

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, June 24 2015 09:30am**  
**Maplewood Nursing Home**  
**201 River Road**  
**Westmoreland, NH 03467**

**PRESENT:** Commissioners Stillman Rogers, Charles Weed, Peter Graves

**STAFF:** Finance Director Trombly, Grants Manager Bansley, Nursing Home Administrator Kindopp, Facilities Manager Harrison, Sheriff Captain Croteau, IT Director Hummel

**GUESTS:** Westmoreland Selectman Hammond, Westmoreland Resident, Mr. Perham and Westmoreland Resident Mr. Staats

Chairman Rogers opened the meeting at 9:36AM and recognized Finance Director/Assistant County Administrator for the purpose of presenting the Weekly County Operations report and Trombly reported the following items:

Trombly stated that the Park View Project that had been presented by Keith Thibault of Southwest Community Services at the June 10, 2015 meeting was no longer going forward. Since the last meeting, it was learned that the site in which the project was going to be developed is in a floodplain. As they originally developed the project they were working with FEMA flood maps there were not completely correct. As the cost to raise the property would be too great and would cause potential for greater flooding issues, the decision was made to abandon the project. Due to this decision there is no longer a need to have a Delegation meeting in July.

As there will still be a need to have an Executive Committee meeting and Delegation meeting this summer to amend the 2015 budget for the receipt of ProShare Funds, Trombly suggested presenting August 10th for the Executive Committee meeting and August 17th for a Delegation meeting. The Commissioners were in support of forwarding these dates along to the Chairs for consideration.

Trombly passed along that it has been determined that insurance will cover the repairs to the Rooftop Compressor Unit on the old Court House. Commissioner Weed asked to be reminded of what caused the failure of which it was believed to be a brown out. Commissioner Weed asked if there was anything that could be done to prepare for future brown outs. Facilities Manager Harrison indicated that he has been looking into this for Maplewood and that initial costs suggest that it could be upwards of several thousand dollars. He will continue to share his findings with the Commissioners as he gets more information.

Trombly reminded the Commissioners that the underground storage tank at 33 West Street was slated to be permanently closed on Thursday June 25. During the day, a portion of the parking lot will need to be closed which will result in the temporary loss of approximately 10 parking spots. All downtown employees were notified.

Grants Manager Bansley then presented Master Agenda Item #248: Review and Sign Various CDBG Grant Required Documents. The documents included the Code of Ethics policy as well as a Financial Management Plan. **Following discussion Commissioner Weed approved the**

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**Code of Ethics and Financial Management Plan. Commissioner Graves seconded the motion and upon vote the motion passed with three (3) Yea's.**

MNH Administrator Kindopp was then recognized for Master Agenda Item #242 for the purpose of providing the Maplewood Quarterly Report.

Kindopp spoke to the following report:

Maplewood Report to Commissioner's  
Covering Q1 FY2015

Accomplishments:

- This quarter accomplished changing over from paper to electronic medication administration on 3 of our 4 units
- Completed our relationship with F-V (3/31/15), and prepared for a changeover in the Food Service vendor to Glendale (4/1/15)
- Extended our pharmacy contract and was able to negotiate improved pricing
- Featured in Healthy Monadnock 2015 for Maplewood's commitment to providing staff healthy choices in dining and augmenting healthy options for residents.
- Annual State pool inspection happened 1/5/15; do deficiencies found
- Annual State Survey process occurred the week of Feb 2<sup>nd</sup>; one life safety deficiency found, and 2 resident care tags on paperwork issues cited. Very good outcome.
- Maplewood initiated an appeal of the January rates set due to the fact that unspent monies from the prior year were not used in rate calculations as had been since 2007
- Collaborated with 69 other nursing homes to fight against the rate setting calculations
- Ongoing work to educate elected officials relating to issues that will affect nursing homes with movement towards Medicaid Managed care
- Held several extensive tours of Maplewood each month during this quarter with elected officials to see "behind the scenes"
- Ongoing leadership work with management staff; DON attended leadership training in Vt
- Ongoing work on our electronic medical records software – collaboration meetings between nursing/therapies/finance
- Ongoing liaison work between OLTCO, County homes and other state agencies (ie rates and MCO preparatory issues)
- A Nurse Manager was trained as a master Dementia trainer and began staff education
- Renegotiated contract for Administrator to continue Customer Service staff training
- Ongoing work relating to enhancing our staff policy/response to aggressive physical resident behaviors including meetings with outside agencies
- Completed additional staff training drills on response to resident aggressive behaviors
- All Dept Heads completed 2015 budget review with Executive Committee of the delegation

