

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

January 26, 2021

3:00 PM

Conference Call

Present:	X	Kurt Gibbs	X	Paul Gilk	X	Cindy Rider
	X	Pat Voermans	X	Bob Weaver	X	Cate Wylie

Staff: Michael Loy, Jarret Nickel, Jill Meschke, Zach Zieseemer, Ryan Hanson, Kristin Woller, Connie Gliniecki, Dejan Adzic, Kim Rantanen-Day

Call to Order

- Meeting was called to order at 3:00 p.m.

Public Comment for Matters Appearing on the Agenda

- None

ACTION: Approval of November 24, 2020 Nursing Home Operations Committee Minutes

- **Motion**/second, Voermans/Rider, to approve the November 24, 2020 Nursing Home Operations Committee meeting minutes. Motion carried.

Financial Report – J. Meschke

- Financial statements are not available yet for 2020 due to recent staff turnover and preparing year end financials. 2020 projections were provided. A final report will be shared when available.
- We applied for phase 3 Cares Act funding for both facilities but were denied funding for both. Cares Act funding was delegated differently this time and we did not qualify. In December we received several small Cares Act funding amounts related to admissions. Additional Cares Act funding is not anticipated at this time.
- Loy met with Sen. Felzkowski this week and talked about the upcoming biennium budget and skilled nursing facilities.

Committee Education

- Skilled Nursing Facility (SNF) Glossary of Terms Update for 2021 – J. Nickel
 - A Glossary of Terms has been updated with current skilled nursing terms and is a resource to use throughout the year.

Nursing Home Operations Reports

- Mount View Care Center Operations Report – K. Woller

Highlights included:

- Recruitment continues to be a strong focus. Few applications, fewer interviews, resulting in just one new hire since October. Pine Crest was recently approved as a CNA training site with a class beginning in February/March which we hope will help fill some CNA vacancies. The following have also impacted recruitment:
 - The number of individuals entering the health care field is decreasing considerably
 - There is competitive pressure
 - In four years starting wages for CNA's have gone from \$11 to \$17 per hour; we are around \$15
 - The CNA Registry is a recruitment tool that includes individuals who need that requirement to become a nurse, so the actual number of career CNA's is much smaller than it appears
- Just 20 of 112 referrals were admitted in December. A significant number of admissions were turned down due to units being on enhanced precautions plus downsizing in preparation for future moves due to the renovation project. A Referral Task Force was established in January to review admissions processes at both facilities to increase admissions.
- In November and December there were 34 Covid positive residents, and 5 positive employees in December which was significantly lower than previous months.
- In person visits remain on hold but compassionate care visits continue. Window visits will resume February 1.
- Vaccination Update: 93% for residents and approximately 120-150 employees completed step 1 of the 2-step vaccination process at MVCC.
- Pine Crest Nursing Home Operations Report – Z. Ziesemer
 - Highlights include active recruitment continues including working with NTC to get CNA clinical classes up and running. A few staff have left to competition due to better wages. Local Assisted Living is offering \$17/hour but not with the level of benefits offered by NCHC. Employee Appreciation Committee was newly formed to help with internal retention.
 - Patient Experience scores exceeded target with laundry and dining services being an ongoing opportunity this year. Personal laundry will be brought in house which we hope will improve our scores. Dining within resident rooms due to Covid has impacted a low dining score.
 - Referrals in December totaled 41 with 12 admissions. Efforts to improve admissions include:
 - Submitting request to obtain a separate tax ID from Lincoln County which will help with insurance coverage. This will allow us to be in the Aspirus Network and would have allowed us to admit more referrals.
 - Ongoing quarterly meetings with Good Samaritan will be held for better collaboration
 - Working with marketing department to have collateral materials to distribute in the communities

- First reported resident Covid case residents occurred 10/28 and last resident testing positive was 12/11 for a total of 48 residents who tested positive.
- Virtual visitation continues with in-person visitation on hold yet.
- Vaccination clinics have gone well; close to 70 residents received vaccine and almost 70 staff with minimal side effects.

