











# Pine Crest Nursing Home

## North Central Health Care Income Statement For the Period Ending June 30, 2023

	MTD Actual	MTD Budget	\$ Variance	% Variance	YTD Actual	YTD Budget	\$ Variance	% Variance
<b>Direct Revenues</b>								
Patient Gross Revenues	927,259	947,065	(19,805)	-2.1%	5,607,705	5,682,388	(74,682)	-1.3%
Patient Contractual Adjustments	(63,521)	(107,811)	44,290	-41.1%	(344,950)	(646,864)	301,914	-46.7%
Net Patient Revenue	863,738	839,254	24,484	2.9%	5,262,756	5,035,524	227,232	4.5%
County Revenue	-	-	-	0.0%	-	-	-	0.0%
Contracted Service Revenue	-	-	-	0.0%	-	-	-	0.0%
Grant Revenues and Contractuals	-	-	-	0.0%	11,607	-	11,607	0.0%
Appropriations	36,735	36,735	-	0.0%	220,407	220,407	-	0.0%
COVID-19 Relief Funding	-	-	-	0.0%	-	-	-	0.0%
Other Revenue	(106,825)	233,333	(340,158)	-145.8%	437,095	1,400,000	(962,905)	-68.8%
<b>Total Direct Revenue</b>	<b>793,648</b>	<b>1,109,322</b>	<b>(315,674)</b>	<b>-28.5%</b>	<b>5,931,865</b>	<b>6,655,931</b>	<b>(724,066)</b>	<b>-10.9%</b>
<b>Indirect Revenues</b>								
County Revenue	14,750	14,750	-	0.0%	88,500	88,500	-	0.0%
Contracted Service Revenue	-	-	-	0.0%	-	-	-	0.0%
Grant Revenues and Contractuals	-	83	(83)	-99.6%	-	500	(500)	-100.0%
Appropriations	-	-	-	0.0%	-	-	-	0.0%
Other Revenue	335	625	(290)	-46.4%	2,097	3,750	(1,653)	-44.1%
Allocated Revenue	4,621	5,488	(867)	-15.8%	22,956	32,926	(9,970)	-30.3%
<b>Total Indirect Revenue</b>	<b>21,300</b>	<b>16,821</b>	<b>4,480</b>	<b>26.6%</b>	<b>123,756</b>	<b>100,926</b>	<b>22,830</b>	<b>22.6%</b>
<b>Total Operating Revenue</b>	<b>814,948</b>	<b>1,126,143</b>	<b>(311,195)</b>	<b>-27.6%</b>	<b>6,055,621</b>	<b>6,756,857</b>	<b>(701,236)</b>	<b>-10.4%</b>
<b>Direct Expenses</b>								
Personnel Expenses	520,484	537,444	16,960	3.2%	3,025,457	3,224,667	199,210	6.2%
Contracted Services Expenses	110,100	54,933	(55,166)	-100.4%	469,144	329,600	(139,544)	-42.3%
Supplies Expenses	3,686	12,758	9,073	71.1%	74,134	76,550	2,416	3.2%
Drugs Expenses	13,578	14,583	1,005	6.9%	89,742	87,500	(2,242)	-2.6%
Program Expenses	685	1,517	832	54.9%	4,795	9,100	4,305	47.3%
Land & Facility Expenses	33,750	-	(33,750)	0.0%	202,500	-	(202,500)	0.0%
Equipment & Vehicle Expenses	7,068	1,158	(5,910)	-510.2%	14,786	6,950	(7,836)	-112.7%
Diversions Expenses	-	-	-	0.0%	-	-	-	0.0%
Other Operating Expenses	21,628	22,113	485	2.2%	128,604	132,675	4,071	3.1%
<b>Total Direct Expenses</b>	<b>710,978</b>	<b>644,507</b>	<b>(66,471)</b>	<b>-10.3%</b>	<b>4,009,161</b>	<b>3,867,042</b>	<b>(142,119)</b>	<b>-3.7%</b>
<b>Indirect Expenses</b>								
Personnel Expenses	188,318	182,464	(5,854)	-3.2%	1,086,716	1,094,784	8,068	0.7%
Contracted Services Expenses	12,138	15,000	2,862	19.1%	58,091	90,000	31,909	35.5%
Supplies Expenses	6,357	6,917	560	8.1%	41,541	41,500	(41)	-0.1%
Drugs Expenses	-	-	-	0.0%	-	-	-	0.0%
Program Expenses	3,672	867	(2,806)	-323.8%	21,887	5,200	(16,687)	-320.9%
Land & Facility Expenses	42,120	32,917	(9,203)	-28.0%	53,840	197,500	143,660	72.7%
Equipment & Vehicle Expenses	21,973	1,500	(20,473)	-1364.9%	129,864	9,000	(120,864)	-1342.9%
Diversions Expenses	-	-	-	0.0%	1,164	-	(1,164)	0.0%
Other Operating Expenses	54,648	56,650	2,002	3.5%	318,583	339,900	21,317	6.3%
Allocated Expense	92,978	91,688	(1,290)	-1.4%	599,604	550,129	(49,475)	-9.0%
<b>Total Indirect Expenses</b>	<b>422,203</b>	<b>388,002</b>	<b>(34,201)</b>	<b>-8.8%</b>	<b>2,311,291</b>	<b>2,328,013</b>	<b>16,722</b>	<b>0.7%</b>
<b>Total Operating Expenses</b>	<b>1,133,181</b>	<b>1,032,509</b>	<b>(100,672)</b>	<b>-9.8%</b>	<b>6,320,452</b>	<b>6,195,055</b>	<b>(125,397)</b>	<b>-2.0%</b>
<b>Metrics</b>								
Direct Expense/Gross Patient Revenue	76.7%	68.1%			71.5%	68.1%		
Write-Offs/Gross Patient Revenue	0.0%	0.5%			0.1%	0.5%		
Indirect Expenses/Direct Expenses	59.4%	60.2%			57.7%	60.2%		
Overtime/Total Wages	8.3%	5.2%			6.3%	5.2%		
Agency Staffing/Total Wages	8.0%	4.6%			8.5%	4.6%		
<b>Non-Operating Income/Expense</b>								
Interest Income	339	8	331	3973.6%	1,954	50	1,904	3809.5%
Donations Income	-	417	(417)	100.0%	1,498	2,500	(1,002)	100.0%
Other Non-Operating	125	-	125	100.0%	250	-	250	100.0%
<b>Total Non-Operating</b>	<b>464</b>	<b>425</b>	<b>39</b>	<b>9.2%</b>	<b>3,702</b>	<b>2,550</b>	<b>1,152</b>	<b>45.2%</b>
<b>Net Income (Loss)</b>	<b>(317,769)</b>	<b>94,059</b>	<b>(411,828)</b>	<b>437.8%</b>	<b>(261,129)</b>	<b>564,352</b>	<b>(825,481)</b>	<b>146.3%</b>
<b>Net Income</b>	<b>-39.0%</b>	<b>8.4%</b>			<b>-4.3%</b>	<b>8.4%</b>		

