

**Board of Directors
Champaign County Nursing Home (CCNH) – Open Session Minutes
Urbana, Illinois
July 14, 2014**

Directors Present: Banks, Emanuel, Lyn, Hartke, Hodson, Maxwell, Palinkas

Also Present: Busey, Gima, Noffke, Brunk

1. Call to Order

The meeting was called to order at 6:05 pm by Vice-Chair Palinkas

2. Roll Call

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

3. Agenda & Addendum

Agenda was approved (motion by Hartke, second by Maxwell, unanimous).

Emmanuel entered the meeting and assumed the Chair.

4. Approval of Minutes

The minutes of June 9, 2014 were approved as submitted (motion by Hartke, second by Palinkas, unanimous).

5. Public Participation

Members of the Healthcare Service Group (HSG) introduced themselves to the Board:

- Justin Schneider, Regional Vice-President
- Chad McGavock, Regional Director of Sales in Illinois & St. Louis
- Jeff Willems, District Manager
- Jessica Keith, Food Service Director

Mr. Dave Laker expressed his continued dissatisfaction with the food service for his wife, a resident at the Nursing Home. He was also unhappy with his experience of *Generations* – a facility used to stabilize his wife’s medication.

6. Approval of Contract with Healthcare Services Group (HSG) for Dietary Services Management

Motion by Hartke, second by Maxwell, to approve a contract with Healthcare Services Group to provide management, dietician management and supervisory services for food service at CCNH as negotiated.

Mr. Lyn would like the actual meal serving times written in the contract. Mr. Hartke noted that once it is locked in the contract it would be problematic to change since the contract would

have to be renegotiated. The meal times may need to be adjusted based on current needs. Mr. Banks commented that the question is whether the timing should be established in the contract or in a policy.

Ms. Noffke stated that the times are posted in the dining rooms, and a process exists between the administration and the food vendor to communicate these times. The timing of the meals is now a component of the key strategic objectives dietary metric and is reported monthly to the Board. Ms. Emmanuel noted that the focus on key areas such as supervision, training and scheduling need to be adjusted to achieve the metrics.

Justin Schneider of HSG reported that his group has been at the nursing home for 3 weeks and is in the process of building a dietary management team. The Food Service Director and Dietitian positions have been filled, and the search is on-going for an assistant Food Service Director and an hourly supervisor. Once the management team is in place, programs will be instituted to identify/address the problem areas. Mr. Schneider hoped by the end of August, a positive change will be seen.

Ms. Emmanuel requested that the HSG representatives return to September's Nursing Home Board of Directors meeting to report on progress.

Motion carried unanimously.

7. Administrator's Report – Quality

Ms. Noffke reported that the Nursing Home's Centers for Medicare & Medicaid Services (CMS) star rating increased to 4 stars. There is only one other facility in the county that has a higher rating.

8. Management Report – Strategic Objectives Metric Report & Strategies to Address Retention, Recruitment and Employee Accountability

The newly added dietary metrics includes timeliness of meals, Pinnacle food quality score and Pinnacle dining service score. Pinnacle is an outside organization that conducts 15 random interviews every month with residents or families of residents to gauge the food quality and dining service at the nursing home. Those scores are compared to national averages. The nursing home is below the Pinnacle national averages in food quality and dining service but is trending up in dining service.

Mr. Gima reported that the Medicare 30-day readmission rate is 25%; up from 11% in April. In quality assurance protocol, nursing staff examines every readmission case to see if there are any commonalities that need to be addressed.

The annual turnover rate is 50% annualized for the remainder of 2014 which is an improvement over last year. The turnover is 80-90% concentrated in the CNA and dietary staff. MPA has implemented several strategies to improve employee retention and reduce turnover focusing on improved supervision and quality of hired employees. To address the vacancies, Mr. Gima would like to hire an assistant director of nursing who would focus on education of clinical staff (nurses and CNAs) and quality assurance. MPA is conducting a RN wage survey to determine competitiveness of CCNH's wages. The supervisor positions are changing from a clinical base (RN) to a social model (social services background) which will open up the pool of applicants.

The reinstatement of the CNA training program with Parkland College in the fall semester will help with recruiting efforts. MPA staff is evaluating the participation in future job fairs as a recruitment strategy.

Accountability issues will be discussed in closed session at the end of meeting due to on-going contract negotiations.

9. Management Report – May 2014 Statistics and Financial Management Report

Mr. Gima reported that net year-to-date (through May) income was \$453,788 – marking 6 consecutive months of profit. The month of June has 2,107 conversion dates which will reduce revenue by \$100,000 due to the adjustments of eleven private-pay residents to Medicaid. Accounts receivables (A/R) are up to \$4.6 million through May due to Medicaid pending payments. June will show a significant drop in A/R with the 2,107 conversion dates. The cash balance at the end of June will be approximately \$778,000.

10. Management Report – Management Update

Two Medicaid payments were received in June totaling \$720,000. Senate Bill 471 allocated a \$438,000 interest-free loan to CCNH (received in July) for temporary advance payments of outstanding Medicaid applications. The loan must be paid back to Illinois Healthcare and Family Services (HFS) in 2015 so the money is held in an escrowed interest-bearing account as recommended by the County Auditor.

The Health Alliance dual eligible managed-care contract has been finalized with improved Medicare Advantage reimbursement rates. The Molina Healthcare contract is still pending.

11. Other Business

With the FY2015 budget process underway, Mr. Maxwell requested MPA examine specific funding needs like additional supervisor positions, maintenance, room upgrades, etc. to discuss at the August meeting of the Nursing Home Board of Directors. The CCNH budget is approved by the Champaign County Board.

Mr. Hartke suggested the CCNH Auxiliary may be an avenue to increase community awareness/fundraising in an effort to make the residents' room more comfortable. Ms. Hodson explained that the Auxiliary has an annual meeting to determine how to spend their donations which was just held in June. Each CCNH department head comes with a wish list that would be very instructive for this Board to review. Mr. Hartke will help organize a Development Committee consisting of volunteers from the CCNH Board of Directors, CCNH family members and some CCNH auxiliary members.

12. Closed Session Pursuant to 5ILCS 120/2(C)2 To Consider Collective Negotiating Matters Between Champaign County and its Employees or their Representatives

MOTION by Ms. Hodson to enter into Closed Session pursuant to **5 ILCS 120/2(C)2** to consider collective negotiating matters between Champaign County and its employees or their representatives and the following individuals remain present: Scott Gima, Karen Noffke, Deb Busey and the recording secretary; seconded by Mr. Banks.

Roll call vote:

Aye: 7 – Banks, Emanuel, Lyn, Hartke, Hodson, Maxwell, Palinkas

Nay: 0

MOTION CARRIED unanimously.

The Champaign County Nursing Home Board of Directors entered into Closed Session at 7:15 p.m.

The Champaign County Nursing Home Board of Directors resumed Open Session at 7:31 p.m.

13. Next Meeting Date & Time

The next meeting date and time for the Nursing Home Board of Directors is Monday, August 11, 2014 at 6:00 pm.

14. Adjournment

Chair Emanuel declared meeting adjourned at 7:31 p.m. (motion by Hartke, second by Banks, unanimous)

Respectfully submitted

Beth Brunk
Recording Secretary