



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

January 16, 2020

3:00 PM

NCHC Wausau 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, Brenda Glodowski, Kim Gochanour, Jarret Nickel, Kristin Woller, Connie Gliniecki, Zach Zieseemer, Ryan Hanson

Guests: Kevin Stevenson

### Call to Order

Meeting was called to order at 3:02 p.m.

### Public Comment for Matters Appearing on the Agenda

- No public comments.

### Approval of December 19, 2019 Nursing Home Operations Committee Meeting Minutes

- **Motion**/second, Voermans/Metter, to approve the December 19, 2019 Nursing Home Operations Committee meeting minutes. Motion carried.

### Financial Report

- Preliminary financial statements were distributed as staff are closing out the year and preparing the year end statements. Audits are scheduled in a few weeks for both locations.
- Mount View Care Center saw a small loss of just over \$30,000 with lower census driving the loss. Expenses were close to being on target. Year to date we show a small gain of \$141,058; the CPE funds of \$1.2 million helped both facilities. Analysis of patient days was completed. There was an average census of 174. Rates are on target for the month however we are still waiting on clarification of rates from June/July. Mount View rates are not as favorable being driven by a lower case mix index which directly impacts rates. We are at or above target but not as favorable as Pine Crest. Year to date we are almost 1,900 days below target which is driving the negative bottom line of \$432,766.
- Pine Crest financials are also preliminary. Have received information on sick accrual which had not been included in previous audit reports; the calculation comes in at \$386,000. Pine Crest staff began punching on NCHC system on 1/1/20. Human Resources staff have been at Pine Crest helping with the first payroll this week. Benefits are showing higher at year end. Also included are the CPE funds which was about \$805,000 which has made a positive difference in bottom line. Revenue analysis shows an average census of 136 with overall year to date average of 151. Variances are quite favorable going back to rates; though volumes down rates were favorable to bring up and more positive.

- Committee discussed differences in accounting practices. Also discussed was the unusually low census, lower referrals, and long term resident deaths. On a positive, Medicare numbers are doing well.

#### Nursing Home Operations Reports

- Mount View Care Center – Kristin Woller and Connie Gliniecki
  - Employee Engagement Committee continues to meet weekly with Human Resources to review applicant pool. The areas with the largest number of employee vacancies are nursing and dietary. Staff are working diligently on creative ways to increase the applicant base. Currently 42 staff openings (does not include staff on FMLA which is typically about 10-12 employees).
  - December showed the lowest number of falls in several years. Many of the residents who fell in November had terminal restlessness. Falls correlate to higher risk level of patient population. Definition of a fall includes any change/transfer of level of surface i.e. lowering resident to the floor, resident found on floor, etc.
  - One resident was hospitalized their average length of stay was 4-7 days which is significant.
  - Mount View has not been able to be a nurse aid training site for NTC due to a previous citation. We did not agree with the citation and submitted for an administrative law review. We recently learned that the State has agreed to allow us to be a clinical training site again through NTC which can be implemented immediately. With each class that trains at Mount View 2-3 CNAs generally want to work at Mount View.
  - Currently Dietary Aide vacancies are at 9.75 FTS's of 70 FTE's. Majority of vacancies are in student level vacancies.
- Pine Crest Nursing Home – Zach Zieseemer and Ryan Hanson
  - Made it through transition and finishing up loose ends. Staff are asking for more communication. Continue to print information for staff until email communication is in place for all staff. Currently only Managers have email; all Pine Crest staff should have email in February according to CCIT.
  - Number of open positions have reduced.
  - Finalized closure of 700 wing and all residents have been relocated. Hoping to eventually utilize that area of the building and better utilize staff throughout the building.
  - Working with Human Resources in setting up job fairs to offer job opportunities as there was a recent closing of an area business and people are out of work.
  - Working the process for patient survey implementation.
  - A self-report of an injury of unknown origin was submitted to the State. The State subsequently visited based on that self-report. Received one citation at level D and just received State of Deficiency. Had already been working on the Plan of Correction which must be submitted within 10 days. Have been completing a therapy assessment, reviewing criteria, etc. Completed formal questionnaire of all and sent report to State.

#### Pine Crest Transition Updates

- Therapy transition is complete; new equipment has arrived.
- UltiPro is in place and being tested; implementation will occur soon.
- Jan. 6 laundry services transitioned and is going well.

- Working with Communications and Marketing on a marketing plan. Working for a concise message for both organizations.
- SafetyZone training will occur soon.
- Dietary transitioned well; Food Service Director is spending time each week at Pine Crest to help enhance the dining experience.
- Pharmacy transition will occur in July. Meetings to prepare for the transition are occurring regularly.
- Admissions team is being established for a better streamlined process. Committee members expressed concern with reasons stated for not selecting the nursing home and asked for staff to continue tracking information.

#### Potential for Local Food Procurement

- Information is being gathered and will be presented in March by Jennifer Gorman, Food Services Director.

#### Update on the Governance Structure for NCCSP Board

- As Joint County Agreement is reviewed and revised, proposed modifications will affect the structure of the NCCSP Board by changing the number of representatives from the three counties i.e. Marathon County Board members will reduce from 10 to 9, Lincoln County increases from 2 to 3, and Laclede County remains with 2 representatives.
- The revisions propose to integrate the Joint County Committee into the NCCSP Board and takes one designated position from each county (total of 3) and becomes part of the NCCSP Board and Executive Committee. The President of the Medical Staff also takes one seat.
- NCHC is empowered to create sub-committees and enter into agreement with partners, etc. Management Agreement with Pine Crest dictates the current Nursing Home Operations Committee which will remain in place unless Marathon County feels differently, at which time we'd revisit the Agreement with Pine Crest.
- Election of officers and terms have been moved from December to May to coincide with County Board elections.
- The revised agreement will be presented to all three counties in January and February and will be effective May 1, 2020.

#### Discussion of Future Agenda Items

- Vision for NCHC by Loy as discussed recently on WPR.
- Monthly status update on nursing home project.
- Projected impact of MVCC as to how it would impact census, attract applicants.
- Next meeting will be Feb. 20 at 3:00 p.m. at Pine Crest. Gochanour and Ziesemer will be in Madison to meet with legislators; Woller, Gliniecki and Hanson will provide reports.

**Motion**/second, Gilk/Metter, to adjourn the meeting at 4:12 p.m. Motion carried.