

## CHAMPAIGN COUNTY NURSING HOME BOARD OF DIRECTORS

### AGENDA

County of Champaign, Urbana, Illinois

Monday, January 8, 2018 - 6:00 p.m.

In-Service Training Room

Champaign County Nursing Home, 500 S. Art Bartell Road, Urbana

#### Committee Members:

Jack Anderson – Chair

Sam Banks

Catherine Emanuel

Josh Hartke

Mary Hodson

Edmund Sutton

- I. Call to Order
- II. Roll Call
- III. Approval of Agenda/Addenda
- IV. Approval of Minutes
  - A. December 7, 2017 1 - 2
- V. Public Participation
- VI. Communications
- VII. Approve 2018 Calendar of Meetings 3
- VIII. Management Update
  - A. November Financials 4 - 18
  - B. Marketing Update & Plan 19 - 30
  - C. Perception of Care Discharge QA Protocol & Discharge Survey 31 - 33
- IX. Chair's Report
  - A. Discussion of assignment and content for the February 13, 2018 – 6:30 pm Nursing Home Board of Directors quarterly report presentation to the County Board for the quarter ending 12/31/17
  - B. Status of IDPH's December 2017 inspection of CCNH
- X. Next Meeting Date & Time
  - A. Monday, February 5, 2018 at 6:00 p.m.
- XI. Adjournment

**Board of Directors  
Champaign County Nursing Home (CCNH) –Minutes  
Urbana, Illinois  
December 11, 2017**

Directors Present: Anderson, Busey, Emanuel, Hartke, Hodson, Sutton  
Directors Absent/Excused: Banks  
Also Present: Asplund, Colbrook, Ciyou, Koenig, Petrie, Reznik, Weibel

**I. Call to Order**

Chair Anderson called the meeting to order at 6:00 p.m.

**II. Roll Call**

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

**III. Approval of Agenda**

The board approved the agenda as distributed (motion by Hodson, second by Hartke, unanimous).

**IV. Approval of Minutes**

The board approved the minutes from November 13, 2017, as distributed (motion by Hartke, second by Hodson, unanimous).

**V. Public Participation**

David Laker stated he is not a fan of the use of paper plates and plastic utensils. He noted he objects to the use of no-name products. He explained he believes these products come from overseas and those products are not held to the same quality standards as US products. Mr. Laker does not like "mystery meat" and does not want his wife to eat it. He requested additional assistance to feed residents. He noted dietary is understaffed on weekends.

Patti Petrie complimented all involved with the holiday open house at the Nursing Home yesterday.

**VI. Communications**

Ms. Hodson provided copies of the call for artists for the Art Fare in February.

**VII. Management Update**

**A. October Financials**

Suzanne Koenig stated in October, Medicare increased by five. According to Ms. Koenig, census is up overall. She stated the door issue was resolved in November. Ms. Koenig noted today is the first day of the annual survey. She anticipates the auditors will finish next week Tuesday.

Joyce Ciyou stated there are new processes in place for the annual survey. She stated the new regulations require positions dedicated to risk management and infectious disease prevention. She explained auditors will provide a survey report one to ten days from the completion of the audit. SAK agreed to provide a summary report of the audit findings at the next meeting.

**VIII. Chair's Report**

Mr. Anderson encouraged all to attend or watch (via livestream) the Committee of the Whole meeting. He informed everyone there are a few items concerning the Nursing Home on the agenda.

In response to a question from Mr. Hartke, Ms. Koenig stated she believes if the County Board decides to issue an RFP for the sale of the Nursing Home, it will hamper the ability to hire nursing staff.

Mr. Anderson stated the dissolution of this Board of Directors is an item on the agenda for discussion. The committee discussed the costs associated with this board meeting. The board approved a recommendation to the County Board to forego compensation of the members of the Nursing Home Board of Directors (motion by Emanuel, second by Hartke, unanimous).

**IX. Next Meeting Date & Time**

Monday, January 8, 2018 at 6:00 p.m.

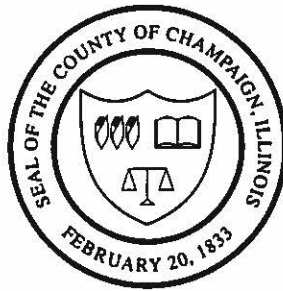
**X. Adjournment**

Mr. Anderson declared the meeting adjourned 6:44 p.m.

Respectfully submitted:  
Tammy Asplund  
Recording Secretary

**C. Pius Weibel**  
Chair  
cweibel@co.champaign.il.us

**Giraldo Rosales**  
Vice-Chair



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**Office of  
County Board  
Champaign County, Illinois**

**CHAMPAIGN COUNTY NURSING HOME BOARD of DIRECTORS**  
**2018 CALENDAR OF MEETINGS**

**All Meetings held in the In-Service Classroom, Champaign County Nursing Home,**  
**500 Art Bartell Drive, Urbana, IL**

- January 8, 2018 - 6pm
- February 12, 2018 - 6pm
- March 12, 2018 - 6pm
- April 9, 2018 - 6pm
- May 8, 2018 - 6pm
- June 11, 2018 - 6pm
- July 9, 2018 - 6pm
- August 13, 2018 - 6pm
- September 10, 2018 - 6pm
- October 1, 2018 - 6pm
- November 12, 2018 - 6pm
- December 10, 2018 - 6pm

***Calendar of Nursing Home Board of Directors Presentations to the County Board***  
***QUARTERY REPORTS:***

- February 13, 2018 - 6:30pm - for the quarter ending 12/31/2017***
- May 15, 2018 - 6:30pm - for the quarter ending 3/31/2018***
- August 14, 2018 - 6:30pm - for the quarter ending 6/30/2018***
- November 13, 2018 - 6:30pm - for the quarter ending 9/31/2018***

Champaign County Nursing Home  
 Financial Statement Summary  
 August - September - October - November 2017 Actual Results

12/28/17

**HEADLINE - Facility is reporting Net Income 1st time this year!**

	August'17	September'17	October'17	November'17	Comments
Census	132	132	137	138	Census continued to slowly build up by overall increase by 1
Net Revenue	\$ 853,047	\$ 845,867	\$ 983,658	\$ 1,076,374	Net revenue stayed consistent on per day basis, is up \$92,716 primarily due to true up of IGT revenue for first 10 months of the year
Operating Expenses	\$ 1,077,042	\$ 1,069,868	\$ 1,151,866	\$ 1,147,152	Operating expenses stayed consistent on a monthly basis but were \$1.1k per day higher primarily due to increase in nursing payroll expense
Net Operating Income	\$ (223,995)	\$ (223,789)	\$ (168,208)	\$ (70,778)	Steady Improvement by \$97,430
Non Operating Income	\$ 104,540	\$ 100,834	\$ 101,633	\$ 100,796	Non operating income consistent
Net Income (Loss)	\$ (123,199)	\$ (122,954)	\$ (66,574)	\$ 30,018	Net Results continued to improve and showed \$96,592 increase to prior month
<b><u>Operating Expenses Detail:</u></b>					
Administration	\$ 274,867	\$ 289,508	\$ 302,390	\$ 276,237	Admin. Expenses are \$26, 153 lower mostly due to decrease in Attorney and Legal fees by \$18,323 and Finance charges by \$5,167
Environmental Services	\$ 96,381	\$ 83,274	\$ 96,848	\$ 108,076	Environmental Services are \$9,853 higher in Gas category, season related
Maintenance	\$ 9,730	\$ 21,337	\$ 18,363	\$ 13,422	Building Repairs are down by \$4,347
Nursing Services	\$ 461,945	\$ 449,749	\$ 494,626	\$ 517,740	Nursing expenses increased slightly due to orientation and necessary OT to provide adequate care
Food Services	\$ 89,119	\$ 94,027	\$ 99,072	\$ 106,086	Dietary Supplies are \$9,232 due to prior period expenses recognized in Nov'17