# Nursing Home Operations Committee Facility Report

**Month:** June 2023

**Facility:** Mount View Care Center

**Census, Discharges, Admissions & Referrals:**

- 118 total residents per day (budget of 128)
  - 12 residents Medicare/Medicare Advantage (budget of 21)
  - 81 residents Medicaid (budget of 85 MA and 7 MA vent)
  - 25 residents private pay or other (budget of 15)
- 9 residents discharged home and 4 residents expired.
- 15 residents admitted.
- 91 total referrals
  - 76 referrals did not admit (top reasons listed below)
    - Out of county
    - Went to competition.
    - No LTC beds
    - Went home.

**Employment Status Update for April-current:**

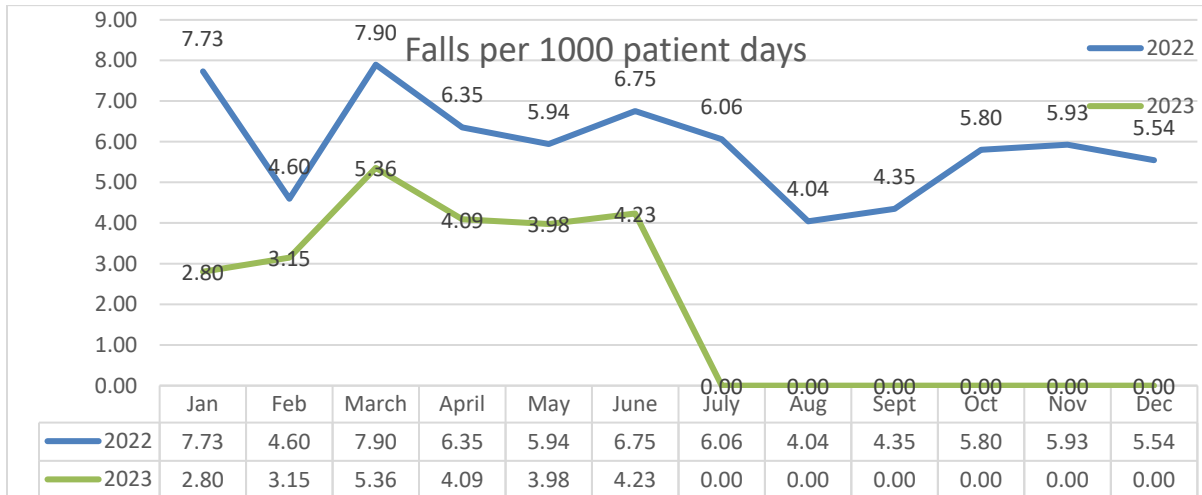
Department	# of Open FTE	Hired since previous report	Discharges since previous report
LPN/RN	5.0	2 part time	0
CNA	12.2	5 part time 9 full time for summer (mainly students that will drop to part time or occasional in the fall)	7 occasional and 1 full time (involuntary)
Hospitality Assistants	.9	6 transitional (in CNA class)	0
Life Enrichment	0	0	0
Social Services	0	0	0
Respiratory Therapy	.6	1	1 full time
Administrative	0	0	0

