

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, March 26, 2014 9:30AM**  
Department of Corrections  
825 Marlboro Road, Keene, NH

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**PRESENT:** Commissioners Pratt, Zerba, and Rogers (joining the meeting at 9:57am).

**STAFF:** County Administrator Wozmak, Director of Finance Trombly, Sheriff Rivera, County Attorney McLaughlin, Maplewood Administrator Kindopp, 100 Nights Shelter Executive Director Mindy Cambiar, Aids Services of Monadnock Executive Director Susan McNeil, and Assistant County Administrator (ACA) Bouchard.

**At 09:30AM** – Commissioner Pratt opened the meeting and recognized Administrator Wozmak who presented the weekly operational recap.

- Administrator Wozmak discussed the Annual Report that is being prepared for 2013 and asked the Commissioners their preferences for completing the Commissioners page and if they wished to provide a dedication for the report.
- Wozmak then discussed a phone conversation that he had with Brian Burford the State Archive Manager concerning the records that were sent to Concord following the move of the Probate department to the new Courthouse. Wozmak said that he learned that Concord is getting very few requests for documents from Cheshire County and that if anyone needed documents from the archive they only need to request the documents from the Probate court personnel in Keene. Burford also said that he is investigating putting all of the records that were removed from Keene online but that the process would most likely take about two (2) years to complete.
- Wozmak then reported that the door closers have all been reinstalled on the Assisted Living apartments and that they are now ready for the State inspection that is coming up in April.

The Commissioners then began a review of the Master Item Agenda.

At 9:48AM The Commissioners reviewed the manifest and **Commissioner Zerba moved to accept the manifest as presented and the motion was seconded by Commissioner Pratt. Upon vote the motion passed with two Yea's.**

The Weekly Census was then reviewed and upward trends were noted in the both the Maplewood and Department of Corrections populations.

**The Commissioners then reviewed the minutes of March 19, 2014 and Commissioner Zerba moved to accept the minutes as presented. Commissioner Pratt seconded the motion and upon vote the motion passed with two (2) Yea's.**

The Commissioners calendar was then reviewed and no changes noted.

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A discussion of Item #5 - *Replace the dishwasher in Assisted Living. Rollover 2013 appropriated funds of \$2,000.00*, began when Wozmak said that after a reconsideration of the purpose of the original request and careful review of the current process of cleaning dining ware and utensils it was determined that the need for the request to replace the dishwasher could be met by changing the cleaning process now being done in by the MNH kitchen staff. Following discussion it was agreed to maintain the item as an open item on the Commissioners agenda and to revisit the need for approval or removal of the item in approximately three (3) months after the new cleaning plan had been in place and the results reviewed.

No additions were made to the agenda items.

At 9:52AM Administrator Wozmak presented a request for an approval of a pay rate above the step-one rate for M. S. who is being hired as a per-diem nurse at the Department of Corrections. **Following a review of M. S.'s background, training and experience, Commissioner Zerba moved to approve a pay rate of \$20.94 per hour effective on March 26, 2014 for M. S. based on her education, training, and experience. Commissioner Pratt seconded the motion and upon vote the motion passed with two (2) Yea's.**

Commissioner Pratt then said that he will not be available for the Commissioners meeting of April 9<sup>th</sup>, and also noted that Chief Justice Nadeau of Superior Court will be at the Commissioners meeting on April 16<sup>th</sup>.

At 10:09AM, shortly following the arrival of Commissioner Rogers, Chairman Pratt then discussed the 100 Nights Shelter request for \$5,000.00 of grant funding that was made at the Delegation meeting of March 17<sup>th</sup> to support their mission of providing services and shelter to the homeless in the region.

Although the decision of the County Delegation was not to provide funding from the county budget this year based largely on the lateness of the funding request, Chair Pratt said that both Commissioners and the Delegation were sensitive to the mission and value of the agency but were reluctant to alter the budget process to allow a late request.

However, because of the strength of the general Delegation support, the Commissioners felt that a grant for this year would be appropriate from the funds of the Hemenway Trust Fund which will not utilize tax dollars or affect taxes to be raised.

The Hemenway fund, established many years ago, is "to be used by the County Commissioners in their discretion for the care of the young, and the aged and infirm residents of the county, outside the Town of Marlboro", according to the terms of the Hemenway Will that created the Fund.

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The Commissioners encouraged Mindy Cambiar to apply for a county grant through outside agency funding next year in the hopes that the agency might receive county budget funds for the safety-net services that they provide to the least fortunate of the homeless in the region.