11/30/17

Champaign County Nursing Home  
Balance Sheet

1

ASSETS

Current Assets

Cash	\$21,550.76
Rec., Net of Uncollectible Amounts	\$3,361,288.82
Rec., Net of Uncollectible Amounts	(\$788,180.89)
Accrued Interest	\$169,075.78
Intergv. Rec., Net of Uncollectibl	\$2,772,179.91
Prepaid Expenses	(\$46,320.52)
Long-Term Investments	\$15,829.52
Total Current Assets	<u>\$5,505,423.38</u>

Fixed Assets

Fixed Assets	\$18,116,007.22
Total ASSETS	<u>\$23,621,430.60</u>

LIABILITIES & EQUITY

Current Liabilities

Current Liabilities	\$5,623,443.89
Non-Current Liabilities	\$2,706,310.01
Total Current Liabilities	<u>\$8,329,753.90</u>

Equity

Equity	\$15,291,676.70
Total LIABILITIES & EQUITY	<u>\$23,621,430.60</u>

**Champaign County Nursing Home**  
**Statement of Cash Receipts and Disbursements**  
**For the Period Ended**  
**November 30, 2017**

	<u>Operating Account</u>	<u>Petty Cash Account</u>	<u>Total</u>
<b>Beginning Cash Balance</b>	\$ 31,082	\$ 300	\$ 31,382
<b>Add:</b>			
Receipts deposited	\$ 575,366	\$ -	\$ 575,366
Other (identify source)      Real Estate Tax Collections	\$ 32,107	\$ -	\$ 32,107
Other (identify source)      General Fund Loan	\$ 150,000	\$ -	\$ 150,000
<b>Total Cash Receipts</b>	<u>\$ 757,473</u>	<u>\$ -</u>	<u>\$ 757,473</u>
<b>Subtract:</b>			
A/P Disbursements by check	\$ 250,255	\$ -	\$ 250,255
Payroll Disbursements	\$ 517,050	\$ -	\$ 517,050
Other (identify source)	\$ -	\$ -	\$ -
<b>Total Disbursements</b>	<u>\$ 767,305</u>	<u>\$ -</u>	<u>\$ 767,305</u>
<b>Ending Cash Balance</b>	<u>\$ 21,251</u>	<u>\$ 300</u>	<u>\$ 21,551</u>

**Champaign County Nursing Home**  
**Statement of Cash Flows (Indirect Method)**  
**For the Period of**  
**January 2017 to November 2017**

**CASH FLOW FROM OPERATING ACTIVITIES:**

Net Income (Loss) YTD	(\$1,229,861.96)
Depreciation Expense	706,545.02
(Incr.)/Decr. In Accounts Receivable	(\$561,359.66)
(Incr.)/Decr. In Prepaid Expenses	\$67,517.51
(Incr.)/Decr. In Inventory	-
(Incr.)/Decr. In Patient Trust	\$5,677.02
Incr./(Decr.) in Accounts Payable	\$1,266,698.84
Incr./(Decr.) in Salaries and Wages Payable	(\$42,135.74)
Incr./(Decr.) in Interest Payable	\$39,132.37
Incr./(Decr.) in Accrued Com. Absences	(\$80,380.06)
Incr./(Decr.) in Other Liabilities	<u>(\$11,110.21)</u>
 Net Cash Provided by Operating Activities	 160,723.13

**CASH FLOW FROM INVESTING ACTIVITIES:**

Purchase of Equipment	(\$12,430.52)
Improvements / (CIP)	<u>\$4,644.13</u>
 Net Cash Provided by Investing Activities	 (7,786.39)

**CASH FLOW FROM FINANCING ACTIVITIES:**

Increase in Tax Anticipation Note	(\$892,821.98)
Notes Payable - Medicaid	-
(Decrease) Due to General Corp. Fund	\$444,000.00
(Decrease) in Bonds Payable	\$0.00
Increase in Equity Adjustment	<u>\$4,430.66</u>
 Net Cash Provided by Financing Activities	 <u>(444,391.32)</u>

<b>TOTAL CASH FLOW</b>	<b>(291,454.58)</b>
 <b>BEGINNING CASH,           01/01/17</b>	 <u><b>313,005.34</b></u>
 <b>ENDING CASH,            11/30/17</b>	 <u><u><b>\$   21,550.76</b></u></u>



Champaign County Nursing Home  
Statement of Operations

11/30/17

1

Description	Current Activity	Year-to-Date
<b>Operating Income</b>		
Miscellaneous Revenue	\$10.00	\$1,686.38
Medicare A Revenue	\$163,421.89	\$1,615,010.35
Medicare B Revenue	\$9,703.29	\$160,494.43
Medicaid Revenue	\$549,320.30	\$5,146,834.08
Private Pay Revenue	\$341,185.18	\$2,988,968.81
Adult Day Care Revenue	\$12,733.07	\$180,160.20
Total Income	\$1,076,373.73	\$10,093,154.25
<b>Operating Expenses</b>		
Administration	\$276,236.65	\$3,097,950.95
Environmental Services	\$108,076.23	\$1,041,669.00
Laundry	\$14,556.20	\$145,865.69
Maintenance	\$13,421.59	\$167,316.29
Nursing Services	\$517,740.43	\$5,414,010.36
Activities	\$16,356.07	\$215,130.75
Social Services	\$18,896.16	\$207,177.38
Physical Therapy	\$15,776.90	\$276,253.77
Occupational Therapy	\$15,475.96	\$212,718.16
Speech Therapy	\$1,965.79	\$53,285.18
Respiratory Therapy	\$390.00	\$16,658.77
Total This Department	\$2,355.79	\$69,943.95
Food Services	\$106,036.32	\$1,074,073.86
Barber & Beauty	\$4,058.34	\$66,702.75
Adult Day Care	\$15,239.76	\$165,904.89
Alzheimers and Related Disorders	\$22,925.75	\$281,959.02
Total Expenses	\$1,147,152.15	\$12,436,676.82
	(\$70,778.42)	(\$2,343,522.57)
<b>NonOperating Income</b>		
Local Taxes	\$100,796.26	\$1,108,796.41
Miscellaneous NI Revenue	\$0.00	\$4,864.20
Total NonOperating Income	\$100,796.26	\$1,113,660.61
NET INCOME (LOSS)	\$30,017.84	(\$1,229,861.96)

