

MINUTES
Cheshire County Commissioners Meeting
Wednesday March 21, 2018 09:30AM
Maplewood Nursing Home
201 River Road
Westmoreland, NH 03467

Present: Commissioners Peter Graves, Joseph Cartwright and Charles Weed

Staff: Administrator Coates, Finance Director Trombly, Maplewood Administrator Kindopp, and Assistant County Administrator Bouchard

Guests

At 9:32AM the Chairman opened the meeting and recognized Bruce Harrison who discussed a call received from NH Fish and Game concerning individuals who have permits for hunting, fishing, and trapping on the County property Westmorland. Harrison said that he had provided the information that he had some weeks ago and has not heard back from Fish and Game.

Commissioner Graves also mentioned a communication from a Westmoreland resident that was inquiring if a boat launch could be installed on County land for access to the river.

The Chair then recognized K. Kindopp to discuss Master Agenda Item #569: Maplewood Semi-Annual Report that follows:

Maplewood Overview to Commissioner's - Covering Aug-Jan FY 2017/18

Regulatory Requirements:

New CMS rules (some began Nov 2016, more as of Nov 2017 and then future rules to be integrated by Nov 2019) include a requirement that "The governing body is responsible and accountable for the QAPI program, in accordance with CFR 483.75 (f)".

QAPI and PIP's: (currently have 3 active PIP teams)

QAPI means Quality Assurance/Process Improvement (formerly known as CQI or Continuous Quality Improvement). PIP means Performance Improvement Practice and is intended that all staff at all levels of the organization be part of performance improvement and participate in PIP teams. Anyone is welcome/encouraged to be on a PIP team, Commissioners can either ask Administrator or QAPI nurse for info on available teams.

Corporate Compliance:

We have had a functioning Corporate Compliance program beginning prior to 2000. It remains as a training component for all new MNH staff upon hire, then annually thereafter. Additional CMS regulations will need to be incorporated into our current practice.

Facility Assessment:

As required, the Facility Assessment was completed by Nov of 2017 and as required, included participation from all MNH Dept. Heads as well as the Chair of the County Commissioners. This assessment is a working document and must be updated annually.

Accomplishments:

- DH's and staff participating in work with the architect on the build/reno project including work with specialty vendors to coordinate architectural design (ie. Ceiling lifts); also work on budgeting for equipment needs for renovated kitchen to replace aging equipment

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- Pool no longer operational – older equipment failing – have run out of the donated funds; decision to remove pool during renovations and reutilize space for other programs
- Periodic general updates to families via MNH Newsletter relative to the build/reno project
- Admissions agreement was revised and initiated to ensure it meets the new CMS regulations and appropriately protects the County
- Disaster plan revision completed/distributed per new CMS rules/regulations/requirements including NFPA assessments (also participated in multiple webinars to learn new regulations)
- Facility Assessment completed as required by new CMS rules/regulations/requirements
- New Nurse Practitioner remains at one day per week (Cheshire Medical still struggling with staffing challenges of their own)
- Staff member awarded a Long-Term Care Foundation scholarship to help with her RN
- Held our annual craft fair and Cider Social for residents and families
- All adult day care positions are filled per our licensing allowance
- Therapies hosted a weekend long regional training class on cardio function and rehab
- TCMC new software; medical staff dictate into it, some MNH staff trained to retrieve dictations – improves communication between TCMC and MNH (especially on-call docs)
- ALF waiver continues to be delayed by a few more years; legislative work being done regarding the additional registry of non-licensed staff (background/fingerprinting)
- “Run-Hide-Fight” training by safety officer to nursing home staff; followed by a drill event.
- Planned and participated in a regional disaster drill event testing all local homes/home health/hospital and our Emergency Preparedness coordinator for Monadnock
- Planning some departmental staffing adjustments relative to realities of staff plus needs
- New washing machines installed, all 4 now working
- Provided 2 all day staff trainings for “Kind Dining” (customer service focused)
- MNH hosted annual longevity awards banquet for County
- MNH put on the annual Christmas Pageant
- Completed and presented 2018 budget to Commissioners, then Exec Comm of Delegation

