

MINUTES
Cheshire County Commissioners Meeting
Wednesday November 23, 2016 09:30AM
Maplewood Nursing Home
201 River Road
Westmoreland, NH 03467

PRESENT: Commissioners Stillman Rogers and Peter Graves (Charles Weed – absent w/notice)
STAFF: Administrator Coates, Finance Director Trombly, Maplewood Administrator Kindopp, and Assistant County Administrator (ACA) Bouchard.
Guests: Attorney Matthew Upton, Commissioner Elect, Cartwright

At 9:35AM Chairman Rogers opened the meeting and Coates updates the Commissioners on Master Agenda Item #185: DOC HVAC Control System Upgrades - Balancing Work. Coates said that the balancing company has been discussing how they will be working with the Director of Facilities at the Department of Corrections in order to complete the work that is currently scheduled to take about ten (10) weeks to complete.

Coates then asked Bouchard to address Master Agenda Item#437: Waste Water Treatment Plant - Heating / Cooling Equipment. Bouchard said that both Modine propane heaters in the building have now failed and that both units were original to the building. He then said that to replace just the broken heaters in the building would cost about \$5,000.00 based on a quote that was received and still require the use of a separate air conditioner.

He said that after extensive discussions with HVAC vendors, the local Eversource representative, and among the staff, he was recommending the replacement of both heaters and the existing window air conditioning unit with a single heat pump unit that will be more efficient and cheaper to operate. Bouchard then presented three (3) bids for the installation of a heating and cooling unit to replace the two failed heaters at the Waste Water Treatment Plant in Westmoreland.

Waste Water Treatment Plant - Heating / Cooling			
Mitsubishi FH12 Hyper-Heat Condenser and Heat Pump			
Bidder	Mitsubishi	Carrier 12K	Carrier 18K
E. E. Houghton	\$5,700.00		
Cheshire Oil	\$5,720.00	\$5,525.00	\$6,240.00
ARC Mechanical	\$5,720.00		

Bouchard said that the County has had excellent experience with the Mitsubishi Mini-Split units in other areas of the County and recommends staying with the Mitsubishi equipment. He also explained that with the unit's ability to both heat and cool, the small window air conditioner that has been used at the building can be removed and used elsewhere, and the propane tanks can also be removed as they will no longer be needed, as the Mitsubishi heat pump runs on electricity.

Bouchard then said that he was recommending the bid from E. E. Houghton as the County has had excellent follow-up and service for other projects in the County from the company. He said that maintenance and emergency service for the unit should not be an issue as the company is locally owned and operates in Walpole. Bouchard also said that the unit will qualify for an energy rebate from Eversource and the rebate amount should be about \$200.00 to \$300.00.

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Following discussion, Commissioner Graves moves to accept the bid from E. E. Houghton for the installation of a Mitsubishi FH12 Mini-Split heat pump to be installed in the Waste Water Treatment Plant for both heating and cooling of the building for the bid price of \$5,700.00. Commissioner Rogers seconds the motion and upon vote the motion passed unanimously.

Master Agenda Item#439: Purchase of Nursing Home Mattresses. Kindopp reviewed the options for the mattress purchases for the resident beds in the nursing home and recommended the purchase of 120 resident mattresses from Medline Supply for a total of \$29,460.00. A test mattress was purchased for \$240.00 and will added to the total amount.

Kindopp reviewed the reasons that nursing homes have moved to higher quality foam mattresses including prolonging the life of mattresses and helping to prevent bed sores for bed bound residents. She said that the quality of life for these residents has been much improved since the switch to higher quality mattresses.

Kindopp the presented the following mattress quotes and said that the goal of this project is to replace 120 resident mattresses meeting specifications as outlined in the RFP:

Company	Mattress name	Price per mattress	S&H	Total (120 total)
HD Supply	Relia Pro III/RSR	\$235.00	included	\$28,200.00
Direct Supply	Panacea Immerse/+	248.00/257.00	included	\$29,895.00
Medline	Advantage Contour 4.4	240.00/284.00	included	\$29,460.00
American Hotel	CCPE80/R	140.21/167.39	\$1,620.94	\$18,853.84
McKesson	Blue Chip Prevent II series	\$303.80	included	\$36,456.00
McKesson	Span America Geo mattress	365.56/354.44	included	\$42,699.60