Champion Court Nursing Home  
Historical Statement of Operations

11/30/17

1

Description	12/16	01/17	02/17	03/17	04/17	05/17	06/17	07/17	08/17	09/17	10/17	11/17	Total
<b>Operating Income</b>													
Miscellaneous Revenue		112	64	(113)	57	1,068	(168)	345	27	281		10	1,666
Medicare A Revenue	172,461	250,010	145,345	115,410	102,584	141,201	132,920	125,003	115,570	196,085	163,422	161,501	1,615,010
Medicare B Revenue	23,365	10,072	28,966	17,972	21,305	13,258	18,827	9,202	9,811	2,992	9,703	160,494	160,494
Medicaid Revenue	425,618	540,639	528,889	466,811	431,742	457,082	466,019	419,997	471,442	366,294	549,320	549,320	5,146,834
Private Pay Revenue	343,926	175,229	255,938	277,889	232,265	216,809	210,666	287,155	238,800	369,266	341,165	2,988,939	2,988,939
Adult Day Care Revenue	18,025	18,736	26,030	14,988	17,153	16,749	15,000	11,672	9,954	18,991	12,733	180,160	180,160
<b>Total Income</b>	<b>933,517</b>	<b>992,620</b>	<b>990,115</b>	<b>892,898</b>	<b>856,116</b>	<b>844,943</b>	<b>843,797</b>	<b>853,047</b>	<b>845,888</b>	<b>933,688</b>	<b>1,076,374</b>	<b>1,008,154</b>	<b>10,088,154</b>
<b>Operating Expenses</b>													
Administration	256,410	256,529	266,657	286,368	333,491	277,973	292,533	274,857	299,508	302,330	276,237	3,027,951	3,027,951
Environmental Services	90,535	85,809	97,021	67,155	124,200	100,893	91,904	95,382	83,274	95,899	108,076	1,041,669	1,041,669
Laundry	13,782	10,616	12,879	13,992	11,732	12,992	12,544	16,115	13,283	13,808	14,555	145,886	145,886
Maintenance	13,566	13,560	14,636	21,336	7,975	23,166	10,215	9,731	21,337	18,363	13,422	167,316	167,316
Nursing Services	553,352	477,266	480,405	455,525	485,234	518,541	499,606	461,945	494,748	494,626	517,740	5,414,010	5,414,010
Activities	21,939	19,613	20,521	20,916	23,049	19,080	18,088	18,617	18,935	18,368	16,355	215,131	215,131
Social Services	24,080	24,018	17,851	14,016	18,879	18,683	12,767	19,155	17,841	21,019	18,855	207,177	207,177
Physical Therapy	28,883	32,645	32,814	29,849	29,683	23,020	20,091	18,461	20,133	24,909	15,777	276,254	276,254
Occupational Therapy	23,243	23,502	21,445	15,351	14,334	15,211	22,305	23,981	20,529	17,312	15,476	212,718	212,718
Speech Therapy	9,046	5,065	8,775	6,619	5,665	5,280	4,865	2,541	1,474	1,965	1,965	53,265	53,265
Respiratory Therapy													
Respiratory Therapy	2101	2104	1,611	1,246	1,953	2,425	1,353	1,479	882	1,125	330	16,689	16,689
<b>Total This Department</b>	<b>11,147</b>	<b>7,161</b>	<b>10,366</b>	<b>7,855</b>	<b>7,689</b>	<b>7,665</b>	<b>6,219</b>	<b>4,019</b>	<b>2,335</b>	<b>3,120</b>	<b>2,335</b>	<b>68,944</b>	<b>68,944</b>
Food Services	108,279	110,907	101,839	92,085	95,268	82,277	95,150	89,119	94,027	99,075	105,086	1,074,074	1,074,074
Barber & Beauty	8,075	6,320	6,880	6,606	7,313	7,942	4,864	5,674	4,751	4,241	4,088	66,708	66,708
Adult Day Care	16,141	13,554	14,523	15,514	16,029	16,620	15,251	14,429	12,968	15,665	15,240	165,905	165,905
Alzheimers and Related Diseases	26,916	21,180	28,003	24,634	27,305	33,254	26,684	24,547	21,361	22,151	22,926	281,939	281,939
<b>Total Expenses</b>	<b>1,216,229</b>	<b>1,105,490</b>	<b>1,115,871</b>	<b>1,079,823</b>	<b>1,208,129</b>	<b>1,157,128</b>	<b>1,118,220</b>	<b>1,077,043</b>	<b>1,059,656</b>	<b>1,151,866</b>	<b>1,147,152</b>	<b>12,436,677</b>	<b>12,436,677</b>
<b>Net Operating Income</b>	<b>(222,712)</b>	<b>(112,870)</b>	<b>(125,756)</b>	<b>(186,925)</b>	<b>(352,013)</b>	<b>(312,184)</b>	<b>(274,424)</b>	<b>(223,996)</b>	<b>(213,768)</b>	<b>(168,178)</b>	<b>(70,778)</b>	<b>(2,348,523)</b>	<b>(2,348,523)</b>
<b>Non-Operating Income</b>													
Local Taxes	100,172	100,172	100,172	100,172	100,172	100,172	104,540	100,756	100,834	100,756	100,756	1,103,756	1,103,756
Miscellaneous N Revenue	330	1,039	592	136	913	50	916			897		4,864	4,864
<b>Total Non-Operating Income</b>	<b>100,472</b>	<b>101,211</b>	<b>100,764</b>	<b>100,308</b>	<b>100,285</b>	<b>100,222</b>	<b>105,456</b>	<b>100,756</b>	<b>100,834</b>	<b>101,653</b>	<b>100,756</b>	<b>1,108,620</b>	<b>1,108,620</b>
<b>Net Income (Loss)</b>	<b>(122,240)</b>	<b>(11,659)</b>	<b>(24,992)</b>	<b>(86,617)</b>	<b>(351,728)</b>	<b>(211,962)</b>	<b>(168,968)</b>	<b>(123,240)</b>	<b>(112,934)</b>	<b>(66,525)</b>	<b>(30,022)</b>	<b>(1,239,903)</b>	<b>(1,239,903)</b>

Champaign County Nursing Home  
 Avg Daily Census Summary Report  
 For Nov-17

	<u>Jul-17</u>	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>
<b><u>Actual:</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>
Medicare A	7.77	7.42	6.57	13.16	11.87
Medicaid	95.23	85.74	83.33	82.06	77.93
Medicaid Pending	3.52	12.35	15.40	14.19	21.00
Managed Care	-	-	0.20	0.23	-
Private Pay	23.19	21.06	21.67	22.26	21.83
Veterans	5.00	5.00	5.00	5.00	4.93
<b>Total</b>	<b>134.71</b>	<b>131.58</b>	<b>132.17</b>	<b>136.90</b>	<b>137.57</b>

	<u>Jul-17</u>	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>
<b><u>Budget:</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>	<b><u>ADC</u></b>
Medicare A	6.00	3.00	3.00	5.00	6.00
Medicaid	83.00	87.00	89.00	91.00	93.00
Medicaid Pending	11.00	11.00	11.00	11.00	11.00
Managed Care	3.00	3.00	3.00	3.00	3.00
Private Pay	21.00	21.00	21.00	21.00	21.00
Veterans	5.00	5.00	5.00	5.00	5.00
<b>Total</b>	<b>129.00</b>	<b>130.00</b>	<b>132.00</b>	<b>136.00</b>	<b>139.00</b>

