

**Board of Directors
Champaign County Nursing Home (CCNH) –Minutes
Urbana, Illinois
May 11, 2015**

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

Directors Absent/Excused:

Also Present: Busey, Gima, Noffke, Nolan

1. Call to Order

The meeting was called to order at 6:02 p.m. by Chair Emanuel.

2. Roll Call

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

3. Agenda & Addendum

Agenda and addendum were approved as amended (motion by Palinkas, second by Banks, unanimous).

4. Approval of Minutes

The open session minutes of April 13, 2015 were approved as submitted (motion by Anderson, second by Palinkas, unanimous).

5. Public Participation

David Laker supported the board's decision to seek a new vendor for dining services management and reported that the quality of food service has continued to decline. Mr. Laker additionally expressed concerns about the Unit 4 supervisor position being vacant.

6. Communications

Ms. Emanuel noted that communications is new agenda item and allows for board members to discuss and ask questions before the meeting begins.

Addressing Mr. Laker's concerns, Ms. Emanuel asked for update on the hiring process for the Unit 4 supervisor. Ms. Noffke noted that candidates have been identified and they are still in the process of being vetted. Mr. Banks asked if progress has been made in hiring a Human Resources Director. Mr. Gima noted that this will be addressed later in the meeting.

Mr. Anderson asked for clarification in regards to volunteers helping residents file health care applications and other required documents. Mr. Gima explained that he spoke with the Champaign County Board Chair about volunteers and noted that different resources in the community are being contacted. Ms. Emanuel suggested that a list be compiled and given to the County Board Chair. Mr. Lynn noted that Senior Resources should be contacted.

Mr. Anderson asked how the nursing home currently utilizes volunteers and how the nursing home could utilize additional volunteers. Ms. Noffke noted that the nursing home utilizes between 600 and 800 volunteer hours each month with volunteers providing services that reflect their areas of

interest. Ms. Hodson and Ms. Noffke noted that volunteer services include maintenance tasks, helping in the dining room and playing music, and the services provided often vary depending on the volunteers' abilities.

7. Other Business

a. Approval of Award of Contract for Water Heater Replacement Project

Champaign County Facilities Director Dana Brenner presented Pipeworks as the lowest bidder for the water heater replacement project. Mr. Brenner noted that Pipeworks' bid included an alternate option of replacing the mixing valves and circulation pumps for each heater and installing computer sensors in the water lines to collect temperature data. Additionally, Mr. Brenner commended GHR Engineer's efforts for their preparation work on the bid and their services for overseeing construction operations.

Ms. Emanuel asked about the second alternate construction option of conducting the water heater replacement project during night hours at the nursing home. Mr. Brenner explained that the second alternate option was released as preemptive planning; however, the project will be completed with minimal disruptions to residents during normal operating hours at the nursing home.

MOTION by Palinkas to approve the contract for the Water Heater Replacement Project as outlined by Mr. Brenner; second by Lynn. Upon vote, **MOTION CARRIED.**

b. Family Council – Chair Emanuel

Ms. Emanuel suggested that board members attend the nursing home's family council meetings in order to raise concerns from families at future board meetings. Ms. Hodson and Mr. Banks noted that they will be able to attend some meetings in the future.

8. Approval of Contract for Therapy Services with HealthPRO

Mr. Gima reported that Champaign County Nursing Home received three proposals in response to the therapy services RFP. Vendors were evaluated based upon their program managers, administrative support, references, pricing and contract terms. HealthPRO was the top ranked vendor with comprehensive corporate support, regular monthly visits by the regional manager, monthly outcome reports and unlimited assistance with marketing. HealthPRO also provides a comprehensive approach to therapy in order to reduce readmission rates and will provide an active compliance program that includes random therapy documentation audits.

Ms. Emanuel asked where HealthPRO currently provides services and why their references were higher than the other vendors. Mr. Gima explained that HealthPRO references were outstanding as compared to the other vendors, and HealthPRO provides services in Illinois but not in the Champaign County area.

Mr. Lynn asked where HealthPRO is located. Mr. Gima noted that they are a national company. Mr. Lynn asked how HealthPRO will allocate staff members. Mr. Gima noted that HealthPRO will hire a large portion of the nursing home's existing therapy service staff members and will recruit additional staff members from the area with a program manager being recruited nationally. Mr. Banks asked where the regional manager is located. Mr. Gima noted that the regional manager is from Chicago and currently spends about 40 hours per week at the nursing home.

Ms. Emanuel asked how HealthPRO's costs compare to the current therapy program. Mr. Gima noted that costs will be lower.

