

MINUTES
Cheshire County Commissioners Meeting
Wednesday, June 25, 2014 9:30AM
Maplewood Nursing Home
201 River Road
Westmoreland, NH 03431

PRESENT: Commissioners Pratt, Rogers, and Zerba

STAFF: County Administrator Wozmak, Director of Finance Trombly, Maplewood Administrator Kindopp, MNH Dietary Director Lawson, Grants Manager(s) Desrosiers, and Bansley, HR Director Hurley, and Assistant County Administrator (ACA) Bouchard

GUESTS: Westmoreland Selectperson J. Hammond

At 09:30AM – Commissioner Pratt opened the meeting and recognized Dietary Director Lawson. Director Lawson presented three (3) quotes for the replacement of a reach-in refrigerator for the third (3rd) floor dayroom at the nursing home. The approved budgeted amount for the purchase is \$2,600.00. Lawson said that the unit as a True T-23 - 23 foot cubic foot refrigerator, and that Gillette Restaurant Equipment of Northampton MA., submitted a bid of \$2,360.00, Wasserstrom Restaurant Supply submitted a bid of \$2,347.02 and Direct Supply's bid was \$2,517.00.

Director Lawson made a recommendation to purchase the unit from Gillette as they are most local provider, their price was within \$13.00 of the lowest price and that the other two bids were from internet suppliers who could not provide immediate local service if needed. **Following a number of questions from the Commissioners, Commissioner Rogers moved to authorize the purchase of a True T-23 – 23 foot cubic refrigerator for the nursing home for \$2,360.00 from Gillette Restaurant Equipment of Northampton MA. Commissioner Zerba seconded the motion and upon vote the motion passed with two (2) Yea's and one (1) Nay, Commissioner Pratt dissenting.**

MNH Administrator Kindopp was then recognized for the purpose of presenting the Maplewood first 2014 quarter operational report.

**Maplewood Report to Commissioner's
Covering Q1 FY2014**

Accomplishments

- Completed annual report of Maplewood operations
- Completed budget review process with the Executive Committee 1/13/14
- Completed 4 years of medical records scanning with new scanner
- Updated MNH website was re-launched in early 2014
- Social Work Director and Director of Nursing resumed hospital meetings
- Plan of Correction for our minor survey deficiencies accepted; full compliance achieved
- Participated in webinars with our electronic medical records software provider to begin to prepare for ICD-10 implementation (subsequently has been delayed x 1 more year)
- Miraya Young 3/18 on teleprompter with Maplewood sign, made by residents, on Good Morning America (sent photo to Commissioners for reading file)

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- 4th floor shower room and tub room North end was completely updated; passed state inspection 3/19
- Completed a pool drill test of the emergency plan in conjunction with nursing, rehab and safety depts.
- Completed and presented first quarterly report to Commissioners
- Met with the new HCS director Cathy Sorenson
- Contract sent back to one of the MCO's with changes as requested by our subcommittee – (meeting set with this MCO and NHAC NHA affiliate 5/8/14)
- Prepared MNH (staff, families) for the phone system planned outage for a 2 hour period
- Staff training with Rehab Dept on ACP modalities; training with Safety Officer on HIPPA
- Virtual Dementia training initiated to MNH staff; MNH offered to other county homes
- “Happy Hour” back by popular resident demand lead by Activity Department
- Worked with ALF Administrator to coordinate PCA duties for HS shift at MNH
- MNH filled the full time staff PT position (open since 2006)

Staff Turnover

- 18 staff hired this quarter
- 6 staff left this quarter, (5 of which were within their first year)
Of the 5 that left, 4 were involuntary due to time and attendance issues
- 1 Dance Movement Therapy student during this quarter
- 1 OT and 2 COTA (occupational therapy assistant) students during this quarter
- 1 SLP student x 14 weeks

Grievances/concerns

- There were no grievances for Administrator's level review
- 2 suggestion box papers received; both appropriate for responses, completed and posted
- 6 staff incident/injury reports; 6 lost days, 35 light duty days
- Pool chemical balancing issues being managed at end of quarter
- Boiler DA tank leak – situation resolved without heat loss to building

- Staff survey completed:
 - contained 15 statements; 5 response choices/statement ranging from “Strongly Disagree” to “Strongly Agree” plus a “Comments” section was provided
 - 97 of 258 staff members responded to this survey = 38% response rate
 - “Strongly Agree” or “Agree”: 72.39%
 - “Neutral”: 18.34%
 - “Strongly Disagree” or “Disagree”: 9.97%

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Admissions/discharges

- 2014 first quarter totals as follows:
- 25 admissions
- 13 discharges (home or lesser care level facility)
- 9 deaths
- 76 referrals were made by TCMC to MNH, some of these referrals went home or to other facilities. Of the 76, there were 37 specifically indicating MNH as one of their top 3 choices.