<b>Varinace:</b>					
<b><u>Over/(Under)</u></b>	<b>5.71</b>	<b>1.58</b>	<b>0.17</b>	<b>0.90</b>	<b>(1.43)</b>

Champaign County Nursing Home  
 Census Summary Report  
 For Nov-17

	<u>Aug-17</u>		<u>Sep-17</u>		<u>Oct-17</u>		<u>Nov-17</u>	
	<u>Total Days</u>	<u>Occupancy</u>	<u>Total Days</u>	<u>Occupancy</u>	<u>Total Days</u>	<u>Occupancy</u>	<u>Total Days</u>	<u>Occupancy</u>
Medicare A	230	3.05%	197	2.70%	408	5.42%	356	4.88%
Medicaid	2,658	35.28%	2,500	34.29%	2,544	33.77%	2,338	32.07%
Medicaid Pending	383	5.08%	462	6.34%	440	5.84%	630	8.64%
Managed Care	-	0.00%	6	0.08%	7	0.09%	-	0.00%
Private Pay	653	8.67%	650	8.92%	690	9.16%	655	8.98%
Veterans	155	2.06%	150	2.06%	155	2.06%	148	2.03%
<b>Total</b>	<b>4,079</b>	<b>54.15%</b>	<b>3,965</b>	<b>54.39%</b>	<b>4,244</b>	<b>56.34%</b>	<b>4,127</b>	<b>56.61%</b>

Champaign County Nursing Home  
A/R Aging Summary  
As of November 2017

Payer Type Summary

Nov-17

Service Period	November	October	September	August	July	June	May	>=April	Total as of 11/30/17
Commercial Insurance	12,248.76	12,165.59	\$6,603.82	5,856.66	6,951.86	6,960.23	1,841.14	295,714.28	348,342
Hospice	20,194.18	21,147.00	\$4,037.05	422.75	35.90	1,699.41	8,026.80	54,249.87	109,813
Like Med A	45,891.94	63,728.97	\$6,964.33	(7,651.01)	26,521.67	15,078.05	587.79	246,592.42	397,714
Like Med B	3,604.02	(5,010.50)	\$6,529.41	3,739.47	5,487.03	4,027.95	2,389.63	361,987.69	382,755
Medicaid	278,641.68	178,884.34	\$144,196.58	17,535.95	(3,384.25)	12,198.14	6,969.21	346,801.41	981,843
Med A	90,836.42	44,846.85	\$20,238.20	17,104.56	9,282.81	1,527.65	11,368.11	6,107.80	201,312
Med B	6,623.62	308.86	\$2,344.98	2,467.32	3,864.71	1,415.63	817.55	55,851.23	73,694
Pvt	162,321.77	99,203.83	\$111,840.44	67,278.36	96,675.17	97,727.96	88,594.09	1,479,346.22	2,202,988
VA	28,375.00	38,788.68	\$1,041.36	2,848.95	3,645.03	56.80	12,594.52	215,159.46	302,472
	648,737.39	454,063.62	303,796.17	109,603.01	149,079.93	140,693.82	133,148.84	3,061,810.38	
<b>Total</b>	<b>1,297,474.78</b>	<b>908,127.24</b>	<b>607,592.34</b>	<b>219,206.02</b>	<b>298,159.86</b>	<b>281,387.64</b>	<b>266,297.68</b>	<b>6,123,620.76</b>	<b>5,000,933</b>

**Champaign County Nursing Home  
A/R Aging Summary  
As of November 2017**

<u>Payer Type Summary</u>	<u>Nov-17</u>					
		<u>Service Period</u>	<u>Total as of 11/30/17</u>	<u>% to TTL</u>	<u>+(-) to prior month</u>	<u>Reason</u>
Commercial Insurance	348,342			6.97%	(18,492)	
Hospice	109,813			2.20%	7,604	
Like Med A	397,714			7.95%	36,405	current, census increase
Like Med B	382,755			7.65%	(14,578)	
Medicaid	981,843			19.63%	137,027	molina, pmnt issued 11/20/17, deposited 12/4/17
Med A	201,312			4.03%	(39,258)	
Med B	73,694			1.47%	(11,802)	
Pvt	2,202,988			44.05%	170,328	pending related increase
VA	302,472			6.05%	(9,145)	
<b>Total</b>	<b>5,000,933</b>			<b>100.00%</b>	<b>258,088</b>	

Champaign County Nursing Home  
A/P Aging Summary  
As of November 2017

	July '17	August '17	September '17	October '17	November '17
Accounts Payable	3,672,636.42	3,556,274.72	3,692,597.50	3,829,529.83	3,855,067.86
<i>Variance to Prior Month</i>	27,155	(89,207)	136,323	136,932	25,538
<i>% Increase/(Decrease) To Piror Month</i>	0.74%	-2.43%	3.83%	3.71%	0.67%

**Payer A/R Aging**

Report Type: Summary

Include Zero Balance Residents: No  
 Include Payer Undistributed Cash: No  
 Current Status: All

Pull By Date/Age By Date: Service  
 Sort By: Name

Select Payers By: Payer Type(s)  
 Include Prebills?: No

Run as of Responsible Date: No

**Outstanding**

	Balance	November	October	September	August	July	June	May	>=April
<b>Payer Summary</b>									
AARP CO INS A	56,066.00	4,770.50	2,467.50	0.00	0.00	0.00	0.00	0.00	48,828.00
AARP CO INS B	18,580.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	18,580.03
ADVANTRA FREEDOM B	2,277.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,277.06
ADVANTRA SILVER A	39,035.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	39,035.71
AETNA A	17,897.02	0.00	8,382.20	0.00	0.00	0.00	0.00	0.00	9,514.82
AETNA B	(3,236.20)	0.00	(8,203.11)	1,639.93	0.00	0.00	0.00	0.00	3,326.98
AETNA CO INS A	17,092.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	17,092.22
AETNA CO INS B	7,360.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7,360.74
AFLAC CO INS B	(1,298.04)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(1,298.04)
AMERICAN REPUBLI CO INS A	157.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	157.50
AMERICAN REPUBLI CO INS B	83.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	83.81
APWU CO INS A	1,941.68	0.00	0.00	0.00	0.00	2,303.00	0.00	(361.32)	0.00
APWU CO INS B	347.76	0.00	0.00	0.00	0.00	46.65	15.55	293.22	(7.66)
BANKERS LIFE CO INS B	1,171.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,171.72
BCBS IL CO INS A	44,012.10	6,909.00	6,744.50	1,974.00	0.00	0.00	0.00	658.00	27,726.60
BCBS IL CO INS B	16,250.13	569.26	20.26	0.00	261.79	332.41	114.27	98.24	14,853.90
BCBS PRIMARY	12,762.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12,762.18
BCBS REPL A	13,074.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13,074.97
Carle Hospice Medicaid	70,515.12	15,476.38	16,146.88	(777.95)	422.75	35.90	(4.95)	0.00	39,216.11
CHAMP VA CO INS B	181.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	181.35
CIGNA CO INS A	4,531.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,531.18
CIGNA CO INS B	3,183.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,183.18
CIGNA HEALTH SPRING MMAI	6,258.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,258.90
CIGNA PRIMARY	2,536.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,536.86
CONSECO WSH NATL CO INS B	364.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	364.92
CONSTITUTION LIFE COINS A	(30.21)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(30.21)
COUNTRY LIFE CO INS A	(592.00)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(592.00)
COUNTRY LIFE CO INS B	1,402.83	0.00	28.33	0.00	(34.22)	0.00	0.00	0.00	1,408.72
COV HOSPICE MEDICAID	5,107.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5,107.15
COVENTRY ADVANTRA PPO/HMO B	9,300.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	9,300.97
COVENTRY ADVANTRA PPO/HMO	607.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	607.99
COVENTRY HEALTH CO INS A	157.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	157.50