The Commissioners then presented a \$5,000 check to Ms. Cambiar and reiterated that this was a one-time funding event and that the agency would need to comply with the standard outside agency grant funding request process for future requests.

Cambiar said that she was very surprised and pleased to receive these grant funds. Obtaining funding for a shelter such as this is very difficult and we rely on the generosity of the community to continue their mission.

County Attorney Chris McLaughlin was then recognized and discussed the proposed changes emanating from the State Superior Court for the handling of felony cases. McLaughlin said that the entire process for the handling of felony cases was under discussion for being revamped and that the changes could have a major impact on his office personnel. McLaughlin walked the Commissioners through the current felony process that now starts in District Court and compared and contrasted the proposed process that would have all felony cases handled from inception in Superior Court. The Commissioners asked many questions and reviewed the materials that McLaughlin provided at length.

The Commissioners said that they did not understand the advantage that the proposed system would bring to the County prosecution of felony cases and looked forward to hearing from Chief Justice Nadeau on the matter at the April 16<sup>th</sup> Commissioners meeting.

At 10:43AM Maplewood Administrator Kindopp was recognized and presented the MNH Quarterly report.

Maplewood Report to Commissioner's - Covering Q4 FY2013

**Accomplishments**

- Licensure and Life Safety Code survey was completed by the state the week of Dec 12<sup>th</sup>
- Results were very good:
- 3 minor deficiencies relating to resident care
- deficiency-free for Life Safety
- Plan of correction sent Dec 20<sup>th</sup>; accepted by state
- 2 new contracts signed for the non-emergent medical transport for Managed Medicaid starting for Dec 1, 2013
- all criteria met and/or achieved per each contract stipulation
- Second of 2 mandatory disaster drills completed (drug seeking intruder)

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- Successful Cider Social on Saturday October 12<sup>th</sup> with DH's hosting finger foods and drinks for residents and families on units
- KK Completed budget review process with Commissioners 10/30
- Prepared the 2014 schedule for orientation, CQI, infection control, and safety meetings
- KK provided one all day "Kind Dining" training session for staff (customer service)
- Began learning more about the Green House model of care, attended webinars
- First nursing home in state to accomplish having certified trainers in Virtual Dementia
- Completed Director of Nursing interviews with candidate chosen
- Worked with Maintenance relating to details and learning of new Pool disinfecting system
- Hosted the annual Commissioners awards luncheon
- Interviewed a potential PT for the staff PT position open since 2006
- Reception logged over 11,150 signed-in visitors for 2013
- Jennifer Harris honored at the NHAC for being County Nursing Home Employee of the year
- LNA Katherine Baker received a Long Term Care Foundation scholarship (RN student)
- Launched new logo and tag line "Maplewood of Cheshire County, Your Home.....Your Family" (on vehicles and letterhead – business cards will also start to have this now)
- Hosted an information table at both the Alzheimer's walk as well Keene Senior's Center

**Staff Turnover**

- Director of Nursing retired in October
- 22 staff hired this quarter
- 89 total for 2014
- 19 staff left this quarter, (9 of which were within their first year)
- 75 staff in total left 2014 (37 were within their first year)
- noted increase turnover within first 6 months due to time and attendance
- 1 Dance Movement Therapy student during this quarter
- 1 COTA (occupational therapy assistant) student during this quarter

**Grievances/concerns**

- Received and reviewed one union grievance at the Administrator's level
- Prepared and sent a 30 day notice of d/c to a resident for failure to pay
- 3 suggestion box papers received; 2 appropriate for responses, both completed and posted
- 10 staff incident/injury reports; 67 lost days (50 were for one claim), 66 light duty days

**Admissions/discharges**

- 2013 year end totals as follows:
- 101 admissions (44 from CMC and 21 from home)

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- 54 discharges (home or lesser care level facility)
- 41 deaths
- 385 referrals = 26% admission rate (referrals continue to increase as it appears hospitals are placing most on e-discharge and many end up going home)

### **Medicaid**

- Rate during **Q4 FY2013**= \$154.51
- Began our new Medicaid MDS Capture dates in December for the purposes of setting July 2014 rates
- Ongoing work and focus with contracting company to train, support and audit our MDS process and staff who oversee this during this quarter; strong case mix indices resulting:
- Received new January 2014 rates = \$165.75 (CMI All Payer .9949 Medicaid .9947)

