



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.

Tuesday, July 28, 2020 at 3:00 PM
North Central Health Care - Wausau Board Room
1100 Lake View Drive, Wausau, WI 54403

The meeting site identified above will be open to the public. However, due to the COVID-19 pandemic and associated public health directives, North Central Health Care encourages Committee members and the public to attend this meeting remotely. To this end, instead of attendance in person, Committee members and the public may attend this meeting by telephone conference. If Committee members or members of the public cannot attend remotely, North Central Health Care requests that appropriate safety measures, including adequate social distancing, be utilized by all in-person attendees.

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: 146 057 9080 Meeting Password: 1234

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.

AGENDA

1. CALL TO ORDER
2. PUBLIC COMMENT FOR MATTERS APPEARING ON THE AGENDA
(Limited to 15 Minutes)
3. ACTION: APPROVAL OF JUNE 23, 2020 NURSING HOME OPERATIONS COMMITTEE MINUTES
4. FINANCIAL REPORT – J. MESCHKE
5. NURSING HOME OPERATIONS REPORTS
 - A. Mount View Care Center – K. Woller and C. Gliniecki
 - B. Pine Crest Nursing Home – Z. Ziesemer and R. Hanson
6. DISCUSSION AND ACTION: *Admission Policy for Mount View Care Center and Pine Crest Nursing Home* – K. Gochanour
7. NURSING HOME INDUSTRY UPDATES – K. Gochanour

8. FUTURE AGENDA ITEMS

9. ADJOURN

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: 07/22/2020 TIME: 3:00 PM BY: D. Osowski

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE

June 23, 2020

3:00 PM

Conference Call

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

Staff: Michael Loy, Kim Gochanour, Jill Meschke, Connie Gliniecki, Zach Ziesemer, Ryan Hanson, Kristin Woller

Guest: Kevin Stevenson

Call to Order

- Meeting was called to order at 3:05 p.m.

Public Comment for Matters Appearing on the Agenda

- Kevin Stevenson shared positive feedback about the last 6 months under the management agreement with North Central Health Care. Also requested additional training be provided to newly trained CNA's prior to working the floor.

ACTION: Approval of May 21, 2020 Nursing Home Operations Committee Minutes

- **Motion**/second, Wagner/Voermans, to approve the May 21, 2020 Nursing Home Operations Committee meeting minutes. Motion carried.

Financial Report – J. Meschke

- J. Meschke reviewed May's financials for Mount View Care Center and Pine Crest Nursing Home.
- We are continuing to actively look at various Covid-related funding options. In the past fund were automatically received and we had to attest to those payments. We are now required to apply for additional funding and justify the need in order to obtain the funds. These funds are helping us breakeven.

Nursing Home Operations Reports

- Mount View Care Center – Kristen Woller
 - Highlights include that we are fully staffed with nurses and a number of hospitality assistants have signed up for the CNA classes this summer.
 - Continue to work on expense control and filling open positions.
- Pine Crest Nursing Home – Zach Ziesemer
 - Improvement noted in employee engagement; anticipate more improvement as we enter July. Continue to reduce agency use and are focusing on improving the number of falls as well as hospital admissions which could positively reflect on the Quality Star rating. The infection control survey concluded yesterday with no concerns or citations.

- Regional Nursing Home Operations Executive Report – Kim Gochanour
 - Highlights include regular meetings with the Incident Command Team, limitations in place for visitation and group activities. Patio visitation with residents are going well with all visitors screened prior to each visit.
 - Mount View Care Center completed the Infection Control survey with no issues.
 - Continue to work on improving quality measures in both buildings, monitoring state and federal funding i.e. Medicaid reform, nursing home bed tax changes, and reimbursement.
 - Transition efforts with Pine Crest are wrapping up with the implementation of the scheduling software in June and pharmacy transition in July.
 - The onsite CNA course has been successful but have identified areas for improvement. Concern expressed with a shortened training program that there is potential for increased accidents and dissatisfaction of residents if CNA's are not trained thoroughly.

Discussion and Action: Hospice Unit Performance and Potential Closure of Hospice Dedicated Wing

- Z. Ziesemer provided additional background information and shared the current challenges experienced with the designated hospice unit.
- In the proposal to close the hospice unit, no staff would be eliminated and no residents would be displaced outside of Pine Crest.
- Several individuals expressed the importance for residents and family members when consistency of staff and location can be accomplished, especially at times such as end of life.
- **Motion**/second, Weaver/Voermans, to recommend closure of the designated Hospice Unit at Pine Crest Nursing Home. Motion carried.

Future Agenda Items

- Plan for future activities if limitations to visitations continues; effects on residents and family members.

Adjourn

- **Motion**/second, Weaver/Gilk, to adjourn the Nursing Home Operations Committee meeting at 3:51 p.m. Motion carried.

