

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD NURSING HOME OPERATIONS COMMITTEE

August 25, 2020

3:00 PM

Conference Call

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

Staff: Michael Loy, Jarret Nickel, Kim Gochanour, Jill Meschke, Zach Ziesemer, Ryan Hanson, Kristin Woller

Call to Order

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

Public Comment for Matters Appearing on the Agenda

- None

ACTION: Approval of July 28, 2020 Nursing Home Operations Committee Minutes

- **Motion**/second, Gibbs/Weaver, to approve the July 28, 2020 Nursing Home Operations Committee meeting minutes. Motion carried.

Financial Report – J. Meschke

- July financial reports were reviewed for Mount View Care Center (MVCC) and Pine Crest Nursing Home.
- Pine Crest received Certified Public Expenditure (CPE) funds which will be included in the August financials.
- No additional questions/comments from the Committee.

Nursing Home Operations Reports

- Mount View Care Center Operations Report was reviewed by Kristin Woller; highlights include:
 - CNA and Hospitality Assistant vacancies are attributed to a number of students returning to school.
 - The dip in patient experience score for the Post-Acute Care Unit (South Shore) is directly related to limited social activities occurring during the recent enhanced precautions requirement.
 - Enhanced precautions were instituted due to COVID positive test results. To date 11 residents tested positive, of those 3 passed away and 1 discharged home. We anticipate the results of the upcoming tests to return negative; at that time the unit will be taken off enhanced precautions and available to reopen i.e. admissions, visitation, activities, etc.
 - Readmission rate of 15.4% this month is attributable to four residents who were in the hospital at least twice during July; all unavoidable.

- Of the 61 referrals not admitted most were out of county or chose competition.
- Pine Crest Nursing Home Operations Report was reviewed by Zach Ziesemer; highlights include:
 - Leading into and through July employee engagement improved; retention continues to be favorable and turnover is below industry average.
 - Score of '0' for patient experience on Rehab unit in July is being verified.
 - Quality star rating improved to 4 stars.
 - Improvement in the number of falls can be directly related to one resident who had often had multiple falls during the month by a change with his bed.
 - Three hospital readmission were preventable which are being reviewed.
 - Of 38 referrals 26 were not admitted; 5 were turned away due to the onset of Covid in the building at the end of July and initiating protocols and processes for the enhanced precautions.
 - An area of focus continues to be to decrease utilization of contract staff.

Census Management and Capital Planning for MVCC and Pine Crest Nursing Homes post-Covid-19 – M. Loy

2020 Past/Present/Future:

- COVID has accelerated the continuing census decline and census is expected to soften yet through the remainder of this year. Rehab patient flow is unknown even with hospital services/procedures increasing. Cares Act funding was received and there is talk about another package this year including some for nursing homes. CPE funds were received for the third year in a row but there is no guarantee these funds will be received again. Depending on census and unanticipated expenses, with the funds received this year we should have a positive at year end.
- Our vision needs to live with COVID and census management into 2021, rebalancing of nursing home operations to available revenue, and with a realistic projection people will be staying home longer before needing nursing home care. We will be needed for higher medical care, ventilator and specialty care. Also, we must anticipate an aging population with mental illness, addiction and complex needs. Hospitals are struggling with placing COVID positive patients upon discharge so we're exploring if/how we can assist them without exposing any of our current residents. COVID has and will fundamentally change nursing homes in a large way and it will be important for us to be able to pivot to provide the services needed.
- In Marathon County we are addressing the physical building needs and through these renovation phases will be able to adjust census as needs change.
 - Current census at MVCC is 154 and we anticipate our census will continue to decrease. The original renovation plan included 96 beds in the new Tower and another 80 beds on the 2nd floor of MVCC. The ability to 'change course' during phases of the renovation project was part of the planning process. If the need for nursing home beds decreases there is an opportunity to utilize the space at MVCC for behavioral health needs.

- Lincoln County is also faced with changes at Pine Crest Nursing Home:
 - Earlier in the year census was around 140, current census is around 120, with projections to decrease to 100 by January.
 - Pine Crest maintains a strong quality rehab unit, is very marketable, has a specialty unit that is increasing in demand for dementia care, and has residents who are typically higher functioning.
 - Managed Care Organizations are working to deconstruct nursing homes and keep people in the community.
 - Current capital needs of Pine Crest include HVAC, roofing, and windows. A discussion on a plan to invest in the future of Pine Crest, address the physical needs, and how to best utilize the campus through thoughtful and cost efficient planning while keeping in focus the availability of the labor pool will need to occur.

Nursing Home Industry Updates – Kim G

- According to State legislators no new Medicaid spending is anticipated.
- There is talk to redesign how the rates will be moving forward; our current system is outdated.
- CMS announced recently they will begin regular surveys activity. MVCC is anticipating surveyors in October and Pine Crest in November.
- An update on mandatory testing and prevention practices from CMS will be provided in September.
- An analysis of the Task Force on Caregiving Policy recommendations will be provided in September.

Future Agenda Items

- Regular updates on COVID

Adjourn

- **Motion**/second, Weaver/Voermans, to adjourn meeting at 3:53 p.m.