



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.

**Wednesday, July 26, 2023 at 9:00 AM**  
North Central Health Care – Wausau Board Room  
1100 Lake View Drive, Wausau, WI 54403

*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:*

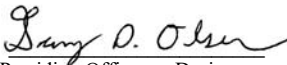
**Phone Number:** 1-408-418-9388    **Access Code:** 2489 875 3827    **Password:** 1234

**AGENDA**

1. CALL TO ORDER
2. PUBLIC COMMENT FOR MATTERS APPEARING ON THE AGENDA (Limited to 15 Minutes)
3. ACTION: APPROVAL OF APRIL 24, 2023 NURSING HOME OPERATIONS COMMITTEE MINUTES
4. EXECUTIVE DIRECTOR REPORT – G. Olsen
  - A. Update Regarding Nursing Home Funding
5. FINANCIAL REPORT – J. Hake
6. NURSING HOME OPERATIONS REPORTS
  - A. Mount View Care Center – K. Woller and C. Gliniecki
    - i. Construction Update
  - B. Pine Crest Nursing Home – R. Hanson and S. Barnett
    - i. Update Regarding Pine Crest Nursing Home Broker
7. BOARD DISCUSSION
8. FUTURE AGENDA ITEMS AND MEETING SCHEDULE
9. ADJOURN

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.

**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: 07/21/2023 TIME: 4:30 PM BY: D. Osowski

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD  
NURSING HOME OPERATIONS COMMITTEE**

**April 24, 2023                      9:00 AM                      NCHC Wausau Board Room**

Present:            X       Kurt Gibbs                      X       Bill Bialecki                      X       Greg Hartwig  
                         X       Chris Holman                      X(WebEx) Renee Krueger

Staff: Gary Olsen, Jason Hake, Kristin Woller, Ryan Hanson(WebEx)

Call to Order

- Meeting called to order by Chair Gibbs at 9:00 a.m.

Public Comment for Matters Appearing on the Agenda

- None

Approval of February 27, 2023 Nursing Home Operations Committee Minutes

- **Motion**/second, Bialecki/Hartwig, to approve the February 27, 2023 Nursing Home Operations Committee meeting minutes. Motion carried.

Executive Director Report – G. Olsen

- Update Regarding Nursing Home Funding
  - The NCCSP Board passed a resolution that was forwarded to Marathon and Lincoln County Boards for consideration to adopt and forward to legislators. NCHC sent the resolution to legislators and has received support from Rep. Callahan, Sen. Felzkowski, and Rep. Snyder. Rep. Callahan and Sen. Felzkowski will be submitting a budget amendment bill requesting payment by September 2023 which is a one-time payment.
  - Marathon County Health & Human Services Committee passed the resolution unanimously. The Executive Committee also approved the resolution which will now go before the Marathon County Board for approval.
  - Lincoln County has drafted the resolution and will be presented to the Lincoln County Board in May.
- Jarret Nickel resigned his position as Managing Director of Nursing Home/Residential Programs. As standard practice, the position is being evaluated prior to recruitment.

## Financial Report – J. Hake

- Updated financials were distributed along with a memo (see attached).
  - Year to date net income for Mount View Care Center is \$363,878 with an average daily census of 113.4 compared to a budgeted census of 128. Revenue is unfavorable to budget year to date by \$1.1 million due to lower census and the decrease in supplemental payment. We have not yet received the Medicaid rate, but we are accruing for that revenue projecting an increase of 35.8%. K. Gibbs noted that Mount View is the only nursing home that has not received the Medicaid increase. We have reached out to the State multiple times and have indicated they are ‘getting to it.’
  - Expenses for Mount View were favorable to budget by \$526,000. No agency staffing has been utilized by Mount View which is pretty remarkable. Kudos to staff!
  - An adjustment was made in March to include depreciation for equipment. We had excluded depreciation on the building renovations since Marathon County made the debt payment in 2023.
- Pine Crest Nursing Home
  - Year to date revenue is unfavorable to budget of \$217,000, due to a lower census than budget and a decrease in supplemental payment.
  - Staffing is more challenging at Pine Crest with staffing contracted services year to date at \$127,000 which is unfavorable to budget by \$51,000. In March we made an adjustment to include the principal payment on debt and depreciations which had an unfavorable impact on the year-to-date financials in the amount of \$168,000.
  - We are working on 2023 projections for the Pine Crest Ad Hoc Committee.