MEMORANDUM

DATE: July 14, 2020
TO: Nursing Home Operations Committee
FROM: Jill Meschke, Chief Financial Officer
RE: Nursing Home Financial Highlights

The following items are financial highlights for June, 2020.

Mount View Care Center:

- MVCC shows a loss for the month of (\$136,798) compared to a targeted loss of (\$48) resulting in an unfavorable variance of (\$136,750).
- Year-to-date MVCC shows a gain of \$635,862 compared to the budgeted gain of \$22,784 resulting in a favorable variance of \$613,078.
- During the month of June, MVCC did not receive any additional CARES Act stimulus funding. Without the receipt of CARES Act funding in April and May MVCC would be at a loss of (\$371,165) year-to-date.
- Overall census in June averaged 160 per day compared to target of 183 per day.
- The Medicare census averaged 12 per day compared to a target of 20. The Medicaid Vent census remains consistent at 10 per day, which is below the target of 13. Self-Pay remains better than target, which does help with the payer mix shifts. The rate variance for June is an unfavorable (\$70,629) for the month and (\$279,378) year-to-date.
- Overall expenses are below plan. Favorability in employee benefits continues but is becoming less of a factor. In June, salaries expenses were favorable to target \$4,259. Other expenses are generally favorable to plan, as in prior months.

Pine Crest:

- Pine Crest shows a gain for the month of \$19,169 compared to a targeted loss of (\$518), resulting in a favorable variance of \$19,687.
- Year-to-date Pine Crest shows a gain of \$279,699 compared to a budgeted loss of (\$1,576) resulting in a favorable variance of \$281,276.
- During the month of June, Pine Crest received a CARES Act stimulus payment of \$125,000. Without receipt of that payment, the June results would have been a loss of (\$105,831). Without the receipt of CARES Act funding year-to-date Pine Crest would be at a loss of (\$395,301).
- Overall census averaged 120 per day compared to target of 155 per day. Second quarter averaged 126 per day.
- Medicare census averaged 10 per day. Self-pay residents continue to decrease. The rate variance has improved to a favorable \$3,932 for June and a favorable \$74,386 year-to-date.
- Direct expenses for June are favorable to budget with a positive variance of \$77,500. Year-to-date direct expenses are favorable to budget \$313,980. Salaries expense is favorable to plan \$34,794 in the month of June. Indirect expenses are slightly favorable to plan in June and unfavorable to plan year-to-date.

North Central Health Care
Mount View Care Center
Income Statement
For the Period Ending June 30, 2020

	<u>MTD Actual</u>	<u>MTD Budget</u>	<u>\$ Variance</u>	<u>% Variance</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>\$ Variance</u>	<u>% Variance</u>
REVENUE								
Net Patient Service Revenue	1,349,959	1,665,130	(315,171)	-18.9%	8,917,353	10,077,269	(1,159,916)	-11.5%
Grant Revenue	-	-	-	0.0%	1,007,027	-	1,007,027	0.0%
County Appropriations - Net	125,000	125,000	-	0.0%	750,000	750,000	-	0.0%
Departmental and Other Revenue	112,685	124,091	(11,406)	-9.2%	721,279	744,544	(23,265)	-3.1%
Total Other Revenue	<u>237,685</u>	<u>249,091</u>	<u>(11,406)</u>	<u>-4.6%</u>	<u>2,478,307</u>	<u>1,494,544</u>	<u>983,763</u>	<u>65.8%</u>
Total Revenue	1,587,644	1,914,221	(326,576)	-17.1%	11,395,660	11,571,813	(176,153)	-1.5%
EXPENSE								
Direct Expenses	1,160,185	1,269,680	109,496	8.6%	7,316,682	7,645,522	328,841	4.3%
Indirect Expenses	<u>564,237</u>	<u>644,589</u>	<u>80,352</u>	<u>12.5%</u>	<u>3,444,050</u>	<u>3,903,506</u>	<u>459,456</u>	<u>11.8%</u>
Total Expenses	1,724,421	1,914,269	189,848	9.9%	10,760,732	11,549,029	788,296	6.8%
Operating Income (Loss)	(136,777)	(48)	(136,729)	283502.2%	634,928	22,784	612,143	2686.7%
Nonoperating Gains(Losses)								
Interest Income	-	-	-	0.0%	-	-	-	0.0%
Donations and Gifts	(21)	-	(21)	0.0%	935	-	935	0.0%
Gain / (Loss) on Disposal of Assets	<u>-</u>	<u>-</u>	<u>-</u>	<u>0.0%</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>0.0%</u>
Total Nonoperating Gains / (Losses)	<u>(21)</u>	<u>-</u>	<u>(21)</u>	<u>0.0%</u>	<u>935</u>	<u>-</u>	<u>935</u>	<u>0.0%</u>
Income / (Loss)	<u>(136,798)</u>	<u>(48)</u>	<u>(136,750)</u>	<u>283545.7%</u>	<u>635,862</u>	<u>22,784</u>	<u>613,078</u>	<u>2690.8%</u>