Staff Turnover

- 49 staff hired for MNH second half of 2017
- 52 staff left from MNH second half of 2017 (27 of which were within their first year)
- The majority of the involuntary terminations continue to be due to time and attendance issues. 13 terminations were per diem staff who failed to pick up any shifts.
- Due to the partial retirement of a long-term staff member, therapies has hired some part time/per diem staff to help including w/e coverage
- OT student began clinical rotations
- Nursing students hosted from River Valley CC and KSC this fall; MNH RN’s had to assist after KSC lost their clinical instructor – urged lawmakers to sponsor bill re: clinical training

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- Nursing Director moved to Florida in January, new SLP Director started at MNH in January

Grievances/concerns

- There were no grievances for Administrator's level review during this time period
- 4 suggestion box papers received and appropriate for responses, completed and posted
- Q3 staff incident/injury reports; 4 injuries, 12 lost days, 3 light duty days
- Q4 staff incident/injury reports; 1 injuries, 6 lost days, 0 light duty days
- Ongoing shortage in our nurses and LNA's: Still have traveling nurses and LNA's to alleviate some of the shortage. Continue to keep about 20 beds closed to ensure we can meet the needs of the residents we have given ongoing staffing challenges. No night supervisor; agency and nurse management team sharing the load, but takes away from other daily/weekly work
- Continued work with Monadnock Radio Group to target adds for staff
- Hosted Vermont Tech open house for LNA's considering LPN/RN training

Admissions/discharges

- Admission/discharges during these 6 months:
- 36 admissions
- 15 Discharges (home or lesser care level facility)
- 22 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 FY2017= \$171.42 Rate during Q1+2 FY2018= \$171.25
- 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 (8/21, 9/26, 10/24, 11/21, 12/29) and focus with contracting company to train, support and audit our team system for Medicare part A management
- We will be adjusting our contract slightly in 2018 due to their price hike.
- Aug average daily rate \$404.38 (6 res)
- Sept average daily rate \$396.45 (7 res)
- Oct average daily rate \$410.91 (6 res)
- Nov average daily rate \$399.58 (5 res)
- Dec average daily rate \$414.13 (9 res)

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

- 2017 overall census goal set at 134 residents; actual year ending = 130
- 2017 overall part A goal set at 9 residents; actual year ending = 7
- part A gross revenue goal set for just over 672K for this half year; actual = just over 790K
- Medicaid revenues set \$2.58M for 6-month reporting; actual = \$2.61M

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- Private pay goal set at \$1.02M for 6-month reporting; actual = \$909K
- Atypical pay goal set \$801K for 6-month reporting; actual = \$866K

Meetings Review

- Quarterly CQI (continuous quality improvement) meeting completed per regulation with all mandatory staff in attendance; name changing to QAPI per CMS regulatory requirements
- Monthly Infection Control meetings are held in conjunction with our QAPI meetings
- Ongoing meetings: Monthly DH, twice monthly orientation, weekly Medicare meetings, Resident care plan meetings, and Hospice meetings.
- KK attended/traveled to the following meetings over the course of these 6 months:
- Attended some* OLTCO meeting representing county nursing homes (schedule conflicts)
- Attended all planned NHAC NHA meetings in various different County Homes
- At Carroll County, brought MNH staff to examine their ceiling lifts
- Attended some of the NHAC Executive meetings in Concord
- Attended county joint loss meetings various county locations
- Attended several educational programs for professional licensure requirements
- Attended NHAC annual conference
- MNH staff attended many local opportunities relating to workforce (meetings/demos)
- Attended a new state-wide Health Care group with focus on workforce shortage
- Attended/spoke at a Keene Rotary Club meeting to present our build/reno project
- Met with MFS director Phil Wyzik to discuss updates/challenges in each of our areas
- Attended the Senior Olympics at Applewood with our participating residents
- Planned and executed a regional disaster drill held in November
- Monthly meetings with the Monadnock Regional Healthcare Workforce Group (MRHWG) about the ongoing and significant crisis due to worker shortage this region
- Nearly weekly meetings with the building team; included work with our local Fire Chief as well as with DHHS staff for licensing and life safety. Also provided info to Finance for bond council work and provided info to grants manager for generator grant app

Kindopp asked if the Commissioners had any questions and a discussion about the Managed Care meeting in Concord that took place on Tuesday began. It was agreed that a large number of questions concerning how any plan would be implemented remain unanswered and that there is still a large amount of confusion of how, or if, Managed Care will be implemented in the state.

