplements	6200	1,259	1,000	(259)	7,648	7,000	(648)
Food	6210	28,694	24,375	(4,319)	165,513	170,625	5,112
Tuition Reimbursement	6225	0	0	0	1,954	0	(1,954)
Incontinency Supplies	6230	5,136	3,300	(1,836)	23,845	23,100	(745)
Linens & Bedding	6240	0	0	0	6,436	0	(6,436)
Utensils	6245	0	83	83	520	583	64
Postage	6250	440	400	(40)	1,678	2,800	1,122
Program Expenses	6260	1,257	2,603	1,346	10,345	18,221	7,876
Supplies	6270	6,974	6,065	(909)	37,518	42,455	4,937
Drugs	6280	21,853	24,813	2,959	115,266	173,688	58,422
Activities Expenses NH ONLY	6285	234	300	66	3,187	2,100	(1,087)
Chemical Supplies	6295	1,867	1,250	(617)	12,895	8,750	(4,145)
Nursing Supplies	6300	12,924	11,500	(1,424)	65,526	80,500	14,974
Pest Control	6335	171	167	(4)	1,239	1,167	(72)
Provider Contracted Services	6340	63,984	39,667	(24,317)	232,315	277,667	45,351
Other Contracted Services	6350	14,435	15,167	731	92,270	106,167	13,897
Vehicle Usage	6357	914	0	(914)	5,432	0	(5,432)
Maintenance Contracted Services	6358	14,750	14,750	0	103,250	103,250	0
Consultations	6360	2,417	2,417	0	16,917	16,917	0
Client Transportation	6500	186	1,100	914	3,021	7,700	4,679
Electricity	6800	16,248	12,500	(3,748)	73,602	87,500	13,898
Fuel	6810	12,622	5,000	(7,622)	38,115	35,000	(3,115)
Water & Sewer	6820	2,654	2,500	(154)	14,667	17,500	2,833
Equipment Repair	6840	709	558	(151)	7,524	3,908	(3,615)
Telephone	6870	2,069	1,333	(736)	7,538	9,333	1,795
IT Device Support	6875	3,750	3,750	0	26,250	26,250	0
IT Service Agreements	6876	5,778	4,500	(1,278)	29,204	31,500	2,296

Human Service Board Serving North Central Health Care
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined
35 - Lincoln County - Nursing Home
From 7/1/2022 Through 7/31/2022
(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
Equipment Rental	6880	50	1,800	1,750	1,535	12,600	11,065
Maintenance Agreements	6885	440	0	(440)	4,638	0	(4,638)
Staffing Contracted Services	6890	26,713	0	(26,713)	235,071	0	(235,071)
Travel Expense	6900	189	192	3	1,535	1,342	(194)
Staff Development	6910	5,775	0	(5,775)	7,699	0	(7,699)
Employee Recognition	6940	83	397	314	4,916	2,782	(2,134)
Donated Fund Disbursement	6975	0	0	0	151	0	(151)
Stipends	6980	0	1,884	1,884	11,305	13,190	1,885
Allocated Expense - Administration 0105	7202	20,834	30,427	9,593	124,079	212,989	88,910
Allocated Expense - Marketing and Communications 0110	7203	3,684	4,191	507	24,989	29,336	4,347
Allocated Expense - Nursing Services Administration 0120	7205	3,327	5,487	2,161	31,973	38,412	6,439
Allocated Expense - Quality and Compliance 0200	7206	0	238	238	0	1,664	1,664
Allocated Expense - Human Resources 0205	7207	26,831	9,130	(17,702)	82,863	63,907	(18,956)
Allocated Expense - Learning and Development 0210	7208	5,269	6,948	1,679	39,510	48,633	9,123
Allocated Expense - Volunteer Services 0215	7209	7,509	1,850	(5,658)	46,309	12,952	(33,357)
Allocated Expense - Infection Prevention 0220	7210	2,923	2,898	(25)	20,924	20,288	(636)
Allocated Expense - Accounting 0300	7211	9,248	10,618	1,371	76,550	74,327	(2,222)
Allocated Expense - Purchasing 0400	7212	503	644	141	776	4,507	3,731
Allocated Expense - IMS 0500	7213	16,298	28,907	12,609	195,073	202,346	7,274
Allocated Expense - Patient Financial Services 0600	7215	(6,859)	705	7,563	0	4,933	4,933
Allocated Expense - Patient Access Services 0605	7216	(11,162)	0	11,162	0	0	0
Allocated Expense - Environmental Support 0700	7217	0	0	(0)	0	0	(0)
Allocated Expense - In-House Transportation 0710	7218	465	0	(465)	5,180	0	(5,180)
Allocated Expense - Laundry 0720	7219	5,170	0	(5,170)	45,179	0	(45,179)