We currently do not utilize agency staff.

Staffing continues to be a struggle on PM shift.

**Quality:**

We had a slight increase in falls in June. We had 15 falls overall and most of those falls were unwitnessed in resident rooms with no injury.



**CMS Star Rating:**

<b>CURRENT OVERALL STAR RATING (out of 5): 4</b>	<b>CURRENT QUALITY STAR RATING (out of 5): 5</b>
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- Both the 2019 and 2020 immediate jeopardy citations should fall off which should bring our health inspection rate up and hopefully our overall star rating to a 5-star. We should be seeing an update in the fall.

**Admission and Readmission Summary:**

We had 8 total acute care transfers in June, with 3 of those being within 30 days of admission. All were very sick residents, multiple comorbidities and unavoidable hospitalizations.

Mount view	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2023 YTD
# Of Admissions	22	14	23	26	28	15							
# 30-Day Hospitalized	0	2	4	2	3	3							
RATE	0%	14.3%	17.4%	7.7%	10.7%	20.0%							



### **Regulatory:**

**State Survey visits** – Our annual surveyors were here the week of May 15<sup>th</sup>. This is the second year in a row that we had no clinical deficiencies. We did receive one F-tag citation related to the facility not consistently monitoring daily dishwasher temperatures according to standards of practice. Our plan of correction was approved and we are certified for another year.

### **Self-Reports Since Last Report:**

There have been five (5) self-reports since last report. The State followed-up on one of the incidents which was found unsubstantiated. The Wausau Police Department was notified following another incident and following investigation was found unsubstantiated.

### **Program Updates:**

- Renovation continues on the 2<sup>nd</sup> floor of “old” MVCC. The south side is complete, and residents have been living there since May. The north side is currently being renovated and should be completed by fall.
- We are working with the Wausau Police Department, DQA and Leading Age on an online reporting portal to self-report occurrences that meet the criteria.
- We are trying to find a Medical Director for our vent unit due to Dr. Tange retiring soon. We met with Dr. Stysly, a Pulmonologist at Aspirus who has shown interest.

# Nursing Home Operations Committee Facility Report

Month: June 2023

Facility: Pine Crest Nursing Home

## Census, Discharges, Admissions & Referrals:

- 83.3 total (average) residents per day (budget of 89)
  - 6 residents Medicare/Medicare Advantage (budget of 9)
  - 68 residents Medicaid (budget of 72)
  - 7 residents private pay or other (budget of 8)
- 16 residents discharged
- 12 residents admitted
- 51 total referrals
  - 39 referrals did not admit (top reasons listed below)
    - Financial (out of network insurance or other financial concerns that place the facility at risk of not being paid for resident stay)
    - Admission to competitor (most of these are out of county referrals)
    - Acuity level not appropriate or in-facility equipment not available for referral (ex. High weight bariatric referrals)

## Waitlist Summary:

- 0- 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.
- 0- Special Care Unit waitlist