North Central Health Care
Pine Crest
Income Statement
For the Period Ending June 30, 2020

	<u>MTD Actual</u>	<u>MTD Budget</u>	<u>\$ Variance</u>	<u>% Variance</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>\$ Variance</u>	<u>% Variance</u>
REVENUE								
Net Patient Service Revenue	990,229	1,173,459	(183,230)	-15.6%	6,397,508	7,099,919	(702,411)	-9.9%
Grant Revenue	125,000	-	125,000	0.0%	675,063	-	675,063	0.0%
County Appropriations - Net	36,735	36,735	-	0.0%	220,407	220,407	-	0.0%
Departmental and Other Revenue	15,740	16,750	(1,010)	-6.0%	102,371	100,500	1,871	1.9%
Total Other Revenue	<u>177,475</u>	<u>53,485</u>	<u>123,990</u>	<u>231.8%</u>	<u>997,841</u>	<u>320,907</u>	<u>676,934</u>	<u>210.9%</u>
Total Revenue	1,167,703	1,226,943	(59,240)	-4.8%	7,395,349	7,420,826	(25,477)	-0.3%
EXPENSE								
Direct Expenses	1,112,042	1,189,542	77,500	6.5%	6,878,792	7,192,771	313,980	4.4%
Indirect Expenses	<u>36,535</u>	<u>37,919</u>	<u>1,384</u>	<u>3.7%</u>	<u>237,783</u>	<u>229,632</u>	<u>(8,152)</u>	<u>-3.5%</u>
Total Expenses	1,148,576	1,227,461	78,885	6.4%	7,116,575	7,422,403	305,828	4.1%
Operating Income (Loss)	19,127	(518)	19,645	-3793.3%	278,775	(1,576)	280,351	-17783.7%
Nonoperating Gains(Losses)								
Interest Income	41	-	41	0.0%	370	-	370	0.0%
Donations and Gifts	1	-	1	0.0%	555	-	555	0.0%
Gain / (Loss) on Disposal of Assets	<u>-</u>	<u>-</u>	<u>-</u>	<u>0.0%</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>0.0%</u>
Total Nonoperating Gains / (Losses)	<u>42</u>	<u>-</u>	<u>42</u>	<u>0.0%</u>	<u>924</u>	<u>-</u>	<u>924</u>	<u>0.0%</u>
Income / (Loss)	<u><u>19,169</u></u>	<u><u>(518)</u></u>	<u><u>19,687</u></u>	<u><u>-3801.4%</u></u>	<u><u>279,699</u></u>	<u><u>(1,576)</u></u>	<u><u>281,276</u></u>	<u><u>-17842.3%</u></u>

Mount View Care Center
Nursing Home Revenue Analysis
June, 2020

Current Month:

Location	Payer Source	Actual:				Budget:				Variances:		Reason for Variance:	
		Residents Per Day	Actual Patient Days	Actual Net Revenue	Average Actual Rate	Residents Per Day	Budgeted Patient Days	Budgeted Net Revenue	Average Budget Rate	Days	Revenue	Volume Variance	Rate Variance
Long Term Care	Medicaid	33	990			32	960						
	MA Bedhold	0	0				0						
	Medicare	0	0			1	30						
	Self Pay	3	90			2	60						
	Insurance/VA	1	30			1	30						
	SUBTOTAL-LTC	37	1110	\$209,733	\$189	36	1080	\$210,163	\$195	30	(\$430)	\$5,838	(\$6,268)
Post Acute Care	Medicaid	8	250			8	240						
	MA Bedhold	0	3				0						
	Medicare	9	264			12	360						
	Self Pay	1	31			1	30						
	Insurance/VA	3	98			2	60						
	SUBTOTAL-PAC	22	646	\$146,048	\$226	23	690	\$167,788	\$243	(44)	(\$21,740)	(\$10,700)	(\$11,040)
Vent Services	Medicaid	5	140			5	150						
	MA-Bedhold	0	6				0						
	Medicaid-Vent	9	273			13	390						
	MA-Vent Bedhold	0	0				0						
	Medicare	1	37			4	120						
	Self Pay	2	60			0	0						
	Insurance/VA	4	105			3	90						
	SUBTOTAL-Vent	21	621	\$236,551	\$381	25	750	\$311,475	\$415	(129)	(\$74,924)	(\$53,574)	(\$21,350)
Legacies	Medicaid	69	2082			81	2,430						
	MA Bedhold	0	1				0						
	Private	5	158			15	450						
	Medicare	2	66			3	90						
	Insurance/VA	2	45				0						
	SUBTOTAL-Legacie	78	2352	\$454,366	\$193	99	2970	\$607,704	\$205	(618)	(\$153,338)	(\$126,452)	(\$26,886)
Total		158	4,729	\$1,046,698	\$221	183	5,490	\$1,297,130	\$236	(761)	(\$250,432)	(\$179,803)	(\$70,629)
Summary:		Per Day	%			Per Day	%						
Residents per Day	Medicaid	116	73.42%			126	68.85%						
	Medicaid Vent	9	5.77%			13	7.10%						
	Medicare	12	7.76%			20	10.93%						
	Self	11	7.17%			18	9.84%						
	Insurance	9	5.88%			6	3.28%						
	Total	158	100.00%			183	100.00%						