Human Service Board Serving North Central Health Care
Statement of Revenues and Expenditures - 35-PCNH Rev & Expenses Combined
35 - Lincoln County - Nursing Home
From 7/1/2022 Through 7/31/2022
(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
Allocated Expense - Nutrition Services 0760	7222	(0)	0	0	0	0	0
Bank Charges	8000	107	0	(107)	844	0	(844)
Interest Expense	8030	17,853	20,000	2,147	123,985	140,000	16,015
Advertising	8050	61	0	(61)	426	0	(426)
Assessments	8160	20,400	20,400	0	149,600	142,800	(6,800)
Licensing	8170	720	0	(720)	720	0	(720)
Memberships	8175	35	1,167	1,132	7,479	8,167	688
Minor Equipment	8250	0	625	625	3,326	4,375	1,049
Depreciation - Land Improvements	8605	1,189	1,274	85	8,323	8,919	596
Depreciation - Buildings	8610	37,387	38,303	916	267,137	268,123	986
Depreciation - Fixed Equipment	8620	14,445	14,553	109	101,765	101,874	109
Depreciation - Moveable Equipment	8625	7,023	7,199	176	48,331	50,392	2,061
Bond Insurance	8770	0	50	50	0	350	350
Total Other Direct Expenses		<u>643,525</u>	<u>588,558</u>	<u>(54,967)</u>	<u>4,126,499</u>	<u>4,119,904</u>	<u>(6,595)</u>
Total Expenditures		<u>1,205,097</u>	<u>1,091,897</u>	<u>(113,200)</u>	<u>7,843,687</u>	<u>7,643,277</u>	<u>(200,410)</u>
Net Revenue Over Expenditures		<u>(165,958)</u>	<u>(96,544)</u>	<u>(69,414)</u>	<u>(472,631)</u>	<u>(675,809)</u>	<u>203,178</u>

Nursing Home Operations Committee Facility Report

Month(s): August 2022

Mount View Care Center

Employment Status Update:

Department	# Of Openings (FTE)	Employees hired since previous reports	Employees discharged since previous reports
LPN/RN	3.85	0	0
CNA	13.6	3 plus 1 transfer	8
Hospitality Assistants	.5	1	0
Life Enrichment	0	0	0
Social Services	0	0	0
Respiratory Therapy	0	0	1
Administrative	0	0	0

We had a 9.0% turnover rate in June and 13.3% in July with a target of 7-9%. We hired two part time CNAs and two occasional CNAs. We recently increased the referral bonus to \$1000.

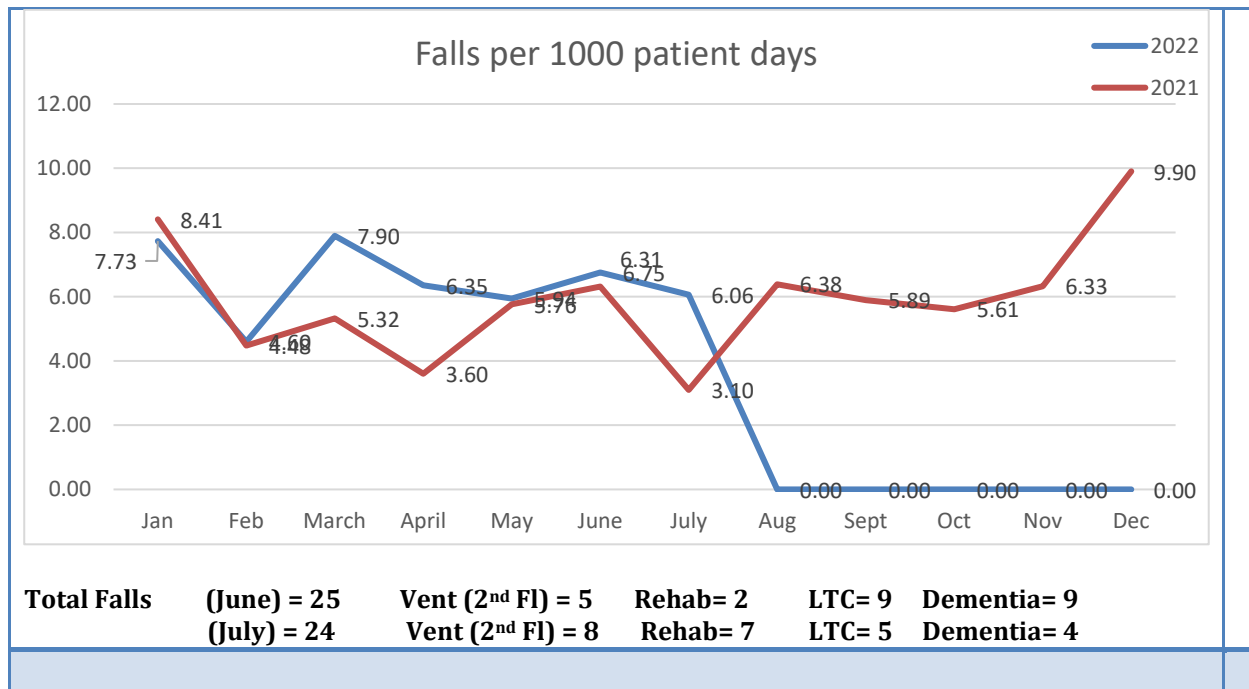
Our turnover rate in June was 3.9% and in July we had a 1.3% rate. Our target is 1.7-1.9%. We had eight CNAs leave. Three were part time and 5 were full time one of which was an involuntary termination. We are currently at a 24% vacancy rate and have had to hire agency (2 CNA and 1 RN) to help with staffing.