## Employment Status Update:

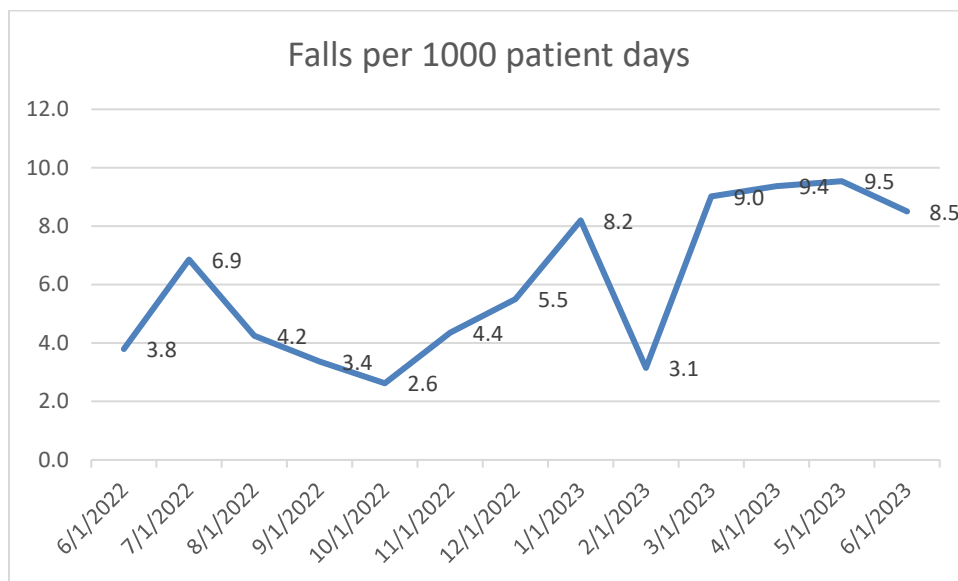
Department	# of Open FTE	Hired in June 2023	Terms in June 2023
LPN/RN	6.8	0	1.6
CNA	4.3	1.1	0.8
Hospitality Assistants	0	0.9	1.0
Life Enrichment	0.4	0	0
Social Services	0	0	0
Administration	0	0	0

- Staffing continues to be a struggle, especially on PM shift
- Increases in recruitment and advertising efforts had a noticeable impact in increasing applicant flow, however, in the last few months we have seen a significant decrease in applicant flow despite ongoing recruitment efforts, we have had at least one applicant back out of the interview process citing the uncertainty of the future of Pine Crest as their reason, and we have had several staff resign citing the uncertainty of the future of Pine Crest as their reason
- Retention/turnover rates continue to be better than state and national average for SNF's

**Quality:**

**Falls:**

- Seeing a multiple month trend of higher fall rates
  - Potential causative factors include
    - Reduction in Quality FTE/coverage during this timeframe due to resignation of previous Quality staff (this position has since been filled)
    - Multiple residents with multiple falls
  - July fall numbers are trending more positively with 4 falls as of 7/14/23



**Pine Crest Pal’s update:**

- Pine Crest Pal’s Program started September 2022
  - Average of Quarterly responses since initiation (1-10 scale, 10 being highest)
  - Most recent quarter questions and results
    - Are staff empathetic to your needs?
      - 87% responded with an 8 or higher
    - Do you feel you are provided adequate time during personal cares?
      - 93% responded with an 8 or higher
    - Nurses’ explanation of your care?
      - 93% responded with an 8 or higher

**CMS Star Rating:**

<b>CURRENT OVERALL STAR RATING</b> (Out of 5): <b>5</b>	<b>CURRENT QUALITY STAR RATING:</b> (Out of 5): <b>4</b>
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- Pine Crest attained an overall 5-star rating in July 2023
- Quality rating remains a 4-star
  - Primary area of potential improvement are quality metrics related to falls, psychotropic medications, and urinary catheter usage

**Readmissions:**

PINE CREST	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2023 YTD
<b># of Admissions</b>	9	2	3	11	10	12							9
<b># 30-Readmit</b>	0	0	0	0	0	0							0
<b>RATE</b>	0%	0%	0%	0%	0%	0%							0%

**Regulatory:**

**State Survey visits**

- Pine Crest had a complaint survey enter and exit on 7/11/23 with no citations issued

**Self-Reports**

- Pine Crest had 0 self-reports during June 2023

### **Program Updates & Committee Action:**

- The opening of some LTC rooms in the rehab area continues to go well
- Since the last meeting of this committee the following updates have occurred
  - Lincoln County Board approved a motion to put out an RFP for a broker for Pine Crest Nursing Home
  - Lincoln County Administrative and Legislative Committee reviewed and accepted a broker bid from Marcus and Millichap
  - Marcus and Millichap have been actively communicating with Pine Crest administrator and potential buyers
  - Lincoln County has approved a construction project that will allow for the creation of a second dementia unit at Pine Crest
    - Lincoln County maintenance and Pine Crest Administrator are working on the state application for this project at this time.
- Pine Crest's largest challenges are staffing levels and referral flow
  - Staffing
    - 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 had shown an increase in applicant flow
      - However as noted earlier Pine Crest has now seen a decrease in applicant flow despite ongoing recruitment efforts
  - Referral flow
    - Pine Crest receives a fair number of referrals, however as discussed earlier many referrals are denied for various reasons
    - One of the top reasons for a denial that could otherwise be accepted is payor/insurance
    - Pine Crest has seen an upward trend in admissions, however many of these are short term stays leaving the average census in the low 80s