

MINUTES
Cheshire County Commissioners Meeting
Wednesday, September 24, 2014 9:30AM
Maplewood Nursing Home
201 River Road
Westmoreland, NH 03467

PRESENT: Commissioners Pratt, Rogers, (Commissioner Zerba absence with notice).

STAFF: Administrator Wozmak, Finance Director Trombly, Grants Manager Bansley, IT Director Hummel, Human Resources Director Hurley, MNH Administrator Kindopp, Maplewood Director of Nursing Woolbert, and Assistant County Administrator (ACA) Bouchard

GUESTS: Westmoreland Selectperson J. Hammond, Commissioner Elect Chuck Weed, and 4 members of the public.

Chairman Pratt opened the meeting at 9:33AM recognizing Administrator Wozmak for the purpose of providing the weekly operations updates. Wozmak said that he would defer his report to later in the meeting for the purpose of reviewing other action items in order to facilitate the return of some of the staff to their work locations.

Maplewood Administrator Kindopp was then recognized and presented the following report:

Maplewood Report to Commissioner's - Covering Q2 FY2014

Accomplishments:

- Staff supported and participated in the Relay for Life event both at MNH as well as in Keene – our resident who was the Team Leader, received an award for having fundraised the 3rd highest amount out of 209 Keene participants this year
- Activities facilitating resident participation in state-wide initiative of Seniors Aid NH – a state wide resident council – only state in our union that has such a state-wide initiative
- Therapists completed more ACP training (modalities training)
- Nurse Manager attended a conference to become a dementia support group facilitator
- Dir. Nursing attended a series of continuing education training classes for DONs
- DON and QAIC nurses trained at state-wide meeting about bed bugs, MNH policies and our baking machine that we use – we are the only facility in state with our own machine
- Held a Virtual Dementia training opportunity for the Coos and Sullivan County nursing homes
- Nursing education topics included/focused on hospice and end of life topics, repositioning and transfer techniques, compassion fatigue, geriatric oral care, and respiratory care
- Completed first disaster drill of the year – table top for “POD” site.
- Staff appreciation meal during national nursing home week in May
- Volunteer recognition dinner during national volunteer week
- Health fair hosted by MNH
- FISH day was held throughout Maplewood in May and lead by the social services team
- POLST form training; social services and medical staff
- KK and ST coordinated work to meet new regulatory requirements for notifying residents upon admission to new laws affecting NH residents applying for Medicaid

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- QAIC nurse attends local infection control meetings with Cheshire Medical and state-wide meetings in Concord.
- “Healthy Monadnock” initiative work with Marianne Keating; salad bar enhancement, less sugary drinks, lower sodium resident food, and “turn a new leaf program” planned
- Medical records now successfully scanned through 2010
- Medical Director and F-V computers transitioned over from X-P to Windows 7
- Prepared multiple organizational plans and time-lines for the Green House financial feasibility study to complete the study of the future of Maplewood project
- Continued to work with DH’s and EAP relating to areas for leadership training
- Launched Maplewood sweatshirts with new logo per family/resident/staff requests

Staff Turnover

- 15 staff hired this quarter
- 20 staff left this quarter, (10 of which were within their first year)
- of the 10 that left, one got a job elsewhere with better hours, two got more hours in jobs elsewhere, 5 were involuntary due to time and attendance issues, one was related to health issues (FMLA not applicable), one moved away
- 1 Dance Movement Therapy student completed her internship during this quarter
- 2 COTA students during this quarter; one finished, the other completes in July
- 6/21/14 Danielle Fitzpatrick, our DMT mentioned her rewarding work with our residents at Maplewood in an article in the sentinel
- New dietician started at MNH; Fitz-Vogt contracted employee

Grievances/concerns

- Much discussion continues regarding Medicaid managed care. (Provider’s experience with managed care transportation has brought many difficulties including increased time for our staff to complete necessary pre-authorizations. We have had to put up to 30 additional hours/week into our transportation office; some due to increased transportations, but most to assist with the additional tasks created by managed care)
- Many additional hours spent this quarter on re-credentialing with the MCO’s for transportation purposes
- The state initially announced a delay in the planned implementation of managed care from July of 2014 and would only implement it once the Governor believed the state ready
- There were no grievances for Administrator’s level review
- 5 suggestion box papers received; appropriate for responses, completed and posted
- 11 staff incident/injury reports; 9 lost days, 109 light duty days (based on 4 claims)
- Pool drained and caulking removed after issues this quarter (wax is interacting with our chemicals and caulking didn’t hold up to being refilled)
- Assured all aspects of table fan fire incident fully reported/managed – worked toward prevention of similar incident

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Admissions/discharges

- 2014 second quarter totals as follows:
- 20 admissions
- 10 discharges (home or lesser care level facility)
- 13 deaths
- 104* referrals this quarter (*erroneously reported the 2013 year-end total on last report)

Medicaid

- Rate during **Q2 FY2014**= \$165.75
- 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 July 2014 rates = \$168.42 (CMI All Payer .979 Medicaid 1.0284)

