

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
August 24, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:01 AM. The following attended: Londa Knauff (Chairperson), Cindy Civile (Co-Chair), Shana Espinoza (Administrator), Sandy Lamb (Human Resource Manager), Theresa DeLau (Director of Nursing), Jeff Smithingell (Plant Operations Manager), Jennifer Zamora (Dietary Manager), Deb Bendall (IT), Phil Alt (CFO) Kelly Knieper (Office Manager, Billing), Rachel Baldwin (Marketing/PR), Erin Kelley (Administrative Assistant to the DON), Steve Girard (Attorney) and Chelsea Edwards (Administrative Assistant to the Administrator).

Approval of the Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board meeting minutes from July 27, 2018: Mrs. Civile moved to accept the minutes of the July 27, 2018 meeting with corrections; Mrs. Knauff supported the motion, which passed by an all yeas vote.

1. **Public Participation:** None.
2. **New Pleasant View Building- Analysis of Building Project Costs/CON:** As discussed in previous board meetings, the building project overran its approved costs by more than the threshold. As a result, an amendment to the CON was requested to accommodate the increased project costs. The amendment was filed on May 16, 2018 through the services of Walt Wheeler and is currently being processed. We should hear from them in October
3. **New Pleasant View Building- Building Update:** We are working to resolve the outstanding issues with the doors and windows. We have not received any updates on this matter, Mr. Smithingell will contact the necessary parties to follow up on our list of needs. Mr. Smithingell reported that there has been soapy water coming up from under the tiles by the memory wall. He believes it may be coming from the kitchen. Mr. Smithingell is working to resolve the matter. Mrs. Knauff requested we push Spence for more details and a timeline.
4. **New Pleasant View Building- Marketing/PR:** Mrs. Espinoza reported that the fair was a success. Residents who were unable to attend the fair enjoyed a live stream from the fair. Many people stopped by to ask about our new building. Mrs. Baldwin has added the biographies to the website. Mrs. Espinoza explained that there is now a "volunteer" tab on the Pleasant View website with a link to complete the volunteer application. The Community Relations Team is starting back up in September. Pleasant View is preparing for a Christmas commercial. We are gathering and studying information from the previous millage to help us prepare for the 2020 millage. A press release was sent out about our "First Annual Pig Roast" in our new facility. The press release clarified that the pig roast was not open to the public.
5. **New Pleasant View Building- Star Rating with CMS:** We are still a 5 star facility, we are continuously working to meet the requirements to maintain this status.
6. **Financial: Accounting System Change:** Mrs. Espinoza explained that we are reviewing a possible switch in our accounting system from Great Plains to Point Click Care (PCC). This recommendation is in review and suggested by the Business Office Manager and Mr. Alt. The benefits of switching include being able to execute accounting transactions effectively, store invoices electronically, reconcile bank accounts as well as process AP. This will allow for an integrated billing and accounting system, which includes resident trust activity, since we are already

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utilizing PCC for clinical and billing purposes. This switch will eliminate the need for a report writer to produce financial statements since PCC allows for financial reporting within its integrated system. In addition, with PCC being web based, there will be more access capabilities. We are reviewing the current contract we have with Great Plains to see of any potential charges with switching. The business office manager is also coordinating information with PCC to obtain costs (including training costs) for the switch. There will be a presentation of information at a future meeting.

