

CLAREMONT NURSING AND REHABILITATION CENTER

MINUTES

Monday, April 27, 2015, 10:00 AM

Commissioners' Hearing Room

Present: Commissioners Barbara Cross, Jim Hertzler and Gary Eichelberger; Larry Thomas, Chief Clerk; Sandy Moyle, Deputy Chief Clerk/Meetings Manager; David Holland, Premier Healthcare Resources; Helen Schultz, Marketing, CNRC; Leisa Spence, Director of Nursing, CNRC; Lynette McCulloch, Finance, CNRC; Tammy Gramley, Social Services, CNRC; Dana Best, Finance; Elizabeth Bouch, Human Resources; Beth Chornak, Enterprise Resource Planning (ERP); Dr. Kenneth Harm; BarbaraSue Hershey, Commissioners' Office; and Ruth Ann Ciecierski, Recording Secretary.

Call to Order: Commissioner Cross called the meeting to order.

Roll Call: Commissioners Cross, Hertzler and Eichelberger were present.

Public Comment: None

Approval of Minutes:

Commissioner Hertzler moved to approve the March 30, 2015 CNRC Board Meeting minutes. Commissioner Cross seconded the motion and it unanimously carried.

Commissioner Cross moved to approve the March 30, 2015 CNRC Review Team minutes. Commissioner Hertzler seconded the motion and it unanimously carried.

Admissions and Census Report – March 2015: Lynette McCulloch reviewed the Admissions and Census Report and provided a summary of referrals and admissions for March, 2015 (see attached). She reported that there were 72 referrals which resulted in 19 admissions, 37 denials, 14 discharges and 9 deaths for the month of March. The MCA census as of 3/31/2015 was 19 skilled with a total census of 263.

There was discussion on the Holy Spirit Hospital/Geisinger partnership and the need to continue to build on the relationship with them.

Commissioner Eichelberger entered the meeting at 10:08 am.

Chief Clerk Thomas noted the drop off in denials and asked if there was a written policy, steps or guidelines that we go through to make a decision that may result in a denial. Ms. Spence stated that there is no written policy in place, but there could be one developed.

CNRC Staffing: Ms. Bouch reported that there are 16 Full time and 10 Part time positions that need to be filled (see attached). She stated that the Commissioners approved a 50 cent wage increase for the CNAs with a tentative agreement for today's Board of Commissioners' Meeting to increase the starting wage at 20 cents. The plan is to reach out to former CNAs that left the Nursing Home due to the lower wages. She reported that Stacey Stehman attended the HACC graduation to hand out cards and she will be attending two fairs next week to recruit CNAs. Ms. Bouch also reported that there was an arbitration hearing held last week regarding an employee who left and wanted to return at the former rate when she left, but the hearing concluded that she had to be brought back at the starting rate.

Financial Report – March 2015

- **Census/Revenue Analysis:** Ms. McCulloch reported that we are over in revenue for March of 2015 by \$207,000 compared to March of 2014 (see attached). The days are slightly under by 29, but the rate was over \$10.39 a day on average, which was how we were able to be above the revenues in 2014. Due to the ramp up census, we are over budget by \$212,000 through March. That is made up by 400 days of which 828 days are on the Private Pay and 176 are in the Medicare days, but the Medicaid days are under at 607 and the VA days are 153, so that is contributing to the overall mix which is bringing up the rate over budget by \$4.52 a day.
- **Fund Balance:** Ms. McCulloch reported that the Fund Balance for March 2015 YTD is \$126,000 bringing the retained fund balance to \$3,843,286 (see attached).
- **Accounts Receivables (AR):** Ms. McCulloch reported that the total Accounts Receivable for March is \$3,700,000 rounded, which is a slight decrease from last month (see attached). She stated that they are focusing on two areas of AR, which are the Commercial Insurances for the skilled stay and the traditional Medicare B to maintain a better process. Chief Clerk Thomas suggested that if they create side bar graphs to depict the AR trends that would be very helpful.
- **Analyticals:** Ms. McCulloch reviewed the Analytical Reports for the month of March (see attached). She reported that there is a \$125,925 increase over budget. Nursing Hours Per Patient (NHPP) is running unfavorable for the month of March due to the move day into Transitions Rehab Center and adjustment to census. Overall staffing and salaries are running under budget by \$129,000. She stated that there was a large legal expense that occurred in the beginning of 2015 that was over budget by \$13,000, but all other expenses are within limits at this time.
- **Transitions Census/Admissions:** Ms. McCulloch reported that Transitions are .48 under in census on average YTD for the 20 days prorated for March. There were 18 admissions that were budgeted for and there were 13 in the short term capacity.
- **Average Bed Days per month:** Ms. McCulloch reported that the Average Bed Days Per Month is slightly ahead of budget. She explained how the chart showed the ramp up of both Transitions Rehab as well as in-house skilled care (see attached). She also noted that Medicare A and Commercial Insurance are both considered skilled.

