



NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE and PINE CREST BOARD of TRUSTEES

September 19, 2019

2:00 PM

NCHC – Board Room

Present: X Jeff Zriny X Paul Gilk X Bob Weaver
X Bill Metter EXC Cindy Rider X Pat Voermans
X Romey Wagner

Staff: Michael Loy, Kim Gochanour, Jarret Nickel, Kristin Woller, Ryan Hanson,
Connie Gliniecki (via phone)

Guest: Jason Hake, Lincoln County Administrative Coordinator

Call to Order

Meeting was called to order at 2:02 p.m.

Public Comment for Matters Appearing on the Agenda

- No public comments
- Introductions were made. Cindy Rider and Brenda Glodowski will be joining future meetings along with Zach Ziesemer who will begin as the new Administrator of Pine Crest Nursing Home Sept. 30, 2019.
- J. Zriny expressed that we are excited to have this opportunity to work together. We will meet monthly through 2019 and then discuss the frequency of meetings moving forward.

Overview of Pine Crest Nursing Home Management Agreement

- Pine Crest Nursing Home Management Agreement was reviewed.
- We want to be successful regionally, as one integrated organization, and at the same time keep our local needs in perspective. Scope and size of services will be important to county boards as we move forward including controlling expenses, contractual agreements, personnel, etc. Regulatory compliance will be an important part as well.
- Discussion will continue about the potential to reduce the number of licensed beds at Pine Crest by 10, 15, or 20 beds, how each reduction would impact the organization, and whether a change should occur before the end of the year or not. Should a change be recommended before the end of 2019, the Pine Crest Board of Trustees would exercise their responsibility in making that determination. The next Board of Trustee meeting is scheduled for 10/11/19.

Consideration and Adoption of Committee Charter

- The proposed Charter was reviewed.
- **Motion**/second, Weaver/Metter, to approve the proposed Committee Charter.
- **Motion**/second, Gilk/Wagner, to amend the language replacing the word 'industry' with 'long term care service sector'. Discussion in favor of the amendment. Motion Carried.
- **Motion** carried approving the Committee Charter with the approved amendment.

Update on Pine Crest Nursing Home Transition Plan

- Handout identifying work groups was distributed and reviewed.
- Notice has been given to PRN to discontinue therapy services at Pine Crest. Aegis has been contacted and has agreed to honor MVCC pricing for Pine Crest. Pine Crest purchased therapy equipment which PRN bought from them. As of the beginning of the year we will need to address therapy equipment needs for Pine Crest. There may be equipment at Mount View Care Center that can be used also.
- In the process of moving to UlitPro for scheduling.
- Laundry services will be provided by NCHC. Pine Crest has notified its current laundry service provider. We are exploring the purchase of a vehicle to transport laundry to NCHC and back.
- Branding/Marketing will include implementing best practices i.e. Shout Out boards, and other employee recognition activities. Will be working on a new process for posting on bulletin boards at Pine Crest in lieu of an electronic process at this time. NCHC will add Pine Crest and its logos, etc. onto the NCHC website keeping its own identify under the NCHC umbrella.
- Will continue to look at the budget incorporating the four distinct nursing units Pine Crest has.
- Pine Crest is a current training site for CNAs. Mount View is a current training site for nursing. Anticipating utilizing both facilities for training purposes.
- Staff have been working diligently on a warm hand off from Lincoln County employees to NCHC employees. We want all employees to feel part of the NCHC organization.
 - An employee advisory group has been created at Pine crest and have been meeting since August. They are the ambassadors for the staff.
 - NCHC is providing management classes through the end of the year.
 - An abbreviated orientation for Pine Crest staff (about 220 employees) will be provided so they can experience the NCHC orientation model.
 - A change for the Pine Crest employees will be a transition for an evaluation date of their date of hire to an annual date with all other employees (annually in March).
- NCHC will include the history of Pine Crest in the new employee Welcome orientation, and incorporating the Pine Crest core values 'heart' as well with NCHC core values.
- It is just as important to include the strong processes of Pine Crest into NCHC, melding best practices and looking overall at both organizations.
- Pine Crest does not provide email addresses for all staff. Information Technology (IT) is working on a system so Pine Crest employees will eventually have access to electronic systems such as Safety Zone (occurrence reporting for employees and residents), Policy Tree, etc. and overall communication; corporate compliance system, and a resident satisfaction tool, Press Ganey; health information system, etc.
- Will be working on a redesign of the dietary program and coordinating consistency in ordering, staffing, and scratch cooking. Purchasing from local food producers will be great for branding and marketing.
- There are a lot of activities at Mount View and Pine Crest. Activity leaders have a great relationship and meet regularly to talk and share ideas. A goal is to incorporate a few joint activities.
- Please note that Pine Crest employees are being asked to complete paperwork simply as a formality and recordkeeping not that they are applying for a job.
- Years of service will be recognized

- Through the end of 2019 new hires for Pine Crest will be Lincoln County employees. As of 1/1/20 current employees and new hires will be NCHC employees. Recruitment will occur through NCHC with clinical positions as the initial focus for both organizations.
- A large picnic is being planned at Pine Crest for Sept. 30 welcoming them to NCHC as well as the new Administrator Zach Ziesemer. All Committee and Board members are welcome to attend. Food will be provided by NCHC along with staff to grill and serve. Food will be served from 10-2 and 4-6 p.m. R. Wagner and B. Metter offered to help serve food – Thank you!
- We also plan to hold some of our Committee meetings at Pine Crest. NCHC is also planning to host December's monthly managers meeting at Pine Crest.
- An update on the timeline of the transition will be provided each month.
- A sheet of acronyms and definitions was requested and will be provided to the committee members.
- Mount View Care Center (MVCC) Renovation update was provided. Architectural plans are being finalized for the Tower and expecting release bids in the next few weeks. On August 28, 54 residents were moved from their existing units to prepare for nursing home renovations.
- Future meetings will also include reports from Z. Ziesemer and R. Hanson as well as K. Woller and C. Gliniecki.

Meeting Schedule

- Meetings will be scheduled in each of the next three months. We will rotate locations with the October meeting scheduled to be held at Pine Crest.

Announcements

- B. Weaver agreed to serve as Vice Chair of the Committee.

Adjourn Meeting

- **Motion**/second, Gilk/Metter, to adjourn the meeting at 3:20 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant to CEO