An extended discussion of the existing options available to the State and to the County nursing homes was reviewed.

Bouchard then addressed Master Agenda Item #570: EMPG Grant Acceptance for Maplewood Generator

Bouchard presented documentation for the Commissioners to review and to vote to accept a grant from NH Department of Safety, Homeland Security and Emergency Management to purchase and install a generator at Maplewood Nursing Home for \$50,000.00, with a match of \$50,000.00 to come from the Maplewood Renovation bond.

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After review and discussion, the Cheshire County Commissioners, in a unanimous vote, accepted the terms of the Emergency Management Performance Grant (EMPG) as presented in the amount of \$50,000.00 for the purchase and installation of a generator. Furthermore, the Board acknowledges that the total cost of this project will be greater than \$100,000.00, in which the county will be responsible for a 50% match (\$50,000.00).

Administrator Coates was then recognized and discussed the Weekly Operations Report.

Coates said that the State of NH Public Utilities Commission (PUC) has sent the paperwork for the bio-mass grant and it will be reviewed and returned shortly.

He said that next week a non-public session to address a union grievance will be heard at the Commissioners meeting. Coates outlined the process that will be followed and he will supply the Commissioners with any documents that can be sent ahead of the meeting.

Coates briefed the Commissioners that the Right-to-Know and the Records Retention projects are underway and more work will be needed before a committee of department managers can be convened to complete the work across the County. A short discussion of the Records Retention committee make-up and the process that will be put into place was reviewed.

Coates said that on May 17th the new Runnings store in Hinsdale will hold a grand opening ribbon cutting ceremony and invited the Commissioners to attend if their schedule allows. Commissioner's Cartwright and Graves both said that they will attend the opening of the store.

Coates said that he has been appointed to the NH Public Deposit Pool Advisory Committee and will be attending the board meetings going forward.

Coates said that the Second Chance housing that is currently empty will be taken over by House of Hope and contract negotiations for the building are underway.

Coates then said that Antioch University will install a high-tunnel and irrigation system at the Maplewood Garden this year as well as an irrigation system for the crops. He said that this project was approved over a year ago but the funding to complete the purchase and installation was just approved.

A meeting with Matt Davis from the University of New Hampshire (UNH) to do a geo-thermal assessment at the Department of Corrections will be scheduled in the next week.

Old Business

Commissioner Cartwright expressed a concern about the cost overrun of propane at the Department of Corrections and said that the electric usage report is now three weeks overdue. Administrator Coates will follow-up with Superintendent Van Wickler.

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New Business

Commissioner Weed then said that the Community Transportation meeting will be held in Keene on Wednesday, April 18th. Commissioners Weed and Graves expressed interest in attending.

The Weekly Census was reviewed.

The Weekly Manifest was then reviewed and a number of questions were answered concerning invoices. At the conclusion of the questions, Commissioner Cartwright moved to accept the Manifest as presented and was seconded by Commissioner Weed. Upon vote the motion passed unanimously.

The minutes of March 14, 2018 were then reviewed and Commissioner Cartwright moved to accept the minutes as presented and was seconded by Commissioner Weed. Upon vote the motion passed unanimously.

The Commissioners Calendar was then reviewed.

At 11:39AM there being no further business to discuss, Commissioner Weed moved to adjourn the meeting. The motion to adjourn was then seconded by Commissioner Cartwright and upon vote the motion passed unanimously.

Respectfully Submitted,

Charles Weed
Clerk, Board of Commissioners