Patient Experience:

The scores below reflect responses to the question “likelihood of those to recommend.” A total of 60 surveys were distributed in June and July, and 14 completed surveys were received back. Our Net Promoter Score was 40 for June and 66.7 for July with a target of 55-61. We exceeded target in July.

	TARGET (Rating 2)	JAN	FEB	MAR	APR	MAY	JUN	JUL	YTD
Survey Distribution Response Rate		13.9%	38.2%	27.9%	11.8%	26.5%	18.5%	27.3%	21.3%
MVCC Patient Experience:	81-83	95.0	88.5	79.2	100.0	94.4	85	91.7	90.5
PAC Patient Experience:	81-83	93.8	89.3	80.0	100.0	100.0	50.0	95.0	86.9
LTC Patient Experience:	81-83	100.0	83.3	37.5	100.0	93.8	75	91.7	83.0
Legacies Patient Experience:	81-83	~	91.7	95.0	100.0	87.5	100	75.0	91.5
Activities Patient Experience:	81-83	81.3	84.5	77.2	93.8	89.3	86	73.6	83.7
Dietary Patient Experience:	81-83	79.5	81.9	86.7	83.0	83.6	83	83.8	83.1
Housekeeping Patient Experience:	81-83	80.8	90.0	88.0	93.8	82.7	95	89.6	88.6
Laundry Patient Experience:	81-83	81.3	89.3	87.5	83.3	89.3	95	83.3	87.0

Quality:



Most of the falls in June and July were in residents’ room and most were unwitnessed with residents being found on the floor after attempting to self-transfer in their room. We had one fall with fracture in June. Nurses are completing fall huddles and interventions are improving.

CURRENT OVERALL STAR RATING (out of 5): 4	CURRENT QUALITY STAR RATING (out of 5): 5
--	--

Mount view	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 YTD
# Of Admissions	22	23	25	21	30	25	25						121
# 30-Day Hospitalized	2	1	1	3	5	2	4						12
RATE	9.5%	8.7%	4.0%	14.3%	17.2%	7.4%	12.6%						10.7%

Admission and Readmission Summary:

We had 6 total acute care transfers in June and July that were within 30 days of admission. We are still within our YTD target goal of 10-12%. The hospitalizations were related to increased confusion related to a fall, low blood pressure, critical CA levels, low hgb, poor kidney labs and low creatinine. All these admissions were unavoidable.

Regulatory:

State Survey visits – None

Self-Reports: None

Date	Unit	Reason	Follow Up

Referrals:

Mount View had 296 referrals between June and July and admitted 50 residents. See reasons below for the referrals that did not come. Some referrals were not looked at due to volume and some referrals may not convert until following month.

Year	2022 Referrals Who Didn't Admit							YEAR TO DATE
	January	February	March	April	May	June	July	
Acuity Too High	7	7	11	18	5	7	4	59
Expired	4	1	4	2	2	1	0	14
No LTC Beds Available	2	6	9	6	3	12	1	39
No PAC Beds Available	0	0	0	0	0	0	0	0
No NWV Beds Available	0	0	0	0	1	5	5	11
No LBL Beds Available	9	9	12	6	12	10	9	67
No Payor/Poor Payor Source	25	8	6	16	16	13	4	88
No Skilled Needs	1	0	0	0	1	0	1	3
Out of County	44	28	46	35	42	28	10	233
Out of Network	9	4	6	0	0	3	2	24
Outstanding A/R	0	0	0	0	0	0	0	0
Patient Non Compliance	0	0	0	0	0	1	1	2
Staffing	1	0	0	0	0	0	0	1
Ventilator Dialysis	1	0	1	0	0	0	0	2
Ventilator Weaned	0	4	2	0	0	0	0	6
Went to Competition	8	7	22	15	27	16	7	102
Went Home	1	5	8	6	6	5	1	32
low priority	48	27	20	3	5	14	2	123
Went to Inpatient Rehab	0	0	0	0	0	0	0	0
Family/Resident Declined	0	2	1	2	3	0	0	
MONTHLY TOTAL	160	108	148	109	123	115	131	806

