

**SHIAWASSEE COUNTY MEDICAL CARE FACILITY
SHIAWASSEE COUNTY HEALTH AND HUMAN SERVICES BOARD MEETING MINUTES
December 21, 2018: ADMINISTRATOR'S CONFERENCE ROOM**

CALL TO ORDER: Mrs. Knauff called the meeting to order at 10:10 AM. The following attended: Londa Knauff (Chairperson), Cindy Civile (Co-Chair), Greg Bontrager (Member), Shana Espinoza (Administrator), Theresa DeLau (DON), Sandy Lamb (Human Resource Manager), Jeff Smithingell (Plant Operations Manager), Phil Alt (CFO) Kelly Knieper (Office Manager, Billing), Rachel Baldwin (Marketing and Admission Manager) and Chelsea Nelson (Administrative Assistant to the Administrator).

Approval of the Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board meeting minutes: Mr. Bontrager made the motion to approve the November 16, 2018 meeting minutes; Mrs. Civile supported the motion, which passed by an all yeas vote.

1. **Public Participation:** None.
2. **New Pleasant View Building- Building Update:** Mrs. Espinoza reported that the heating system is working properly after the necessary repairs. Mr. Smithingell explained that we have had no issues with the HVAC system other than a few minor issues with the garage's system. He reported that these issues have been addressed and are no longer a concern. Mr. Smithingell also explained that he and his team are working on issues with wiring of the fire system as well as some tile concerns. He stated that someone would be in this afternoon to look at the New Horizons kitchenette tile. Mrs. Espinoza presented an updated list of building items of concern from Spence Brothers.
3. **New Pleasant View Building- Analysis of Building Project Costs/CON:** Mrs. Espinoza reported that the CON report was accepted. She presented a letter of approval and stated that no further action is needed at this time.
4. **New Pleasant View Building- Marketing/PR:** Mrs. Espinoza reported CRT and the Life Enrichment department have finished decorating for Christmas and that Christmas cards have been sent. She stated that a winter newsletter was completed and sent out. Mrs. Espinoza reported that the commercial for Christmas 2019 was filmed and is now in the editing phase. She explained that the CRT department ordered an apple pie for all staff members for Christmas. Mrs. Espinoza explained that Mannor Law was in the facility last week to do a workshop on long-term care and senior living. She stated that Christmas carolers are visiting the facility regularly. Mrs. Espinoza reported that the facility folders have been updated with our new building; brochures are also being updated. She explained that Pleasant View is in the process of ordering Zumba classes to take place in the facility for all staff. Mrs. Espinoza informed the board that a letter for a fundraiser was issued mistakenly on facility letterhead. She explained that the facility is not asking for funds for this and the issue was addressed with the staff member(s). She finished by stating that a t-shirt sale is being coordinated by CRT as a fundraising opportunity.
5. **New Pleasant View Building- Star Rating with CMS:** Mrs. Espinoza explained that the facility continues a 4-star overall rating. Mrs. DeLau explained that the data that determines this remains the same for months at a time and that it will take some time for our changes to reflect our star rating. Mrs. DeLau stated that she and her team continue to investigate and address this area.

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6. **Financial Report:** Phil Alt, contracted CFO, presented the October 2018 unaudited financials. Mr. Bontrager made the motion to approve the October 2018 unaudited financials; Mrs. Civile supported the motion, which passed by an all yea vote.

• **Financial- Budget for 2019:** Mrs. Espinoza explained that discussions with department heads occurred to assist in finalizing the budget amounts for each category. She presented a budget proposal as well as key items and assumptions within the budget. She also presented items that are estimated in the initial budget, but will be revised once identification of actual amounts occurs, which include the following bullet points:

- QMI revenue and expenses.
- QAS provider tax expense.
- Depreciation expense.
- Adjustment for Medicaid plant cost component of Medicaid rate.

Mrs. Espinoza spoke in reference to OT. She explained that OT is a controllable expense, and she is working with the department heads on cutting down on unapproved and unnecessary OT. She further explained that when the facility budgeted, we were conservative on the occupancy portion, meaning we budgeted for less occupancy than we might actually have. Mrs. Civile made the motion to approve the 2019 annual budget; Mr. Bontrager supported the motion, which passed by an all yea vote.