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- New family support group was initiated this quarter; run/facilitated by social services

**Staff Turnover**

- 14 staff hired this quarter
- 10 staff left this quarter, (5 of which were within their first year)
  - 1 moved out of state, another indicated they were not earning enough money here. The others had time and attendance issues. Some more long term staff members retired this past quarter
- A Dance Movement Therapy student continued her internship this quarter

**Grievances/concerns**

- There was one grievance for Administrator's level review; settled at this level.
- 3 suggestion box papers received; all appropriate for responses, completed and posted
- staff incident/injury reports; 5 injuries, 2 lost days, 49 light duty days

**Admissions/discharges**

- 2015 first quarter totals as follows:
  - 26 admissions (19 from CMC and 1 from DHMC, 1 from Boston, 2 MCH, 1 WRJ VA, and 1 from home)
  - 20 discharges (home or lesser care level facility)
  - 12 deaths
- In the first quarter, we received 159 referrals; Many of the referred patients still end up going directly home from the hospital, so this skews the numbers.

**Medicaid**

- Rate during **Q1 FY2015**= \$155.11
- Ongoing work and focus with contracting company to train, support and audit our MDS process and staff who oversee this during this quarter.

**Medicare**

- Ongoing work (1/15, 2/3, 3/27) and focus with contracting company to train, support and audit our team system for Medicare part A management
  - Jan average daily rate \$451.51; total net billing \$130,938 (11 res)
  - Feb average daily rate \$432.27; total net billing \$123,629.15 (11 res)
  - Mar average daily rate \$;441.04 total net billing \$ 110,260.79 (9 res)
- 2 ongoing PT part B denials; proceeding to Administrative Judge level; no updates to share. It might be 1-2 years before we get a date for the hearing, due to the backlog of denials and hearing. Medicare is now paying interest on claims where payment was improperly withheld.
- 1 part A denial (still pending – some federal reports take months to years to process)

**Revenue/Census goals** (revenues are rounded off – see finance statements for actual figures)

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- 2015 overall census goal set at 136 residents; actual for quarter = 138
- 2015 overall part A goal set at 9 residents; actual for quarter = 10
- part A gross revenue goal set for just over 360K per quarter = just over 450K this quarter
- Medicaid revenues set just over 1.2M per quarter; actual this quarter = just over 1.2M
- Private pay goal set at 568K per quarter; actual this quarter = 486K
- Atypical pay goal set just over 361K per quarter; actual this quarter = 427K

**Meetings Review**

- Quarterly CQI (continuous quality improvement) meeting completed per regulation with all mandatory staff in attendance
- Monthly Infection Control/CQI meetings completed
- Monthly DH meetings completed
- KK provided training twice monthly to staff at annual orientation
- Meetings I don't attend routinely but assure compliance with occurring:
  - Hospice meetings (every 2 weeks with alternating hospice entities) completed
  - Weekly Medicare meetings completed
  - Resident Care Planning meetings completed (each floor does them on a specific day of the week each week)
- KK attended/traveled to the following meetings in January:
  - Attended NHAC Executive meeting in Hillsboro
  - Attended OLTCO meeting representing county nursing homes
  - Attended the NHAC NHA Affiliate meeting in Merrimack
  - Met with county team relating to preparatory work in hiring a new County Admin
  - Met with leadership from HCS and Hospice
  - Met with leadership from MFS
  - Attended/participated in 2 subcommittee meetings of the Delegates to study Maplewood's future
- KK attended/traveled to the following meetings in February:
  - Attended the NHAC NHA Affiliate meeting in Hillsboro
  - Attended additional Commissioner meetings as requested with other DH's
  - Attended Commissioners council and NHAC Executive meeting in Concord
  - Attended the Healthcare Workforce group meeting at TCMC
  - Attended/participated in 2 subcommittee meetings of the Delegates to study Maplewood's future
- KK attended/traveled to the following meetings in March:
  - Attended OLTCO meeting representing county nursing homes
  - Met with state-wide committee relative to reviews of trends in DHHS surveys
  - Attended Primex roundtable meeting where trends in LTC are discussed with efforts at decreasing issues relating to staff injuries and other P&L and compensation issues