7. **Financial- Memorial Fund:** Because this fund is under review, amounts will be presented at a future board meeting. We are looking into changing the name of this account to Memorial/CRT (Community Relations Team) because we would like to combine this with CRT fundraising money. Some of these funds are already being used for CRT staff recognitions.
8. **Financial Report:** Mr. Alt presented the May and June 2018 unaudited financials. Mrs. Civile made the motion to approve the May and June 2018 unaudited financials; Mr. Knauff supported the motion, which passed by an all yea vote.
9. **Financial- Accounts Payable:**
 - Mrs. Espinoza presented the accounts payable check register dated 7/31/18 for \$284,631.21. Mrs. Civile made the motion to approve payment of the check register 7/31/18 for \$284,631.21; Mrs. Knauff supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented the accounts payable check register dated 8/10/18 for \$186,915.49. Mrs. Civile made the motion to approve payment of the check register 8/10/18 for \$186,915.49; Mrs. Knauff supported the motion, which passed by an all yea vote.
10. **Financial- Payroll:**
 - Mrs. Espinoza presented payroll from 7/09/18-7/22/18 for \$393,991.47, which was paid on 8/3/18. Mrs. Civile made the motion to approve payroll from 7/09/18-7/22/18 for \$393,991.47; Mrs. Knauff supported the motion, which passed by an all yea vote.
 - Mrs. Espinoza presented payroll from 7/23/18-8/5/18 for \$404,128.43, which was paid on 8/17/18. Mrs. Civile made the motion to approve payroll from 7/23/18-8/5/18 for \$404,128.43; Mrs. Knauff supported the motion, which passed by an all yea vote.
11. **Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher July 2018 than in July 2017 with lower readmissions and higher discharges compared to 2017.
12. **Write-Offs:** There were no write-offs to present at this meeting.
13. **Operations: Room Rental/Use-** Mrs. Espinoza explained we have increasing interest from community groups and leaders to utilize our facility for events and presentations. We have had a presentation by Manor Law Group. In addition, we

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have started allowing Alcoholics Anonymous (AA) to have some meetings at our facility for residents in need (with limited community members). This has been reviewed through our insurance company. They have confirmed that we are covered for these types of events, and they helped us develop a room rental form. We are not charging for this at this time.

14. **Operations- Compass:** As discussed at previous meetings, discussions with legal counsel have been ongoing regarding the final payment amount, Compass requested \$128,516 for our final payment. Through investigation and discussion, we have agreed to a settlement of final payment in the amount of \$115,000. This will settle the concerns with Compass and Stingray. Mrs. Espinoza asked the board's blessing to pay the final amount with the correct language given by our attorney. Mrs. Civile made the motion to approve the final payment for \$115,000 with the correct language from our attorney; Mrs. Knauff supported the motion, which passed by an all yea vote.
15. **Operations- State:** There are two outstanding FRIs. One is a resident to resident report which occurred on May 28, 2018, which was desk reviewed and closed. The second is a resident who received a burn from hot soup on May 29, 2018.
16. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the May-July 2018 incident/accident report at the meeting.
17. **Operations- Outpatient Therapy:** As discussed in the last two board meetings, assessments to determine how and when to roll out this service is ongoing. Mrs. Espinoza will meet with the current therapy department within the next couple of weeks for assistance.
18. **Operations- Board Member Agenda Option:** Mrs. Espinoza informed the board that we ordered the tablets (as approved at the board meeting last month). We hope to roll these out with the new agenda format next month.
19. **Strategic Planning- Culture Change Journey:** Eden plans are underway. The Neighborhood Guides are meeting weekly. The Certified Eden Associate training was August 1-3. The team is working on developing team Eden days that will take place every other Friday.
20. **Human Resources- HR intern:** Mrs. Espinoza explained that because of an upcoming maternity leave in the HR department, we are requesting approval for a temporary, paid, internship in the department. We have received request to accommodate a Baker Intern. The cost recommendation is \$9.50/hour at approximately 24 hours a week. The estimated length of the paid internship is approximately 6 weeks. The estimated savings compared to the current amount paid is approximately \$633.20/week. The reason for the recommendation is to help the HR department keep up on payroll and PBJ during the leave. Mrs. Civile made the motion to approve a temporary, paid, HR intern during a current employee's maternity leave; Mrs. Knauff supported the motion, which passed by an all yea vote.

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21. **Human Resources- Admissions:** Mrs. Espinoza reported that we have an opening in our admissions position due to the current employee taking another position within the facility. Because of increasing demand in this area, we are looking at restructuring the way the admissions process and staffing works. We are currently considering combining the Marketing/PR role with the Admission coordinator position. We would then add a full time assistant to this role. This would provide back-up assistance to both areas of Marketing/PR and Admissions. The structure is under review, but the cost should be close to neutral due to combining the Marketing/PR position with Admissions. Mrs. Espinoza asked for the board's blessing to continue in this matter, which they gave.

