

**CLAREMONT NURSING AND REHABILITATION CENTER (CNRC)
BOARD MEETING MINUTES**

**Monday, September 28, 2015, 11:00 a.m.
CNRC Administrative Conference Room**

Present: Commissioners Barbara Cross, Jim Hertzler and Gary Eichelberger; Larry Thomas, Chief Clerk; Sandy Moyle, Deputy Chief Clerk; Raymond Soto, CNRC Administrator; John Belko, Premier Healthcare Resources; Lynette McCulloch, Finance, CNRC; Elizabeth Bouch, Human Resources; Helen Schultz, CNRC Marketing; Dana Best, Finance; Jen McQuillan, CNRC Therapy; 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 August 24, 2015 CNRC Board Meeting Minutes. Commissioner Eichelberger seconded the motion and it unanimously carried.

Admissions Report – August 2015:

- **Admissions and Referrals:** Lynette McCulloch reviewed the Summary of Referrals and Admissions Report for August, 2015 (see attached). She reported that there were 62 referrals which resulted in 21 admissions (15 short-term; 6 long-term; and 14 Medicare Traditional). There were 28 denials (15-behavioral); 9 discharges; and 9 deaths. There were 4 no beds denials were all male (3 for the dementia secured unit and 1 was a long-term). There were 3 Insurance denials: Humana, United Healthcare, and AmeriHealth Caritas.
- **Medical Assistance (MA) Approvals:** Ms. McCulloch reported that and as of today there were 14 pending in-house and 28 pending at the County Assistance Office (CAO).
- **CNRC Staffing Including Plan for Holiday Coverage:** Ms. Bouch discussed the update on the schedules for CNAs. After meeting with AFSME, two biggest changes are a weekend package option (Friday, Saturday & Sunday, 12 hours full-time); and a “no weekend” option. Employees will bid by floor and seniority. Bidding will be on October 1, 2015 for CNAs only.
- **AFSCME Negotiation Update:** Ms. Bouch stated that they have had several meetings with AFSCME which have gone very well. Some of the updates that they agreed on is discipline language that will benefit CNRC by getting rid of the six steps and moving towards the just cause language which gives management a little more flexibility and less steps to terminate an employee if needed. They have also agreed to the new FMLA policy which was approved last week. They will no longer have maternity leave or be eligible for FMLA unless they have been in employment a year. The last thing that was proposed was tentatively an increase to the starting rate of \$13.50, but giving up two PTO days for a savings of at least \$50,000 a day. The benefit proposal is to eliminate the 15% cap. In return, they asked for the VSP option for their individuals, looking at a \$10,000 option as opposed to \$20,000. The next meeting is scheduled for October 15, 2015 to discuss getting an agreement in place by the end of the year.

Financial Report – August 2015

- **Fund Balance:** Ms. McCulloch reported that the Fund Balance for the end of August 2015 YTD, is \$3,326,215.26 (see attached). She stated that the Medical Assistance Day One Incentive (MDOI) payment and two months of P4P payments are not in there, but if adjusted it would be a profit through the month of August to \$104,000.
- **Census:** Census for the month of August was 658 bed days ahead for the year of 2015; however, we are behind on Medicare days (1,016 days) approximately 4.18 persons per day YTD. Private Pay has continued to be very strong and it has been over by 2,658 bed days. The Medicare mix continues to be under budget (see attached).

- **Transitions Census/Admissions:** Ms. McCulloch discussed the Transitions Census/Admissions for August 2015. She reported that we are running behind on admissions by 53% and our census days are down 42% in Transitions alone. We are still on our ramp up and our 2016 budget is still budgeted at the goal of where we need to be at the transition of 32.
- **Revenue:** August Revenues were down and were over in census by 1.5 resident days; however since the mix was not favorable, we are short the revenue by \$80,000 for the month of August.
- **Financials and Analyticals for August:** Ms. McCulloch reviewed the Financials and Analytical Report for August, 2015 (see attached). She reported that the Volume is still favorable by \$159,000; the mix is unfavorable by \$165,000; Nursing Hours Per Patient Day (NHPPD) is at 3.45 YTD vs. 3.46 budget.
- **Accounts Receivable (AR):** Ms. McCulloch reviewed the AR report for August (see attached). She stated that as the revenues for Medicare go up, the amount of AR also goes up. She stated that the process is working and they are seeing the drop in the 60-90 day where the follow up is happening.

Other Business/Discussion:

Bed Sale Bid: Mr. Belko stated that at last month's meeting, he was asked to make calls to the people who we thought would be most interested in bidding on the eight beds that Claremont has for sale since we did not have any takers on the bid that was sent out. He called all the major healthcare attorney's CPA firms and talked to people to find out if there was any renewed or new interest in those eight beds, but could not find any takers. He stated that they are recommending turning the beds back into the Medicaid program so that we can move forward with the plans to create the storage area on the fourth floor of the tower. There was discussion on holding the beds and how it would affect the occupancy numbers. There will be further review and discussion on whether to sell, keep or hold the beds.

Mock Survey September 1-3, 2015 Results: Mr. Soto reported on the mock survey results that Premier performed on September 1-3, 2015. He stated that there were a total of 13 deficiencies that were identified and he discussed each one. He reported that all of the deficiencies have been corrected and rectified with a plan of correction.