7. **Financial- Accounts Payable:**

- Mrs. Espinoza presented the accounts payable check register dated 11/14/18 for \$471,830.48. Mrs. Civile made the motion to approve payment of the check register 11/14/18 for \$471,830.48; Mr. Bontrager supported the motion, which passed by an all yea vote.
- Mrs. Espinoza presented the accounts payable check register dated 11/28/18 for \$178,965.59. Mrs. Civile made the motion to approve payment of the check register 11/28/18 for \$178,965.59; Mr. Bontrager supported the motion, which passed by an all yea vote.

8. **Financial- Payroll:** Mrs. Espinoza presented the payroll summaries for pay periods 10/29/18-11/11/18 and 11/12/18-11/25/18. She explained that the on check date 12/7/18, payroll was higher because of the employee sick time payout, as well as holiday double time pay.

- Mrs. Espinoza presented payroll from 10/29/18-11/11/18 for \$404,851.97, which was paid on 11/23/18. Mrs. Civile made the motion to approve payroll from 10/29/18-11/11/18 for \$404,851.97; Mr. Bontrager supported the motion, which passed by an all yea vote.
- Mrs. Espinoza presented payroll from 11/12/18-11/25/18 for \$524,413.62, which was paid on 12/7/18. Mr. Bontrager made the motion to approve payroll from 11/12/18-11/25/18 for \$524,413.62; Mrs. Civile supported the motion, which passed by an all yea vote.

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9. **Financial- Occupancy Data Comparison:** Mrs. Espinoza presented the occupancy data comparison, which showed the average daily occupancy to be higher in November 2018 than in November 2017. She explained that admissions were lower in November 2018 compared to November 2017, with higher readmissions and higher discharges in 2018 compared to 2017. Mrs. Espinoza explained that admissions were higher last year because of the need to get family admitted before the move to ensure their loved one's place in the new building.
10. **Financial- Write-Offs:** Mrs. Espinoza and Mrs. Knieper presented a write-off summary. Mrs. Civile made the motion to approve the write-offs as a lump sum, rather than individually, in the amount of \$65,042.80; Mr. Bontrager supported the motion, which passed by an all yeas vote.
11. **Financial- Outstation Worker:** Mrs. Espinoza explained that an update on this should be presented in January. She stated that we will investigate if the cost of the outstation worker is reimbursable and keep the board informed.
12. **Operations- State:** Mrs. Espinoza gave an update on a FRI and informed the board that we were cleared on a citation. She explained that we are expecting state to arrive for our annual survey at any time.
13. **Operations- Incident/ Accident Report:** Mrs. Espinoza presented the November 2018 incident/accident report at the meeting. She explained that falls are down as well as med-errors. Mrs. Espinoza explained that the consideration of what is a med-error was re-written.
14. **Operations- Therapy:** Mrs. Espinoza explained the benefits of bringing in a therapy consultant to bridge the gap between the facility and the therapy department as well as to ensure revenue. She stated that there are major changes occurring to the reimbursement system in October 2019, and the consultant can help us through the transition. Mrs. Espinoza explained that Lyle Townsend is a Rehab Consultant with Impact Wellness & Rehab. She stated that he has worked with many other county homes, and she presented a list of references. Mrs. Espinoza explained that the initial assessment, which includes onsite and offsite assessments, costs \$3,500. She explained that travel expenses were excluded from the \$3,500. She also explained that a proposal for ongoing services (either monthly or bi-monthly) will be presented in the future. Mr. Bontrager made the motion to approve the services of Impact Wellness & Rehab for \$3,500, as well as additional travel expenses; Mrs. Civile supported the motion, which passed by an all yeas vote.
15. **Operations- Attorney Correspondence:** Mrs. Espinoza presented a letter from an attorney's office requesting medical records on the behalf of a resident family member. She stated that the resident used to be a resident at our facility. She also explained that legal assistance was obtained and MMRMA was informed. Mrs. Espinoza explained that we have not been charged with anything. She further explained that there was no failure on our end; state came in to investigate the chart and we received no citation. Mrs. Espinoza explained that if there are any future developments, the board will be informed.