Medicare

- Ongoing work (4/17, 5/20, 6/27) and focus with contracting company to train, support and audit our team system for Medicare part A management
- Apr average daily rate \$423.92; total billing \$99,989.90 (8 res)
- May average daily rate \$443.92; total billing \$101,656.84 (8 res)
- June average daily rate \$416.61; total billing \$59,991.54 (6 res)
- 2 ongoing PT part B denials; proceeding to Administrative Judge level appeal PT has 2 denials for services provided in 2012 that have been denied again at the second level of appeal. We have chosen to pursue the third level of appeal, the ALJ level. We are pursuing the third level as we feel, and Harmony Healthcare supports, that we have the clinical documentation necessary to meet Medicare's guidelines and ALJ hearing are most frequently decided in favor of the provider. It might be 1-2 years before we get a date for the hearing, due to the backlog of denials and hearing. Medicare is now paying interest on claims where payment was improperly withheld.
- 1 part A denial (still pending – some federal reports take months to years to process)

Revenue/Census goals (revenues are rounded off – see finance statements for actual figures)

- 2014 overall census goal set at 135 residents; actual for quarter = 138
- 2014 overall part A goal set at 9 residents; actual = 7
- Part A gross revenue goal set for just under 350K per quarter = about 327K this Quarter
- Medicaid revenues set just under 1.3M per quarter; actual this quarter = just under 1.3M
- Private pay goal set at 552K per quarter; actual this quarter = 573K
- Atypical pay goal set just over 341K per quarter; actual this quarter = 470K

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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
- 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 April:
- Met at state house regarding MCO's; Gov. Hassan announced delay in managed care
- Met (with other NHA's) with Comm. Toumpas in Concord relating to managed care
- Met with a representative from Healthy Monadnock 20/20 campaign; working to improve diet/food offered to residents and staff
- Attended the Study Committee for future of Maplewood (4/22)
- Attended the NHAC executive meeting in Concord
- Attended OLTCO volunteer recognition event in Concord representing county homes
- Attended the NHAC NHA affiliate meeting at Merrimack County Home
- Attended survey committee meeting at NHHCA representing county homes
- Participated in continuing education for electrotherapy equipment with rehab team
- Participated in the start-up of the Green House financial feasibility study meeting (G-H FFS)
- KK attended/traveled to the following meetings in May:
- Attended continuing education course at TCMC on palliative care
- Attended the NHAC executive meeting in Concord
- Met with Jeff Myers (DHHS) and other NHA representatives relating to MCO concerns
- Attended NHAC NHA affiliate meeting in Coos County Home; met with the representative from MCO New Hampshire Healthy Families
- Met with County Admin and DHHS reps from licensing/regulations re: Green House feasibility planning
- Attended the Study Committee for future of Maplewood (5/13)
- Attended the farm committee meeting at MNH (5/19)
- Continued with participation in the G-H FFS meetings/conference calls
- Participated in the survey committee meeting representing county homes
- Attended a Hazard Vulnerability Assessment program for our region
- Attended an ALJ hearing webinar
- KK attended/traveled to the following meetings in June:
- Attended the NHAC spring conference education day at Hillsboro County Home

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- Began preparations with our electronic medical records vendor for E-MARS plan
- Attended county Joint Loss Committee meeting at the Annex
- Spent a Saturday Hosting an MNH information table at the Keene Senior's Center
- Participated in Survey Committee meeting facilitated by NHHCA
- Attended OLTCO meeting representing county nursing homes
- Attended the NHAC NHA Affiliate meeting in Merrimack
- Participated in a demo for our planned medical records software update this year
- Continued with participation in the G-H FFS meetings/conference calls
- Attended the Study Committee for future of Maplewood (6/17)
- Attended resident council to update the whole group on progress of Study Comm
- Attended and presented quarterly MNH report for Commissioners meeting
- Participated in county-wide initiative for vision 20-20 representing MNH

Kindopp discussed the new Medicaid re-imburement rate for Maplewood which is set at \$168.42 per day which is the 12th highest re-imburement rate of the 72 nursing homes in the state and is the highest rate for any County nursing home. She said that the rate is a result of the high acuity of the Maplewood population.

Kindopp then said that she is becoming concerned with the amount of staff turnover that the nursing is experiencing. She said that due to the non-competitive County salary structure it is becoming very difficult to attract and keep qualified personnel. She went on to say that even when staff is hired a growing number of them chose to leave based on the residents high activity needs and problem with residents acting out in sometimes forceful ways.

A discussion of the State's Managed Care implementation began and Kindopp covered Maplewood's experience with working with the transportation brokers (Access to Care and CTS) who authorize resident transports to and from Maplewood to Cheshire Medical and other area locations for medical needs. She stated that having the transportation brokers involved has added about 35 hours of administrative time over the previous workload. She spoke of one recent incident where a resident needed ambulance transport to Cheshire Medical Center for a medical visit and at the conclusion of the visit one of the brokers asked if someone at Maplewood could pick them up and take them back in a car or van ignoring the fact that required an ambulance to arrive at the facility.