22. **Human Resources- EEOC:** As discussed at the last board meeting, a complaint of sexual discrimination was filed against the facility on January 25, 2018 through the EEOC. Lawyers have been involved for assistance; no further information to be presented at this time. On March 12 and March 13, complaints alleging discrimination from two separate individuals were filed through the EEOC. A letter was given to the Administrator a few days prior to the March 13 complaint. Legal assistance has been obtained for both allegations. Per Administrator request, the legal team is going to review allegations in the letter and is conducting an investigation. On June 14, 2018 we received a third complaint through the EEOC alleging discrimination. This matter was closed by the EEOC on June 18, 2018. Our responses have been submitted for all claims; we are awaiting the next step from the EEOC. It should be noted that a letter was received on May 21, 2018 from a lawyer representing 5 current and past employees. The letter asked for employment files of the 5 individuals, some of the individuals are the same individuals involved in the EEOC claims stated above. Legal assistance has been obtained. No further responses have been received on this matter.

23. **Updated Policies:** Mrs. Espinoza presented the Resident Valuables and Lost and Found Policy as well as the updated contract with Shiawassee Health and Wellness.

24. **Physical Plant- Johnson Controls Printer:** Mrs. Espinoza explained that we are requesting board approval to purchase a special printer that allows us to print and review reports through the fire alarm monitoring system. Currently, we have to look the actual panel. This could be difficult to discuss matters with the state/fire marshal if there are concerns that arise. The cost of the printer is \$4,297. This dot matrix printer that will attach to the fire panel. Any trouble code or fire alarm activation will print here. This printer will also be useful in printing reports that are required for Life Safety such as the sensitivity report which is due beginning January, 2019. Without this printer, we will be paying Johnson controls to come out, download the data, and send us the report. The quoted cost will cover the cost of the printer, installation, and programming of the fire panel. Mrs. Civile made the motion to approve the printer through Johnson Controls for \$4,297; Mrs. Knauff supported the motion, which passed by an all yea vote.

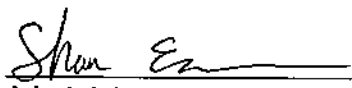
25. **Plant Operations- Johnson Controls Magnetic Door Holds:** Mrs. Espinoza reported that when the building was designed, there were a few rooms built along smoke walls. These rooms include the kitchenettes on the units, and the physical

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therapy room. The concern is that these rooms require, per code, to stay shut or to be propped open with a magnetic hold. They cannot be propped with any items (such as a doorstop) because they must be able to shut automatically when the fire alarm goes off. Currently, due to the workflow needs on those areas, the doors are being propped with items that are not going to allow the door to automatically shut. This will be a citation with the survey. We have requested the cost to install the automatic release holds in the physical therapy room, as well as a door to each of the kitchenettes (the one located on the smoke wall). The cost for this is \$14,723.49. This includes all the supplies, hardware, a program for the fire panel, and an additional spoke sensor on each side of the door (code requirement). It also includes updating the plans for life safety and to work with BFS as well. Although the cost is high, we most likely will be in danger of getting citations if we do not make these changes now. Mrs. Civile made the motion to approve the magnetic door hold installation at a cost of \$14,723.49; Mrs. Knauff supported the motion, which passed by an all yeas vote.

26. **Nursing- Quality Assurance Performance Improvement Plan (QAPI) and Facility Assessment:** Mrs. DeLau explained that the state requires the board to have involvement in QAPI plans and the facility assessment. She presented the highlights of the requirements.
27. **Activities- Update:** Mrs. Conklin reported that there were 65 residents who attended the fair this year. She also reported that an ice cream truck is coming to the facility today for staff and residents to enjoy. Mrs. Conklin explained that the activities department is working on coordinating a camp fire with s'mores as well as having a hay ride. She stated that she has arranged for tractors to be at the facility in September.
28. **Business Office- Update:** Mrs. Espinoza reported that Kelly Knieper, our new business office manager, has been working with the business office team to review systems. They have all worked together to begin improving efficiency in different systems throughout the business office. Several redundant systems were eliminated. In addition, Kelly is beginning to assess cross training needs in the department
29. **Next Meeting Date:**
- Friday, September 28, at 10 AM in the Administrator's Conference Room.
30. **Adjournment:** Mrs. Civile made the motion to adjourn the meeting at 12:28 PM; Mrs. Knauff supported the motion, which passed by an all yeas vote.

Meeting Adjourned at 12:28 PM.



Administrator

 10-3-18

Board Chairman