Other Business/Discussion

- **Status of Administrator Search:** Mr. Holland reported that John Belko has interviewed several candidates and one was given an interview with Premier and then went on to the third step, which was an on-site interview with 14 department head level staff at Claremont. The next step is to bring the person back again to meet with some staff in each department and facility. If that goes, well the person will be presented to the Board of Commissioners for them to meet that candidate. Mr. Holland stated that he will be interviewing one candidate tomorrow, if that goes well, the person will be moved through the process. He stated that he is hoping to have a candidate by the end of May.
- **Transitions at Claremont:**
 - i. **Customer Satisfaction & Referral Survey:** Mr. Holland discussed the Satisfaction Surveys that are being used for tracking feedback information. There is one sent out for the Nursing Home and one for Transitions, which is the same survey (see attached). There was discussion on having the survey available online. Chief Clerk Thomas suggested the survey be reviewed by the Nursing Home's resident counsel.

- ii. **Marketing Update:** Ms. Schultz reported that they are putting an ad in the Perry County Times to announce Nursing Home Week for May 10-17, 2015 and an ad with information about Transitions. They are also putting an ad in the membership directory for the Carlisle Chamber of Commerce. Commissioner Hertzler suggested they put ads in the Newville Valley Times Star and the Shippensburg Chronicle. Ms. Schultz stated that they are waiting on approval for the contract for Lamar Digital.
 - iii. **Admission Strategy:** Mr. Holland stated there will be a more comprehensive Admission Strategy talked about. The Admission Strategy in place at this point is admitting anyone who is qualified and in which appropriate care can be provided.
- **Status of Bed Sale:** Mr. Holland stated that there has not been any new information on the sale of the beds since the last meeting. The consensus was to move ahead with the sale and discuss what the next steps would be. A decision and a recommendation will be made and brought before the Board of Commissioners.
 - **Antipsychotic Drugs:** Ms. Spence introduced Tammy Gramley, the Social Worker Director at CNRC. Ms. Gramley discussed the process that is used when antipsychotic medications are prescribed. She stated that in a long term care setting, the Antipsychotic Drugs are used not only for the psychiatric illnesses, but also for behaviors or physiological symptoms related to dementia. The residents are monitored very closely with the primary doctors being a part of the process. These drugs are used to improve the quality of life and to provide safety for the residents and those who care for them. Some of the high use in the Nursing Home is related to the antipsychotic use in the 53 bed dementia unit. She discussed the report from Alert Pharmacy Services that shows a decrease from the third quarter of 2011 from 39 down to 23.8 percent at the end of 2014 on antipsychotic use (see attached). She explained that since we are a County Nursing Home, we have a higher percentage of residents that need the drugs compared to other nursing homes. The State Average is 21.4 percent for the total number of people on antipsychotics and CNRC is at 28.3. If you remove those who we don't have to reduce medications, we would be below the would remove the residents who have the diagnoses that we don't have to try and reduce their medications because of their actual psychiatric diagnosis, we would be below the State average at 14.9 percent.