Notes:

- American Hotel does not meet specifications per RFP.
- HD supply did not meet specifications including mattress length, only 2 foam layers and on-line would only be \$221/mattress free S&H.
- Direct Supply does not meet warrantee, or shipping requirement
- McKesson's quotes are much higher than our budget
- Medline and Direct Supply offer similar mattresses; each has a per mattress price lower than the other for the 105 standard vs the 15 raised edges
- MNH Administrator recommends we choose the Medline quote of \$29,460.00
2016: this capital project is approved @ \$30,000.00

Commissioners Rogers then moved to accept the bid from Medline for the purchase of 121 mattresses at the price of \$29,700.00. Commissioner Graves seconds the motion and upon vote the motion passed unanimously.

Master Agenda Item#438: Maplewood Nursing Home - Quarterly Report - K. Kindopp then presented the following report to the Commissioners for the second and third quarters of 2016 covering the operation of the nursing home:

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Accomplishments:

- Annual survey and recertification completed in April; 2 minor deficiencies
- Annual staff surveys launched; followed by DH analysis and focus work based on outcome
- Created opportunity to use payroll deduction for students to pay for their LNA licenses
- Ongoing work with DH's regarding the Pay and Classification study
- MNH therapists continued work on assessing a rehab software program; decision finalized and plans for implementation and through to launch occurred during these 2 quarters
- Gave several MNH tours relative to interests in other future building options including Congresswoman Kuster
- IT department installed and launched MNH Wi-Fi access for residents/visitors
- With lead from the Finance Director, applicable departments and staff continued preparations and education for a new Federal requirement in reporting of staff hours
- Ongoing work/reviews/revisions with county wide team to update the County Handbook
- Completed and presented the 1/4 Commissioners report
- Celebrated national volunteer week in April with a special evening meal and entertainment for our volunteers
- Held retirement celebration for our long time Activity Director, Steve Wilson
- Participated in SB 553 work with counties and DHHS to plan for MCO's
- LNA training at Maplewood hosted in May; licensure still remains delayed for new LNA's
- Ongoing delegation subcommittee meeting attendance
- Administrator continues to attend resident council as requested or as any new info comes up to share about the future of Maplewood
- Celebrated National Nursing Home week in May; many events done throughout the week
- Held retirement celebration for Dr. Shapiro, our long time Medical Director; welcomed Dr. Joe Capobianco, our interim Medical Director, planning to remain 1 year with Maplewood
- Updated our HCS Hospice contract
- Testified on behalf of SB 127 for "special Medicaid representative" legislation
- Clinical team prepared for and implemented a new CMS directive (called "GG")

Staff Turnover

- 29 staff hired these 2 quarters
- 40 staff left these 2 quarters, (26 of which were within their first year)
- Reasons included finding another job closer to home, left to work with kids, one found the job was not the right fit, and some were terminated due to time and attendance issues.
- We hosted a large group of Dance Movement Therapy students during these quarters
- Grievances/concerns
- There was one internal grievance for Administrator's level review over the 2 quarters
- 7 suggestion box papers received and appropriate for responses, completed and posted
- Q2 staff incident/injury reports; 7 injuries, 25 lost days, 30 light duty days
- Q3 staff incident/injury reports; 7 injuries, 25 lost days, 21 light duty days

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Admissions/discharges

- 2016 Q2 and Q3 totals as follows:
- 31 admissions
- 12 discharges (home or lesser care level facility)
- 23 deaths
- There remain ongoing difficulties with staffing levels in our LNA and nurse FTE's, we increase admissions or delay depending on staffing and ability to meet resident needs. Medicaid
- Rate during Q2 FY2016= \$164.21 Rate during Q3 FY2016 = \$162.77
- 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 (4/14, 5/9, 6/15, 7/11, 8/8, 9/19) and focus with contracting company to train, support and audit our team system for Medicare part A management
- Apr average daily rate \$429.72 (5 res)
- May average daily rate \$380.54 (11 res)
- June average daily rate 407.17 (11 res)
- July average daily rate \$385.99 (8 res)
- Aug average daily rate \$390.91 (6 res)
- Sept average daily rate \$383.14 (6 res)

