

**Board of Directors  
Champaign County Nursing Home (CCNH) –Minutes  
Urbana, Illinois  
June 8, 2015**

Directors Present: Emanuel, Hodson, Lynn, Palinkas  
Directors Absent/Excused: Anderson, Banks, Cowart  
Also Present: Busey, Gima, Noffke, Nolan

**1. Call to Order**

The meeting was called to order at 6:04 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 amended (motion by Lynn, second by Palinkas, unanimous).

**4. Approval of Minutes**

The open session minutes of May 11, 2015 were approved as submitted (motion by Palinkas, second by Hodson, unanimous).

**5. Public Participation**

David Laker expressed concerns about the communication issues he has experienced between staff members and himself, and he noted a lack of supervision on Units 4 and 5 at the nursing home.

**6. Communications**

Ms. Hodson noted that the Family Advisory Council complimented the nursing home on its nursing care. Ms. Emanuel asked how many family members attended. Ms. Hodson noted that 5 family members were in attendance. Mr. Gima asked if low attendance is typical. Ms. Noffke confirmed. Ms. Hodson noted that she is unable attend the next Family Advisory Council meeting. Mr. Gima noted that he will ask Mr. Banks if he is able to attend the next meeting.

**7. Action Plan Update**

Mr. Gima provided the board with an updated table of retention, turn over and separation rate data for the month of April 2015. The overall retention rate of all employees at the nursing home increased from March until April; however, CNA retention rates have continued to decrease. Mr. Gima noted that there is no discernable pattern for CNA separations. From the available exit interview data, work environment and poor management are both areas that need improvement at the nursing home.

Mr. Lynn asked if employees who do not call and do not show up for a shift are counted as terminations. Ms. Noffke explained that no call, no show employees are classified as resignations. Mr. Lynn asked if these employees should be put on probation rather than classified as resignations. Ms. Noffke noted that these employees are often unable to be contacted after they no longer show

up for their shifts. Mr. Palinkas commented that this shows a lack of interest in the nursing home as a place of employment.

Ms. Hodson commented that employees are likely to quit if they are unable to get a day off when it is necessary. Additionally, employees who are under union contract are considered a resignation after two days of not calling into work or showing up for a shift.

Ms. Emanuel asked for an update regarding the hiring process for the Human Resources Director. Mr. Gima reported that one interview is in place and they are considering the candidate for a dual position of HR Director and the Business Office Manager.

Mr. Gima noted that the reported CNA hours increased from 1.96 to 2.63 hours per resident per day, adjusted aide hours per resident per day increased from 2.04 to 2.74, and the overall total hours increased from 3.19 to 3.89. Ms. Emanuel noted that with the adjusted information, Champaign County Nursing Home has the highest number of hours per resident per day in the area.

Mr. Lynn asked when they next survey window occurs at the nursing home. Ms. Noffke noted that the survey is currently in process.

Mr. Palinkas asked for update on the nursing home's food services. Mr. Lynn noted a lack of servers in the dining room. Ms. Emanuel asked if they have been any changes with food services. Mr. Lynn noted that the food service has not made efforts to improve their delivery of meals. Mr. Gima explained that performance issues with employees and lack of supervision are the main problems with food service. Ms. Emanuel asked if the board's comments can be reported to the food service management company in order for changes to be seen.

Mr. Palinkas commented that the location of the food carts at the time of meal delivery has been a consistent problem and asked Ms. Noffke if the location can be changed in order to correct this problem. Ms. Noffke noted that the dining room tables would have been rearranged, but it is an option that can be explored.

Mr. Lynn asked if the nursing home can hire minimum wage workers to cover shifts on the weekend. Mr. Gima noted that 3 dietary aides and 1 chef were hired at the last orientation session. Pre-employment vetting has been the main issue of hiring more workers at the nursing home.

Mr. Palinkas asked if there are barriers to hiring high school students as extra workers. Ms. Noffke noted that they are unable to be hired as minimum wage employees and have to be union employees. Mr. Gima noted that this option can be further explored to hire more workers for the problem shifts on weekends.

Ms. Hodson asked if any high school students are currently working at the nursing home. Ms. Noffke noted that there are no students currently working.

Mr. Gima reported that HealthPro is continuing to help establish the outpatient rehabilitation program by assisting with space planning and licensure. Licensure documents have been submitted to the Illinois Department of Public Health, and prices for equipment are currently being estimated. Minimum renovations will be needed. The program should be up and running by August.

**8. Management Report**

a. Monthly Financial Report

Net income was down in April, primarily due to 1,998 conversion days. The revenue difference of \$40 per day results in a revenue conversion loss of \$79,920.

The April census was 191.5 residents, unchanged from March, and the number of referrals for admission remains consistent.

Mr. Lynn asked about the outstanding payments from Molina Healthcare. Mr. Gima explained he is in the process of correcting the billing issues with Molina. Authorization codes are in the process of being clarified and resubmitted. Payments are processed out of state and may be causing delays.

b. Management Update

Mr. Gima covered this update in the Revenue Anticipation Notes portion of the agenda.

c. Bad Debt

In preparation for the FY2014 audit, a total of \$311,679 has been identified to be written off. The goal is to reduce write-offs to 0.5% in order to determine the collectability of all old claims.

The largest problem collecting Medicaid payments is determining the status of Medicaid applications. When information is obtained on applications, they have usually been denied with no notice given to families. Medicaid states that families are not submitting proper financial information in a timely fashion while families state they were never originally informed. This leaves families with the option of submitting a second application; however, Medicaid applications only cover 90 days prior to an application being accepted. During the past few years, the state has reduced the number of case workers reviewing applications which increases the amount of time each application takes to be processed. If an application is denied and no notice is given to the family or nursing home, the nursing home has a potential to lose money by providing services to residents who been at the nursing home on a pending application longer than 90 days.

Mr. Palinkas noted that this is a large amount of money to write off. Mr. Gima noted that a new employee has been hired in order to help residents and families process Medicaid applications in order to avoid future large write offs of Medicaid related payment issues.

d. Revenue Anticipation Notes

Mr. Gima reported to the board that Medicaid payments from the state may be delayed in the coming future, and the nursing home may need to issue revenue anticipation notes (RANs) in order to have access to working capital in order to maintain adequate cash flow. RANs are a financing vehicle used by public entities to borrow against a course of revenue or receivables, and in the nursing home's case the revenue that is anticipated is Medicaid payments. Preliminary discussions with the County Treasurer are underway in anticipation of issuing RANs. Medicaid payments for February 2015 were paid in May 2015. Claims for March 2015 through June 2015 are scheduled to be paid in September 2015. If budget talks continue into late summer, Medicaid payments could be delayed and RANs will need to be

issued.

Mr. Palinkas asked about the interest rate on the RANs. Mr. Gima noted that discussions with the Treasurer have not proceeded to the point of discussing interest rates; however, when RANs were considered in 2011, the interest rate was reasonably low.

**9. Other Business**

None

**10. Next Meeting Date & Time**

The next meeting date and time for the Nursing Home Board of Directors is Monday, July 13, 2015 at 6:00 p.m.

**11. Adjournment**

Chair Emanuel declared the meeting adjourned at 6:59 p.m. (motion by Palinkas, second by Lynn, unanimous)

Respectfully submitted

Brian Nolan  
Recording Secretary