The Commissioners then thanked Kindopp for her report and recognized IT Director Hummel. Hummel said that he was at the meeting to present the results of the Nursing Computer Kiosk bids. He described the use and construction of the Kiosks that are placed throughout the nursing floors and provided an overview of how they are used. He reviewed the four (4) quotes that he had received and recommended that the Dell Computer bid be accepted as it was the lowest bid by almost \$50.00 per unit and allowed him to stay within budget and to purchase an additional unit that is needed because of the lower price.

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The Commissioners asked a number of questions concerning the bidders and determined that all bidders had submitted quotes based on exactly the same unit.

Commissioner Rogers moved to accept the bid from Dell Computer for 12 Ergotron Kiosk Enclosures for \$9,353.28. Commissioner Pratt seconded the motion and upon vote the motion passed with two (2) Yea's.

Grants Manager Bansley was then recognized and presented a request for the Commissioners to review and sign CDBG Brookbend East housing project's close out agreement form. CDBG Brookbend East's project for site development of 40 unit affordable housing on Ivy Drive is now complete. **Following discussion of the completion of the project, Commissioner Rogers moved to accept the agreement and to sign the closeout documents for the completion of the Brookbend East housing project. Commissioner Pratt seconded the motion and upon vote the motion passed with two (2) Yea's.**

Bansley then asked for the Commissioners to sign an audit extension request for the Sheriff's server grant that is underway. She said that the request is recognize that the grant is taking longer than expected to complete and the date for the audit needs to be reset to recognize the delay. **Following a short discussion Commissioner Rogers moved to accept and sign the audit extension request document. Commissioner Pratt seconded the motion and upon vote the motion passed with two (2) Yea's.**

Administrator Wozmak was then recognized for the purpose of providing the Weekly Operations Update.

Wozmak said that a letter had been prepared to send to DHHS Commissioner Toumpas concerning a request for the state to retain Medicaid rate setting authority until the Managed Medicaid program was fully established and all rules and regulations were in place to ensure a fair and workable structure exists for the providers tasked with delivering services.

Following discussion the Commissioners authorized the release and sending of the letter.

Wozmak then discussed the pending Maplewood Public Hearings that are set to begin on October 9th in Chesterfield at 7:00PM. A second meeting will be held on October 20th at Keene High School and additional meetings are being arranged for the Jaffrey / Rindge area and for Alstead.

A discussion of the meetings format arose and if some of the meetings would be recorded or televised. Wozmak said that he would contact Keene Public Television to see if they could cover the meeting at the High School which could possibly be posted on the County website.

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Wozmak displayed the posters that were prepared for the meetings and walked those in attendance through a shortened version of the presentation planned for the meetings answering questions throughout the discussion.

Wozmak then discussed the work recently completed on the survey of the County property in Westmoreland. He reviewed the progress made on connecting the deeds of the County with the abutting properties and showed the Commissioners a map of where the boundaries agreed and where more work needed to be completed. Wozmak said that the project required more work than initially planned and to complete the remainder of the needed work an additional \$2,000.00 would be needed. He also said that with the satisfactory completion of the research the anticipated boundary survey estimated at between \$27,000.00 and \$35,000.00 would probably not be required.

The Commissioners reviewed the map and asked a number of questions concerning the missing boundary elements. Following discussion Commissioner Roger suggested tabling further discussion until the next meeting to allow the Commissioners time to consider the request.

The upcoming New Hampshire Association of Counties conference scheduled for October 26th through October 28th was reviewed.

The Commissioners then review the Master Item Agenda.

Finance Director Trombly then asked the Commissioners to sign the new Tax Anticipation Note documents from the Savings Bank of Walpole to authorize the County to complete the annual TAN's borrowing. Commissioners Rogers and Pratt both signed the documents. Director Trombly will bring the documents to next week's meeting so that Commissioner Zerba can sign the documents and they will then be submitted to the bank for processing.

Commissioner Rogers moved to accept the Weekly Manifest and was seconded by Commissioner Pratt. Upon vote the motion passed unanimously.

The minutes of September 17, 2014 were then reviewed and Commissioner Rogers moved to accept the minutes as presented. Commissioner Pratt seconded the motion and upon vote the motion passed unanimously.

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The Commissioners Calendars for September and October and the Weekly Census were reviewed.

At 10:48AM pursuant to RSA 91-A (II) (a), (b) and (c), Commissioner Pratt moved to go into non-public session to discuss the dismissal, promotion or compensation of a public employee or the disciplining of such employee, without that employee having requested an open meeting. Upon vote to enter non-public session Commissioner Pratt voted Commissioner Rogers vote Yea.

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As a result of a vote taken in non-public session Commissioner Rogers moved to hire T. B. as an RN Supervisor at Maplewood at the rate of \$22.45 per hour based on her training, experience, and education. Commissioner Pratt seconded the motion and upon vote the motion passed with two (2) Yea's. A start date has not yet been determined.

At 11:09AM The Commissioners unanimously voted to return to public session.

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

Respectfully Submitted,

R Bouchard, Clerk Pro-Temp