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16. **Strategic Planning- Culture Change Journey:** Mrs. Espinoza explained that Eden plans are underway. She stated that the Neighborhood Guides continue to meet bi-weekly. She further explained that the team continues to work on developing team Eden days and holiday events.
17. **Human Resources- Union Negotiations:** Mrs. Espinoza explained that as of 5:00pm yesterday, both union contracts were ratified. She presented both contracts to the board. Mrs. Lamb explained that she is looking into if the staff with defined benefit can convert to defined contribution for their pension. Mrs. Espinoza explained that the board needs to have the county sign off on the change of the pension. Mr. Bontrager made the motion to ratify the contract as written for AFSCME Council 25, local unit #1059; Mrs. Civile supported the motion, which passed by an all yeas vote. Mrs. Civile made the motion to ratify the contract as written for AFSCME Council 25, local unit #3645; Mr. Bontrager supported the motion, which passed by an all yeas vote.
18. **Human Resources- Non-Union Raises:** Mrs. Espinoza explained evaluations for non-union employees will start. She explained that the raises are tied to a performance evaluation as well as consideration for the average pay of the job will also be considered. Mrs. Espinoza proposed a cap of 4% for all non-union employee individual raises, which is in line with the union raises for the large unit. She explained that this 4% will also apply to the department heads. Mrs. Civile made the motion to approve the non-union raises in an amount not to exceed 4% for any individual; Mr. Bontrager supported the motion, which passed by an all yeas vote.
19. **Human Resources- EEOC:** Mrs. Espinoza explained that on March 12, 2018 we received a complaint through the EEOC alleging discrimination. Legal assistance has been obtained and no further correspondence has been received. She explained that this is the last outstanding EEOC charge at this time.
20. **Updated Policies:** Mrs. Espinoza explained that a massive review of all policies is underway. She explained that the current focus is on all nursing policies; progress is being made with the dietary policies as well. Mrs. Espinoza also presented an updated contract with Memorial Hospice; they have agreed to pay us the Medicaid and QAS rate. She explained that the contract was revised to reflect this.
21. **Physical Plant- Service Agreement:** Mrs. Espinoza presented a proposal for a service agreement with William E. Walter. She is recommending a service agreement to assist the facility with routine maintenance of the facility systems (HVAC/boilers/water heaters/etc.). Mrs. Espinoza explained that Pleasant View has utilized the services of William E Walter for many years; they are prompt in their response to our needs. She stated that this agreement is for preventative maintenance (such as replacement of air filters) and includes the cost of materials (such as the air filters). Mrs. Espinoza explained that in addition, it gives us a guaranteed response time of 4 hours for any emergency needs. Mrs. Espinoza explained that the cost for the services with William E Walter is \$15,420/year, exclusive of emergency needs. She explained that our construction attorney, Jeff Gallant with ClarkHill, is reviewing the contract for any needs; any recommended

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language changes will be addressed. Mr. Bontrager made the motion to approve the maintenance services of William E. Walter at a cost of \$15,420; Mrs. Civile supported the motion, which passed by an all yeas vote. Mr. Bontrager also made the motion to approve the services of William E. Walter for emergency system needs; Mrs. Civile supported the motion, which passed by an all yeas vote.

22. **Nursing- QAPI:** Mrs. Espinoza explained that we are working on a medication error reduction plan. Mrs. DeLau provided a copy of the CASPER report and an explanation of the report. Discussion took place for the plans to offset any potential citation as well as areas of improvement. Mrs. Espinoza explained to the board that Administrator's and DON's licenses are being compromised; a company is going directly after the license of either two for things such as critical wounds. Mr. Bontrager advised Mrs. Espinoza to inform our attorney, as well as inquiring with our insurance company about liability coverage.

23. **Activities- Update:** Mrs. Conklin presented a schedule of upcoming events for the remainder of 2018.

24. **IT:** Mrs. Espinoza explained that we have encountered a lot of spam/spoof emails in the last month. She stated that IT has worked with our contract company, Common Angle to resolve the matter. She explained that on 12/14/1, we rolled out a trial product to assist with filtering the emails

25. **New Year (2019) Meeting Schedule:** Mrs. Espinoza presented the proposed meeting dates for the board meetings to occur on the third Friday of the month at 10AM in the Administrator's conference room. Mrs. Civile made the motion to approve the 2019 proposed Board Meeting Schedule; Mr. Bontrager supported the motion, which passed by an all yeas vote.

26. **Closed Session:**

- At 11:26AM, the meeting entered closed session.
- At 11:52, closed session ended.

27. **Next Meeting Date:**

- Friday, January 18, 2019 at 10 AM in the Administrator's Conference Room.

28. **Adjournment:** Mr. Bontrager made the motion to adjourn the meeting at 11:52 AM; Mrs. Civile supported the motion, which passed by an all yeas vote.

Meeting Adjourned at 11:52 PM.

Administrator

Board Chairman

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