

Employment Status Update:

Department	# of Open FTE	Hired since previous report	Discharges since previous report
LPN/RN	1.0	0	1
CNA	13.8	3	2
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 a 12.4% vacancy rate in August and 12.4% in September with a target of 7-9%. We hired one full time CNA, one part time CNA and one occasional CNA.

Our turnover rate in August was 0% and in September we had a 0.6% rate. Our target is 1.7-1.9%. We had three employees leave. One was a part time CNA, one was an occasional CNA that had not picked up hours in months, and one was a full time nurse that left due to medical reasons. We currently have 2 agency CNAs to help with staffing.

Applicant flow was low in August and September but has picked up a little in October.

Quality:

Falls were down in August and September. We did have one fall with fracture in August and one fall with fracture in September. Nurses are completing fall huddles and interventions are improving.

CMS revised 56 regulations that will go into effect on October 24th which will become the standard by which surveyors will determine compliance. Some of the changes are significant and MV and PC have been working on policy and procedure changes, communication, and education.

CMS Star Rating:

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

Admission and Readmission Summary:

We had 6 total acute care transfers in August and September that were within 30 days of admission. We are still within our YTD target goal of 10-12%. The hospitalizations were related to severe pain, respiratory failure, low oxygen, bowel obstruction and critical lab levels. All these admissions to the hospital were unavoidable.

Mount View	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 YTD
# Of Admissions	21	23	25	21	29	27	31	26	24				227
# 30-Day Hospitalized	2	2	1	3	5	2	4	4	2				25
RATE	9.5 %	8.7 %	4.0 %	14.3 %	17.2 %	7.4 %	12.6 %	15.4 %	8.3 %				10.9 %

Regulatory:

State Survey visits – None

Self-Reports: Three

Date	Unit	Reason	Follow Up
8/22/22	2 nd floor tower	Resident reported that his wallet was missing.	It is highly suspected the wallet fell off his bedside table and into the garbage can that sits below. He now has a lock box for his money.
9/2/22	2 nd floor tower	Resident reports that a lady came into his room while he was sleeping and touched him under his depends.	It was determined that the CNA was doing her nightly incontinence checks and not intending to inappropriately touch him. Staff was provided education on asking permission before providing cares to a resident.
9/27/22	3 rd floor tower	Staff reported a bruise to residents left lateral breast.	Bruise was caused from cares. Resident is extremely rigid and has poor body alignment in her wheelchair and tub chair. Therapy consult was requested for positioning.

Program Updates:

- Recently updates have been made to lighten restrictions on several topics related to COVID such as testing, quarantine, and visitors.
- It's been one year since our big move into the new nursing tower. The residents are enjoying the expansive views and private bathrooms. Renovation has started on 2 South with a completion date planned for the beginning of February.

Nursing Home Operations Committee Facility Report

Month: October 2022

Facility: Pine Crest Nursing Home

Census, Discharges, Admissions & Referrals:

- 87 total (average) residents per day (budget of 92)
 - 6 residents Medicare/Medicare Advantage (budget of 8)
 - 67 residents Medicaid (budget of 72)
 - 6 residents private pay or other (budget of 12)
- 15 residents discharged
- 13 residents admitted in August & September
- 129 total referrals for August & September

Waitlist Summary:

- 7- Long Term Care 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. As they become ready/eligible we work with them on admission.
- 2- Special Care Unit waitlist

Patient Experience:

FISCAL YEAR: 2022														
	TAR GET	JAN	FEB	MA R	APR	MA Y	JUN	JUL	AU G	SEP	OCT	NO V	DEC	202 2 YTD
Pati ent Exp erie nce	55- 61	100. 0%	0.0 %	38.9 %	75.0	75.0	0.0	25.0	66.7	33.3				30.7

- Continue to see low rate of return for surveys

Employment Status Update:

Department	# of Open FTE	Hired since previous report	Terms since previous report
LPN/RN	2.9	0.8	0
CNA	8	0	2.3
Hospitality Assistants	0	0	0
Life Enrichment	0	0	0
Social Services	0	0	0
Administration	0	1 (internal transfer to nurse manager role)	0

- Staffing continues to be a struggle, especially on PM shift (5 of the open CNA FTE is on PMs).
- Recruitment is a challenge currently with applicant flow being extremely low
- Retention/turnover rates continue to be better than state and national average for SNF's

Quality:

Falls:

- 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.
 - Continue to trend downward
- Pine Crest Pal's Program started September 2022
 - Due to continued low returns on our patient experience surveys we wanted to find a way to get resident and family feedback.
 - We created a mini survey/check-in questions for residents and families to be performed quarterly.

CMS Star Rating:

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

- 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, 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 Readmissions:

PINE CREST	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 YTD
# of Admissions	7	11	11	8	14	9	13	6	7				86
# 30-Readmit	0	0	6	4	4	2	1	5	2				24
RATE	0.0 %	0.0%	54.5 %	50.0 %	28.6 %	22.2 %	7.7%	83.3 %	28.6 %				27.9 %

Regulatory:

State Survey visits

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

Self-Reports

- Pine Crest had 1 self-reports since last report
 - On 10/5/2022 resident allegation of staff member hitting him. Investigation conducted, no wrongdoing by staff was found.
 - Review of our self-report DHS does not intend to pursue any investigation into the care giver

Program Updates & Committee Action:

- The opening of some LTC rooms in the rehab area continues to go well
- Pine Crest’s largest challenge by far currently is staffing levels.
 - Even with the use of agency staffing and utilizing management on the floor we continue to have difficulty staffing the floor.
 - If staffing levels increased patients admitted and census of the facility could be increased.
 - Increased recruitment efforts and employee incentive programs are needed to increase staffing.