Champaign County Nursing Home  
 Age Through Date: 11/30/2017  
 Cash Thru Date: 11/30/2017

Report Type: Summary  
 Include Zero Balance Residents: No  
 Include Payer Undistributed Cash: No  
 Current Status: All  
 Pull By Date/Age By Date: Service  
 Sort By: Name

Select Payers By: Payer Type(s)  
 Include Prebills?: No

Run as of Responsible Date: No

**Payer A/R Aging**

Outstanding	Balance	November	October	September	August	July	June	May	>=April
COVENTRY HEALTH CO INS B	88.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	88.24
DORS	3,571.67	1,156.14	1,093.00	1,145.68	0.00	0.00	1,213.42	391.94	(1,428.51)
GEHA COMMERCIAL B	13,416.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13,416.49
HA CONNECT ADC	13,905.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13,905.28
HA CONNECT MMAI B	78,442.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	78,442.52
HARBOR LIGHT MEDICAID	34,093.78	4,717.80	5,000.12	4,815.00	0.00	0.00	1,704.36	8,026.80	9,829.70
HEALTH ALLIANCE CO INS A	12,198.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12,198.05
HEALTH ALLIANCE CO INS B	5,924.53	0.00	0.00	179.66	167.45	304.07	221.01	0.00	5,052.34
HEALTH ALLIANCE COMM B	28,367.58	0.00	0.00	168.82	549.68	506.45	0.00	0.00	27,142.63
HEALTH ALLIANCE COMM C	7,403.00	0.00	2,905.00	2,490.00	0.00	0.00	1,245.00	0.00	763.00
HEALTH ALLIANCE CONNECT	92,947.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	92,947.40
HEALTH ALLIANCE CONNECT A	36,014.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	36,014.38
HEALTH DESGN PLS CO INS A	2,334.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,334.16
HEALTHLINK	12,188.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12,188.01
HEALTHSCOPE CO INS A	1,156.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,156.00
HOSPICE MEDICAID PENDING	3,135.06	3,135.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HUMANA CO INS B	(1.52)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(1.52)
HUMANA GOLD A	30,790.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	30,790.57
HUMANA GOLD B	5,967.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5,967.70
IDHFS	227,438.02	129,579.80	7,618.75	2,220.00	503.32	(2,906.94)	(1,114.62)	(1,403.13)	92,940.84
IDHFS PENDING	994,053.01	81,722.57	61,395.60	60,057.60	43,585.12	37,094.80	64,594.60	47,350.00	598,252.72
JEFERSN NAT LIFE CO INS B	(500.67)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(500.67)
LOYAL AMERICAN CO INS B	1,099.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,099.82
MED ADVANTAGE A (MED ADVANTAGE A)	(18,374.06)	2,120.41	6,816.84	6,284.72	8,218.48	2,496.77	9,292.63	0.00	(53,603.91)
MED ADVANTAGE B	104,411.54	919.87	646.27	2,551.68	226.30	4,468.90	2,515.31	1,352.25	91,730.96
MEDICARE A	201,312.40	90,836.42	44,846.85	20,238.20	17,104.56	9,282.81	1,527.65	11,368.11	6,107.80
MEDICARE B	73,693.90	6,623.62	308.86	2,344.98	2,467.32	3,864.71	1,415.63	817.55	55,851.23
MEDICO CO INS A	2,312.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,312.00
MEDICO CO INS B	(0.49)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(0.49)
MOLINA A	79,066.98	15,718.65	12,992.41	437.89	0.00	0.00	0.00	0.00	49,918.03
MOLINA ADC	2,825.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,825.42
MOLINA MMAIB	69,142.33	0.03	54.35	1,163.80	1,240.60	540.32	785.51	661.81	64,695.91
MOLINA OF ILLINOIS	571,280.13	141,287.19	162,635.52	132,322.47	9,002.98	(477.31)	5,064.39	(897.56)	122,342.45
MONUMENTAL LIFE CO INS B	199.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	199.86
MUTUAL OF OMAHA CO INS A	2,664.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,664.00
MUTUAL OF OMAHA CO INS B	4,692.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,692.80
MWS +	2,315.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,315.29
NALC CO INS A	3,619.00	0.00	0.00	0.00	0.00	0.00	0.00	987.00	2,632.00

Age Through Date: 11/30/2017  
Cash Thru Date: 11/30/2017

Include Zero Balance Residents: No  
Include Payer Undistributed Cash: No  
Current Status: All

Pull By Date/Age By Date: Service  
Sort By: Name

Run as of Responsible Date: No

**Payer A/R Aging**

Outstanding	Balance	November	October	September	August	July	June	May	>=April
NALC CO INS B	1,596.73	0.00	0.00	0.00	141.46	169.28	84.40	166.00	1,035.59
PEKIN CO INS B	70.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	70.44
PERSONAL CARE CO INS A	66.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	66.02
PERSONAL CARE CO INS B	2,968.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,968.22
PERSONAL CARE DIEM	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10
PRESENCE HOSPICE MEDICAID	96.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	96.91
PRIVATE - CARLE HOSPICE	141,315.03	15,159.90	9,193.80	7,408.10	7,139.30	7,139.30	6,909.00	6,293.00	82,072.63
PRIVATE - HRBR LT HOSPICE	18,375.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	18,375.78
PRIVATE PAY	750,431.24	49,205.95	33,586.91	35,803.00	27,322.98	47,054.93	26,645.60	25,444.46	505,367.41
PRIVATE-TRANSITIONS HOSP	9,828.00	7,560.00	2,268.00	0.00	0.00	0.00	0.00	0.00	0.00
PYRAMID CO INS B	(31.92)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(31.92)
REGENCE BLUESHLD CO INS B	589.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	589.57
RESIDENT LIABILITY	284,616.77	5,538.29	(7,240.48)	8,571.74	(10,769.04)	5,386.14	(421.24)	9,506.63	274,044.73
RESPIRE CARLE	1,232.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,232.95
RIGHT CHOICE CO INS A	278.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	278.49
ROYAL NEIGHBORS CO INS B	1.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.90
SECURE HORIZON DIRECT A	4,989.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,989.55
STANDARD LIFE CO INS B	394.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	394.83
STATE FARM CO INS A	630.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	630.00
STATE FARM CO INS B	1,357.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,357.04
STERLING LIFE CO INS A	550.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	550.00
TITLE XX ADC	69,875.14	6,618.55	7,537.07	8,508.43	8,029.65	0.00	7,034.95	8,877.96	23,268.53
TRI CARE CO INS A	11,086.00	0.00	0.00	1,809.50	4,770.50	3,290.00	0.00	0.00	1,216.00
TRI CARE CO INS B	2,196.40	0.00	0.00	(18.16)	0.00	0.00	0.00	0.00	2,214.56
UHC MEDICARE ADVANTAGE A	183,868.17	28,052.88	35,537.52	241.72	(15,869.49)	24,024.90	11,065.42	587.79	100,227.43
UHC MEDICARE ADVANTAGE B	110,754.44	2,684.12	2,491.99	1,174.00	2,272.57	136.85	0.00	375.57	101,619.34
UMR	8,551.39	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,551.39
UNICARE A	1,557.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,557.30
UNITED AMERICAN CO INS A	2,093.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,093.00
UNITED AMERICAN CO INS B	296.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	296.70
UNITED HEALTHCR CO INS A	3,551.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,551.50
UNITED HEALTHCR CO INS B	6,969.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,969.60
UNITED MINE WORKERS CO A	4,277.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,277.00
UNITED MINE WORKERS CO B	1,589.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,589.50
UNITED TEACHERS CO INS A	106.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	106.31
UNITED TEACHERS CO INS B	56,905.85	3,370.00	3,900.00	0.00	3,844.84	3,642.02	0.00	24.18	42,124.81
VA ADC	27,835.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	27,835.20
VA NURSING HOME	93,997.46	19,140.00	34,615.77	1,041.36	(995.89)	3.01	535.63	0.00	26,155.32
VA BASIC									

