

MINUTES
Cheshire County Commissioners Meeting
Wednesday March 8, 2017 09:30AM
Department of Corrections
825 Marlboro Road
Keene, NH 03431

PRESENT: Commissioners Peter Graves and Charles Weed. (Absent with Notice) Joseph Cartwright

STAFF: County Administrator Coates, Finance Director Trombly, Maplewood Administrator Kindopp, Captain Scott McLaughlin, DOC Director of Facilities Bob Barlow, and Assistant County Administrator (ACA) Bouchard.

Guests:

At 9:36AM the meeting opened and Chairman Graves recognized County Administrator Coates and he introduces Attorney Matt Upton.

At 9:37AM Pursuant to RSA 91-A:2, I, Commissioner Weed moved to enter a non-meeting to discuss a collective bargaining agreement with Matthew Upton, the Attorney representing the County during recent union negotiations. Commissioner Graves seconded the motion and upon vote the motion passed unanimously.

10:05AM – Commissioner Weed moved to exit the non-meeting session and was seconded by Commissioner Graves. Upon vote the motion passed unanimously.

Commissioner Weed move to ratify the Department of Corrections Collective Bargaining Agreement (CBA) and to send the contract to the Delegation for funding authorization.

Master Agenda Item #468: Maplewood Administration - Semi-Annual Report - K. Kindopp

Kindopp reviewed the Maplewood semi-annual report and discusses the background of some of the pending state legislation regarding state Managed Medicaid. A discussion of a number of other pending state legislation bill was had, including the viability of the state managed care organizations (MCO's). An extended general discussion of possible outcomes to nursing homes and the impact on services based on statewide nursing home closures began and a number of scenarios were reviewed. A follow-on conversation concerning how the New Hampshire Association of County's (NHAC) is interacting with its constituents and the state was covered.

Kindopp then related the results of the just completed nursing home facilities State survey (inspection). She said that eight (8) surveyors came to complete the review this year and the facilities care plans and Medication Administration Records (MARS) records were cited as outstanding. The survey team also recognized the facility for deficiency free building, life safety, and resident care inspections.

Maplewood Overview to Commissioner's - Covering Aug-Dec FY2016 and Jan FY2017

Accomplishments:

- MNH therapists implemented and continue to audit the new therapy electronic records and integration with our main electronic charting system was completed.

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- Delegation subcommittee completed their work; decision for MNH to remain and prepare for an addition/renovation.
- MNH tours given for architects/builders relative to the design project initiation.
- First report completed and transmitted for the new Federal requirement in reporting of staff hours; majority of the work is from the Finance office.
- County Handbook completion and initial distribution has begun through HR.
- Completed and presented the Commissioners report.
- Celebrated longevity awards with MNH hosting a special luncheon for county staff.
- Ongoing work with SB 553 work with counties and DHHS to plan for MCO's.
- Clinical team implemented a new CMS directive as required by the Impact 2014 act.
- MNH mentioned in Sentinel articles about the lack of healthcare workforce.
- Participated in another regional audit and that finds 232 vacancies in our region for nurses, LNA's and therapists in Q4.
- Ongoing work to educate elected officials relating to issues affecting nursing homes such as Managed Care as well as health care workforce shortages.
- Met with the county building team and the USDA to discuss any opportunities to apply for a building loan.
- Admissions agreement under review to ensure it meets the new CMS regulations and appropriately protects the County.
- Attended and hosted various opportunities with regional people vying for public office to educate relative to the health care workforce shortage crisis.
- Worked with the county team to choose an owner's representative, then proceeded with the RFQ to determine suitable architect and building firms; chose 3 of each to interview, and county team then choose Banwell Architectural firm and Engelberth Construction company.
- Offered 2 all day customer service trainings to a number of staff.
- Brought Cultural Humility training to staff during the month of December.
- Safety officer arranged for annual all staff fire extinguisher training days in October.
- Began interpreting and managing required changes in policies and procedures relative to the revised CMS rules/regulations; parts became effecting November 2016; other parts will be effecting Nov 2017 and more yet on Nov 2018.
- Our 2 day/week Nurse Practitioner retired at the end of 2016, worked with Cheshire Medical to credential a new Nurse Practitioner – at least for one day per week – as they too are struggling with staffing challenges.
- Annual Cider Social hosted at MNH for resident families during Craft Fair.
- Worked with other county department heads on interviewing for new HR Director.
- MNH held annual Christmas Pageant for residents, always a popular event.

Staff Turnover

- 88 staff hired for MNH throughout 2016.
- 68 staff left from MNH during 2016 (40 of which were within their first year).
- The most common reasons for voluntary departures were for moving out of state and for finding another job. The majority (24/40) were terminated due to time and attendance

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issues.

- We hosted a large group of Dance Movement Therapy students during these quarters.
- We have 2 Dance Movement Therapy interns also training on location.
- In January, our Occupational Therapy Department had a COTA student start an 8-week rotation.

Grievances/concerns

- There was one internal grievance for Administrator's level review during this time period.
- 5 suggestion box papers received and appropriate for responses, completed and posted.
- Q3 staff incident/injury reports; 7 injuries, 25 lost days, 21 light duty days.
- Q4 staff incident/injury reports; 7 injuries, 5 lost days, 24 light duty days.
- Ongoing shortage in our nurses and LNA's (13 % vacancies currently). Still have some traveling nurses to alleviate some of the shortage. Have closed some beds to ensure we can meet the needs of the residents we have given current staffing.