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- Met with other county officials to prepare new job description for County Admin
- Attended the NHAC NHA Affiliate meeting in Merrimack
- Attended/participated in 2 subcommittee meetings of the Delegates to study Maplewood's future
- Attended HB8 hearing in Concord relative to the January Medicaid rate appeal
- Met with officials at Cheshire Medical Center relating to approaches to residents with challenging behaviors
- Met with Westmoreland Fire Dept to prepare for FD training at MNH with new high rise equipment they now have
- Followed up as per plan with MNH and TCMC teams relating to resident transfers/behavioral issues
- Initiated the application for the Medicare waiver program – will likely take a year
- Attended an informational meeting by DHHS to prepare for the next phase of enrollment
- Met with new State Troop C commander; discussed procedures relating to behavioral resident challenges and when law enforcement support is sought

At the conclusion of the report, Commissioner Weed asked about staffing levels. Kindopp reported that they are approximately 10 LNA's short and 5 Nurses short. She did indicate that they have a couple new graduates in the next few weeks of LNA's that will be getting their LPN. Although this will further help the Nursing shortage, it will open up further vacancies for LNAs.

Kindopp proceeded to update on a pilot project that Maplewood is working on with Cheshire Medical Center. This project, if we could apply, would allow the waiver of the 3 night hospital stay qualifier that is necessary for one to be admitted and use their Medicare Benefits. One of the requirements, that will not allow us to apply, is that the Provider must have wireless computer access for all residents. Currently the wireless access is not made available to residents at Maplewood. IT Director Hummel indicated that he is not prepared to move forward in this direction at this time.

Kindopp updated the Commissioners on the egg shortage that is being seen nationwide due to the impact of the Bird Flu. She wanted to make the Commissioners aware that if pasteurized eggs cannot be obtained due to the shortage, this would impact the nursing homes ability to cook eggs to order for residents that choose runny, undercooked eggs. If it is necessary to purchase non pasteurized eggs, it is against regulations to not fully cook them. Kindopp wanted them to be aware in the event there were any complaints. In addition, the price of eggs and all egg products have gone up as well.

Sheriff Captain Croteau and IT Director Hummel were recognized to present Master Agenda Item #245. A request was presented to the Commissioners to authorize waiving the bidding process for the lease of lap top computers for the Sheriff cars. Hummel explained that the initial budget was intended that IT would lease laptops and then internally IT would build them in order to make them the specialized laptops for the cars. The Sheriff's Department has since found a company that specializes in building these integrated system laptops that would end up costing approximately 85%

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of the cost of building them in house. As this would be a sole source contract, IT would need the commissioners to authorize the waiving of competitive bidding.

After much discussion, the Commissioners requested delaying their decision for a week so that IT can do further research to determine if there is other competition for these integrated systems.

Finance Director Trombly then presented Master Agenda Item # 243. – Partridge Brook Road swimming hole access. Discussion ensued beginning with Westmoreland Selectman Hammond providing history of the situation of her reaching out to the County which resulted in putting up a jersey barrier and the no trespassing signs. She indicated that due to the apparent drug activity that has occurred at the site, the Town Selectmen voted to bring their concerns to the County requesting that it be closed down. The no trespass signs were put up last fall but had since been removed by the public. Recently the sign was put back up which as a result has caused for several members of the public just seeing the signs for the first time to reach out to the commissioners to express their disappointment for closing off this area to the public.

