

**Board of Directors  
Champaign County Nursing Home (CCNH) –Minutes  
Urbana, Illinois  
February 8, 2016**

Directors Present: Emanuel, Banks, Cowart, Anderson, Hodson, Palinkas, Sutton

Directors Absent/Excused:

Also Present: Busey, Gima, Noffke, Brenner, Nolan

**1. Call to Order**

The meeting was called to order at 6:00 p.m. by Chair Emanuel.

**2. Roll Call**

Nolan called the roll of Directors. A quorum was established.

**3. Approval of Agenda**

Agenda was approved as amended (motion by Hodson, second by Palinkas, unanimous).

**4. Approval of Minutes**

The open session minutes of January 11, 2016 were approved as submitted (motion by Anderson, second by Palinkas, unanimous).

**5. Public Participation**

Mary Schultz asked the board to provide an update about any progress being made to provide hot food to residents. Ms. Schultz asked if steam tables will be utilized and if food temperatures can be monitored at meals. Additionally, Ms. Schultz asked the board to provide an explanation about the turnover rate data at the nursing home.

Pattsi Petrie reported to the board that she spoke with two members of the Local Foods Policy Council in regards to evaluating the nursing home's dining services. Ms. Petrie informed the board that Rebecca Roach and Chris Hennings of the Local Food Policy Council are willing to observe meal times and make recommendations. Additionally, Ms. Petrie informed the board a family member of a resident who has lived at the nursing home for over 2 years was unaware of the nursing home family council meetings; she asked the board to discuss how to increase the awareness of the family council meetings.

Richard L reported that he appreciates that painting in the west dining room is completed. Mr. L noted that Unit 1 is short on CNA's and wait times for help are increasing as a result. Additionally, Mr. L reported that hot plates at the nursing home are used incorrectly and he does not expect that his meals will be warm when he is served.

**6. Communications**

Ms. Emanuel asked for a summary of the family council meeting. Ms. Noffke noted that the new dietician was introduced and new family members attended who had not previously attended. Ms. Hodson noted that positive comments about food services were made at the meeting. Ms. Noffke noted that a support group will be held the 3<sup>rd</sup> Thursday of each month at 10 a.m. for family

members of residents who have dementia. Additionally, the transition to electronic medical records at the nursing home was a topic of discussion.

Ms. Noffke reported that she received a note from a family member of a resident in regards to the quality of care the resident receives at the nursing home. In the note, the family member explained that they have experience working in long term care facilities and wanted to acknowledge nursing home staff members for their dedication to responding to residents' needs.

Ms. Emanuel noted that a report from the new Human Resources Director has been included in the meeting packet. The new Human Resources Director will make a presentation at the March meeting. Ms. Hodson asked if the Human Resources Director will implement and conduct exit interviews for employees leaving the nursing home. Ms. Noffke confirmed and noted that the new director has previous experience in implementing and conducting exit interviews.

Ms. Busey introduced a new member for the Board of Directors, Edmund Sutton. Mr. Sutton is a new is a retired astronomy professor who cared for his wife while she was sick and joins the board to give his expertise and knowledge in nursing home care.

## **7. Management Report**

### **a. Strategic Objective Metrics Updates**

Ms. Noffke reported that nursing management positions and care plan coordinator positions are difficult positions to recruit. An offer has been made to hire a dementia care coordinator. New positions in activities, transportation and maintenance departments have been established and are in the process of being recruited and hired.

Mr. Palinkas asked for an analysis of the open position data and how the data relates to the comment made during public participation about the turnover and retention rate at the nursing home. Mr. Gima explained that progress is being made to fill open positions and the number of open CNA positions has been reduced since December 2015. Additionally, Mr. Gima explained that the retention rate is defined by the number of employees who have been at the facility longer than 1 year. The retention rate decreases as new employees are hired because the total amount of employees increases but the number of employees who have been at the facility longer than 1 year remains the same.

Mr. Palinkas asked for further analysis of the comment made during public participation in regards to increasing wait times for help even though the number of open CNA positions is the lowest it has been in 12 months. Ms. Noffke noted that staffing on each unit is based upon patient acuity. As unit population and acuity changes, schedules for CNA's on each unit will change.

Mr. Anderson asked for data to be provided for the length of time each team leader and plan coordinator position has remained unfilled. Ms. Noffke noted that she needs to determine how to find this data within the human resources system. Additional help from the county IT Department may be required. Mr. Anderson asked if these positions are necessary if they have remained unfilled for a substantial period of time. Mr. Gima explained that these positions are not necessary requirements for staffing; however, they are positions that have been identified as helpful if the right candidates can be recruited.