## Nursing Home Operations Reports

### Mount View Care Center – K. Woller

- Have recognized a trend for long-term care and dementia care beds. We have made changes by reducing rehab beds from 30 to 20 and increasing long-term care beds.
- Today’s census increased to 113.
- There are 5.5 open nurse positions and 20 open CAN positions.
- Most falls were related to COVID; having had 58 COVID positive residents in March resulting in residents weak and more apt to fall.
- We are in our window for our annual survey. We anticipate a good survey which could bring our overall quality rating to a 5 star.
- We recently finished outbreak testing as of 4/11 after a few tough months. There has not been any COVID positive residents or employees in April. The facility is currently mask free for the first time in over 3 years.
- Gardenside Crossing is being emptied and preparing for demolition. The renovations of the 2<sup>nd</sup> floor of Mount View Care Center Suite A on Southern Reflections are nearing completion with an anticipated final moving date of May 10. Residents on Northern Reflections will move to Southern Reflections for approximately six months while Northern Reflections is under renovation.

- MVCC currently has a total of 160 beds but only 126 are usable. We received approval from the State to put 34 beds into restricted use which saves almost \$6,000 per month. We will evaluate the bed status on an ongoing basis as these beds can be removed from restricted use.

#### Pine Crest Nursing Home – R. Hanson

- Census is at 85 compared to a budgeted census of 89.
- Staffing continues to be the biggest challenge. There has been an increase in applicant flow from new advertising strategies.
- With an upward trend in falls, several quality projects were initiated to address this. There was a small number of residents with acute conditions that attributed to the increase in falls.
- Continue to work on improving our quality rating. With a recent annual survey in March which included two complaint surveys, there were four low level citations from the annual survey and no citations from the complaint surveys. Plans of correction have been submitted and accepted.

#### Board Discussion

- Lincoln County Ad Hoc Committee will meet again in May regarding Pine Crest and several proposed scenarios under consideration for recommendation to the County Board.

#### Future Agenda Items and Meeting Schedule

- Provide any requests for future agenda to K. Gibbs or G. Olsen.
- Next meeting scheduled for Monday, June 26, 2023 at 9:00 a.m.

#### Adjourn

- **Motion**/second, Bialecki/Hartwig, to adjourn the meeting at 9:40 a.m. Motion carried.