Westmoreland Resident Perham spoke to say that he has been swimming there for 60 (+) years and know that many people enjoy it. He feels that if there are drug problems that this should be an issue for the State Police to know about so they can drive by and take notice.

Commissioner Rogers suggested that a new sign be installed that says “Swim at your own Risk, referencing RSA 212:34)

Commissioner Weed suggested that we open the swimming hole up and conform to NH State Statutes and to put up a sign that would encourage the public to clean up and care for a great public treasure.

Commissioner Graves spoke against putting up signs as he feels that the lack of signs would alleviate attention being drawn to the site.

**Following discussion Commissioner Weed voted to remove the Jersey barrier and no tress pass signs. Commissioner Graves seconded the motion and upon vote the motion passed with three (3) Yea’s.**

Commissioner Weed noted that if a further need demonstrates itself that a sign might be necessary that the discussion would be brought up again.

Grants Manager Bansley then presented Master Agenda Item #249 and # 250: Agree and Sign a Land Trust Standards and Practices Agreement as well as the Secretary of the Interior Standards for Historic Restoration. **Following discussion Commissioner Weed moved to agree and sign the Land Trust Standards and Practices and the Secretary of the Interior Standards for Historic Restoration. Commissioner Graves seconded the motion and upon vote the**

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**motion passed with three (3) Yea's.**

Grants Manager Bansley then presented Master Agenda Item #247: Court House Window Restoration Project LCHIP Grant. Bansley explained that she has been working on a grant that would fix and replace the 65 windows at the old Court House Building for energy efficiency and Historical Preservation. This grant application is due this Friday which would require a 50% match. The initial estimates for the project would be approximately \$260,000 of which a match of \$130,000 would be required.

When County Administrator Wozmak was with the County, he had put this project as a priority for grant seeking. In addition to getting the grant application filed by Friday, she does have a number of additional funding sources that she would do the necessary research for in order to hopefully secure some if not all of the match that is required. Recognizing that she has not had discussion with the Commissioners on this project, Bansley asked the Commissioners if this is still a priority of the Commissioners recognizing that if other funding sources cannot be secured that the Commissioners would need to support the project to the extent of presenting the amount to seek an appropriation by the Delegation in the 2016 budget. In addition, the amount of time that Bansley would need to put into the research for the potential other grant funding sources would be substantial enough that it is important to know if this is how the Commissioners want her to proceed.

**Following much discussion, Commissioner Weed moved to put off applying for the LCHIP grant for this project until the next funding cycle. Commissioner Graves seconded the motion and upon vote the motion passed with three (3) Yea's.**

The Commissioners agreed to add an item to the August Delegation meeting to receive confirmation and commitment to the Historic Restoration of the Old Court House.

Bansley then presented a list of needs that she has been asked to keep an eye out for possible grant funding opportunities. She has asked the Commissioners to review the list for future discussion to see if this list and her efforts to pursue these funding opportunities aligns with the Commissioners agenda. The Commissioners will review for discussion at a future time.

Finance Director Trombly then presented Master Agenda Item # 244. Receive a report on the receipt of the 2015 ProShare Funds. Trombly informed the Commissioners that the County received \$1,936,444 on June 18 for our distribution of Pro Share Funds. Trombly then presented a list of draft recommendations for discussion and consideration that would be presented to the Executive Committee and Delegation at their meetings at a date to be determined in August. Nursing Home Administrator Kindopp and Facilities Manager Harrison presented adjustments and additions to be considered. Trombly will make the necessary adjustments to bring back at the next meeting for review.

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The Commissioner's then reviewed the Weekly Census report.

**Commissioner Weed then moved to accept the Weekly Manifest as presented and was seconded by Commissioner Graves. Upon vote the motion passed unanimously.**

**The minutes of June 10, 2015 were then reviewed and Commissioner Weed moved to accept the minutes as presented. Commissioner Graves seconded the motion and upon vote the motion passed unanimously.**

**At 12:15PM there being no further business to discuss, Commissioner Graves moved to adjourn the meeting. The motion seconded by Commissioner Rogers and upon vote the motion passed unanimously.**

Respectfully Submitted,

P. Graves, Clerk