Mount View Care Center
Nursing Home Revenue Analysis
June, 2020

Year To Date

Location	Payer Source	Actual:				Budget:				Variances:		Reason for Variance:	
		Residents Per Day	Actual Patient Days	Actual Net Revenue	Average Actual Rate	Residents Per Day	Budgeted Patient Days	Budgeted Net Revenue	Average Budget Rate	Days	Revenue	Volume Variance	Rate Variance
Long Term Care	Medicaid	31	5713			32	5,824						
	MA Bedhold	0	24				0						
	Medicare	1	127			1	182						
	Self Pay	3	595			2	364						
	Insurance/VA	1	182			1	182						
	SUBTOTAL-LTC	36	6641	\$1,276,226	\$192	36	6552	\$1,274,998	\$195	89	\$1,228	\$17,319	(\$16,091)
Post Acute Care	Medicaid	9	1716			8	1,456						
	MA Bedhold	0	25				0						
	Medicare	8	1545			12	2,184						
	Self Pay	1	233			1	182						
	Insurance/VA	3	587			2	364						
	SUBTOTAL-PAC	23	4106	\$913,903	\$223	23	4186	\$1,017,909	\$243	(80)	(\$104,006)	(\$19,454)	(\$84,552)
Vent Services	Medicaid	4	805			5	910						
	MA-Bedhold	0	41				0						
	Medicaid-Vent	10	1809			13	2,366						
	MA-Vent Bedhold	0	0				0						
	Medicare	4	715			4	728						
	Self Pay	2	323			0	0						
	Insurance/VA	2	406			3	546						
	SUBTOTAL-Vent	23	4099	\$1,658,775	\$405	25	4550	\$1,889,620	\$415	(451)	(\$230,845)	(\$187,301)	(\$43,544)
Legacies	Medicaid	71	12964			81	14,742						
	MA Bedhold	0	15				0						
	Private	9	1603			15	2,730						
	Medicare	2	285			3	546						
	Insurance/VA	1	233				0						
	SUBTOTAL-Legacie	83	15100	\$2,947,114	\$195	99	18018	\$3,686,742	\$205	(2918)	(\$739,628)	(\$597,065)	(\$142,563)
Total		165	29,946	\$6,796,018	\$227	183	33,306	\$7,869,269	\$236	(3,360)	(\$1,073,251)	(\$793,873)	(\$279,378)
Summary:		Per Day	%			Per Day	%						
Residents per Day	Medicaid	117	71.14%			126	68.85%						
	Medicaid Vent	10	6.04%			13	7.10%						
	Medicare	15	8.92%			20	10.93%						
	Self	15	9.20%			18	9.84%						
	Insurance	8	4.70%			6	3.28%						
	Total	165	100.00%			183	100.00%						

**Pine Crest
Nursing Home Revenue Analysis
June 2020**

Current Month:

Location	Payer Source	Actual:				Budget:				Variances:		Reason for Variance:	
		Residents Per Day	Actual Patient Days	Actual Net Revenue	Average Actual Rate	Residents Per Day	Budgeted Patient Days	Budgeted Net Revenue	Average Budget Rate	Days	Revenue	Volume Variance	Rate Variance
Long Term Care													
	Medicaid	76	2276			91	2,730						
	MA Bedhold	1	21			0	0						
	Medicare	2	63			1	30						
	Self Pay	8	237			16	480						
	Insurance/VA	0	0			0	0						
	SUBTOTAL-LTC	87	2597	\$481,019	\$185	108	3240	\$604,919	\$187	(643)	(\$123,900)	(\$120,050)	(\$3,850)
Post Acute Care													
	Medicaid	2	56			7	210						
	MA Bedhold	0	0			0	0						
	Medicare	8	248			12	360						
	Self Pay	1	31			0	0						
	Insurance/VA	0	2			0	0						
	SUBTOTAL-PAC	11	337	\$89,682	\$266	19	570	\$137,869	\$242	(233)	(\$48,187)	(\$56,357)	\$8,170
Special Care													
	Medicaid	18	535			19	570						
	MA-Bedhold	0	0			0	0						
	Medicaid-Vent	0	0			0	0						
	MA-Vent Bedhold	0	0			0	0						
	Medicare	1	19			0	0						
	Self Pay	1	35			0	0						
	Insurance/VA	0	0			0	0						
	SUBTOTAL-SPC	20	589	\$108,320	\$184	19	570	\$95,729	\$168	19	\$12,591	\$3,191	\$9,400
Hospice													
	Medicaid	6	180			8	240						
	MA Bedhold	0	0			0	0						
	Private	0	4			1	30						
	Medicare	0	0			0	0						
	Insurance/VA	0	0			0	0						
	SUBTOTAL-Hospice	6	184	\$32,391	\$176	9	270	\$48,934	\$181	(86)	(\$16,543)	(\$15,586)	(\$957)
	Total	124	3,707	\$711,412	\$192	155	4,650	\$887,451	\$191	(943)	(\$176,039)	(\$179,971)	\$3,932
Summary:													
Residents per Day		Per Day	%			Per Day	%						
	Medicaid	102	82.76%			125	80.65%						
	Medicaid Vent	0	0.00%			0	0.00%						
	Medicare	11	8.90%			13	8.39%						
	Self	10	8.28%			17	10.97%						
	Insurance	0	0.05%			0	0.00%						
	Total	124	100.00%			155	100.00%						

