

**Board of Directors
Champaign County Nursing Home (CCNH) –Minutes
Urbana, Illinois
April 11, 2016**

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

Directors Absent/Excused: Banks

Also Present: Busey, Gima, Noffke, Bloomfield, Winschel, 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 distributed (motion by Sutton, second by Palinkas, unanimous).

4. Approval of Minutes

The open and closed session minutes of March 14, 2016 were approved as submitted (motion by Anderson, second by Hodson, unanimous).

5. Public Participation

Evelyn Thomas, a rehabilitation aide at Champaign County Nursing Home, expressed concerns about the quality of management staff members. Ms. Thomas encouraged the board to hire staff members in management positions that understand the terms of union agreements that are in place at the nursing home. Additionally, Ms. Thomas explained that the decline in food service quality is negatively impacting the attitudes and behaviors of residents at the nursing home.

Traci Rhone, a nurse at Champaign County Nursing Home, commented that improved communications between the management team and staff members are needed at the nursing home.

Mary Schultz asked for an explanation of the Medicaid overpayment that was discussed at the end of the previous board meeting, and additionally asked for clarification in regards to the newly installed lint filtration system. Ms. Schultz expressed concerns about the weight of residents in the home, the turnover rate of employees who have left the nursing home, and the lack of warm meals being provided to residents. Ms. Schultz reported to the board that the dining room on unit 3 had been left uncleaned from the previous night's meal and there was no breakfast available for residents when she came to visit her mother one morning. Ms. Schultz asked the board to explain who is ultimately responsible for the situation.

David Laker showed support for Ms. Thomas and Ms. Rhone's comments and noted that food service at the nursing home appears to be improving. Mr. Laker expressed concerns about the 12-hour shift option for staff members and noted that it is negatively impacting the quality of care that residents receive at the nursing home. Mr. Laker asked the board to implement a better scheduling system for staff members in order to improve the quality and continuity of care for residents.

6. Communications

Ms. Emanuel reported that she has been interviewing staff members at the nursing home and has invited management team members to make presentations to the board about their roles at the nursing home. Ms. Noffke introduced Kim Hottman, the new Activities Director at the nursing home.

Ms. Hottman reported that she has been at the nursing home for 6 months and has 6 years of experience working in long term care facilities. Ms. Hottman noted that the nursing home is an advantageous place for activities due to the number of staff members and volunteers available within the activities department. Two staff members of the activities department are on each unit every day, and they work with residents in small groups, large groups and on an individual basis.

Transportation services for the activities department have allowed Ms. Hottman to create store visits for residents. The Nursing Home Auxiliary Board provides additional resources and volunteers for many activities at the nursing home. Student volunteers are also utilized. Ms. Hottman hopes to establish social hours with other facilities in the area to keep residents active. She additionally hopes to establish a meals-on-wheels program for staff members.

Ms. Hodson asked for clarification in regards to the meals-on-wheels program. Ms. Hottman noted that staff members of the nursing home would volunteer to deliver meals to those in need in the community in order to improve the public perception of the nursing home.

7. Approval of Revised Nursing Home Personnel Policy

Mr. Sutton noted that he will abstain from voting on this item due to his unfamiliarity with the document. Ms. Busey noted that the document was previously distributed via email to board members, but explained that action on this item can be deferred to the May meeting.

Mr. Anderson asked for a quick background explanation on the document. Ms. Busey noted she worked on the document. Many revisions in the document include bringing the document into compliance with current state law and with the County's general personnel policy. Revisions included updates to the Equality Opportunity Employer and Affirmative Action sections, Recruitment and Hiring sections, and new language was added to bring the document into compliance with the American's with Disabilities Act audit that the County is currently undergoing. Additionally, the compliance program has been included.

Mr. Anderson asked who would represent the nursing home board if a legal matter were to come before the board. Ms. Busey noted that the State's Attorney's office would provide legal advice. Ms. Hodson asked if the document has been reviewed by the State's Attorney. Ms. Busey confirmed.

Mr. Anderson noted that he is prepared to vote on the item; however, he is willing to defer the vote until next month in order to provide all board members the opportunity to review the document and provide their insights.

MOTION by Mr. Anderson to defer the approval of the Revised Nursing Home Personnel Policy as provided until the May Board of Directors Meeting; seconded by Mr. Sutton.

Mr. Anderson asked if there are any pending issues at the nursing home that would require the board to pass the updated personnel policy at the current meeting. Ms. Busey noted that it is not urgent to pass the policy at the current meeting.

Upon vote, **MOTION CARRIED.**

8. Management Report

a. Strategic Objective Metrics Updates

Mr. Gima reported that the CNA category in the open positions table is now fully staffed, and is hopeful that the retention rate will continue to improve. The Human Resources department continues to make efforts to collect exit interviews. Separations from the nursing home were due to employees not showing up for shifts as well as subsequent disciplinary actions. Dietary staffing has remained stable and is currently fully staffed.

Mr. Anderson asked for the length of time the Director of Nursing position has remained open and unfilled. Mr. Gima reported that the position has been open and unfilled since March 11th, and interim director has been hired. Mr. Sutton asked what progress is being made to fill the position. Ms. Noffke reported that Ms. Bloomfield, the nursing home's Human Resources Director, has been actively searching for candidates. Ms. Hodson asked if the interim director is an agency staff member. Ms. Noffke noted that the interim director is a contract employee. Ms. Hodson asked for the difference in cost between having an internal director in place versus utilizing an external agency or contracted director. Ms. Noffke noted that salaries are comparable; however, mileage and housing costs make agency and contacted employees more expensive.

Mr. Gima noted the format change in the monthly Pinnacle scores. A percentage change from month to month, as well as quarterly changes, has been added to provide clarity in the data for board members.