Dr. Harm discussed some of the reasons residents are on the antipsychotic medications. He stated that sometimes patients are just so tormented by their thoughts, the drugs help them function and the goal is to obtain the best quality of life. Chief Clerk Thomas asked if there were evidence based clinical best practices out there for the administration of the antipsychotic drugs and if so, are we following them? He would like to make sure we are providing the absolute best quality of care for the residents and the best way to do that is to look at what the research and data shows is the best way to do it. This subject will be revisited at the next CNRC meeting.

- **Outreach Programs:** Mr. Holland stated that there have been some recent discussions on setting up parameters for outreach programs for the Nursing Home Facility. He stated that they will report back on the issue at the next meeting.
- **DME Policy & Understanding of Signature Requirements:** Ms. McCulloch discussed putting a policy in place requesting a blanket policy for Durable Medical Equipment (DME) grants that would be approved by the Board of Commissioners so a grant could be applied for. On behalf of a resident. This would make the turn-around process as quick as possible. The request for the first part of the grant would be for a three year agreement (blanket endorsement). The policy will be vetted by the Solicitor and will be discussed at the next meeting.
- **Endowment:** Ms. Spence stated that the Steering Committee has been meeting on a regular basis to review the top suggestions on how to use the \$211,000 endowment gift. She stated that one of the top suggestions was to make an area for the residents to go out and enjoy the weather. Part of the money will probably be used for seed money for ongoing donations to help the residents, as well as having a plaque made to recognize the individual who gifted the money.

- **Kronos Update:** Ms. Chornak reported they have been live with the Kronos Advanced Scheduler since March 30, 2015 and have been working with the schedulers for the first two weeks to help them with the daily operations. There will be a meeting on April 30th to work through any issues and get them solved. She stated that they hope to get the system in place by May 31, 2015. In June, they plan to look at the results and see if the equipment is being used effectively and analyze how the data for leave on the holidays will be different now that the new system is in place.
- **Top 2-5 Complaints of Month:** Ms. Gramley reported that there is a resident whose family from day one had a difficult time in admitting their mother to the Nursing Home. They have continued to have multiple concerns with the Nursing Home on various occasions. On March 2, 2015, Mr. Belko and the Care Team met with the family and an action plan was prepared. She stated that there continues to be complaints from the family and there are meetings scheduled to try and work with them. There was discussion on what the County's responsibility is as a whole and to check with the Solicitor to discuss what are options are to protect the County.
- **Update on any/all significant (reportable) incidents:** Mr. Holland reported on one reportable incident that occurred on April 22, 2015 involving a resident who stood up from their wheelchair, was unstable and fell, resulting in a head fracture. It happened at the Nursing Desk and staff was right there to witness the incident. It was reported with follow-up action taken.
- **Future Agenda Items:**
 - i. Utilization Management Review (UMR) Report: Ms. McCulloch reported that the UMR would be an item on next month's agenda. The UMR report is the State Audit for Medical Assistance, who was here in February and will be finalizing the corrective action plan.
 - ii. Admission Strategy – Entire Facility – May 2015
- **Report from PACAH:** Commissioner Hertzler discussed a report put out by the Pennsylvania Association for County Affiliated Homes (PACAH). The study was done by an accounting firm that points out that based on the most recent sale on county-owned homes in Pennsylvania, it has cost the State an additional \$7 million dollars due to the fact that private facilities get higher reimbursement than county owned nursing home facilities. He stated that if the remaining 23 county-owned nursing homes were privatized, it would cost the State an additional \$25.5 million dollars and we would lose similar like amounts in terms of federal funding to the nursing homes assessment. His concern is that the State legislators need to be aware of this because they would have to spend an additional \$50 million dollars if the county facilities would now be owned by private facilities. The concern is that cuts could come to human services or other areas due to this. He stated that we might want to see if the State might be willing to provide some additional funding to keep Claremont Nursing Home in operations to avoid this issue.

Adjournment: There being no further business to come before the Board, the meeting was adjourned.

Respectfully Submitted,

Ruth Ann Ciecierski
Administrative Assistant