

MINUTES
Cheshire County Commissioners Meeting
Wednesday March 06, 2019 09:30AM
Maplewood Nursing Home
201 River Road
Westmoreland, NH 03467

Present: Commissioners, John (Jack) Wozmak and Robert (Bob) Englund - (Charles (Chuck) Weed absent with notice)

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

Guest(s):

At 8:32AM The Chairman opened the meeting recognized Administrator Kindopp who was recognized to discuss Master Agenda Item #657: Maplewood Semi-Annual Report Update.

Kindopp provided the following report:

Maplewood Overview to Commissioner's - Covering July-Dec FY 2018

Regulatory Requirements:

New CMS rules (began Nov 2016, more on 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 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.

QAPI and PIP's: {currently have 4 active PIP teams – Legionella (just finished), Carpet disinfectant, drink thickener, recycling (just started) and resident music }

Corporate Compliance:

Review of compliance activities; renewed Corporate Compliance efforts have Long Term Care facilities reviewing/revising their Corporate Compliance programs to meet updated regulations by Nov 2019. The "Governing Body" must be part of this effort and these reports plus presentations will become part of our demonstration of intent to comply. Plan to revise current policy beginning March.

Facility Assessment:

The Facility Assessment is now a working binder that is updated as needed and reviewed/revised annually; it was last reviewed/revised in November 2018 and cosigned by the Chairman of the Board of Commissioners.

Accomplishments:

- Working with the Monadnock Health Care Working Group and Senator Jay Kahn re: LNA bill with Board of Nursing.
- Working at state level with NH Department of Safety re: needed changes for background checks.
- Weekly staff updates, and periodic general updates to families re: build/renovation project.
- Adult day care continues to thrive; both spots filled, though have some days open.

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- New Medical Director Dr. Douglas Keene who started at Maplewood Nursing Home in April 2018 is alone since Aug 2018, Cheshire Medical Center has no Advanced Registered Nurse Practitioner (ARNP) to send. Dr. Joe has been able to assist one day/week.
- Tested several options to replace our 12-year-old w/c van; put out to bid and new Ford Transit chosen – accommodates up to 3 w/c's or 6+ passengers (removable seating).
- Completed annual Hazzard Vulnerability Assessment and updated disaster plan.
- New contract with Harmony to better accommodate Maplewood Nursing Home needs (CMI/Medicare oversight).
- Preparing team for new Medicare rules/payment under the Patient-Driven Payment Model (PDPM) starting in October 2019.
- Work group studying and creating policy for Legionella prevention (new regulation requirement).
- Completed both required disaster drills, focused on Tornado response/policy.
- Preparing increased use of computer-based training with Relias for annual training/certification requirements.
- Moving towards more online purchasing (when staff assist residents and for canteen).
- Completed HIPAA security risk tool (Facility Privacy officer with County Security officer).
- Annual fire extinguisher training completed for all staff in September.
- Held our annual craft fair and Cider Social for residents and families.
- Hosted River Valley Community College and Keene State College nursing students – also Cheshire Career Center LNA students.
- New Kind Dining (customer service training) train-the-trainer completed (SLP).
- New contract with LNA H-C so our own SDC can train LNA's at Maplewood Nursing Home.
- Held annual pageant – always a resident annual favorite.

Staff Turnover

- 34 staff hired for Maplewood Nursing Home second half of 2018.
- 44 staff left from Maplewood Nursing Home second half of 2018 (20 of which were within their first year).
- Many of the involuntary terminations continue to be due to time and attendance issues including 'ghosting' as well as inability to achieve the work requirements.
- Continue new bonus opportunities for Licensed Nursing Assistants (LNA's) who agree to move to night shift due to severe staffing challenges.

Grievances/concerns

- There were no grievances for Administrator's level review during this time period; there was one for the County Administrator's level of review.
- 1 suggestion box paper received; completed and posted.
- Q3/4 staff incident/injury reports; 6 injuries, 3 lost days, 12 light duty days.
- Ongoing shortage in our nurses and LNA's: Still have traveling nurses and LNA's to alleviate some of the shortage. We fluctuate having between 20-30 beds remaining closed to ensure we can meet the needs of the residents we have given ongoing staffing challenges. Require nurse management team to ensure adequate staffing, additionally have requested Department Head assistance to augment staffing at certain times/shifts.

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Admissions/discharges

- Admission/discharges during these 6 months:
 - 38 admissions
 - 13 Discharges (home or lesser care level facility)
 - 25 Deaths
- Ongoing difficulties with staffing levels (LNA and nurses mainly); we increase admissions or delay depending on staffing and ability to meet resident needs.

Medicaid/Medicare

- Medicaid rate during Q3 + 4 FY2018= \$173.54 per day.
- Average daily Medicare rate = \$423.25
- Ongoing work and focus with contracting company to train, support and audit our MDS and Medicare documentation process and staff who oversee this in July, September and November.

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

- 2018 overall census goal set at 133 residents; actual period ending = 124
- 2018 overall part A goal set at 9 residents; actual period ending = 9
- Medicaid Part A gross revenue goal set for just over \$667K for this half year; actual = just over \$776K
- Medicaid revenues set \$2.72M for 6-month reporting; actual = \$2.58M
- Private pay goal set at \$1.06M for 6-month reporting; actual = \$820K
- Atypical pay goal set \$764K for 6-month reporting; actual = \$825K

Construction

- DEW MacMillin is our new builder; Guaranteed Maximum Price (GMP) was set.
- Ground breaking held in September.
- Completed the move out of the administration wing; it was gutted then demoed to make way for new building.
- Work on Fixtures, Furniture & Equipment (FF&E) (kitchen plus whole building) has been a focus starting this time period.
- Loading dock demoed; routing garbage through boiler rooms to dumpsters.
- Established one-way traffic around to the back – using an auto-flagger/light.
- Began working on flooring decisions and planning for upkeep.
- Call light system work planning, door lock planning.