Age Thru Date: 11/30/2017  
Cash Thru Date: 11/30/2017

Include Zero Balance Residents: No  
Include Payer Undistributed Cash: No  
Current Status: All

Pull By Date/Age By Date: Service  
Sort By: Name

Run as of Responsible Date: No

**Payer A/R Aging**

Outstanding	Balance	November	October	September	August	July	June	May	>=April
VA CLINICALLY COMPLEX	7,801.81	5,865.00	0.00	0.00	0.00	0.00	0.00	(1,087.26)	3,024.07
VA HEAVY REHAB	75,154.84	0.00	272.91	0.00	0.00	0.00	0.00	115.34	74,766.59
VA NH THERAPY	3,833.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,833.29
VA SPECIAL CARE	40,776.64	0.00	0.00	0.00	0.00	0.00	(476.83)	0.00	41,253.47
WELLCARE FEE SERVICE A	10,440.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,440.46
WELLCARE FEE SERVICE B	5,694.34	0.00	0.00	0.00	0.00	340.96	727.13	0.00	4,626.25
WORKMENS COMPENSATION	2,066.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,066.86
<b>Payer Total</b>	<b>5,000,933.16</b>	<b>648,737.39</b>	<b>454,063.62</b>	<b>303,796.17</b>	<b>109,603.01</b>	<b>149,079.93</b>	<b>140,693.82</b>	<b>133,148.84</b>	<b>3,061,810.38</b>

**Payer Type Summary**

Commercial Insurance	348,342.34	12,248.76	12,165.59	\$6,603.82	5,856.66	6,951.86	6,960.23	1,841.14	295,714.28
Hospice	109,812.96	20,194.18	21,147.00	\$4,037.05	422.75	35.90	1,699.41	8,026.80	54,249.87
Like Medicare Part A	397,714.16	45,891.94	63,728.97	\$6,964.33	(7,651.01)	26,521.67	15,078.05	587.79	246,592.42
Like Medicare Part B	382,754.70	3,604.02	(5,010.50)	\$6,529.41	3,739.47	5,487.03	4,027.95	2,389.63	361,987.69
Medicaid (State)	981,843.06	278,641.68	178,884.34	\$144,196.58	17,535.95	(3,384.25)	12,198.14	6,969.21	346,801.41
Medicare Part A	201,312.40	90,836.42	44,846.85	\$20,238.20	17,104.56	9,282.81	1,527.65	11,368.11	6,107.80
Medicare Part B	73,693.90	6,623.62	308.86	\$2,344.98	2,467.32	3,864.71	1,415.63	817.55	55,851.23
Private	2,202,987.84	162,321.77	99,203.83	\$111,840.44	67,278.36	96,675.17	97,727.96	88,594.09	1,479,346.22
Veteran's Administration	302,471.80	28,375.00	38,788.68	\$1,041.36	2,848.95	3,645.03	58.80	12,554.52	215,159.46
<b>Payer Type Total</b>	<b>5,000,933.16</b>	<b>648,737.39</b>	<b>454,063.62</b>	<b>303,796.17</b>	<b>109,603.01</b>	<b>149,079.93</b>	<b>140,693.82</b>	<b>133,148.84</b>	<b>3,061,810.38</b>

# Champaign County Nursing Home

## Marketing Update

With much work to be done at CCNH in the area of Marketing, Admissions and Customer Relations we thought it we could cover more ground through a team approach. The new Marketing Team is comprised of various department heads who have different areas of expertise. The team's leader is Alicia McCoy, Director of Community Relations. Kay Bronston, SAK Marketing, Admissions and Customer Relations Director provides guidance and direction to the team.

The idea of marketing and networking was new to this group. Framework was needed in an effort to provide guidance, direction and accountability to the team. This was accomplished through the creation of a Quarterly Marketing Plan. A copy is attached to this report. The group meets weekly to discuss what they have done, results and next plan of action. Each team member has been assigned to different people and/or groups in an effort to cover more ground and to provide a more strategic approach to our networking efforts.

### On-going to date

- Daily Rounds at area hospitals to check for discharges and meet with case managers
- Daily check with Epic Program on Hospital discharges and pending discharges
- Weekly Marketing Meeting with Team
- Face Book Updates on events at CCNH
- Monthly networking one-on-one visits with:
  - < All area Assisted Living Facilities
  - < Select area Home Health Agencies
  - < Select area Hospice Organizations: Harbor Light, Carl and
  - < Transition Hospice.
  - < Alzheimer's association
  - < VA Hospital
  - < Area Clinics
  - < Independent Living Apartments
  - < Senior Centers in area
  - < Sunset Funeral Home
  - < Home and Medical Supply Companies
  - < Ambulance Companies
  - < Dialysis Centers

### Activity and Events Held

Attended Dine with a Doc. This is held monthly

Participated in Vendor Fair at Carl Hospital

Established and conduct monthly Family Council meetings

Hosted Halloween Party for area children and residents Area Magician Hired to entertain the group.