Ms. Noffke noted that pulmonary clinic is up and running with bi-weekly visits to 18 residents. The outpatient therapy program continues to grow and transportation services for outpatient therapy are being explored.

Mr. Anderson asked why the readmission rate has grown. Ms. Noffke noted that the cause for readmission is always determined and analyzed, and the nursing home uses this to determine what they will do differently to avoid readmissions on the same problem in the future. Ms. Noffke noted that she did not have the data with her to determine the exact reasons why the readmission rate grew.

Ms. Noffke reported that varying comments have been received about food services and they range from positive to negative feedback. Dietary services are short-staffed which has impacted the quality of meals. Mr. Palinkas asked management to respond to the public comment regarding the uncleaned dining room that was left overnight. Ms. Noffke noted that opening and closing managers are in place with the food service management company and she needs to follow up to see what happened. Ms. Emanuel noted that the food service management company has a separate hierarchy; however, the nursing home management company is ultimately responsible for food service's shortfalls. Mr. Palinkas asked for an additional update to be provided about this problem at the next meeting.

Ms. Noffke noted that preliminary estimates for steam tables for food services have been provided by two architectural firms and the costs range from \$50,000 to \$150,000. Alternative options are currently being investigated.

b. Management Report

Mr. Gima reported that the nursing home census has declined since January and 454 conversion days have been recorded. An increase in admissions was reported in February

and March. He noted that an increase in discharges continue to negatively impact the census.

Discussions were held in regards to the definition of conversion days, and it was reported that conversion days are recorded when pending Medicaid applications are approved. While residents at the nursing home have pending Medicaid applications, they are recorded as private pay residents. When the applications are approved, those private pay resident days are converted to Medicaid resident days, at which point the state owes the nursing home payments for those converted days.

Mr. Anderson asked for clarification in regards to the look back period for pending Medicaid applications. Mr. Gima reported that Medicaid applications have a look back period of 3 months. He clarified and noted that once a resident has started a Medicaid application for, they have three months to complete it. The look back window covers the time it may take patients to complete their applications. Medicaid will go back and make payments for the entire duration of time it take their offices to process and approve applications starting on the date the application was started.

c. Cash Update

Mr. Gima reminded the board that the low cash balance home is due to the OIG Medicaid overpayment and the Medicaid application loan payback. Mr. Gima reminded the board that discussions of this issue were covered at the previous month's board meeting.

Mr. Anderson asked for an explanation as to how the overpayment was spent at the nursing home. Mr. Winschel explained that the OIG Medicaid overpayment was placed in the nursing home's budget and plans were developed to handle the repayment of the overpayment. The repayment schedule has been modified to allow the nursing home to maintain operations as needed.

The Medicaid application loan payback was given as an advance due to delays in payments from pending Medicaid applications that the nursing home was already experiencing. It was assumed that the nursing home would receive additional payments for pending applications from Medicaid so the application loan payback was used in operations. Unfortunately, the nursing home did receive additional payment for pending Medicaid applications, and now, due to budget shortfalls at the state level, Medicaid is taking their money back without giving the proper notification.

d. Fire Damper Inspection

Mr. Gima reported that all inspections and work for the project have been completed.

e. Lint Filtration Project

Mr. Gima reported that a temporary barrier has been placed in the hallway in order to block construction dust and noise. The system in the courtyard is almost completed and will have a fence placed around the unit so it is not visible to residents.

f. Marketing

Mr. Gima provided to the board with three handouts that outline short term solutions to conserve cash for operations. The handouts detail plans to change community and public perception to improve admissions as well as detailed financial information about the current

problems with cash flow. Mr. Gima asked the board to review the documents and contact him before the next month's meeting with any feedback they want to provide.

9. Chair's Report

a. Update on Strategic Planning Process

Ms. Emanuel reminded the board to complete the survey that was distributed in regards to the strategic planning process. Additionally, Ms. Emanuel reminded the board of the Study Session covering the strategic planning process being held on May 2nd and encouraged members to attend.

10. Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of specific employees of Champaign County

MOTION by Hodson to enter Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of specific employees of Champaign County, and for the following individuals to remain present: Scott Gima, Amanda Bloomfield, County Administrator and recording secretary.

Roll call vote:

Aye: 6 – Emanuel, Cowart, Hodson, Anderson, Palinkas, Sutton

Nay: 0

Motion carried.

The Champaign County Nursing Home Board of Directors entered Closed Session at 7:49 p.m.

The Champaign County Nursing Home Board of Directors resumed Open Session at 8:21 p.m.

11. Other Business

None

12. Public Comment

David Laker asked if 82 nursing staff in the strategic metrics portion of the agenda includes all CNA's or if it included additional nursing staff members. Mr. Gima confirmed that the number Mr. Laker is referring to is only CNA's and noted that CNA's include 84.2 full time equivalents. Mr. Laker additionally asked if a different vendor is being considered for food services, how much longer the management company running the nursing home has on their contract and what directions will be taken to improve both management and food services at the nursing home.

Mary Schultz asked the board to hold the public comment section of the agenda before any closed sessions in the future and expressed concerns about the nursing home spending the overpayment from Medicaid. Additionally, Ms. Schultz commented that the lint filtration system is an eye sore for residents and encouraged the board plant some sort of hedge around the system. Ms. Schultz also encouraged the board to begin correcting the problem of public perception of the nursing home as soon as possible.

13. Next Meeting Date & Time

The next meeting date and time for the Nursing Home Board of Directors is Monday, May 9, 2016 at 6:00 p.m.

14. Adjournment

Chair Emanuel declared the meeting adjourned at 8:30 p.m.

Respectfully submitted:
Brian Nolan
Recording Secretary