**Pine Crest
Nursing Home Revenue Analysis
June 2020**

Year To Date:		Actual:				Budget:				Variances:		Reason for Variance:	
Location	Payer Source	Residents Per Day	Actual Patient Days	Actual Net Revenue	Average Actual Rate	Residents Per Day	Budgeted Patient Days	Budgeted Net Revenue	Average Budget Rate	Days	Revenue	Volume Variance	Rate Variance
Long Term Care	Medicaid	79	14358			91	16,562						
	MA Bedhold	1	120				0						
	Medicare	3	479			1	182						
	Self Pay	10	1747			16	2,912						
	Insurance/VA	0	0			0	0						
	SUBTOTAL-LTC	92	16704	\$3,111,803	\$186	108	19656	\$3,669,836	\$187	(2952)	(\$558,033)	(\$551,148)	(\$6,885)
Post Acute Care	Medicaid	2	311			7	1,274						
	MA Bedhold	0	3				0						
	Medicare	11	1976			12	2,184						
	Self Pay	0	71			0	0						
	Insurance/VA	0	61			0	0						
	SUBTOTAL-PAC	13	2422	\$648,852	\$268	19	3458	\$836,406	\$242	(1036)	(\$187,554)	(\$250,583)	\$63,029
Special Care	Medicaid	18	3213			19	3,458						
	MA-Bedhold	0	6				0						
	Medicaid-Vent	0	0			0	0						
	MA-Vent Bedhold	0	0				0						
	Medicare	0	48			0	0						
	Self Pay	1	240			0	0						
	Insurance/VA	0	0			0	0						
	SUBTOTAL-SPC	19	3507	\$636,171	\$181	19	3458	\$581,308	\$168	49	\$54,863	\$8,237	\$46,626
Hospice	Medicaid	6	1044			8	1,456						
	MA Bedhold	0	0				0						
	Private	1	130			1	182						
	Medicare	0	46			0	0						
	Insurance/VA	0	0				0						
	SUBTOTAL-Hospice	7	1220	\$230,362	\$189	9	1638	\$296,869	\$181	(418)	(\$66,507)	(\$75,758)	\$9,251
	Total	131	23,853	\$4,627,188	\$194	155	28,210	\$5,384,419	\$191	(4,357)	(\$757,231)	(\$831,617)	\$74,386
Summary:		Per Day	%			Per Day	%						
Residents per Day	Medicaid	105	79.89%			125	80.65%						
	Medicaid Vent	0	0.00%			0	0.00%						
	Medicare	14	10.69%			13	8.39%						
	Self	12	9.17%			17	10.97%						
	Insurance	0	0.26%			0	0.00%						
	Total	131	100.00%			155	100.00%						

Nursing Home Report - Month of June

Mount View Care Center

Employee Engagement:

Department	June # of Openings	Specific Position	Hired in June	Discharges in June
Nursing	15 FTE (CNA) 2.8 FTE (HA)	CNA Hospitality Ass.	3 Hospitality Aides 5 CNA's 2 RN's	1 RN retirement 1 nurse 3 CNA 2 Hospitality Aide
Life Enrichment	0	0	0	0
Social Services	0	0	0	0
Respiratory Therapy	0	0	0	2
Administrative	0	0	0	0

Patient Experience:

This score reflects responses to the question “likelihood of those to recommend”