*Minutes prepared by Debbie Osowski, Senior Executive Assistant*

# Mount View Care Center

## 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	1,441,175	1,520,157	(78,982)	-5.2%	8,154,306	9,120,939	(966,633)	-10.6%
Patient Contractual Adjustments	(111,754)	(45,693)	(66,061)	144.6%	(366,619)	(274,157)	(92,463)	33.7%
Net Patient Revenue	1,329,421	1,474,464	(145,043)	-9.8%	7,787,687	8,846,783	(1,059,096)	-12.0%
County Revenue	-	-	-	0.0%	-	-	-	0.0%
Contracted Service Revenue	-	-	-	0.0%	-	-	-	0.0%
Grant Revenues and Contractuals	-	-	-	0.0%	-	-	-	0.0%
Appropriations	132,667	132,667	-	0.0%	796,000	796,000	-	0.0%
COVID-19 Relief Funding	-	-	-	0.0%	-	-	-	0.0%
Other Revenue	99,617	268,583	(168,967)	-62.9%	651,250	1,611,500	(960,250)	-59.6%
Total Direct Revenue	1,561,704	1,875,714	(314,010)	-16.7%	9,234,937	11,254,283	(2,019,346)	-17.9%
<b>Indirect Revenues</b>								
County Revenue	-	-	-	0.0%	-	-	-	0.0%
Contracted Service Revenue	-	-	-	0.0%	-	-	-	0.0%
Grant Revenues and Contractuals	-	-	-	0.0%	-	-	-	0.0%
Appropriations	-	-	-	0.0%	-	-	-	0.0%
Other Revenue	270	583	(313)	-53.7%	2,830	3,500	(670)	-19.1%
Allocated Revenue	97,437	114,017	(16,580)	-14.5%	681,887	684,104	(2,217)	-0.3%
Total Indirect Revenue	97,707	114,600	(16,893)	-14.7%	684,717	687,604	(2,887)	-0.4%
Total Operating Revenue	1,659,411	1,990,314	(330,903)	-16.6%	9,919,654	11,941,887	(2,022,233)	-16.9%
<b>Direct Expenses</b>								
Personnel Expenses	880,140	872,164	(7,976)	-0.9%	5,014,429	5,232,982	218,553	4.2%
Contracted Services Expenses	52,045	66,997	14,952	22.3%	278,486	401,982	123,496	30.7%
Supplies Expenses	18,551	35,667	17,116	48.0%	174,913	214,000	39,087	18.3%
Drugs Expenses	32,549	37,841	5,292	14.0%	154,047	227,045	72,998	32.2%
Program Expenses	905	1,417	512	36.1%	4,286	8,500	4,214	49.6%
Land & Facility Expenses	-	167	167	100.2%	5,118	1,000	(4,118)	-411.8%
Equipment & Vehicle Expenses	22,577	9,375	(13,202)	-140.8%	84,877	56,250	(28,627)	-50.9%
Diversions Expenses	-	-	-	0.0%	-	-	-	0.0%
Other Operating Expenses	25,395	30,223	4,829	16.0%	119,973	181,340	61,367	33.8%
Total Direct Expenses	1,032,160	1,053,850	21,690	2.1%	5,836,129	6,323,099	486,970	7.7%
<b>Indirect Expenses</b>								
Personnel Expenses	58,078	56,764	(1,314)	-2.3%	341,755	340,583	(1,172)	-0.3%
Contracted Services Expenses	8,212	6,271	(1,941)	-31.0%	53,291	37,625	(15,666)	-41.6%
Supplies Expenses	28	125	97	77.6%	(26)	750	776	103.5%
Drugs Expenses	-	-	-	0.0%	-	-	-	0.0%
Program Expenses	6,318	9,333	3,015	32.3%	44,512	56,000	11,488	20.5%
Land & Facility Expenses	4,275	-	(4,275)	0.0%	25,649	-	(25,649)	0.0%
Equipment & Vehicle Expenses	24,875	-	(24,875)	0.0%	149,827	-	(149,827)	0.0%
Diversions Expenses	-	-	-	0.0%	-	-	-	0.0%
Other Operating Expenses	9,710	69,675	59,965	86.1%	54,446	418,051	363,605	87.0%
Allocated Expense	463,963	486,327	22,364	4.6%	2,829,318	2,917,964	88,646	3.0%
Total Indirect Expenses	575,459	628,495	53,036	8.4%	3,498,773	3,770,974	272,201	7.2%
Total Operating Expenses	1,607,619	1,682,345	74,726	4.4%	9,334,902	10,094,073	759,171	7.5%
<b>Metrics</b>								
Direct Expense/Gross Patient Revenue	71.6%	69.3%			71.6%	69.3%		
Write-Offs/Gross Patient Revenue	0.1%	0.4%			0.2%	0.4%		
Indirect Expenses/Direct Expenses	55.8%	59.6%			60.0%	59.6%		
Overtime/Total Wages	12.8%	9.3%			9.9%	9.3%		
Agency Staffing/Total Wages	0.0%	0.6%			0.0%	0.6%		
<b>Non-Operating Income/Expense</b>								
Interest Income	-	-	-	0.0%	-	-	-	0.0%
Donations Income	1,352	-	1,352	100.0%	3,240	-	3,240	100.0%
Other Non-Operating	-	-	-	100.0%	-	-	-	100.0%
Total Non-Operating	1,352	-	1,352	0.0%	3,240	-	3,240	0.0%
Net Income (Loss)	53,144	307,969	(254,825)	82.7%	587,992	1,847,814	(1,259,822)	68.2%
Net Income	3.2%	15.5%			5.9%	15.5%		

# 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%
Total Direct Revenue	793,648	1,109,322	(315,674)	-28.5%	5,931,865	6,655,931	(724,066)	-10.9%
<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%
Total Indirect Revenue	21,300	16,821	4,480	26.6%	123,756	100,926	22,830	22.6%
Total Operating Revenue	814,948	1,126,143	(311,195)	-27.6%	6,055,621	6,756,857	(701,236)	-10.4%
<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%
Total Direct Expenses	710,978	644,507	(66,471)	-10.3%	4,009,161	3,867,042	(142,119)	-3.7%
<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%
Total Indirect Expenses	422,203	388,002	(34,201)	-8.8%	2,311,291	2,328,013	16,722	0.7%
Total Operating Expenses	1,133,181	1,032,509	(100,672)	-9.8%	6,320,452	6,195,055	(125,397)	-2.0%
<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%
Total Non-Operating	464	425	39	9.2%	3,702	2,550	1,152	45.2%
Net Income (Loss)	(317,769)	94,059	(411,828)	437.8%	(261,129)	564,352	(825,481)	146.3%
Net Income	-39.0%	8.4%			-4.3%	8.4%		