Hosted Veterans Day Social

Increased Adult Day Care Center outings

Alzheimer's Walk at CCNH

### Activity and Events Scheduled

Committee on Aging meeting and luncheon to be held at CCNH in November

Thanksgiving Dinner for Residents and guests

Enchanted Forest at CCNH (12 trees donated to date) Goal is 20 starts 12-1-17

Christmas Tea for residents and families December 6th

Holiday Open House to view enchanted Forest and meet Santa 12-10-17

Angel Tree for residents 12-1-17 through 12-23-17

Six Week Senior Health Series, New Year-New You starts January 15<sup>th</sup> 2018

February Healthy Heart Program

CCNH 1<sup>st</sup> Annual Art Fair Sunday February 25<sup>th</sup> 1-5 pm

### Miscellaneous Contacts Currently Working With

Meeting with John from Pel VIP for marketing respiratory therapy

Working with therapy department to promote patient outcomes from therapy

Parkland College

U of I University

Humane society

## Internal Marketing

In addition to external marketing and networking we have begun the internal marketing piece in an effort to improve the admissions process, improve the quality of resident's care, improve communications with families and build staff morale.

To date we have met as a group several times to improve the timeliness of getting back to our referral sources in an effort to improve our chances of getting referrals to become admissions. We have discussed and implemented changes to the actual admission process, thus improving the overall admission experience for the resident as well as the nursing staff.

We have put together The Perception of Care Admission Protocol and Discharge Protocol. An in-service will be scheduled by the end of the month to get this program up and running. A copy of the program is submitted with this report.

Housekeeping is playing a vibrant role in cleaning and staging rooms for all admissions and discharges. They are doing a great job.

I make a point of visiting with family members during my weekly trips to CCNH I am happy to say that the families I have spoken with are pleased with the care and services family members are receiving.

**Champaign County Nursing Home**  
**Monthly Marketing Plan**  
**Months September Through December 2017**

**Objectives:**

1. To increase census to 144 paid beds including 7 Medicare Units by the end of the year
2. To increase the Adult Day Care daily participation average to 25
3. Create a new Marketing Team to establish a solid networking program, generate a greater referral base and design new programs to build community confidence and support
4. Host facility/community events to improve relationships, enhance internal/external marketing events & programs, generate a buzz in the community and improve image

Marketing Task	Approaches	Responsible	Date	Outcome
<b>Research:</b> <ul style="list-style-type: none"> <li>• Demographics</li> <li>• Situation</li> <li>• Analysis</li> <li>• Competitive Audits</li> </ul>	Create and keep updated Master Contact Lists.  Lists to include: Type of contact, Name, address, telephone, email address  Comprehensive lists will be discussed at weekly marketing meetings	Marketing Team	Update weekly	To be used to establish daily, weekly, monthly & quarterly contacts

	<p>Develop a list containing the information on all discharged residents home for this year</p> <p>Review, revise and improve current inquiry and Admissions Policy &amp; Procedure</p> <p>Monitor admission procedures</p> <p>Submit Weekly Marketing, and Networking Summaries including: what was done, results and next plan of action</p> <p>Implement New Perception of Care Quality Assurance</p>	<p>Social Service Directors on each unit</p> <p>Administrator &amp; admission team</p> <p>Administrator, DON, &amp; Social Services</p> <p>Director of Community Relations with input from Marketing Team</p> <p>Specific staff as designated in the Quality Assurance Plan</p>	<p>Update Monthly</p> <p>September 30, 2017</p> <p>On-going</p> <p>Every Friday by end of the day</p> <p>With each new admission</p>	<p>Establishes a Master contact lists for future mailings to events/activities.</p> <p>Improve quality and efficiency of admission process</p> <p>To assure all admissions are treated with dignity, respect and a warm welcome to CCNH and the families are reassured that their loved one is in good hands</p> <p>To monitor the outcome of the Marketing Plan</p> <p>To assure that any/all admissions needs or concerns are addressed in a timely manner which will enhance care and improve perception of CCNH</p>
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	<p><b>Implement New Perception of Care Discharge Quality Assurance</b></p> <p>Evaluate the scope &amp; diversity of resident care and program services being offered in relation to the local market and the need for such services. Consider the introduction of specialty care programs to promote facility</p> <p>Increase the facility Medicare census by following the marketing programs designed to attract <b>ALL Payor Mix</b> of Residents. When current residents are discharged to the hospital and return to the facility, max out coverage 14-days for all readmit that have been in the hospital for 3 days depending on the circumstances at the hospital.</p>	<p>Specific staff as designated in the Quality Assurance Plan</p> <p>Marketing Team</p> <p>DON, ADON</p>	<p>With each discharge</p> <p>By: 10-13-17</p> <p>On-going</p>	<p>Improve customer service and increase return admissions.</p> <p>To know what is being offered by our competition, to better understand what need, if any, is not being met in the community and to hopefully find a "hook" That will fill a need in the marketplace</p> <p>Improve Medicare census by maximizing Medicare days.</p>
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	<p>Assess each new Part-A Medicare for costs in relation to providing resident care before admission. Some residents' care may be cost prohibitive representing a losing proposition.</p> <p>When accepting Medicaid residents, pre-determine the likelihood of the resident becoming eligible for Medicaid and require that the facility control the application process to the extent possible.</p>	<p>DON, ADON &amp; Administrator</p> <p>Person responsible for processing Medicaid application paperwork</p>	<p>On-going</p> <p>On-going</p>	<p>Assist staff with resident acuity level care while continuing to provide quality care to residents &amp; help to control cost</p> <p>Improve revenue flow and assist family with the daunting paperwork process</p>
<p><b>Customer Service/Internal Marketing:</b></p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Systems</li> <li>• Family</li> <li>• Resident</li> <li>• Staff</li> </ul>	<p>Monthly Staff In-services to be held. Topics to be determined by Administrator.</p> <p>Consider Establishing a welcome area for visitors, family members.</p>	<p>Administrator</p> <p>Marketing Team</p>	<p>Monthly</p> <p>9-30-17</p>	<p>In-services will educate &amp; train employees, improve skills, create a better connection with their jobs.</p> <p>To provide an area where families can get a cup of coffee and take a break if needed</p>

	<p>Consider Creating Employee Committee to help promote positive staff attitudes through fun programs, events and acknowledgment programs</p> <p>Make up welcome gift bags and cards to welcome new residents to our facility.</p> <p>Send out thank you notes to families of newly admitted residents/ to thank the family for entrusting us to care for their family member.</p> <p>Send out Sympathy cards to family of resident.</p> <p>Emergency Room Nurses' Day</p>	<p><b>ON HOLD</b></p> <p>Director of Community Relations</p> <p>Director of Community Relations</p> <p>Social Services</p> <p>Marketing Team</p>	<p><b>ON HOLD</b></p> <p>On-going</p> <p>On-going</p> <p>As needed</p> <p>October 11, 2017</p>	<p>Improve employee morale and retention.</p> <p>Welcome to our facility.</p> <p>To show our appreciation to the family for choosing CCNH to care for their loved one.</p> <p>Outreach to family members/ to show what a caring facility CCNH is</p> <p>Say Thanks you and continue to build relationships</p>
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	Fire Prevention Week	Marketing Team	October 8-14	Say Thanks and continue to build relationships
Strategic Networking	<p>Visit hospitals as allowed by their policies for luncheons and presentations to educate, inform and reassure that we are open for business and doing well.</p> <p>Attend monthly, quarterly and annual networking and educational meetings to keep up with old contacts and also create new ones and establish CCNH in the market place</p> <p>Contact Discharge Planners:</p> <ul style="list-style-type: none"> <li>• 1-1 visit</li> <li>• By phone</li> <li>• By email</li> <li>• Mailings</li> </ul>	Marketing Team	Weekly	Ongoing
		Marketing Team	Discuss the effectiveness of groups and who, if anyone should attend	Continue to build a strong presence in the community, educate and build networking contacts and increase referral sources
		Marketing Team	Weekly	To establish a solid presence, provide assurances and reaffirm CCNH'S commitment to providing services and care.

