



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

**November 21, 2019**

**3:00 PM**

**Wausau Board Room**

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

Staff: Michael Loy, Brenda Glodowski, Kim Gochanour, Jarret Nickel, Kristin Woller, Connie Gliniecki

Guests: Laura Zaucha, Grace Crass, and Kevin Stevenson, Pine Crest Employee Advisory Committee Representatives

### Call to Order

Meeting was called to order at 3:01 p.m.

### Public Comment for Matters Appearing on the Agenda

No public comments

### Approval of October 29, 2019 Minutes of the Nursing Home Operations Committee

- **Motion**/second, Weaver/Wagner, to approve the October 29, 2019 minutes of the Nursing Home Operations Committee Meeting. Motion carried.

### Financial Report – B. Glodowski

- Financial reports for Mount View Care Center (MVCC) and Pine Crest Nursing Home were reviewed.
  - Mount View Care Center experienced a loss of \$23,866 for the month of October; however, YTD actual is showing a gain of \$118,598 keeping in mind \$100,000,000 of this was from the Certified Public Expenditure Funds (CPE) that was not included in the budget.
  - Mount View Care Center resident days through October are down by 1410 days, which resulted in a negative variance of (\$322,000). The anticipated Medicaid rate adjustments are more favorable than budgeted which is resulting in a positive rate variance of \$215,000. The overall resident day variance is negative at (\$107,000).
  - We are waiting for the final Medicaid adjusted rates for MVCC for July and October; these have been accrued for and we will adjust when final rates are received.
  - Pine Crest had a gain just over \$170,000. Final Medicaid rates for July and October have been received for Pine Crest which was an increase of about 7.7%. Year to Date there is about \$264,000 loss. Already included are the CPE funds of about \$670,000.

- Pine Crest resident days through October are down 1855 days, which results in a negative variance for volume of (\$355,000). However, the Medicaid rate adjustments for July and October are very favorable, which results in a \$908,000 positive variance for rates of \$573,000. The overall resident day variance is positive.
- At year end we will need to build into Pine Crest for sick balances for staff which had not been included in the audit and anticipate \$400,000 will need to be accounted for.
- More detail has been added for a breakdown of expenses.
- In a review of the Pine Crest budget, prepared prior to NCHC's involvement, we have found a number of items not included in the budget which have been added back in. It was noted that the budget is based on full staff and does not include contracted staff.
- Occupancy target was budgeted at 160 and is currently 149.
- Moving forward, Loy noted that challenges will be with rehab, and anticipates the specialty unit remaining stable.
- In the future a reduction in long term care beds may be considered for both MVCC and Pine Crest.

#### Nursing Home Operations Report

- K. Woller reviewed the MVCC nursing home report for the month of October.
  - Recruitment has been affected with the ability to provide CNA classes at MVCC currently suspended. Several Respiratory Therapists are trained CNA's and are picking up CNA shifts.
  - Patient Experience scores increased from 89.6% to 94.2 for November.
  - With the number of falls that occurred in October, staff did an indepth review to understand the falls data and identified inconsistent staffing, terminal restlessness, and additional care/assistance needed for specific residents as contributing factors.
  - October was a poor month for readmissions with 2-3 of the 6 readmissions identified as not having been appropriate for discharge to the nursing home in the first place. Conversations occur regularly with the hospital so that situations like this can be avoided in the future.
  - The current Overall Star Rating is at 2 which is due to the Payroll Based Journal (PBJ) discrepancies found during an audit. The discrepancies relate to how lunch breaks were being counted. Changes have been implemented but the star rating is in effect for 90 days (Oct-Dec.)
  - C. Rider noted that when the hospital discharges an individual they provide information for multiple facilities in the area which includes the star rating data. She is working to improve the information provided so the individuals and their families are better informed on the Star ratings and what impacts each area, and that looking at the Quality Stars is more important than the other star rating categories.
  - The window for State Survey begins in December. MVCC is already preparing for surveyors to arrive. It was also noted there was a complaint survey that was found to be unsubstantiated.
- Pine Crest Nursing Home Report was provided by K. Gochanour in the absence of Z. Ziesemer and R. Hanson who are attending a Focus conference.
  - Pine Crest staff vacancies are dropping.
  - Pine Crest staff are completing an application on the NCHC website simply to create an employee file necessary in transitioning to becoming NCHC employees as of 1/1/20. Open positions are being posted on the NCHC website for both facilities. NCHC Human Resources is helping with recruitment.
  - A recruitment and retention committee is being reintroduced which will be called Employee Appreciation Committee in an effort to improve employee engagement.

- It was noted that pay increases for Pine Crest would not have happened if it were not that Pine Crest is being combined with NCHC.
- Activities have included Halloween window decorating contest and now will be Deck the Halls for Christmas.
- No new information on Quality data from last month.
- Annual state survey window opening. Pine Crest could be receiving a Red Hand logo on the Nursing Home Compare website in December as a result of a resident to resident self-report in August. Following the incident a new crisis process was created and staff have been educated. The Red Hand logo is in place for one year and will not allow the facility to have more than a 3 Star rating for that year. We've talked with the State and are reaching out legislatively also.
- There is a decrease in referrals to Pine Crest. K. Gochanour will provide additional information on referrals not being accepted at next meeting.
- Financial review has already been provided.

#### Pine Crest Transition Updates – K. Gochanour

- Purchase of therapy equipment was approved this week.
- Pharmacy transition cannot be implemented until July.
- Health Fair takes place tomorrow where Pine Crest employees can complete an online application in order to create a record as an NCHC employee – they are not applying for a job but rather are creating a record as employee records cannot be transferred between entities. HR needs all Pine Crest employees in its system, with emails, by 1/1/20.
- Pine Crest is working on improving data tracking.
- No changes will occur in the billing set-up for Pine Crest.
- On Shift for Pine Crest is anticipated for a January start-up date.
- Vehicle is being purchased for laundry services. New Laundry Supervisor will be meeting with Pine Crest.
- IT is working on getting copiers, phones, computers, etc.
- Sysco will become the primary vendor for Pine Crest. The Assistant Dietary Supervisor will be providing an analysis of the kitchen process, etc.
- Loy noted that the Pine Crest Board of Trustees will continue to meet through 2019 and possibly until April when they anticipate closure on the audit which would lend to dissolving the Board.

#### Discussion of Future Agenda Items

- New service offerings; how the services are paid for
- Share audit reports from Pine Crest
- C. Rider provide report/update on barriers that exist when discharging patients from hospital
- Discussion from Post-Acute Care group and current/potential future needs from Aspirus
- Hospice Care at Pine Crest i.e. family requests vs educating/promoting hospice unit
- Next meeting December 19, 2019 at Pine Crest, Merrill

#### Adjourn Meeting

- **Motion**/second, Metter/Weaver to adjourn the meeting at 4:04 p.m. Motion carried.