

MINUTES

Wednesday, March 29, 2023

This meeting will be conducted in person
and electronically (via Zoom) at the

**Maplewood Nursing Home
201 River Road
Westmoreland, NH 03467**

Zoom Call-in Number: +1 646 558 8656

Meeting ID: 409 748 8803

Pin #: 6031233

Start Time 08:30 AM

Present: Commissioners Jack Wozmak, Robert Englund, and Terry Clark

Staff: County Administrator Coates, Finance Director Trombly, Superintendent Iosue,
Maplewood Administrator Kindopp, County Project Manager Bouchard, and Executive Assistant
Gouger

Guest(s):

8:23 am – Commissioners Englund and Clark responded as present, and Commissioner Wozmak is in transit and will be late with notice.

Public Comments

Upon recognition from the Chair, a Public Comment on topics of interest may be made, at most three (3) minutes in length.

I. Elected Officials & Department Head Updates

To receive, as informational, departmental updates requiring Commissioner review, participation, approval, and impactful departmental and operational issues.

Superintendent Iosue mentioned that they had a significant landslide on the side of the building, not blocking the water runoff, and could wait for further inspection.

II. Scheduled Items

Master Agenda Item #1073: Maplewood Semi-Annual Report – K. Kindopp.

Action Expected: To receive a six-month informational report from Maplewood administrator Kathryn Kindopp.

Kindopp provided the following written report to the Commissioners and discussed various elements of the report.

Maplewood Overview to Commissioner's Covering July-Dec FY 2022

Regulatory Requirements

New nursing home rules went into place this October (800 pages worth) that pre-dated the pandemic. Rule changes due to the pandemic are fewer and have more time between now. Ongoing tasks initiated due to the pandemic continue to take up operational time; we have worked through the American Health Care Association nationally and sent in written responses when invited by CMS. Some rules dropped were a welcomed change to our operations this quarter, but not all of the requested elimination of time-heavy tasks occurred.

QAPI and PIPs:

QAPI means Quality Assurance/Process Improvement (formerly known as CQI or Continuous Quality Improvement). PIP = Performance Improvement Practice. It's intended that all staff at all levels of the organization be part of performance improvement and participate in PIP teams. Anyone is welcome to be on a PIP team. We have focus groups working on new regulations that went into place this fall. Specifically, we are reviewing our quality measures reports based on the minimum data set and preparing operations for the new dysphagia system called IDDSI.

Corporate Compliance:

Review of compliance activities; Commissioner Englund participates in quarterly CC/CQI/QAPI meetings. The Commissioners received their annual training for CC in November 2022.

Facility Assessment:

The Facility Assessment is an ongoing working binder that is updated as needed and reviewed/revised annually; it was reviewed by the team in November 2022.

Commissioner Englund asked if all nursing homes have as many standards as government facilities do. Kindopp said that some might fall under the same scope but notes that we are more regulated than others.

Accomplishments: (ongoing worldwide pandemic since March 2020)

- COVID; Omicron variants remain dominant, and each newer version of concern continues to be more transmissible than the last. We did have a resident outbreak impacting nine residents, with no hospitalizations nor deaths related to COVID during these six months.
- Booster clinics held 10/13 and 12/8; only a few residents are not 'up to date; of those not 'up to date with the latest booster - all but one is 'fully vaccinated.'
- We continue to adapt to changing rules/recommendations from CDC and CMS; ongoing COVID-19 testing for staff and residents happens per the latest recommendations.
- Mandatory daily and weekly reports to the Feds through NHSN; no missed reports or fines.
- Family letters continue with each new case in a staff and resident per the unchanged rule
- Completed the second of 2 required disaster drills for the year (missing resident)
- MNH Budget completed and reviewed with Commissioners during this period
- Bargaining with AFSCME concluded during mediation; CBA ratified
- Long-time union president retired at the end of the 2022 year

- Hosted a class of RVCC nursing students this fall
- Annual survey in August; 5 minor deficiencies corrected and cleared within a couple of weeks
- Beginning to host in-person Commissioner meetings at MNH starting this reporting period.
- Completed annual Hazzard Vulnerability Assessment for Maplewood
- The 6-bay garage renovation was completed at the bottom of the hill for PPE storage
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At 8:43 am, Commissioner Wozmak entered the meeting.