Medicaid

- Rate during **Q1 FY2014**= \$165.75
- Completed the Medicaid MDS Capture dates in February for the purposes of setting July 2014 rates
- Ongoing work and focus with contracting company to train, support and audit our MDS process and staff who oversee this during this quarter; strong case mix indices resulting:
- Our CMI calculations for 07/14 rates look at least as high, if not higher than 01/14
- Approximately 25% of our residents during this quarter have chosen one of the 3 MCO

Medicare

- Ongoing work (1/28, 2/13, 3/11) with contracting company to train, support and audit our team system for Medicare A management:
- Jan average daily rate \$459.01 total billing \$76,654.12 (5 res)
- Feb average daily rate \$468.03; total billing \$104,838.59 (8 res)
- Mar average daily rate \$471.54; total billing \$122,249.38 (10 res)
- 3 PT part B denials – 1 resolved favorably (working with our contracting company on other 2 to determine if we will take them to and Administrative Law Judge appeal level)
- 1 ongoing part A denial (still pending – these can take months to resolve)

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

- 2014 overall census goal set at 135 residents; actual for quarter = 138
- 2014 overall part A goal set at 9 residents; actual = 8
- part A gross revenue goal set for just under 350K per quarter = about 387K this quarter
- Medicaid revenues set just under 1.3M per quarter; actual this quarter = just under 1.3M
- Private pay goal set at 552K per quarter; actual this quarter = 592K
- Atypical pay goal set just over 341K per quarter; actual this quarter = 422K

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Meetings Review

- Quarterly CQI (continuous quality improvement) meeting completed per regulation with all mandatory staff in attendance
- Monthly Infection Control/CQI meetings completed
- 2 Monthly DH meetings completed this quarter
- 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:
- Met with Senator Kelly and Jack Wozmak regarding MCO's, future of MNH
- Met with Commissioners to recommend Theresa Woolbert, RN be permanently offered the position of Director of Nursing
- Attended the Study Committee for future of Maplewood (1/7, 1/21)
- Went to Concord for the long term care eligibility meeting (old SB 321)
- Attended the NHAC NHA affiliate meeting (Concord)
- Met with staff from Hospice (HCS) re: coordination of systems
- Met with Fitz-Vogt area supervisor
- Met with Dr. Sobti and state officials to begin discussions about new ways of working with elders and behavioral challenges
- KK attended/traveled to the following meetings in February:
 - Participated in a Green House learning webinar at the Department of Corrections.
 - Attended the Joint Loss Committee quarterly meeting at 33 West Street in Keene
- Met with staff from Hospice (Sol Amore) re: coordination of systems
- Participated in NHAC NHA affiliate meeting (teleconference due to snow storm)
- Met with Dr. Leinau regarding POLST forms and integration for nursing homes
- KK attended/traveled to the following meetings in March:
- Met with Medical Director, Director of Nursing and Director of Social Work to initiate preparations for Maplewood work on POLST forms
- Attended the 2014 budget hearing at courthouse
- Attended the NHAC executive committee meeting
- Met with the subcommittee of NHAC NHA affiliate – completed MCO draft contract
- Participated in survey committee meeting representing County Homes

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- Attended the NHAC NHA affiliate meeting (Carroll County)
- Attended the Nursing Home Roundtable discussion @ Primex
- Attended Fox Hill in Mass to see a Green House in operation (3/10)
- Attended Study Committee meeting for future of Maplewood (3/13)
- Attended OLTCO meeting representing County Homes
- Toured a highly rated Genesis facility and met at length with Arthur O'Leary
- Met with Dr. Sobti with state officials to continue discussions about the future of psychiatric and behavior care in long term care facilities
- Attended a sub-group of the Study Committee meeting with MEDC
- Attended an all-day conference for education requirements for license
- Attended the Medicaid Managed Care Advisory group in Concord

Kindopp then highlighted several items in her report including the reintroduction of a weekly social hour for residents where beverages and snacks are served. The event has proven to be very popular and will be continued for the foreseeable future.

Kindopp then discussed the current managed Medicaid programs and said that one (1) of the three (3) providers (Meridian) had pulled out from the state leaving New Hampshire Healthily Families and Wellcare as the two (2) managed care providers.

Kindopp spoke of the difficulty of providing transportation services for residents as the managed care providers all have different rules that must be followed in order for the facility to receive reimbursement for services. She discussed the request of the services providers to the State for one set of rules to follow for each reimbursable service not two (2) or three (3) different rules based on the managed care provider requirements.

Administrator Kindopp then reported that based on the latest report from the Social Services staff there were 37 resident referrals in the first quarter. Of the 37 referrals that were handled, 10 admissions were completed: of those, 7 were from Cheshire Medical Center in Keene, 1 from Dartmouth Hitchcock Medical Center in Lebanon, 1 from the Elliot Hospital in Manchester, and 1 from Springfield Hospital in Springfield Vermont.

Kindopp then said that a new Medicaid reimbursement rate would be in effect in July raising the daily rate from \$165.75 to \$168.59.