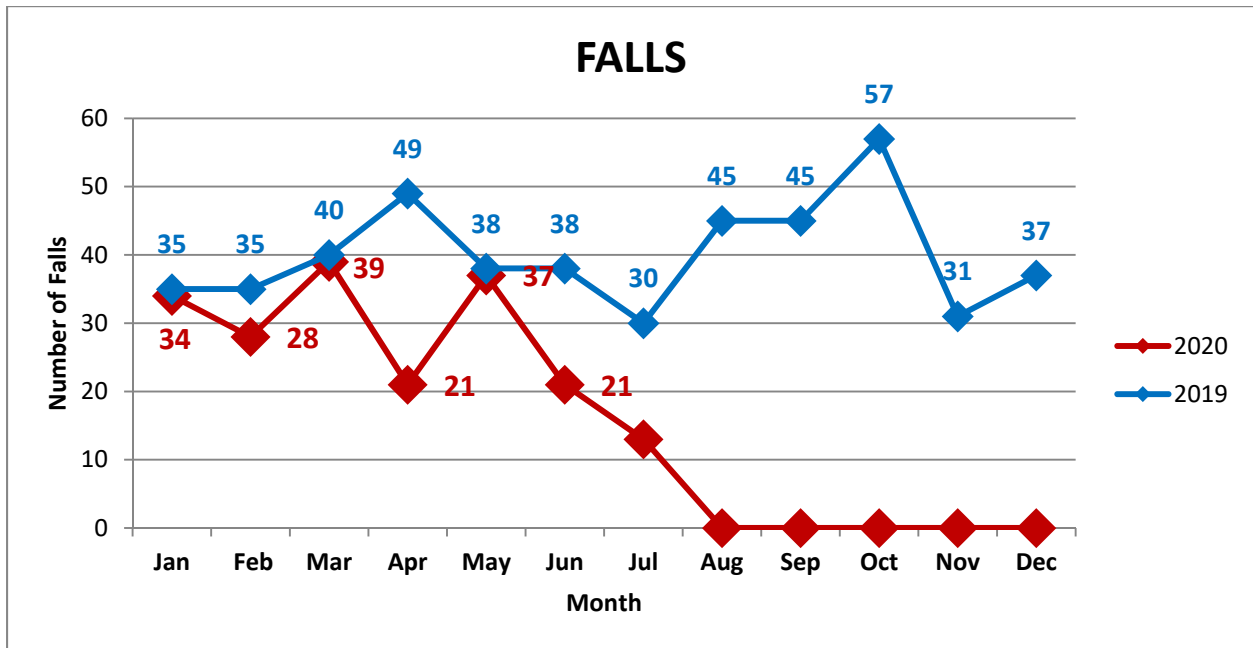
DEPARTMENT: Mount View Care Center

	TARGET (Rating 2)	JAN	FEB	MAR	APR	MAY	JUN	YTD	2019 YTD
PATIENT EXPERIENCE - PRESS GANEY SURVEY									
Survey Distribution Response Rate		28.9%	28.6%	51.4%	30.0%	27.5%	18.2%	30.2%	0.0%
MVCC Patient Experience:	81-83	84.6	95.8	86.8	85.4	95.5	90.63	89.2	90.0
PAC Patient Experience:	81-83	62.5	100.0	71.9	25.0	100.0	~	73.5	85.2
LTC Patient Experience:	81-83	100.0	100.0	100.0	80.0	100.0	87.5	91.7	84.1
Legacies Patient Experience:	81-83	92.9	94.4	96.9	100.0	93.8	91.67	95.4	94.1

COVID ACTIVITIES –

Please see attached report on life enrichment.

Quality:



Total Falls = 21
Vent= 2
South Shore= 3
LTC= 4
LBL= 12

TOTAL # OF PRESSUE INJURIES	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
SS	4	4	4	1	1	0
NWV	1	1	1	2	1	2
NR	3	1	2	5	3	5
SR	1	2	1	1	0	0
GSC	1	1	1	0	0	0
LVH	4	2	2	2	3	1
TOTAL	14	11	11	11	8	8

NEW IN-HOUSE ACQUIRED	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
SS	0	0	1	0	0	0
NWV	0	0	0	0	0	0
NR	2	0	1	2	0	2
SR	1	1	0	0	0	0
GSC	0	0	0	0	0	0
LVH	0	0	0	0	1	0
TOTAL	3	1	2	2	1	2

CURRENT OVERALL STAR RATING: 3	QUALITY: 5
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PRIMARY OUTCOME GOAL	↕	TARGET	JAN	FEB	MAR	APR	MAY	JUN	2020 YTD
MVCC Readmission Rate	↘	10-12%	12.0%	4.8%	10.0%	6.3%	11.8%	0.0%	10.7%

Eight residents were sent out to the hospital in June

- 2 within 30 days of admission (ED readmissions are not currently required to be included in the above Readmission Rate data, however we feel it is an important measure to track.)
 - Low Hgb – ED only, unavoidable
 - Unable to Cath – ED only, unavoidable
- 4 inpatient, unplanned
 - Blood transfusion, unavoidable
 - CVA, unavoidable
 - Desaturation, unavoidable
 - Fewer, low BP – unavoidable
- 2 – emergency department only
 - Resident insistent on going – unavoidable
 - UTI - avoidable

Regulatory:

State Survey visits – State was here the beginning of June to investigate a self-report from May

Self-Reports: No self-reports in June

Date	Unit	Reason	Follow Up
5/23/20	Vent Unit	At 2150 CNA answered resident call-light, was found unresponsive and pale. No pulse and unable to revive.	Self-report and investigation completed. Received an immediate jeopardy under F695 which is respiratory/tracheostomy care and suctioning. Our plan of correction was submitted and we are waiting to see if it was approved.