Ms. Busey noted that the contract should be limited to 5 years with an initial period of 2 years and 3 one-year renewals if amendments can be made.

MOTION by Palinkas to approve the contract for Therapy Services with HealthPRO with the amendments suggested by Ms. Busey; second by Hodson.

Ms. Cowart asked if a one year term is usually used with therapy services. Mr. Gima noted that historically contracts have been 3 years.

Upon vote, **MOTION CARRIED.**

9. Approval of Contract for Pharmacy Services with Uvanta

Mr. Gima reported that Uvanta currently supplies pharmacy services to Champaign County Nursing Home. The nursing home received three proposals in response to the pharmacy services RFP. Vendors were evaluated based upon their references and results, pharmaceutical price and net cost to Champaign County, administrative support and pharmaceutical consulting. Uvanta was chosen to remain the nursing home's pharmacy services provider due to having the lowest costs, excellent references and administrative support, and including psychotropic drug reduction as part of their consulting services.

Ms. Emanuel asked how long the nursing home has utilized Uvanta's services. Mr. Gima noted Uvanta has been used for 9 years.

Ms. Busey noted that the length of the contract should be amended to reflect an initial 3 year term with 2 additional one-year extensions. Ms. Emanuel asked who reviews contracts on behalf of the board. Ms. Busey noted that the State's Attorney's office reviews contracts.

MOTION by Anderson to approve the contract for Pharmacy Services with Uvanta with the amendments suggested by Ms. Busey; second by Banks. Upon vote, **MOTION CARRIED.**

10. Approval of Award of Contract for Dining Services Management

Mr. Gima reported that seven vendors, including the current vendor Healthcare Service Group (HCSG), voiced initial interest in submitting bids. The Dining Services Management RFP closed on April 13th and HCSG was only the vendor to submit a bid. Two vendors noted that the RFP timeline was too short to respond.

Mr. Gima seeks the board's approval to begin negotiating a one year agreement with HCSG which will include measureable goals that will be used to reevaluate their services at the end of the 2015 calendar year. If the goals have not been met, an RFP will be issued in early 2016 with the selected vendor providing services on July 1st, 2016.

Mr. Anderson asked how long vendors were given to respond to the RFP. Mr. Gima noted vendors were given about 3 weeks to respond. Ms. Emanuel asked when HCSG's current contract expires. Mr. Gima noted the contract expires on June 30th, 2015. Ms. Emanuel suggested a shorter contract for HCSG should be considered. Mr. Banks supported a shorter contract with HCSG and wondered why other food vendors did not respond to the RFP after initial interest. Ms. Emanuel noted that a 6 month contract would allow time for the board to research why other vendors are not responding

and allow time for a new RFP process to be completed. Ms. Busey advised against having HCSG's contract end on December 31st, 2015. Mr. Lynn suggested a 6 month contract with a possible 12 month extension if goals are met. Ms. Busey noted that shorter contract terms may deter vendors from investing in the nursing home. If HCSG is awarded a one year contract, the nursing home will have time to issue another RFP if it is clear the HCSG is not performing to expectations.

Mr. Lynn noted that staffing and management issues need to be considered in the process of selecting a new vendor for dining management services. He suggested hiring high school students in the dining room in order for food timing and staffing issues to be corrected. Ms. Hodson noted that food vendors can be changed, but the nursing home will still employ the same food service staff members. Ms. Hodson asked Ms. Noffke about her concerns with a 6 month contract. Ms. Noffke noted that the timing of the RFP process may make a 6 month contract difficult.

Mr. Palinkas advised that a 6 month contract will cause the awarded vendor to perform poorly due to the small amount of time the business will be investing. He suggested that awarded contract should include a one year agreement with an RFP process thoroughly researched and beginning early enough to give vendors time to adequately respond with additional food service workers being hired.

Mr. Gima noted that food service workers are Champaign County employees, but they are managed by the dining services management vendor. Champaign County provides orientation to new food services and the dining services management vendor then provides all supervision. Additional part-time staff members in food services are still needed.

Ms. Hodson suggested that measureable goals, possibly financial, be included in the contract for dining services management. Ms. Emanuel supported the addition of measurable goals and a contract length that is shorter than one year.

Ms. Busey recommended that the nursing home speak with HCSG in order to communicate the nursing home's expectations along with the expectations of HCSG. Mr. Gima noted that HCSG will be involved in renegotiating the dining services management contract. Ms. Busey asked if 6 months is enough time for the nursing home to make corrections that HCSG recommends to the board.