Meetings Review

- QAPI meetings; mandatory quarterlies completed, additional monthly meetings continue in combination with Infection Control and Corporate Compliance.
- Monthly Infection Control meetings are held in conjunction with our QAPI meetings.
- Ongoing meetings: Monthly DH, twice monthly orientation. Ensure but don't necessarily attend; weekly Medicare meetings, Resident care plan meetings, and Hospice meetings.
- Kindopp attended/traveled to the following meetings over the course of these 6 months:
 - Attended Office of the Long-Term Care Ombudsman (OLTCO) meeting representing county nursing homes.

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- Attended/phoned in to some New Hampshire Association of Counties (NHAC) Nursing Home Association meetings (same day as builders' meetings).
- Attended the County convention in September hosted by Sullivan County.
- Attended national Future Leaders conference in Washington DC representing New Hampshire
- Attended some of the NHAC Executive meetings in Concord
- Attended most county joint loss meetings various county locations
- Maplewood Nursing Home staff attended many local opportunities relating to workforce (meetings/demos).
- Attended most of the monthly meetings with the Monadnock Regional Healthcare Workforce Group (MRHWG) about the ongoing crisis due to regional worker shortage.
- Continue to participate with the monthly NH Sector Partnership initiative program based on Monadnock Regional Healthcare Workforce Group work that the State is trying to have replicated in all regions.
- Met in November with Medical Director and hospital leadership team to discuss physician extender assistance.
- Weekly meetings with the building team.
- Established Medical Director meetings every other month and “pro re nata” (as needed).
- Attended Commissioners meeting with Sencio Systems for alternative to Programs of All-inclusive Care for the Elderly (PACE) programs that may fit a rural community better for Long Term Care and Support Assessments.
- Bargaining contract negotiations throughout this 6-month period.
- Met with new Delegation members to orient them to Maplewood.

Following the discussion of the report, a request was made by Kindopp for the acquisition of a new EKG machine due to the need to replace the facilities failing unit. After a short discussion **Commissioner Wozmak moved to authorize the purchase of a new EKG machine based on the research and quotes received by the staff, and was seconded by Commissioner Englund. The purchase of the unit will be substantially under the RSA requirement for the issuance of an RFP. Upon vote the motion with two Yea's. Motion passed unanimously.**

Weekly Operations Report – R. Bouchard

- Coates and Commissioner Weed met with the NH Attorney General's office last week to discuss Opioid Litigation
- Friday March 8th, is the NHAC Meeting. Coates will not be attending as he is scheduled to be attending HR interviews with DOC Staff. He will then call into Steering Committee if possible.
- Cheshire County Restorative Justice (CCRJ) group. Coates met with CCRJ Team and they are set to start the program as of March 18th. They will be working with the County Attorney and his teams to develop program starting with a small caseload and grow the circle of support needed for CCRJ to be successful. Leaf Selgilman Professor at Keene State College is leading the group.
- Coates received an email from external RN concerning injuries to one individual employee at nursing home. Coates sent a response and additional follow-up will occur if/as needed.
- Coates met with the City of Keene personnel to discuss the Climate and Environment initiative underway in the City Council.

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- Coates as a member of a Regional Development effort through the Chamber of Commerce, is working with Jamie Trowbridge, the publisher of Yankee Magazine, on Marketing/Branding Campaign for this area. The meeting is in the commissioner's conference room from 9:00 -11:00am Thursday.
- Coates attended the Keene State College Legislative Breakfast Conversation with past graduates working in the county for Milapore, C&S, Corning, BEA and SAU 29.
- Coates learned that the Governor's Budget is targeting \$9 million in budget for conversion of new small business, internship, coop and career support along with entrepreneurs program at Keene State College. He also learned that River Valley will be moving to a Keene State College shared space and that a discussion concerning developing LPN program at River Valley is underway.
- On March 11th from 2-4PM Northern Borders Regional Commission will hold a public learning session in Delegation Hall.
- On March 18th a Delegation meeting to pass the 2019 budget will be held at 7:00pm and the Executive Committee meeting at 6:30pm.
- Commissioners were asked to check their email as they should have received survey from New Hampshire Association of Counties and were asked to please fill it out and return it as soon as possible.

Old Business: None

New Business: None

The Weekly Census was then reviewed. A discussion concerning the department of corrections and nursing home overall census was covered.

The Weekly Manifest was then reviewed, and **Commissioner Wozmak moved to accept the Manifest as presented and was seconded by Commissioner Englund, upon vote the motion passed unanimously.**

The minutes of February 27, 2018 were then reviewed Commissioner Englund moved to accept the minutes as amended and was seconded by Commissioner Weed. Upon vote the motion passed unanimously.

The calendar was then reviewed.

General Discussion: None

At 10:33AM there being no further business to discuss, Commissioner Englund moved to adjourn the meeting. The motion to adjourn was seconded by Commissioner Weed and upon vote the motion passed unanimously.

Respectfully Submitted,

R. Englund, Clerk