	<p>Contact Doctors:</p> <ul style="list-style-type: none"> <li>• 1-1 visits</li> <li>• By Phone</li> <li>• By email</li> <li>• Mailings</li> <li>• Educational lunch in their office</li> <li>• Invite to events</li> <li>• Thank for referral or informing them resident has returned home</li> </ul> <p>Contact groups listed on the <b>Referral Sources for Nursing Homes</b> and Talk to them about:</p> <ul style="list-style-type: none"> <li>• Medicare Beds</li> <li>• Therapy Services</li> <li>• Hospice Beds</li> <li>• LTC beds</li> <li>• Adult Day Care</li> </ul> <p><b>Referral Sources for Nursing Home Marketing Team</b></p> <ul style="list-style-type: none"> <li>• Assisted Living</li> <li>• Adult Family Homes</li> <li>• Adult Protective Services</li> <li>• AARP</li> <li>• Adult Day Care</li> </ul>	<p>Marketing Team</p> <p>Marketing Team</p> <p>Marketing Team to review, discuss and divide list among the group</p> <p>Alicia Sue Sue Alicia Shay &amp; Tori</p>	<p>Monthly</p> <p>Weekly, Monthly And/or Quarterly</p> <p>Weekly, monthly and/or quarterly</p>	<p>To establish a solid presence, provide assurances and reaffirm CCNH'S commitment to providing services and care.</p> <p>To establish a solid presence, provide assurances and reaffirm CCNH'S commitment to providing services and care.</p> <p>To establish a solid presence in the community and to build referral source base.</p>
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	<ul style="list-style-type: none"> <li>• ALS Support Groups</li> <li>• Alzheimer's Association</li> <li>• Alzheimer's Support Groups</li> <li>• Ambulance Services</li> <li>• American Legion</li> <li>• Area Agency on Aging</li> <li>• Hearing Aid centers</li> <li>• Banks/Trust Officers</li> <li>• Bereavement Counselors</li> <li>• Cardiologists</li> <li>• Case managers</li> <li>• Civic Clubs</li> <li>• Clergy/Churches</li> <li>• Community Centers</li> <li>• Council on Aging</li> <li>• Elder Care resources</li> <li>• Fire Department</li> <li>• Emergency Room Staff</li> <li>• Handicapped Transportation Drivers &amp; Providers</li> <li>• Health Equipment Suppliers</li> <li>• Home Health Agencies</li> <li>• Hospice Agencies</li> <li>• Hospital Discharge Planners</li> <li>• Ombudsman</li> <li>• Other SNF</li> <li>• Physicians</li> <li>• Podiatrists</li> <li>• Private Nursing Services</li> <li>• Police</li> </ul>	
<p>Shay &amp; Tori Shay &amp; Tori Shay &amp; Tori Alicia &amp; Sue Shay Alicia Alicia Shay Sue Alicia Alicia Kay to follow-up On civic groups Shay &amp; Kim H Alicia &amp; Shay Alicia Sue Alicia &amp; Sue Alicia Shay &amp; Tori</p>		
<p>Therapy &amp; Alicia Sue Sue Alicia Alicia &amp; Sue Sue Alicia Alicia Sue Shay</p>		

	<ul style="list-style-type: none"> <li>• Retired Teachers</li> <li>• Retired Nurses</li> <li>• Senior Apartments</li> <li>• Salvation Army</li> <li>• Senior Centers</li> <li>• Urgent Care Centers</li> <li>• VA Hospitals</li> <li>• VFW</li> </ul>	<p>Alicia Alicia Shay Shay Shay Alicia Alicia &amp; Shay Shay</p>
<p><b>Community Relations:</b></p> <ul style="list-style-type: none"> <li>• <b>Primary Market</b></li> </ul>	<p>Keep FB page current. Update no less than ¾ times a week with uplifting, stories, photos, activities and events.</p> <p>Plan Halloween Party for residents, staff and area school children.</p> <p>Celebrate Veteran's Day</p> <p>Create Festival of Trees</p> <p>Host Holiday Party Open House for Residents, Families, staff and community</p>	<p>Alicia</p>

## **Perception of Care Discharge Quality Assurance Protocol**

1. Upon discharge to home, Social Services will be contacting the resident, his/her family or legal representative to see how things are going.
2. With-in 24 hours the Social Services is to contact the resident, his/her family, or legal representative to see how he/she is doing.
3. With-in 72 hours the Social Services is to contact the resident, his/her family or legal representative to see how he/she is doing.
4. With-in 5-7 days the Social Services is to contact the resident, his/her family or legal representative to see how he/she is doing. At the end of the discussion the Concierge will advise them that she will be sending a Post Discharge Survey to them and would appreciate it if they would complete it and send back to her.
5. With-in 24 hours of discussion the survey should be mailed along with a brief cover letter and a self addressed stamped envelope.
6. Upon receipt, review the Post Discharge Survey @ the regularly scheduled department head meeting. Be sure to address any negative feedback immediately either through a telephone call, letter or email.
7. After review and discussion, the Post Discharge Survey is to be kept in a 3-ring binder in the Social Service office.
8. The Final call is to made on the 25<sup>th</sup> day to assure resident is doing well and if not recommend readmitting in an effort to recapture and use rest of Medicare days he/she are entitled to.
9. It is the responsibility of the Social service to implement all follow-up and communication with staff and family.



**Discharge Survey**

Please take a few minutes to complete the following survey. This survey will be used to help measure the quality of Champaign County Nursing Home and identify where changes can be made. Your opinion is very important to us and we would like to thank you for your time and cooperation.

How do you feel about each of the following matters? Please circle the one number for the appropriate response.

	Strongly Disagree	Strongly Agree	Agree	Disagree	Neutral
1. Overall, I was satisfied with Champaign Co. Nursing Home	1	2	3	4	5
2. My family member and/or I was treated with respect.	1	2	3	4	5
3. I was able to attend and Participate in the Care Plan Conference.	1	2	3	4	5
4. My questions and concerns Were handled appropriately And in a timely manner.	1	2	3	4	5
5. We received proper Notification that continual Progress was being made.	1	2	3	4	5

6. The activity programs            1            2            3            4            5  
Were enjoyable and entertaining.

7. The meals and snacks were       1            2            3            4            5  
Tasteful and nutritious.

8. I was given notification           1            2            3            4            5  
Of discharge plans in a timely manner.

9. The discharge process was       1            2            3            4            5  
Explained to me and handled  
Appropriately.

10. The individual departments    1            2            3            4            5  
Provided me with proper education  
that was needed for the return home.  
I was made aware of the resources  
That were available to meet our needs

**What could Champaign County Nursing Home do to improve?**

Person Completing the survey: \_\_\_\_\_

Relationship to resident: \_\_\_\_\_

Date: \_\_\_\_\_