Mr. Banks noted that the nursing home's expectations of HCSG to supervise the nursing home's food services staff should be reviewed. Mr. Anderson suggested that the dining services management vendor should be responsible for all supervision of food service staff members with Champaign County providing the administrative services of hiring and payroll. Mr. Anderson did not support financial incentives in the contract. Ms. Busey noted a solution of paying the vendor 90% of their costs and holding 10% until they meet expectations.

MOTION by Hodson to approve a one year contract for Dining Services Management with Healthcare Services Group; second by Palinkas. Upon vote, **MOTION CARRIED.**

11. Action Plan Update

Mr. Gima noted that the nursing home attended the CiHRG Job Fair in order to pursue a Human Resources Director. Three candidates are being considered and an internal job fair at the nursing home will be held in the next week to find candidates.

The HR Dashboard has been updated through February. Mr. Anderson asked if application data reflects applications received within the month. Mr. Gima confirmed. Mr. Anderson asked if there is a way for the data reflect the number of applications that are in the process of being vetted. Mr.

Gima will see if this can added to the data.

Mr. Lynn noted that the CNA turnover rate has continued to rise. Ms. Noffke noted that relocation, family issues and performance terminations have caused the CNA turnover rate to increase. Mr. Lynn and Mr. Anderson noted that a high turnover rate will impact the facilities quality of care. Mr. Gima noted that trends are trying to be identified in order to reduce the turnover rate; however, a discernable trend cannot be found. Ms. Cowart asked how separations are tracked. Ms. Noffke explained that exit interviews are conducted and employees can explain why they are leaving. Ms. Hodson noted that exit interviews are not completely reliable and anonymity may provide more honest answers.

Mr. Gima noted that staff retention rates have increased and the main problem the nursing home faces is keeping employees for more than a year. Mr. Anderson suggested that the nursing home administration focus on why employees stay at the nursing home rather than trying to identify reasons why employees leave.

Mr. Gima noted that CMS Direct Care Staffing Levels will be updated in June. Additionally, the nursing home's Pinnacle quality measures increased from 4 stars to 5 stars and the staffing rating increased from 1 star to 2 stars.

Mr. Banks asked for clarification in regards to the Pinnacle scores for resident satisfaction. Ms. Noffke noted that the sample size for that portion of the survey is proportionally smaller as compared to other portions, which can lead to skewed data. Mr. Anderson asked why the sample is proportionally smaller. Mr. Gima noted that 15 surveys are completed each month and due to the size of the nursing home a larger sample size would cause many residents surveys to overlap from month to month.

12. Management Report

a. Monthly Management/Financial Report

Mr. Gima noted that the cash balance remains unchanged with little progress being made on the backlog of Medicaid applications. Additionally, Health Alliance and Molina Health Care have not made payments to the nursing home for dual eligible managed care plan residents.

c. Compliance Update – Josh Drake, Compliance Officer

Josh Drake introduced himself as the Admissions, Marketing and Corporate Compliance Officer with 8 years of experience as a licensed nursing home administrator. Mr. Drake noted that criminal background checks are conducted on volunteers that work over 10 hours per month at the nursing home. Additionally, community service workers are vetted through the County's website before beginning their community service work.

The compliance program has been fully implemented and training efforts to keep the program up-to-date are continuous. Annual training for all staff members was completed in April. Monthly compliance subjects are posted for employee education.

Program auditing is conducted on a monthly basis and the annual compliance program review is currently underway to ensure the program is running effectively and efficiently. Monthly audits can include billing audits and Medicare A and B audits with different topics covered each month.

The compliance program is designed to involve all staff members. Disciplinary actions are utilized if an employee is found to be out of compliance. Compliance program policies are updated on an as needed basis. Ms. Emanuel asked how Mr. Drake would know if a policy needs to be updated. Mr. Drake noted that as laws and regulations are released, he is responsible for keeping the program up-to-date. Ms. Emanuel asked if there is annual schedule for policy review. Mr. Drake confirmed. Ms. Emanuel asked how monthly audit topics are determined. Mr. Drake noted that MPA sets monthly audit topics.

Ms. Emanuel asked if there any risks the nursing home should look to address in the future. Mr. Drake noted that the added compliance program in place by the new therapy services vendor will ensure greater compliance.

13. Next Meeting Date & Time

The next meeting date and time for the Nursing Home Board of Directors is Monday, June 8, 2015 at 6:00 p.m.

14. Adjournment

Chair Emanuel declared the meeting adjourned at 7:52 p.m. (motion by Lynn, second by Palinkas, unanimous)

Respectfully submitted

Brian Nolan
Recording Secretary