

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

January 27, 2017

7:30 AM

North Central Health Care – Board Room

Present: X Jean Burgener EX Margaret Donnelly X Bill Metter  
EX Bill Miller X John Robinson

Also Present: Kim Gochanour, Becky Schultz, Sue Matis, Brenda Glodowski

Meeting was called to order at 7:30 a.m.

### Public Comment for Matters Appearing on the Agenda

- No public comment(s) made.

### Approval of 12/16/16 Nursing Home Operations Committee Meeting Minutes

- **Motion**/second, Metter/Robinson, to approve the 12/16/16 Nursing Home Operations Committee meeting minutes. Motion carried.

### Financial Report

- Financials were reviewed yesterday at the Board meeting; no additional questions or discussion.

### Senior Executive Nursing Home Operations and Quality Report – K. Gochanour

- We currently contract for four nurse positions but anticipate a reduction in this use with an employee returning from FMLA and the Utilization Review nurse moving to a full-time nurse position.
- Concern was expressed about the severe shortage of nurses and CNA's not only at NCHC but in the community. Creative strategies are vital to attract and retain staff. Area nursing homes are in similar staffing situations, consolidating units, turning down referrals, etc.
- The nursing home RFP will conduct a market analysis which should identify the capacity of beds in the county. LeadingAge and Wisconsin County Homes Association will be contacted for additional information on staffing including comparisons to Star ratings and citations, etc.
- Committee is interested in knowing if hospitals see increased bed utilization because patients are not able to be admitted to a nursing facility and what the Home Healthcare capacity is.
- A complaint survey was completed in early January which was not substantiated.

### Review Progress of Long-Term Care Program Operational Changes – K. Gochanour

- Several residents have transitioned from Southern Reflections. The Nursing Home Ombudsman and DQA have been kept informed and involved during the transitions.
- Committee members inquired about staff morale. Several employee feedback forums have occurred along with off shift visits and one on one conversations. Most employees are positive and understanding, see these changes are to make their jobs easier and unified. No individuals have been laid-off but some staff are transitioning to other areas. We learned through the feedback received that communication and flexibility are important to the staff.

- Lindsey King was recognized and praised for coordinating the transitions, working with families, residents, and staff making for a positive experience for everyone. Her efforts have helped drive this process. Cagney Martin was also recognized for her leadership in revising the onboarding process for new staff with an extended two week orientation before being assigned on the floor. The senior team meets regularly with new employees to reinforce relationships and promote open communication. The changes have been very successful and we continue to work to improve this process.
- Continue to work on retention and morale. It is felt that the person centered model will change the culture here with a positive impact on employee engagement, access rates, patient experience, etc. Informal meetings have proved to be more successful than formal meetings. We are working to identify a way to measure success in retention, turnover, vacancy, overall satisfaction pulse checks, etc. Have heard that staff want to see leadership on the floor doing things, relaying simple thank you's, and working with staff to focus on the positive.

#### Nursing Home Regulation Implementation Progress – K. Gochanour

- LeadingAge has contracted with Pathways.
- We are have a 3 Star Overall rating. Quality Star ranking is 5 and staffing is 3.
- The determination on the Civil Money Penalties was received in the amount of \$10,450. We will accept the determination (rather than appeal) which then reduces to \$6,500 and will allow us to continue with the nurse aid training. The Committee agreed. We are waiting to hear from the Office of Inspector General on their findings.

#### Update on Nursing Home Strategic Plan with Marathon County – K. Gochanour

- The RFP will be distributed to approximately 10 consulting groups on January 30, 2017.
- A grid system will be created to assist with verifying requirements of the RFP; timeline in packet.
- We will submit recommendations to Marathon County's nursing home committee.

#### Update on Staffing and Recruitment

- Continue to meet as a team, review policies, and move forward on changes.
- Training opportunities continue to exist with the new on-shift system.
- Positive results were received from those benefiting from the recent pay increase. Additional education on 'salary band' is needed so staff understand salary ranges and the entire picture.
- Merit increases were not budgeted for this year. Employees have been made aware of the financial situation but it doesn't necessarily make it easier to accept.

#### Discussion and Future Agenda Items

- The Senior CNA project continues to be explored; working with NTC and local church leadership to try to advance the project, recruit, educate community, provide scholarships, etc.
- We are working on expanding the details received on referrals and why individuals are not choosing Mount View Care Center.
- Committee expressed interest and concern on how to educate the new members of the Marathon County nursing home committee i.e. updated Glossary of Terms to help understand the long term care industry.
- Katie Rosenberg, County Board Supervisor, has accepted the invitation from the Resident Council to join their next meeting on Feb. 20 at 2:00 p.m. Everyone is welcome to attend.

**Motion**/second, Metter/Robinson, to adjourn the Nursing Home Operations Committee meeting at 8:27 a.m. Motion carried.