Admissions/discharges

- Admission/discharges during these 6 months:
- 38 admissions
- 9 Discharges (home or lesser care level facility)
- 21 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 **Q3/4 FY2016** = \$162.77 Rate during **Q1 FY2017**= \$162.72.
- 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 (8/8, 9/19, 10/24, 11/14, 12/12, 1/20) and focus with contracting company to train, support and audit our team system for Medicare part A management
- Aug. average daily rate \$390.91 (6 res)
- Sept. average daily rate \$377.39 (6 res)
- Oct. average daily rate \$444.44 (6 res)
- Nov. average daily rate \$451.22 (8 res)
- Dec. average daily rate \$396.66 (9 res)

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

- 2016 overall census goal set at 134 residents; actual = 127
- 2016 overall part A goal set at 9 residents; actual for 6-month reporting = 8
- part A gross revenue goal set for just over 613K for this half year; actual = just over 631K.
- Medicaid revenues set 2.57M for 6-month reporting; actual = 2.5M

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- Private pay goal set at 1.02M for 6-month reporting; actual = 995K
- Atypical pay goal set 804K for 6-month reporting; actual = 863K

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 over the course of these 6 months:
- Attended OLTCO meeting representing county nursing homes.
- Attended all planned NHAC NHA meeting in various different County Homes.
- Attended county joint loss meetings including the annual MNH safety inspection.
- Attended educational programs with state life safety surveyor to prepare for upcoming regulatory changes.
- Continued to meet with the Monadnock Regional Healthcare Workforce Group (MRHWG). about the ongoing and significant crisis due to worker shortage this region .
- Made a presentation at the Governor's commission on healthcare workers shortages.
- DH's presented the 2017 budget to the Executive Committee of the Delegation
- Weekly meetings with the team assembled to prepare and plan for a potential renovation and addition.
- Attended the NHAC annual conference, Maplewood's nurse management team was nominated and subsequently won the County Team Award.
- Worked on DSRIP questionnaire and then follow up meeting with leaders from Region 1 relative to the 1115 waiver.

The Commissioners thanked Kindopp for her report and Captain Scott McLaughlin of the Department of Corrections then joined the meeting to discuss the facilities vehicle conditions. He reported that of the three (3) Ford Crown Victoria's cruisers held by the department, two are in very bad condition and should be retired immediately. McLaughlin said that the best new vehicle for the department would be an eight (8) passenger van to be used as an inmate transport vehicle as it would fit in between the cruisers and SUV capability of two – three inmates and the fifteen-passenger bus.

A discussion of the transport program and other operational issues resumed and at the conclusion the Commissioners thanked Mclaughlin for his report.

Administrator Coates then reported out on the Weekly Operations issues.

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Coates said that a current employee, Stephanie Jardine, has been selected for the Human Resources Manager position and that the Human Resources Generalist position will be advertised in the coming weeks.

Bob Barlow, Director of Facilities for the DOC then joined the meeting and reported out on the HVAC balancing project. He said the project is approximately two-thirds (2/3) complete and should be wrapped-up by the end of next week. He also said that Granite State Automation has returned to facility to complete further HVAC tuning of the controller modules in order to bring the entire system into “as designed” compliance. A discussion of propane costs began and it was discussed that a county-wide bid for propane would probably result in an overall lower cost for all facilities especially if the Maplewood reconstruction project moves forward with installing propane as a back-up fuel.

The Commissioners thanked Barlow for his report update.

Coates then said that Senator Kahn had presented a bill to allow municipalities to bond for broadband in the State and it the vote failed to pass. He then said that a second bill with amended language will be voted on this week that would achieve the same end result. The likelihood of passage is currently unknown.

Coates then said that in response to Commissioners Cartwright concerns around the possible legal repercussions for managing the CDGB programs with the State and Federal programs a meeting with State and Federal grant management officials would be sought and scheduled within the next few weeks.

Coates then said that Cheshire Medical Center will host their annual legislative breakfast and informational meeting on April 14th. Breakfast will begin at 7:00AM with 7:30 – 9:00 scheduled for the meeting.

Coates discussed the three articles in the Keene Sentinel around the county-wide EMS services shortages. A meeting occurred yesterday with the City of Keene to discuss the current situation where the City is being forced to assume the responsibility for emergency services of surrounding towns. A discussion of shared services models was reviewed and the problems surrounding how to move forward was reviewed. A meeting to further explore and discuss possible solutions will be set-up in the next few weeks.

The Weekly Census report was reviewed and discussed at length.

The Census was reviewed and accepted.

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The Weekly Manifest was then reviewed and Commissioner Weed moved to accept the Manifest as presented and was seconded by Commissioner Graves. Upon vote the motion passed with two Yea's.

The minutes of March 1, 2017 were then reviewed and Commissioner Weed moved to accept the minutes as amended and was seconded by Commissioner Graves. Upon vote the motion passed unanimously.

The Commissioners calendar was reviewed.

At 12:14PM there being no further business to discuss, Commissioner Weed moved to adjourn the meeting. The motion to adjourn was then seconded by Commissioner Graves and upon vote the motion passed unanimously.

Respectfully Submitted,
C. Weed Clerk