- County rented a second house (Westmoreland) to rent to travelers
- Met with several reporters; usually about pandemic or staffing woes
- Met twice with members of the Congressional delegation; also wrote a letter to the CDC director that Congresswoman Kuster quoted in a letter she wrote to Federal agencies; by this summer, it became clear that the required response to the pandemic relative to nursing homes was now out of proportion with the illness and lacked consideration for the psychosocial wellbeing of our residents particularly with hearing impairment as well as Dementia.
- CDC and CMS finally lifted some rules, including eliminating the need for staff to have temperatures taken and symptoms documented each day as they start work (screenings)
- Hosted the initial weeks of Cheshire EMS at MNH while their facility was being completed
- Beginning to host Ambulances as of April 1
- Heather Cotnoir, Head Cook, honored as the Monadnock Healthcare Hero in October
- Worked with Hillsboro and Strafford counties on requesting new atypical rates for 01/23
- Commissioner Englund asked what the new patient per day rate is. Kindopp notes that the regular rate is \$210.72, the new rate is \$235.72, and the TLC rate was \$227.09, totaling \$289.12.
- Commissioner Englund asked how much more the private pay rate is, Trombly, said it's \$386 per day, and the TLC rate is \$414 per day.
- Had an external company audit the condition of our mattresses
- Resumed a contract with an external company for operational audits, including billing.
- Held a modified (outdoor during an intense rain storm) volunteer recognition meal
- Held a modified (indoor with masked and only a few staff vendors) craft fair for residents
- Completed the HIPAA risk assessment with the Assistant County Administrator
- Fire extinguisher training for staff this fall
- Prepared for a full power outage to replace the main transfer switch this fall
- Westmoreland school kids returned for a Halloween parade in our garage for residents
- Held a modified Christmas Pageant – first since 2019
- Prepared to house 20 displaced individuals from Covenant House on 12/23 when the Fire Marshal directed that facility to evacuate due to a gas leak; the issue was repaired, and Marshal rescinded orders
- Meetings with Cheshire Med as well as the Hospital Association due to hospitals throughout the state struggling with discharging those appropriate for LTC due to severe staffing issues in LTC

- CMS is proposing 4.1 hours per resident day; we are in the high 3's right now. The number is specific to LNAs and Nursing and does not include social workers, nursing managers, and other members of the staff. None of those staff members count towards the hours per day per CMS.
- Commissioner Wozmak asked if it regards the time the residents are in their rooms versus when the staff is face-to-face with patients. Kindopp notes that the number does not represent care; it only means the number of hours the staff is in the building per resident.

Staff Turnover

- 34 staff hired for MNH second half of 2022
- 40 staff left from MNH second half of 2022
- Involuntary terminations continue primarily due to time and attendance issues, inappropriate work behavior, and inability to perform or unacceptable job performance.
- Voluntary departures included: another job, inability to return after a medical issue, or being too busy with school. There have been a few retirements, and most of our turnover is per diem staff who can no longer pick up any shifts; they may either be students or have a primary job elsewhere.
- Grievances/concerns
- There were no grievances for Administrator's level review during this period.
- There were five suggestions to review and post during this time period.
- Staffing shortages: We have fluctuated around a 65-67% vacancy rate in our LNAs and 50% for nurses; reliance on traveling staff is ongoing for day-to-day operations to maintain the 100 staffed beds (keeping one whole floor of 50 beds off-line). We have a 56% vacancy rate in housekeeping, and recruiting for laundry and dietary remains ongoing.
- We held one LNA class this reporting period and graduated five new LNAs.
- All healthcare facilities in NH are struggling with having sufficient staff, and most are not admitting, or on a very limited basis, are admitting a few new residents. Hospitals continue to have difficulties in discharging those appropriate for long-term care.
- We have worked with the state because they believe we need to become licensed as an ambulance service for our w/c van for NEMS. However, in September, the most recent contact from a representative of the state questions if this is still required; we remain in limbo, and all paperwork has been completed, but we have not had our vehicle inspection yet

Admissions/discharges

- Admission/discharges during these six months:
- 17 admissions
- 2 Discharge (home or lesser care level facility)
- 13 deaths
- We continue to keep a portion of our closed 3rd floor 'ready' for a COVID wing; however, CMS now permits us to treat this similarly to the Flu, and we can place a positive resident in a private room on droplet precautions.
- Medicaid
- Rate during Q3+4 FY2022= \$210.72

- Revenue/Census goals (revenues are rounded off – see finance statements for actual figures)
- 2022, set a census goal of 120. With ongoing staffing realities, we struggle to support 100 beds being filled. Census for this time frame = 98 Average
- 2022 overall part A goal set at five residents; actual period ending = 3
- part A gross revenue goal set for 483K for 6-month reporting; actual = 234K
- Medicaid revenues set 3M for 6-month reporting; actual = 2.6M
- Private pay goal set at 911K for 6-month reporting; actual = 853K
- Atypical pay goal set 730K for 6-month reporting; actual = 777K