# 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:**

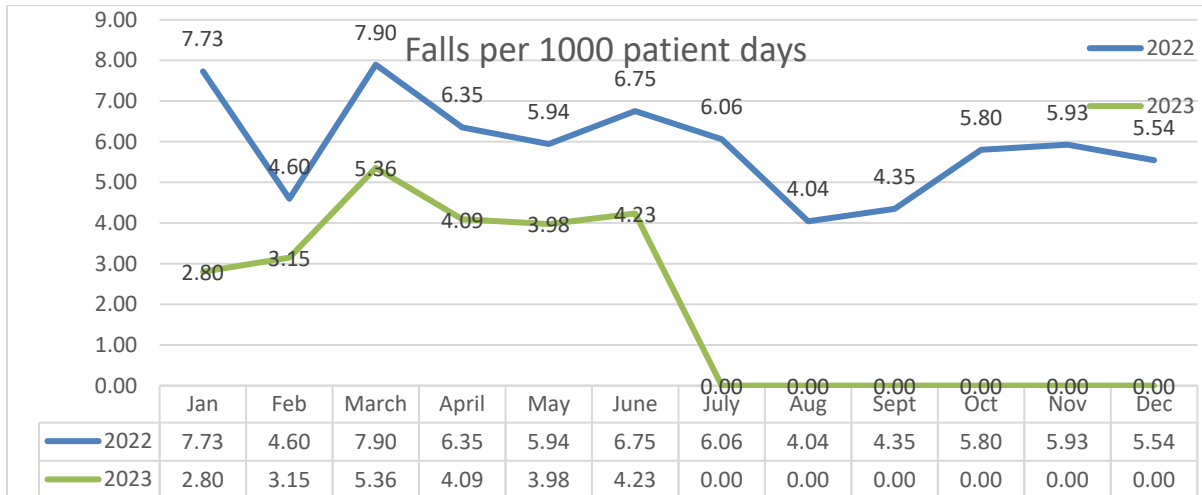
Department	# of Open FTE	Hired since previous report	Discharges since previous report
LPN/RN	5.0	2 part time	0
CNA	12.2	5 part time 9 full time for summer (mainly students that will drop to part time or occasional in the fall)	7 occasional and 1 full time (involuntary)
Hospitality Assistants	.9	6 transitional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

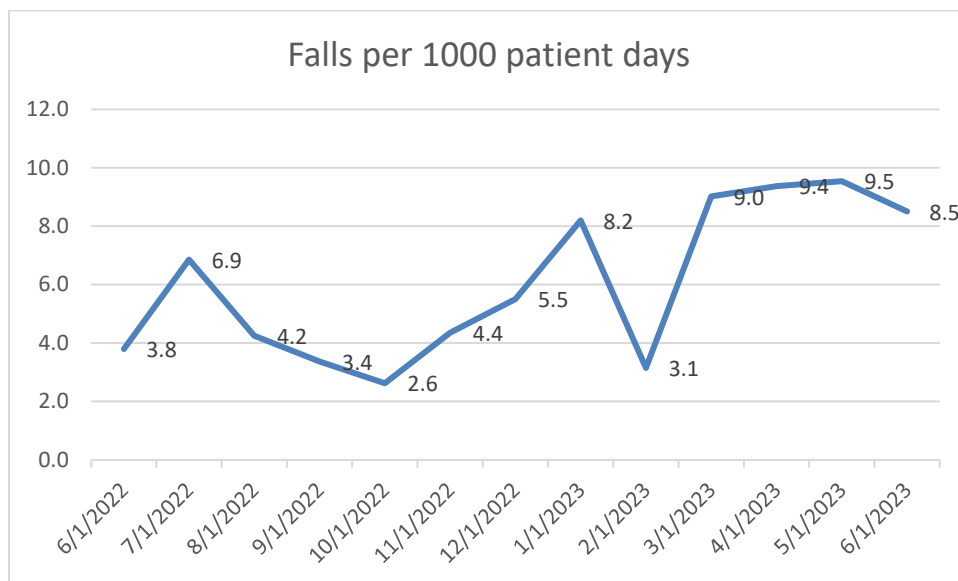
Department	# of Open FTE	Hired in June 2023	Terms in June 2023
LPN/RN	6.8	0	1.6
CNA	4.3	1.1	0.8
Hospitality Assistants	0	0.9	1.0
Life Enrichment	0.4	0	0
Social Services	0	0	0
Administration	0	0	0

- 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
# of Admissions	9	2	3	11	10	12							9
# 30-Readmit	0	0	0	0	0	0							0
RATE	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