COVID Response – M. Loy

- Over 500 of 800+ employees were vaccinated with more clinics being offered. Second doses will be occurring soon.
- Over 90% of MVCC residents and over 70% of Pine Crest residents received the vaccine.
- Data from the State of WI showed under 1,000 new cases which we've not seen that low of numbers in months. Overall number of employees out ill was under 10 this week which was quite a difference from November and December.
- Thank you to our teams for weathering the storm. Feel March 1 should have most of the second round of vaccines completed and be able to resume more normal activities within a week a two after. Feel we will continue with precautions through 2nd quarter; will watch for public health guidance also.
- State legislature is discussing overturning the mask mandate if that occurs NCHC can and will continue to require to wear masks for the foreseeable future.

Update on Assessment of a Potential Regional Partnership with the Portage County Health Care Center – M. Loy

- Since 2018 we have been discussing how Lincoln, Marathon and Portage Counties can work together to lower overall costs, operate as a cohesive regional system with our acute care partners, and do what we need to advance care around higher acuity and specialty care so county nursing homes in communities can remain viable.
- Portage County has completed their assessment about their nursing home's strategic and operational options.
- Next, we will be doing a deep dive on financial risks and benefits and will bring back to the Board for discussion and consideration on whether to continue to explore a partnership.

Discussion on Scope of Updating Market Assessments and Operational Assessments for Mount View Care Center and Pine Crest – M. Loy

- Covid has had dramatic impact on overall operations i.e., bed counts are down 30% and we anticipate it will be permanent. COVID accelerated 5 to 10 year trends.
- In planning the renovations, designs were made to be able to adjust as needed. Will relook at market and staffing availability in the short-term and decide if we reduce beds even further. We will also connect with CLA to revisit all the assumptions that were made relative to our study 4 years ago, update the financial modeling, and make recommendations to Marathon County on the size and scope of MVCC. If downsizing is necessary, we have alternative plans to use the vacated space for behavioral health services which will create new opportunities.

- Pine Crest has an excessive amount of facility space that has aged, 2 specialty units with about 50% volume, 2 vacant wings, and utility plan issues that need to be addressed. CLA and Wipfli will be updating their previous models for Pine Crest also. Will look for individualized county recommendations and strategic roll up for a regional entity to drive value of working together with identified deliverables. Anticipate bringing recommendations to the NCHC Board in the 2nd quarter of 2021.

2020 Dashboard Review & 2021 Census Targets – J. Nickel

- 2020 MVCC vacancy rate compared to 2019 improved year over year; 11.4 vs. 14.1%
 - Turnover rate will be measured in 2021 rather than Retention
 - Nursing Home Star Rating will be a Quality Star Rating
 - Year over year no significant changes
- Pine Crest did not have 2019 Dashboard
 - Vacancy rate 9.7%
- 2021 MVCC and Pine Crest Census Targets
 - Overall, 2021 census targets for MVCC is 145 with 19 Medicare Census Target; YTD MVCC is currently at 127.4 with 13.6 Medicare; making strides to improve but has been difficult with Covid; the Referral Task Force is working to improve the conversion rate
 - Overall, 2021 census targets for Pine Crest is 100 with 8 Medicare Census Target; current census is at 92 but exceeding target for Medicare at 14.8; Medicare is a key target being highest payer and helps the viability long term.

Nursing Tower Construction Update – J. Nickel

- Overview of Nursing Tower construction progress provided; project completion target is July 2021

Board Policy Discussion

- Overview of Skilled Nursing Related to Objectives and Key Results – J. Nickel
 - Presentation deferred to next meeting

Future Agenda Items and Meeting Schedule

- No questions or additions

Adjourn

- **Motion**/second, Voermans/Gilk, to adjourn the meeting at 4:08 p.m. Motion carried.