Referral trends:

In May we had 75 referrals with 21 admitted.

We did not admit 54 referrals due to:

- Acuity too high (3)
- Expired (1)
- No LTC Beds Available (7)
- No LBL Beds Available (2)
- No Payer/Poor Payer Source (4)
- No skilled need (2)
- Out of Network (8)
- Out of County (11)
 - Legacies (1)
 - PAC (9)
 - LTC (1)
- Went to Competition (13)
- Went Home (3)

July 17, 2020

Prior to and during the Covid-19 Pandemic, the Life Enrichment of our residents has been and continues to be a priority for the Life Enrichment Team. The Life Enrichment team strives to enhance the physical, cognitive, emotional, and social needs of the residents through leisure involvement. Although what we do looks a bit different these days, our goals remain the same: to provide the residents opportunities to LIVE their lives. The following is a list of activities taking place at Mount View during the Covid-19 Pandemic:

- Facetime/Skype/Viber/Zoom visits with family and friends
- Assisted phone calls to family and friends
- Scheduled family patio and window visits
- Daily in-room bingo
- Daily in –room poker
- Current Events/Newspaper
- Snack Carts (Popcorn Wagon, cookie cart, coffee/hot cocoa/lemonade, treat of the week, ice cream cart
- Outdoor strolls
- Bedside Music Therapy
- In-Room Massage Therapy
- Sharing of Cards from the Community
- Inspirations and Jokes of the Day
- Rosary, Religious Offerings and Devotional Visits
- Creative Coloring
- Activity Cart (puzzle books, mind benders, puzzles, games, creative coloring, projects)
- Individualized Sensory programming including the Multi-Sensory Environment, Aroma Therapy
- Music and Memory
- 1:1 Gardening
- Decorating windows for community and family
- Letter Writing
- Construction observation and updates
- Assisted voting
- Hair care, nail care, hand massages
- Assisted Voting
- Therapy (continued PT/OT/Speech)

Please note that our Patient Satisfaction has also remained steady and we are at 88.2% year to date. Our residents always come first and we continue to provide 1:1 and in-room activities on a daily basis with the resident individual needs in mind.

Sincerely,

Melissa Stockwell, MT-BC/Life Enrichment Supervisor

Nursing Home Report - Month of June

Pine Crest (PC)

EMPLOYEE ENGAGEMENT

Department Openings				
Department	# of FTE's	# of Cumulative Positions	Hired in June	# on FMLA/LOA
Nursing	11.5	9 - RN/LPN 19 - C.N.A.	4 – FT C.N.A. 1 – FT LPN 2 – FT RN 4 – FT Hospitality Assistants	1
Dietary	0.3	1- Student	3 – Dietary Aide	
Life Enrichment	0		-	
EVS	1.6	2 - Housekeepers	-	
Admin	0		-	
TOTAL- FTE & Position Needs	13.4	31		

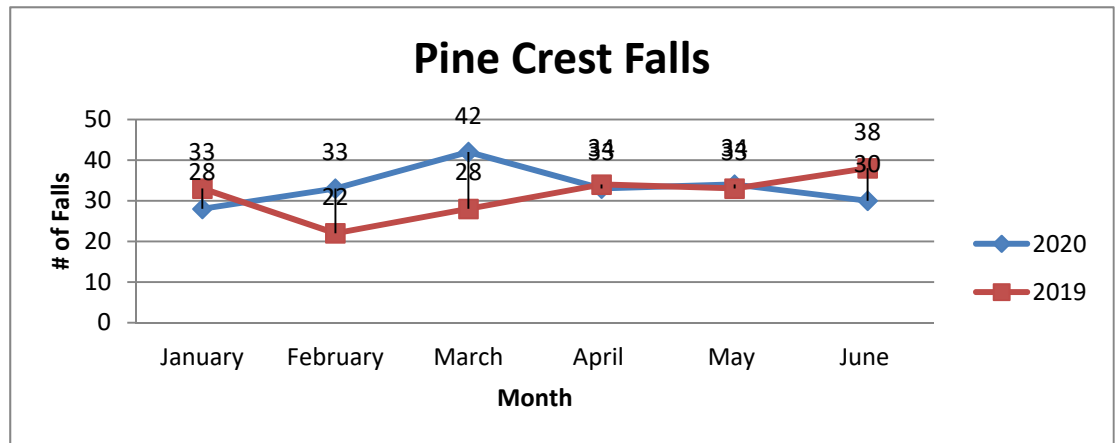
PATIENT EXPERIENCE

DEPARTMENT: PINECREST NURSING HOME

	TARGET (Rating2)	JAN	FEB	MAR	APR	MAY	YTD
PATIENT EXPERIENCE - PRESS GANEY SURVEY							
Survey Distribution Response Rate		\	28.6%	18.4%	40.5%	22.2%	26.8%
Pine Crest Patient Experience:	81-83%	\	81.9	86.1	85.0	90.0	83.9
Long Term Care (107)	81-83%	\	76.9	~	79.2	89.3	77.6
Special Care Patient Experience: (105)	81-83%	\	100.0	100.0	~	~	100.0
Rehab Patient Experience: (106)	81-83%	\	93.8	84.4	90.6	91.7	88.8
Hospice Patient Experience: (108)	81-83%	\	~	~	75.0	~	75.0