### **Medicare**

- Ongoing work (10/23, 11/26, 12/19) and focus with contracting company to train, support and audit our team system for Medicare part A management
- Oct average daily rate \$434.91; total billing \$116,989.76 (9 res)
- Nov average daily rate \$440.80; total billing \$133,562.66 (10 res)
- Dec average daily rate \$423.11; total billing \$89,700.11 (7 res)
- 3 PT part B denials (2 resolved favorably, 1 pending)
- 3 SLP part B denials (2 resolved favorably, 1 pending)
- 1 part A denial (still pending)

### **Revenue/Census goals**

- 2013 overall census goal set at 133 residents; actual 136
  - 2013 overall part A goal set at 9 residents; actual 9
  - part A revenue goal set for just under 1.4M gross; about 1.7 gross actual
  - Medicaid revenues set at 4.9M; actual 4.6M
  - Private pay goal set at 1.8M; actual about 2.2M
  - Atypical pay goal set almost 1.4M; actual just over 1.8M
- (Above are all rough figures, see financial reports for exact figures)

### **Meetings Review**

- Quarterly CQI (continuous quality improvement) meeting completed per regulation with all mandatory staff in attendance
- Monthly Infection Control/CQI meetings completed
- Monthly DH meetings completed

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- KK provided training twice monthly to staff at annual orientation
- Meetings I don't attend routinely but assure compliance with occurring:
  - Hospice meetings (every 2 weeks with alternating hospice entities) completed
  - Weekly Medicare meetings completed
  - Resident Care Planning meetings completed (each floor does them on a specific day of the week each week)
- KK attended/traveled to the following meetings in October:
  - Met with Betsy Miller and other lobbyists at state house regarding MCO's
  - Met with First Tracks advertising company to prepare new logo/tag line
  - Attended the Study Committee for future of Maplewood (10/15, 10/30)
  - Met with subcommittee of NHAC NHA affiliate preparing for MCO contracts
  - Met with state regarding long term care eligibility (old SB 321)
  - Attended the NHAC conference 10/27 through 10/29
- KK attended/traveled to the following meetings in November:
  - Attended OLTCO meeting representing county nursing homes
  - Attended the Primex Round Table meeting for nursing home issues
  - Participated in Survey Committee meeting facilitated by NHHCA
  - Participated in a webinar on Dementia
  - Attended the Study Committee for future of Maplewood (11/12)
  - Attended resident council to update the whole group on progress of Study Comm
  - Participated in a conference call with the Green House director
- KK attended/traveled to the following meetings in December:
  - Attended budget hearing at courthouse
  - Attended a DHHS hearing related to a 30 day notice issued last year for failure to pay
  - Attended the NHAC executive committee meeting
  - Participated in a conference call with a Green House home
  - Toured the Green House director through Maplewood
  - Attended the Study Committee for future of Maplewood (12/3, 12/17)

Kindopp answered many questions from the Commissioners and discussed staff turnover, the e-discharge process at Cheshire Medical, the new 2014 Medicaid daily rate, and many other topics related to the operation of the nursing home. The Commissioners reviewed the structure and operation of the Administrator's office and discussed possible enhancements to allow Kindopp to be able to focus more on executive management tasks.

The Commissioners thanked Administrator Kindopp for her report and moved to the topic of the loan made to Aids Services of Monadnock in June of 2010.

The Aids Services of Monadnock Executive Director, Susan McNeil was recognized and a discussion began concerning the history of the organization the support that the agency has

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received from the County over the years. The \$11,386.75 loan made to the agency in June of 2010 to support the Cleve Jones Wellness house in Gilsum, NH was discussed and the interim review of the status of the agency and the loan that took place in July of 2012 was reviewed.

The discussion covered the closing of the home in Gilsum last year that was done for multiple reasons including the decision by five (5) of the six (6) to move into apartment of their own. McNeil also said that the organization had come to a decision to change the model of the operation of the program on their twenty-fifth (25<sup>th</sup>) anniversary based on changes in federal law that will require all AIDS and Hepatitis C patients to affiliate with a service provider. McNeil stated that she thought this will increase their case load by about fifty (50%) percent.

McNeil then discussed the disposition of the house in Gilsum and said that she believed that they had two (2) interested parties looking at purchasing the home.

Once the house has been sold and the mortgage and debt has been paid off the Commissioners will again meet with McNeil to ascertain the status of the loan made by County.

At 11:50AM there being no further business to discuss, **Commissioner Rogers moved to adjourn the meeting. The motion seconded by Commissioners Zerba and upon vote the motion passed unanimously.**

Respectfully Submitted,  
R Zerba, Clerk