

**Board of Directors
Champaign County Nursing Home (CCNH) –Minutes
Urbana, Illinois
July 13, 2015**

Directors Present: Emanuel, Anderson, Hodson, Lynn

Directors Absent/Excused: Banks, Cowart, Palinkas

Also Present: Busey, Gima, Noffke, 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 Hodson, second by Anderson, unanimous).

4. Approval of Minutes

The open session minutes of June 8, 2015 were approved as submitted (motion by Lynn, second by Hodson, unanimous).

5. Public Participation

Barbara Lynn noted that she did not receive a response to the letter she wrote to the Board of Directors regarding the care of her mother. Additionally, Ms. Lynn expressed concerns about the lack of care at the nursing home and problems with the nursing home's management. She informed the Board of Directors about her mother's illness and the lack of the care and support the nursing home has provided. Ms. Lynn additionally noted an increase of new residents and a lack of staff members to provide sufficient care to all residents.

David Laker noted that the transition of his wife from Unit 4 into the general population went well. Mr. Laker additionally expressed concerns about the quality of management as well as staffing problems at the nursing home.

6. Communications

Ms. Emanuel noted that she did not receive minutes from the Family Advisory Council.

Mr. Lynn continued with Barbara Lynn's public participation comments and noted that the doctors who examined Barbara Lynn's mother, his mother-in-law, reported patient abuse to social services due to the condition Mrs. Lynn's mother. He noted that Mrs. Lynn's mother has consistently received improper care and management issues at the nursing home have not been corrected.

Ms. Busey reported that Mr. Palinkas sent a communication notifying the board of his absence.

7. Update on Hot Water Heater Replacement Project

Champaign County Facilities Director Dana Brenner reported that the water heater replacement

project is going well with Unit 1, Unit 3 and Adult Daycare already completed. Unit 4 will be completed next in the process. Mr. Brenner anticipated the water heaters to be completely replaced within the week and the full project to be completed within 7 days. The project has taken longer than anticipated due to weather delays and smaller work crews; however, there will be no change in final costs. Mr. Anderson asked for a rough total estimate for the project. Mr. Brenner estimated the project will cost around \$100,000.

8. Approval of Healthcare Services Group Contract for Dietary Management Services

Mr. Gima reported that Healthcare Services Group has agreed to the contract amendment he has prepared. Amendments include performance measure guidelines in regards to Pinnacle scores, resident satisfaction surveys, kitchen sanitation, audits, IDPH survey, plating accuracy, food temperature and staffing. Mr. Gima noted that staffing guideline goals are incorrect and require correction.

Mr. Anderson asked for clarification in regards to the managers mentioned in the food temperature portion of the performance measure guidelines. Mr. Gima explained that non-dietary department managers at the nursing home will rotate and test temperatures. Mr. Anderson asked Mr. Gima to include this specific language in the amendment.

MOTION by Anderson to approve the Healthcare Services Group Contract for Dietary Management Services including the changes specific to non-dietary managers reviewing tray temperatures and the included corrections in regards to staffing goals and pinnacle scores; second by Hodson. Upon vote, **MOTION CARRIED.**

9. Action Plan Update

Mr. Lynn asked why the CNA turnover rate has continued to increase. Mr. Gima noted that separations are higher this year than they have been in the past. Mr. Lynn asked for an analysis of the issue. Mr. Gima explained that exit surveys are conducted and no specific trend can be identified to explain the increased turnover rate. Mr. Lynn commented that increased turnover rates and rising agency costs are top level management issues that need to be corrected in order to retain quality staff members. Ms. Emanuel noted that the Action Plan is in place in order to track and address metric issues, and it includes fines in regards to poor survey scores and metrics.

Mr. Gima reported that the nursing home's adjusted hours per resident per day metric remains the highest in the area and above the state average. Agency expenses totaled \$134,790, which includes 3 invoices from earlier in the year that were not received until May. Due to higher agency usage on weekends, Mr. Gima is looking into a weekend only shift option for employees.

Twelve scores in the Pinnacle Satisfaction Survey for May 2015 showed improvement from April. Three scores including dining service, quality of food and laundry services declined in quality from April. Laundry services declined due to residents receiving wrong items back from the laundry department.

Ms. Emanuel asked which Pinnacle scores showed the greatest improvements. Mr. Gima noted that professional therapy, quality of care and admission process showed larger improvements than other areas.