Kindopp then reviewed a new program that is being implemented by the State for all nursing home residents called POLST. The goal of the Physician Orders for Life Sustaining Treatment (POLST) program is to effectively communicate the wishes of seriously ill patients to have or to limit life-sustaining medical treatment as they move from one care setting to another. She said

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that the completion of the form takes approximately two (2) hours to complete and in many cases duplicates the information already contained in Living Will instruments and other end-of-life documents already in place for many residents. A trial implementation is being rolled out by the Social Services department.

Administrator Kindopp then covered a new State rule that is being considered that would penalize nursing homes if the nurses employed by the nursing homes do not payback their personal student loans. The rule is currently scheduled to go into effect on April of 2015. A discussion arose concerning the legality of holding a third party (the nursing home) responsible for the debts of another party. This will be investigated further.

Commissioner Pratt then discussed the recent Presidents workforce conference and discussed a number of workplace initiatives that were being implemented. Chair Pratt recognized HR Director Hurley and asked if the County was in conformance with these new initiatives. An extended discussion began about the County's employee programs and it was learned that the County has had a number of these programs in place for quite some time which include Family Medical Leave, Flex-time, Leave of Absence, and Extended Leave of Absence programs among others. Hurley said that she would review the President's initiative list and compare it to the County programs and report back with any omissions or discrepancies.

Departing Grants Manager Desrosiers and new Grants Manager Bansley were recognized for the purpose of presenting a grant request. Commissioner Rogers said that due to his schedule this was the first time that he had a chance to express his regret to Desrosiers that she was leaving the County and congratulated her on the position she was undertaking and wished her well saying that she would be missed. Commissioner Zerba and Pratt said that the work Desrosiers had accomplished in the last few years was astounding and that all the Commissioners will miss working with her.

Desrosiers then presented Action Item #70, a request to authorize submission for a new \$10,000.00 Grant for the support of Greater Monadnock Medical Reserve Corps (GMMRC) for the purpose of development, training, and preparedness efforts. Following a short review of the purpose of the grant Commissioner Rogers moved to approve the submission of the grant and was seconded by Commissioner Zerba. Upon vote the motion passed unanimously.

Desrosiers then requested that the Commissioners authorize the submission of a grant for up to \$50,000.00 that requires a 50% match of County funds to the New Hampshire Land and Community Heritage Investment Program (LCHIP) for the restoration and renovation of the front entrance porch at the old courthouse. **Following a discussion of the need and purpose of the grant Commissioner Rogers moved to authorize the submittal of a grant in the total amount of \$50,000.00 with 50% matching funds from the County to LCHIP for the**

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purpose of restoring the front entrance porch of the old courthouse. Commissioner Zerba seconded the motion and upon vote the motion passed unanimously.

Chairman Pratt recognized County Administrator Wozmak for the purpose of providing the weekly operational update.

Wozmak discussed the recent letter to lease of the farm.

Wozmak then discussed the assembly, sorting, and preparation chronological books of a number of deeds for County farm parcels dating back to the 1800's. Wozmak said that the Register and her staff had done an outstanding job on compiling the books and we now have a complete history of the acquisition of the parcels that constitute the current Westmoreland land holdings. Wozmak said that he particularly wanted to thank both the Register Anna Tilton and also staff member Vickie Williams for their contributions to completing the project quickly and thoroughly.

Wozmak then discussed taking the project materials produced by the Registry staff and having them reviewed by a surveyor for the purpose of establishing accurate boundaries and parcel sizes as the existing maps and parcel descriptions do not agree. He said that a review of the documents was needed in order to insure that the County have accurate descriptions of parcel boundaries and asked for authorization to engage a surveyor at a rate of \$2,500.00 to have the work completed. He said that if a complete boundary survey was determined to be needed the cost would be approximately \$30,000.00 based on a quote provided. **Following discussion Commissioner Zerba moved to authorize the expenditure of \$2,500.00 to allow for the hiring of a surveyor to review all parcel data and to produce a report on the County property located in Westmoreland. Commissioner Rogers seconded the motion and upon vote the motion passed unanimously.**

The Commissioners reviewed the Master Item tracking list and made no changes.

Commissioner Pratt then asked Finance Director Trombly about the status of the financial analysis being completed on the comparison of the Group 1 and Group 2 retirement programs for County personnel. Trombly said that the analysis was on-going and that she would report back the results to the Commissioners for review once the work had been completed.

The Weekly Census was reviewed and the federal holds at the jail were highlighted.

The Commissioners reviewed the manifest and **Commissioner Rogers moved to accept the manifest as presented and the motion was seconded by Commissioner Zerba. Upon vote the motion passed unanimously.**

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The Commissioners then reviewed the minutes of June 18, 2014 and Commissioner Rogers moved to accept the minutes as amended. Commissioner Zerba seconded the motion and upon vote the motion passed unanimously.

The Commissioners then reviewed the Commissioners Calendar and a tentative date of August 18th will be added to calendar for Mid-Year Delegation Budget Review meeting.

At 11:45AM there being no further business to discuss, **Commissioner Zerba moved to adjourn the meeting. The motion seconded by Commissioner Rogers and upon vote the motion passed unanimously.**

Respectfully Submitted,

R Zerba, Clerk