Meetings Review

- CQI/QAPI meetings; mandatory quarterly CQI/QAPI completed, including Corporate Compliance; additional monthly meetings continue for Infection Control
- Ongoing meetings: Monthly DH meetings, KK attends monthly Falls Comm meetings, Safety Comm meetings, and CQI meetings. Other ongoing meetings that KK may or may not participate in; Weekly Medicare and Resident care plan meetings and Weight Comm meetings.
- Medical Staff meetings happen every 2 – 3 months
- Appointed by Governor to the Opioid Abatement Commission (meets monthly)
- Attended Delegation meetings as well as participated in the new delegation orientation
- Attended an indoor NHHCA conference in October (first indoor and in-person in 3 years)
- Attended NHAC conference this fall
- KK’s meetings continued primarily via Zoom platforms; some were beginning to shift to in-person.
- Bi-monthly NHAC NHA meetings (still Zoom)
- Monthly in-person NHHCA board and executive staff meetings; currently serving as treasurer
- Monthly Monadnock Regional Healthcare Workforce Group about the ongoing worker shortage
- two OLTCO meetings during this period (still Zoom)

III. County Administrator

Weekly Operations Report - The County Administrator will update the Commissioners on activities that have taken place since the previous meeting.

Coates said that the Primex conference had been posted. It’s the 15, 16, and 17th of May. A registration link will be sent out to the department heads.

Coates said the opiate lawsuit that he has been in conversations with Attorney Bonsignore, noting that Napoli law firm continues to represent us despite our termination of services letter sent last fall.

NHAC Conference update: Coates said he believes it is starting to come together. The timeline has been finalized with the Dupont Group, and Ty Gagne from Primex agreed to be a sponsor and provide speakers for needed topics. Our next meeting will be Monday, April 3rd.

Coates said he met with Paul Cuno Booth and is doing several articles on the County. One on opiate monies and where they are being allocated, and another on nursing homes and staffing concerns. There may be an additional article about the Handyman project as well.

Coates said that there is a meeting with the EMS billing company, Coastal, in mid-April regarding monies for EMS reimbursements.

Coates said the County could apply for monies set aside for each County for energy. The funds can be used for the development of any projects related to energy. The County plans to move forward with paperwork to obtain the monies.

IV. Old Business

Commissioner Englund said he received an email from Ryan Hyde yesterday, referring to Anne Kuster's visit to the County and the MAT (Now MOUD) program. Hyde stated that Kuster was pleased with the progress. Kuster proposed the idea of a group of Dartmouth alumni to work on a program. Hyde and other members of Kuster's office would like to tour the DOC. Superintendent Iosue will coordinate that.

Commissioner Wozmak asked what the main point of the research is. Commissioner Englund said that the research intends to get information on the transition of patients that went through the MAT program and how to track their progress once released.

V. New Business: None

VI. Consent Agenda Items:

Vote to accept the Weekly Manifests for March 29, 2023, and the meeting minutes of March 22, 2023.

Commissioner Englund moved to accept the manifests of March 29, 2023, and the minutes of March 22, 2023, as presented. Commissioner Clark seconded the motion, and upon roll call vote, the motion passed unanimously.

VII. Calendar

Action Expected: To accept the calendar as informational and to make necessary changes/additions.

No changes.

VIII. General Discussion for Commissioners

Master Agenda Item #673: Commissioners - State Cost Shifting Letter and Restorative Justice Program

IX. Nonpublic Sessions:

At 10:09 AM, Commissioner Englund moved to enter a non-public session under nonpublic session under RSA 91-A:3, II(e) Consideration or negotiation of pending claims or litigation which has been threatened in writing or filed against this board or any subdivision thereof,

or against any member thereof because of his or her membership therein, until the claim or litigation has been fully adjudicated or otherwise settled.

As a result of deliberations, no decisions were made, and no vote was taken.

At 10:18 am, the Commissioners voted unanimously to return to public session.

X. Adjournment

At 10:19 AM Commissioner Englund moved to adjourn the meeting, and Commissioner Clark seconded the motion. Upon roll call vote, the motion passed unanimously.

Recorded and edited by:
C. Gouger
Executive Assistant
Office of the Commissioners

Reviewed and submitted by:
Terry Clark
Clerk, Board of Commissioners