Mr. Gima noted that unit managers are key positions that need to be filled while team leader and care coordinator positions will be filled when the right candidates are recruited.

Ms. Emanuel noted that Champaign County Nursing Home has the highest number of staffed hours per resident per day and is above the Illinois state average.

Agency use fell from \$106,000 in December 2015 and is expected to be around \$78,000 for February 2016. Additionally, staff training programs for skill development are ongoing.

Fifteen Pinnacle surveys were completed in December 2015 and 14 score areas improved. Dining services and activities scores continued to decline. Efforts are being made to correct issues with lost laundry items.

Ms. Noffke noted that an additional nurse practitioner has been recruited by Carle Hospital. Additionally, the contract for the Cardiopulmonary Rehab Coordinator is nearly finalized, and Ms. Noffke is hopeful that pulmonary clinic will be open by April 1<sup>st</sup>. The outpatient rehab program is up and running and additional marketing efforts are needed to increase the amount of referrals to the program.

Ms. Noffke reported that efforts are being made in conjunction with Carle Hospital to establish ways to reduce the Medicare 30-Day Readmission Rate. Mr. Gima noted that the pulmonary clinic is an effort to reduce hospital readmissions.

Mr. Gima summarized the current procedures for residents and family members to address their concerns with the nursing home and asked the board to further discuss communication issues. Mr. Anderson asked how concerns can be addressed with residents who do not or cannot communicate their concerns. Mr. Gima and Ms. Noffke explained that they are looking for solutions to day-to-day problems that may not be addressed or communicated. Ms. Noffke noted that customer service and communication training are needed for staff members to implement solutions. Mr. Gima noted that using electronic medical records will allow staff members to communicate with each other between shift changes by logging problems and preferences of residents in the computer for all staff members to view at any given time.

Mr. Palinkas asked the board to discuss ways to improve the temperature of meals. Ms. Noffke reported that she has spoken with the county Physical Plant to determine whether or not steam tables can be safely installed in each dining area. The Illinois Department of Public Health (IDPH) will need to approve any redesign plans for installing the steam tables before work begins. Ms. Noffke is working to determine equipment pricing and to find someone with expertise in designing nursing home dining areas with steam tables.

Mr. Banks asked if the nursing home has previously used steam tables. Mr. Gima noted that portable steam tables were previously used. Mr. Banks asked what safety concerns IDPH has with steam tables. Ms. Noffke noted that heating elements are exposed where residents could risk injuring themselves. Mr. Banks asked if any other of Mr. Gima's facilities use steam tables and if any models are available to use when redesigning the nursing home's dining areas. Mr. Gima confirmed.

Mr. Banks asked the board to establish a timeline for implementing steam tables at the nursing home. Mr. Gima noted that work plan will need to be established. Ms. Emanuel asked for a target date to be established in regards to Mr. Gima providing the board with a recommendation about how to implement steam tables at the nursing home. Mr. Gima noted that he will make tentative recommendation by April 1<sup>st</sup>. Mr. Anderson asked for a ballpark cost of the project. Ms. Noffke noted that she estimates the project to cost a few thousand dollars. Mr. Banks asked the management company to make meal temperatures their top priority.

**Mr. Palinkas left the meeting at 7:10 p.m.**

Ms. Hodson asked if the steam tables can be tested on Unit 4. Ms. Noffke noted that the steam tables are too large to fit through the kitchen doors. Mr. Gima noted that it is too big of potential risk with IDPH.

Ms. Noffke noted that Medicare admissions have increased and positive feedback has been received about the new unit. Mr. Gima noted that visits to assisted living, supportive living and other senior care facilities will be instituted on a regular basis in order to determine how to continue to increase Medicare admissions.

**b. Monthly Financial/Management Report**

Mr. Gima reported that Medicare admissions are increasing to levels previously seen in the nursing home's past. Non-Medicare admissions have remained stagnant. Additionally, Mr. Gima noted December 2015 showed a net profit of \$17,125. Medicaid payments continue to be received.

**c. Revenue Anticipation Notes**

Mr. Gima reported that the Champaign County Board approved the issuance of Revenue Anticipation Notes. Banks and lending institutions will be consulted later in the month of February to see who is willing to lend to the nursing home.

**8. Other Business**

None

**9. Next Meeting Date & Time**

The next meeting date and time for the Nursing Home Board of Directors is Monday, March 14, 2016 at 6:00 p.m.

**10. Adjournment**

Chair Emanuel declared the meeting adjourned at 7:23 p.m.

Respectfully submitted:  
Brian Nolan  
Recording Secretary