Mr. Anderson asked why the resident satisfaction rate is 50% when the national average is 82.7%. Mr. Gima noted that the majority of monthly surveys are completed by family members and the nursing home only receives one completed survey per month. Mr. Lynn asked why 1 resident survey is completed per month. Mr. Gima noted that the survey is geared towards responsible parties such

as family members. Ms. Noffke noted that this survey is conducted with discharged residents and family members must be reached at home to complete the survey. Mr. Anderson asked how management at the nursing home will make future plans to receive more than 1 resident survey per month. Mr. Gima noted that he will need to follow up on this issue because the resident satisfaction score is a new metric from Pinnacle this year. Mr. Lynn noted that survey responses from discharged residents' families will differ from residents' responses. Mr. Anderson confirmed and noted that both family and resident survey scores are necessary. Mr. Gima noted that these surveys are conducted by phone with family members in order to accommodate for residents who can not answer survey questions on their own. Ms. Emanuel and Mr. Anderson asked Mr. Gima to provide more information at the next meeting in regards to surveying residents directly.

Mr. Gima noted that the outpatient therapy program is still in development. HealthPro is assisting with space planning and licensure documents have been submitted to the Illinois Department of Public Health. Cosmetic renovations are underway to replace the toilets. Additionally, prices are being secured for necessary equipment purchases. A survey by IDPH needs to be completed before the nursing home can start providing outpatient therapy services. Mr. Gima expects the program to be up and running by September 1st.

Ms. Emanuel asked for an initial timeline for pulmonary and respiratory therapy services. Mr. Gima noted that there may not be a need for a pulmonologist but further discussions need to be held.

10. Management Report

a. Monthly Financial/Management Report

Mr. Gima reported that May's month ending cash balance was \$355,000. Accounts receivable totaled \$5.437 million, down slightly from \$5.648 million in April. Accounts payable totaled \$2.106 million in May, up slightly from \$1.932 million in April.

May saw 515 conversion days and 1,004 days are expected in June. There are fewer than 50 open Medicaid applications, and newer applications are showing faster turnaround times compared to claims submitted in January.

Progress is occurring with MMAI managed care payments from Molina Healthcare. Three checks totaling almost \$300,000 have been received, covering most claims submitted between July 2014 and March 2015. April and May claims have been submitted with payment expected within 60 days of billing.

Payments from Health Alliance have been received since May. Roughly \$300,000 is still owed for services through March. Payments for April, May and June are still waiting to be received.

b. Medicare Unit

Mr. Gima reported that Unit 4 at the nursing home has been converted into a Medicare dedicated unit in order to provide dedicated medical staff to improve the quality of care for Medicare residents. The unit will include private rooms, making Champaign County Nursing Home the only facility in the County to provide private Medicare rooms. 23 residents have been moved from Unit 4 and into the general population. Residents and families were first informed of the transition, and the renovation process is underway with floor replacements and new paint. Rooms should be completed and ready by August. Mr. Gima noted that the conversion to private Medicare rooms serves as a way to increase Medicare revenue while providing a unique service to the public.

Mr. Lynn and Mr. Anderson asked why the board was not informed of this conversion before management went to the families. Mr. Gima explained it was a decision to inform the families first before the board. Ms. Emanuel asked how management plans to deal with the additional care that will be required for residents who are in the general population that are not self-sufficient. Mr. Gima noted that additional staffing will be required based on resident acuity.

c. Revenue Anticipation Notes

Mr. Gima reminded the board that Medicaid payments from the state may stop due to budget cuts. Representatives from Health Alliance and Molina have both confirmed that provider payments will continue in the short term. Revenue Anticipation Notes will be issued in the event that the nursing home does not have access to working capital. Draft documents for revenue anticipation notes are being reviewed by bond counsel. Mr. Gima noted that the County Board will need to approve the revenue anticipation notes.

Mr. Anderson asked for the interest rate of the revenue anticipation notes and if this will impact the County's bond rating. Ms. Busey noted that revenue anticipation notes will not impact the County's bond rating. Ms. Emanuel asked for the total amount that will need to be borrowed. Mr. Gima noted \$300,000 to \$350,000 per month will be needed.

11. Other Business

Mr. Anderson addressed concerns about the nursing home's ability to balance the costs of staying competitive in the marketplace, rising agency usage and retaining employees while still providing a sufficient level of care and service to residents at the nursing home. Mr. Anderson asked the board if a referendum should be placed on the County ballot at the next election that asks voters if they would support a tax increase in order support the nursing home and if voters think the County Board should lease, sell or continue running the nursing home. If the quality of care that the nursing home would like to achieve can not be provided, Mr. Anderson asked if the County should continue operating the nursing home.

Ms. Emanuel asked Ms. Busey to provide more information at the August meeting in regards to what questions can be asked on the referendum.

12. Next Meeting Date & Time

The next meeting date and time for the Nursing Home Board of Directors is Monday, August 10, 2015 at 6:00 p.m.

13. Adjournment

Chair Emanuel declared the meeting adjourned at 7:31 p.m. (motion by Lynn, second by Anderson, unanimous)

Respectfully submitted

Brian Nolan
Recording Secretary