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

- 2016 overall census goal set at 134 residents; actual for quarters = 127 and 128
- 2016 overall part A goal set at 9 residents; actual = 7 and 9
- part A gross revenue goal set for just over 306K per quarter = 312K and 300K these quarters
- Medicaid revenues set 1.28M per quarter; actual this quarter = just over 1.2M and 1.3M these 2 quarters
- Private pay goal set at 513K per quarter; actual this quarter = 500K and 490K
- Atypical pay goal set 402K per quarter; actual this quarter = 379K and 432K

Meetings Review

- Quarterly CQI (continuous quality improvement) meeting completed per regulation with all mandatory staff in attendance
- Monthly Infection Control/CQI meetings completed
- 5 of 6 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)

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- KK attended/traveled to the following meetings over the course of the 2 quarters:
- Attended OLTCO meeting representing county nursing homes
- Attended all planned NHAC NHA meeting in various different County Homes
- Attended the NHAC annual conference; Maplewood nursing team was nominated and won the “County Team Award” for their excellence under adverse conditions
- Attended county joint loss meetings
- Attended CRASE training with Sheriff’s dept. for active shooter response
- Continued to meet with Senator Kelly and what has emerged as the Monadnock Regional Healthcare Workforce Group (MRHWG) about the ongoing and significant crisis due to worker shortage this region
- Participated in Board of Nursing meeting with MRHWG; LNA delays and lack of LPNs
- Attended most of the Governor’s commission on healthcare worker’s shortages meetings
- Participated in regional audit and determined nearly 130 vacancies in our county for nurses, LNA’s and therapists in Q2.
- Attended many of the MCO meetings offered to keep up to date on any information
- Have attended some continuing education programs in order to keep up both licenses
- Maplewood hosted its’ usual all day Health Fair; many outside agencies and staff participated
- Hosted the Healthcare workforce group and Tricia Wadleigh did Narcan training for us
- MNH featured in many articles – some editorials relative to our future
- Took many calls from families wanting to contribute their thoughts/observations relative to Maplewood, it’s location and the question about its future
- Attended all of the 5 regional Delegation hearings on the future of Maplewood
- ongoing shortage in our nurses and LNA’s. Still have some traveling nurses to alleviate some of the shortage. Purposely keeping our census down to ensure we can meet the needs of the residents we have given the staffing numbers we must work with.
- Successful summer carnival hosted by our Activities department, though all departments and numerous staff are required to fully implement this full day offering to our residents. Over half of our residents came outdoors to the patio, and most of the ALF residents did too. Many families and friends also attended.
- Ongoing work to educate elected officials relating to issues affecting nursing homes relating to Managed Care
- DH’s completed the 2017 budget requests
- Worked on the Pro-share allocation for capital projects; presented to Delegation
- Launched the new program for nurses to offer assistance with loan repayment in our attempt to “recruit and retain” our nurses from within; 8 staff awards given
- Had applicable staff be trained in new DHHS system “NH EASY”; am systems administrator for our facility
- Met with regional subcommittee relative to “living wage” for our region
- Participated in a local radio show with Finance Director and County Administrator
- Attended retirement celebration for the state’s Long Term Care Ombudsman, Don Rabun

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- Met with representatives from the USDA and county officials to learn about rural loan opportunities
- Pre-admission MNH paperwork and packet was reworked by the team
- Work with Keene Chamber of Commerce and the Southwest Region Planning Commission to apply for a grant to assist our area relative to our workforce shortage
- Attended and hosted various opportunities with regional people vying for public office to educate relative to the health care workforce shortage crisis

Kindopp then discussed the problematic LNA personnel issues that include requiring new LNA's to be cleared by two (2) identical background checks before they can be hired and the resulting problem that many of the applicants have in that they simply cannot wait to for clearance for the second time before they can begin to earn a paycheck. She said that the delay often causes them to look for jobs in the service industry (fast food among others) so that they can earn enough to pay their bills. Once this has occurred, the applicants are often not inclined to reconsider working in the LNA role.

A discussion of the pay rate for staff due to high competition for medical personnel in the area began and Commissioner Rogers reviewed the in-house LNA program that was put into place and last year and that has graduated three (3) classes in 2016. It was then learned that the training instructor for the class is no longer available and additional classes will not be scheduled until an instructor is found.