June 1st Census = 122
 Medicare = 25
 Medicaid = 77
 Private Pay = 12
 Community Insurance = 8

July 31st Census = 127
 Medicare = 19
 Medicaid = 81
 Private Pay = 19
 Community Insurance = 8

We had strong growth in census and private pay. We reached 30 Medicare in June and were in the high 20s for most of the month.

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 officially transitioned to Greenfield Therapy on August 1st.
- Renovation has started for 2 South with a completion date planned for the beginning of February.

Financial Update:

July 2022	YTD SUMMARY
Net Revenue Over Expenditures Actual: (\$123,299)	Net Revenue Over Expenditures Actual: (\$570,933)
Net Revenue Over Expenditures Budget: \$9,699	Net Revenue Over Expenditures Budget: \$67,890
July Variance: (\$132,998)	Net Revenue Over Expenditures Variance: (\$638,824) *\$118,000/month is new facility costs: \$826,000
Total Revenues Actual: \$1,826,857	Total Revenues Actual: \$12,181,494
Total Revenues Budget: \$1,848,210	Total Revenues Budget: \$12,937,469
July Variance: (\$21,353)	July Variance: (\$755,975)
Total Expenditures Actual: \$1,950,157	Total Expenditures Actual: \$12,752,427
Total Expenditures Budget: \$1,838,511	Total Expenditures Budget: \$12,869,579
July Variance: (\$111,646)	July Variance: \$117,151

Nursing Home Operations Committee Facility Report

Month: August 2022
Pine Crest Nursing Home

Employment Status Update:

Department	# of Open FTE	Hired since previous report	Discharges since previous report
LPN/RN	1.5	0	2
CNA	5	0.6	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	0	1	0
Administrative	1 (nurse manager)	0	1 (Nurse manager gave notice, last date 8/25)

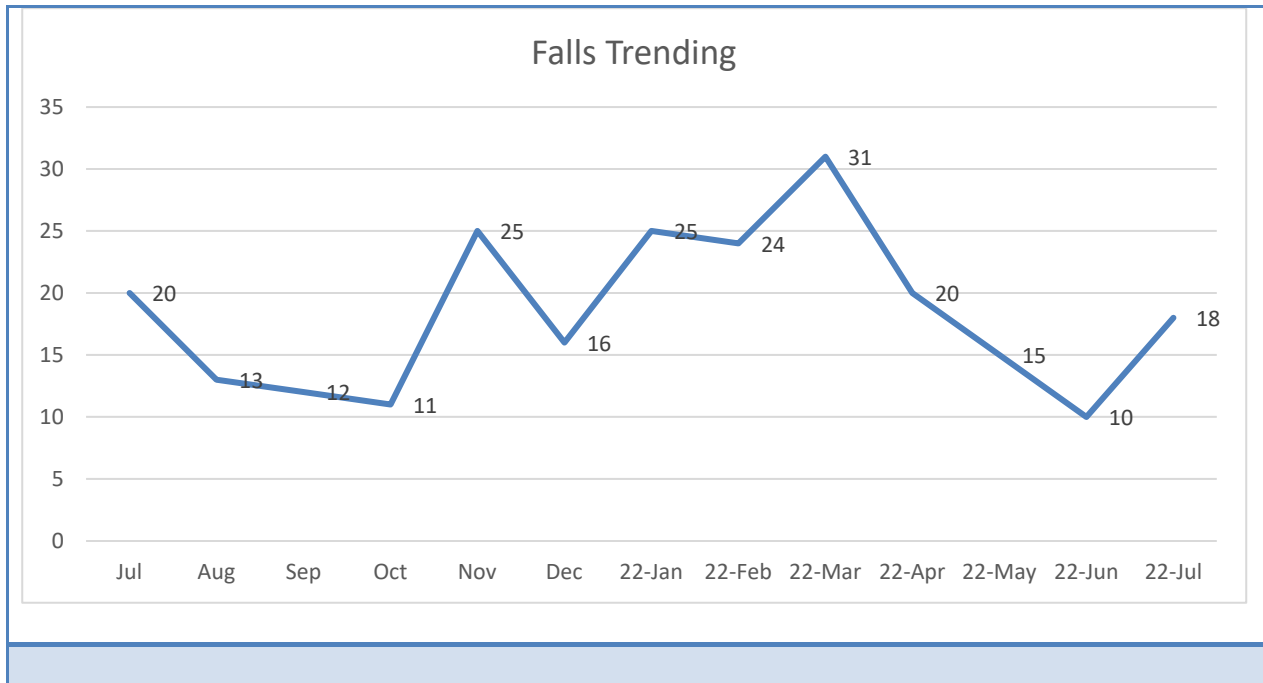
- Currently hiring for nurse manager position