Marketing Update: Ms. Schultz reported that a presentation was held on September 24, 2015 from Dr. Allen Mira in conjunction with Carlisle Regional Orthopedic campaign, which was very well attended. A total of eleven people from the public were there and were given a tour. She also reported on the following events that will take place:

- October 15, 2015 - Dr. Oliverio, an orthopedic surgeon at Orthopedic Institute of PA (OIP), is scheduled to come in for a presentation and he will be given a tour.
- The CEU Seminar that was planned for October is now pushed back to the first week of November due to the presenters changing staff.
- October 1, 2015 - Ms. Shultz will do a presentation on *Transitions* at the Carlisle Rotary Club's meeting.
- October 2, 2015 – Ms. Schultz and Mr. Soto will meet with Mr. Richard LaVanture and Dr. Joseph Torchia, who are on the Board at Holy Spirit Hospital, to introduce Raymond Soto as CNRC's new administrator and to discuss CNRC's ongoing relationship with Holy Spirit.
- At the end of October, Ms. Schultz and Ms. Spence will attend a liaison forum at Pinnacle Health's Osteopathic Location.

Ms. Schultz reported on the Alert Pharmacy Video and stated that Chris Sechrist is reformatting her footage and the still photos in her program. She has the script ready to record that will dub over the images. She is waiting to hear from Bryan Gobin, Alert Pharmacy, in regards to the monitors that are being purchased for the four locations

Worker's Comp Therapy: Mr. Belko provided an update on the discussion from last month's meeting regarding the ultrasound machine that they were looking to rent that could be used to provide physical therapy in the event the County would provide Worker's Comp Therapy for employees. He invited Jen McQuillan, Director of Therapy at CNRC, to sit on today's meeting. She stated that stated that the ultrasound machine that is currently being used is from 2008, is

functional and working, but out-of-date. Currently, CNRC owns the machine, so if it breaks down and maintenance cannot repair it, it would have to be replaced with a new machine. Mr. Belko discussed the option to explore a lease contract where the damaged parts could be replaced the next day. A sample rental cost from one company was \$900 a month and the only additional purchases would be for electrodes. There was additional discussion on whether to provide the worker's comp therapy for County employees; and even if it wasn't approved to provide the worker's comp therapy, a new ultrasound machine would be needed anyway. There needs to be additional discussion after more information is obtained regarding who would be paying for the new machine and some liability concerns if the CNRC would provide workers comp therapy.

Update on Top 2-5 Complaints of Month: Mr. Belko reported on three complaints for the month:

1. Family had multiple complaints of care not being provided in a timely and appropriate manner. Mr. Belko and the Director of Nursing sat down with the daughter, went over her concerns and addressed her behavior with the staff. A behavior care plan was done with the family to address the concerns so the State is aware that CNRC is having concerns with the family. Since the meeting, there seems to be a better relationship between the daughter and the staff.
2. Family expressed that the resident was not being given his urinal, not getting proper attention and they were questioning the diagnosis of dementia. Resident was an elopement risk on the first floor and was moved to Heritage Harbor for that reason. Another concern was the family would stay with the resident until midnight and the resident was not getting proper sleep. The staff resolved this issue by putting him to bed earlier in the evening, but the family would sit and watch him. Mr. Soto is planning on having a meeting with the family this week and have a care plan in place so the State can see that CNRC is trying to work with the family.
3. Daughter and granddaughter had valid concerns that there wasn't enough staff on third floor and had significant concerns when the resident's roommate's condition declined. There is a new roommate in the room now with no complaints. Mr. Soto met with them and went over the staffing issues and addressed their concerns. There is a follow-up meeting scheduled with the daughter and granddaughter in two weeks.

Update on any/all significant (reportable) incidents: Mr. Belko reported on the following reportable incidents:

1. On September 5, 2015, there was a reportable incident for a transferred admission to the hospital because of an injury accident which occurred in the resident's bathroom. When the CNA was transferring the resident off the commode to a wheelchair, the resident lost balance, fell to the side hitting her head on the wall. There was an assessment done and it was made sure that all the equipment was in place at the time of the fall. The resident went to the emergency room, was returned and vital signs remained within normal limits. A CT scan was done to the head, the care plan reviewed, updated and will continue assess. It was accepted by the State.
2. On September 6, 2015, patient complained of resident abuse. CNA was immediately removed from care. A full assessment was completed on the resident and no physical injury or emotional stress was noted. The staff member was discharged. It was accepted by the State.
3. On September 11, 2015, a patient elopement occurred on the ground floor. It was reported to a staff member by another resident that the resident was heading towards the road. Prior to the elopement he was on the porch because he had porch privileges. The supervisor was notified and resident was redirected back to the facility without incident. He is now on a care plan for elopement and he will be watched. It was accepted by the State.
4. Alert resident, who was an independent ambulation with the rolling walker, was ambulating in the hallway when staff heard a noise; they found him on the floor on the left side with his walker on the floor beside him. He was admitted to the hospital with a hip fracture. On return from the hospital, the care plan was reviewed, updated and staff will continually to properly assess resident for change in conditions and treat accordingly. This was accepted by the State.

5. On September 23, 2015, staff heard an alarm sounding and found resident sitting on buttocks with back leaning against the wheelchair in the hallway outside the room. The resident denied hitting her head and checks continued to be within normal limits since the fall, no injury noted. It was noted that a CT of the brain showed epidural hematoma, which was thought to have caused the fall from a former accident. This was accepted by the State, even though they said we didn't have to report it because it was not an injury caused by the fall.

Other Business: Commissioner Cross stated that in the CNRC Review Team meeting earlier today there was a discussion regarding non-emergency ambulance transport for residents. Commissioner Hertzler moved to forward the information to the Solicitor to drafting a contract for non-emergency ambulance transport service for CNRC residents. Commissioner Eichelberger seconded the motion and it unanimously carried.

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

Respectfully Submitted,

Ruth Ann Ciecierski
Administrative Assistant