The medical feeder program in the area was discussed and the prior LPN program that was in place at River Valley Community College is now defunct. A major effort is underway to work with the local community colleges and Keene State to produce more graduates from the nursing programs is being actively pursued.

Master Agenda Item# 436: Matthew Upton - Collective Bargaining Agreements Status
Action Expected: To receive in a recess session, an update and status on the Collective Bargaining Agreements.

At 10:34AM Commissioners Graves moves to enter recess to discuss a matter of Collective Bargaining Contracts with Attorney Upton. Commissioner Rogers seconds the motion and upon vote the motion passed with two (2) Yea's.

As a result of discussions in non-public session, no decisions were made and no vote was taken.

At 11:10AM Commissioner Graves moved to exit recess and return to public session. Commissioner Rogers seconded the motion and upon vote the motion passed with two (2) Yea's.

Commission Rogers moves to ratify the agreement reached between the Sheriff's office and the Teamster local 633 as the terms set forth in the tentative agreement of October 17, 2016 are acceptable to the County. Commissioner Graves seconded the motion and upon vote the motion passed with two (2) Yea's.

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Director Trombly discusses the letters to be sent to the Treasurer and Assistant Treasurer for the upcoming Delegation meeting on December 12, 2016. **Commissioner Graves moves to authorize the Director of Finance to send notification of the December 12, 2016 Delegation meeting requesting their presence for the purpose of meeting RSA requirements for the establishment of the yearly Tax Anticipated Note (TAN) that funds County operations. Commissioner Rogers seconded the motion and upon vote the motion passed with two (2) Yea's.**

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

The minutes of November 16, 2016 were then reviewed and Commissioner Graves moved to accept the minutes as presented and was seconded by Commissioner Rogers. Upon vote the motion passed with unanimously.

The weekly census was then reviewed.

The Commissioners calendar was reviewed.

Trombly then discussed the letter being prepared for the Delegation budget review and the Commissioners agreed to the contents with minor changes. Trombly will prepare the letter to be sent in the coming week.

The County Administrator was then recognized for the purpose of providing the Weekly Operations Report.

Coates said that on December 9th the new Delegation members will be provided an orientation to County operations and will tour County facilities and meet with senior staff department heads. An agenda is being prepared and will be reviewed by the Chairman of the Delegation.

Coates then reminded the Commissioners that the County Longevity awards will held on December 14th at the Nursing Home and encouraged the Commissioner's and staff to attend.

Coates then provided an update on Human Resources Director search and said that the candidate that was chosen has elected to remain at their present employer in a new position. He said that after consultation among the senior staff, it was decided to consider the use of a temporary / part-time HR Director and to possibly re-open the search in the spring of 2017.

Coates then brought up a request that was received from a County resident to use the old jail building as an art studio and not to charge the artist for the use of the building. Following an extended discussion, it was decided not to proceed with the request based on numerous physical condition issues of the building including the failed roof, no heat or electricity in the building, no operating sewer, and many other impediments to being able to make the building safe and usable.

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Coates then said that grant funds have been awarded for fifty percent (50%) of the cost for the restoration of County Hall building windows and discussions are underway to determine other matching fund sources.

Coates said that he had toured basement area of 1979 building to consider the re-use of the space now that the dispatch center has moved to the first floor. A discussion of how to best reallocate the space began and a number of suggestions were made and will be followed-up on in the coming months.

A follow-on discussion concerning use of space in the buildings for records retention started and the RSA's will be reviewed to determine the retention requirements for various documents generated by the County departments.

At 12:09AM Pursuant to RSA 91-A (II) (a), (b) and (c), Commissioner Graves moved to go into non-public session to discuss a matter, which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the body or agency itself, without that person having requested an open meeting. Commissioner Rogers seconded the motion and upon vote the motion passed unanimously.

As a result of discussions in non-public session, no decisions were made and no vote was taken.

At 12:21AM Commissioner Graves moved to exit recess and return to public session. Commissioner Rogers seconded the motion and upon vote the motion passed with two (2) Yea's.

At 11:23AM there being no further business to discuss, Commissioner Graves moved to adjourn the meeting and the motion seconded by Commissioner Rogers. Upon vote the motion passed unanimously.

Respectfully Submitted,
P. Graves, Clerk