Patient Experience:

- Continue to see low return rates on our resident experience surveys.

DEPARTMENT: PINE CREST NURSING HOME								FISCAL YEAR: 2022								
PRIMA RY OUTCO ME GOAL	↕	TARG ET	JAN	FEB	MA R	AP R	MA Y	JU N	JU L	AU G	SE P	OC T	NO V	DE C	2022 YTD	2021
Patient Experi ence (Net Promot er Score)	↗	55-61	100.0 %	0.0 %	38.9 %	75. 0	75. 0	0.0	25. 0						51.9	43.6

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.
- July increase largely attributed to a single resident who had 6 falls this month

CURRENT OVERALL STAR RATING (Out of 5): 2*	CURRENT QUALITY STAR RATING: (Out of 5): 4
---	---

		QUALITY														
Zero Harm - Residents	↘	Monitoring	1.15	2.52	3.36	1.55	0.76	0.38	4.52						2.03	2.91
Nursing Home Readmission Rate	↘	10-12%	0.0%	9.1%	9.1%	12.5%	0.0%	0.0%	0.0%						4.1%	14.90%
Nursing Home Quality Star Rating	↗	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★					★★★	★★★

*Pine Crest overall star rating decreased due to an error in the Payroll Based Journal report. CMS is not allowing us to appeal or correct this error.

This error causes our staffing star rating to be 1 star, even though in reality we continue to staff at a 5-star level.

Without this error, our overall star level is still 4, and should return to 4 once our most recent PBJ submission is processed.

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	9	13						51
# 30-Day Hospitalized	0	0	6	4	4	2	1						14
RATE	0.0%	0.0%	54.5%	50.0%	28.6%	22.2%	7.7%						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 beginning of August 2022 self-report related to smoke smell in rehab was filed.
 - It was found that there was debris in the plate warmer well in the kitchenette that was charred.
 - No flames witnessed, no damage done, or evacuation required.
 - Checking of the plate warmer well has been added to the housekeeping tasks for that area.
 - Issue most likely due to the rehab kitchenette being out of service r/t COVID until recently.
 - 8/16/22 a washing machine belt get stuck causing smoke and setting off the smoke alarms.
 - Fire and police were contacted, and scene was found to be safe by the fire department.
 - Washing machine shows no signs of electrical fire or damage, can be repaired, and put back in service.
 - Most likely cause was machine being overloaded. Staff being educated on how much laundry per load should be placed.

Referrals:

Pine Crest had 122 referrals between June and July 2022 with 22 admissions.

Top reasons referrals did not come:

- 22 – Insurance issues (out of network or other insurance barriers)
- 28 - Acuity level too high
- 27 - Lost to competitor (several of which were due to competitor being closer to referral's home)
- 11 - Discharged home
- 5 - No safe discharge plan
- 19 - High risk behaviors

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:

- 88

Program Updates:

- Pine Crest has opened some of the rooms on Rehab for LTC and has done some internal resident moves to increase staffing efficiency
- This has been successful thus far resulting in Pine Crest being able to better utilize space and staff

July 2022 Financial Update:

July 2022	YTD SUMMARY
Net Revenue Over Expenditures Actual: (\$165,985) Net Revenue Over Expenditures Budget: (\$96,544) Variance: (\$69,414)	Net Revenue Over Expenditures Actual: (\$472,881) Net Revenue Over Expenditures Budget: (\$675,809) Net Revenue Over Expenditures Variance: \$202,928
Net Revenues Actual: \$1,039,139 Net Revenues Budget: \$995,352 Variance: \$43,787	Net Revenues Actual: \$7,371,056 Net Revenues Budget: \$6,967,467 Variance: \$403,589
Total Expenditures Actual: \$1,205,097 Total Expenditures Budget: \$1,091,897 Variance: (\$113,200)	Total Expenditures Actual: \$7,843,937 Total Expenditures Budget: \$7,643,277 Variance: (\$200,660)