QUALITY

- **Star Rating**
 - Overall Star Rating: 3
 - Quality: 3
- **Observed Data**
 - **Falls:** Please reference graph below.



- **Hospital Readmission:**

DEPARTMENT: PINE CREST							FISCAL YEAR: 2020								
PRIMARY OUTCOME GOAL	↑	TARGET	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2020 YTD
QUALITY															
Pine Crest Readmission Rate	↓	10-12%	16.7%	3.7%	14.8%	28.6%	0.0%	9.1%							13.8%

Total Acute Care Transfers = 10

- 2- ED Only
 - 2– 30-Day Hospitalization
 - Slurred speech, low BP
 - Low BP weeping from all extremities
 - 5 Unplanned Hospitalizations
 - CHG exacerbation x2
 - Unresponsive episode, blood transfusion needed
 - Low HGB
 - Temp, infection to leg
 - 1 Observation Unplanned
- RTH Summary: Two preventable re-hospitalizations were identified during the month. One involved re-education that was completed with a staff member and the other was addressed with re-education for an agency nurse who picks up on a consistent basis. The remaining hospitalizations were determined to be necessary based on the resident’s status as of going out.

REGULATORY

- **State Survey Visits:** Focused Infection Control survey completed. No citations issued.
- **Self-Reports:** No Self-Reports in June


REFERRAL TREND

- **Commentary:** During the month of June we experienced 35 referrals. Of these referrals 19 did not admit for the below reasons:
 - Home (2)
 - No dialysis bed available in Merrill (1)
 - No appropriate bed (4)
 - Drug use (1)
 - No Payer (1)
 - Recent armed robbery (1)
 - Out-Of-Network (4)
 - No Following MD (1)
 - Competitor (4)

FINANCIALS

Census was relatively stable month over month. However, short-term rehab referrals and stays have continued to be below pre-pandemic levels. Additional supplemental funding had been accounted for during the month, which amounted to \$120,000.00. This payment assisted in the facility achieving a net income of \$19,169.00. Additional considerations that need to be known for the month include:

- Re-allocation of NCHC from other programs accounted for 2,103.31 for the month of June.
- COVID-19 related supply expense amounted to \$2,734.00 for the month and is \$22,610.00 year-to-date.
- COVID-19 employee non-working expense amounted to \$710.00 for the month and is \$12,985.00 year-to-date.
- Agency staff amounted to \$78,945.00 for the month of June and is \$530,813.00 year-to-date.
- Services to remedy a room that was found to have bed bugs amounted to \$3,000.00.

Policy Title: Admission Policy for Mount View Care Center and Pine Crest Nursing Home	 North Central Health Care <small>Person centered. Outcome focused.</small>
Policy #:	Program: Nursing Home Operations 900
Date Issued: 07/28/2020	Policy Contact: Kim Gochanour

Related Forms

Not applicable

1. Purpose

The admissions policy is to establish admission criteria for Mount View Care Center and Pine Crest Nursing Home for out of county referrals.

This policy is applicable to all direct care providers and staff working at NCHC, including students, interns and contracted staff. The standards of this policy are to be complied with by staff while they are employed in any NCHC facility during regularly scheduled work times.

2. Definitions

Out of County: Any potential referral for services at the nursing home that are not currently residing in the counties of Marathon or Lincoln respectively.

Ventilator Unit: A resident who is dependent upon mechanical life support because of the inability to breathe effectively.

3. Policy

It is the policy of NCHC to establish guidelines for admissions for referrals from out-of-county. Residents from Lincoln and Marathon Counties will be given priority for admission to Mount View Care Center and Pine Crest Nursing Home for services. Out-of-county referrals will be accepted based on bed availability and payer source. The Vent Unit at Mount View will accept out-of-county residents based on bed availability and a payer source.

When an out-of-county referral is accepted for short term rehabilitation and unable to successfully discharge due to placement availability in their county of origin, the respective county Adult Protective Services Agency will be contacted to assist with placement process and assistance.

Policy Title: Admission Policy for Mount View Care Center and Pine Crest Nursing Home

Author(s): Kim Gochanour

Owner: NH Administrator

Next Review Date: 7/28/2021

Approver: Operations Executive