

VALLEY HI COMMITTEE
McHenry County Administration Building
667 Ware Road
Woodstock IL 60098

MINUTES OF THURSDAY, MAY 8, 2008

Chairman Zierer called the Valley Hi Committee meeting to order at 8:30 a.m. The following Committee Members were present: Mary Lou Zierer, Chairman; Mary McCann; Pete Merkel; James Kennedy; Ed Dvorak and Dan Shea. James Heisler arrived at 8:32a.m. Also in attendance: Pete Austin, County Administrator; John Hadley, Facilities Management; Linda Pyfer, Valley Hi Administrator; Pam Shumway, Valley-Hi Consultant, Representatives from Revere Healthcare, interested public, and the press.

	Mary Lou Zierer, Chairman
Ed Dvorak	James Heisler
James Kennedy	Mary McCann
Pete Merkel	Dan Shea

MINUTES

Committee members reviewed the committee minutes for April 10, 2008. Mr. Shea made a motion, seconded by Mr. Merkel, to recommend approval of the minutes. Ms. McCann asked that the minutes be amended to reflect that she had requested that staff bring back to committee information regarding staff to resident ratios. The minutes were approved as amended with all members present voting aye.

PUBLIC COMMENT

Ms. Sue Nelson, a resident from Crystal Lake addressed committee members regarding concerns she has noticed since her mother has become a resident of Valley Hi Nursing Home. She stated that when her mother first became a resident of the facility she always happy and pleased with being in her new home. She has noticed changes with her mother as well as other residents of becoming withdrawn and inactive. Staff is not as attentive as they have been in the past and are not as friendly. She feels the staff is becoming so overwhelmed with their duties they are not able to give the residents the attention like they did in the past and stated concern regarding the staff ratio changes that she has seen.

Ms. Pat Biestek, a former nursing employee, joined the committee to voice her concerns for Valley Hi as well. She noted that Revere Healthcare has put into place, new policies, without County Board approval. In house employees are no longer allowed differential pay for different shifts, could change salary scales and employee benefits without approval as well. She stated that she has voiced her concerns with County Board members, who had stated to her they were not aware of any of these complaints and they were not concerned with complaints coming from a disgruntled ex-employee. She stated that she is complaining as a disgruntled taxpayer and voter, not as an ex-employee and that the Revere Healthcare group is ripping apart the soul of the Nursing Home and breaking the spirit of the residents.

Mr. Lou Arms joined committee members to voice his concerns regarding Valley Hi. He stated he is tired of the increased taxes and aggressive contracting within the county. He questioned what Revere Healthcare is doing to assure the County that they are meeting the goals as outlined instead of throwing money on top of money to fix their problems.

Mr. Jim Keifer joined committee members to voice his concern regarding care for his mother, who is a resident at the facility. He noted that his mother became a resident at the old facility, when it was a kind friendly facility. He stated that now the care is horrible, the residents can't even get their snacks that are allowed and stated there is not enough staff to take care of the residents that are there. He questioned how many aids have quit since Revere took over the care of the residents.

Ms. Evelyn Carl joined committee members to voice concern regarding issues at the facility. She stated that a friend of hers has been in Valley Hi twice now. She stated that even though Valley Hi is a nice facility, within the past 3 to 4 months the meals are very poor. She stated she has discussed her concerns with the Dietary Manager. She stated that on April 20th she would have received better food if she would have gone to the Salvation Army. The next day, they had soup, which consisted of broth with a bag of frozen vegetables thrown in. Also, sandwiches were served on white bread, with two pieces of lunch meat. She noted that the elderly is unable to eat white bread and is this is totally unacceptable. Between the 4th and 9th, pizza was served 4 times. Meal planning cards are being lost and water is not being included with the service, which could cause dehydration. She also noted that these meals are too high in salt content.

Chairman Zierer thanked the public for joining the committee to voice their concerns.

PRESENTATIONS: None

NEW BUSINESS

Review of Valley Hi Administrator's Work Plan: Committee members reviewed the Administrator's Work Plan. Mr. Austin noted that this plan is similar to the document that he used for the other department heads in the county. The plan includes goals, challenges and an approach of how to handle issues that arise. Committee members were reminded that this is strictly an outline with high points of the operation of the facility. Committee members stated that #3, which addresses dietary operations, needs more review. Committee members were reminded that meals have to be, by law, nutritionist approved and there is an alternate menu available for those not interested in being served what is on the menu. Additional alternatives are being discussed with the dietary manager. Committee members noted that concerns that were noted in the Audit of Valley Hi should be included in the work plan. They were reminded that this is an open ended work plan that will

show the accomplishments and progress made. Committee members stated that this is a good base to start with and is a changeable document which will reduce/change as goals are met.

Recruitment for Director of Nursing: Committee members reviewed the recruitment brochure for the Director of Nursing. Human Resources are helping with the recruitment for this position and are currently accepting applications.

Discussion – Employee of the Month: Committee members were reminded that it had been suggested that Valley Hi implement an Employee of the Month Program. This idea was presented at the Valley Hi Department Head meeting where a discussion of how to implement the program was held. Criteria and benefits for the program were suggested. The department heads suggested a reserved parking place for one month with a drawing to be held at the end of the year, with prizes for those employees selected. Committee members stated they would like to see the employee receive more than just a parking place and suggested either flowers or gift certificates to a local restaurant. It was also suggested that the employee of the month have a plaque, with their picture placed in a prominent place in the facility. Committee members were informed that a “suggestion” box has been placed in the employee room in order to vote for the employee of the month, post complaints or issues they may have concerning the facility.

Discussion – Rates: Committee members reviewed the private pay rate comparisons. Staff has recommended a 6% increase to the current rates, beginning July 1st. This would still be below the costs of other facilities in the area. Committee members voiced concern that this would be a short term fix and increases should be followed yearly in order to keep up with increased costs. It was stated that we have to be responsible to the public and we need to exceed the cost of living increases in order to “catch” up to what is being charged by the competitors. Committee members stated they would like to see some comparisons of what other County Nursing Homes in the State are charging, not just for profit agencies. Committee members requested that a Resolution be forwarded to the next County Board meeting in order to implement these changes in July. Committee members were informed that they need to give a 30 day notice to the residents regarding any rate change. Mr. Kennedy made a motion, seconded by Ms. McCann to recommend a Resolution that increases the Private Pay rate being charged at Valley Hi, as suggested, to the next County Board meeting for approval. The motion carried with all members present voting aye on a voice vote. Committee members questioned if rate increases have to go to the County Board for approval and staff noted they would check into this issue.

OLD BUSINESS

Admission Policy: Ms. McCann presented a draft of the admission policy for Valley-Hi noting that the one on the packet was the wrong policy. Committee members noted that they had suggested that the “waiting list” be changed to the “perspective resident admission list” and this had not been done. Committee members also stated that where ever the policy states that yearly review should be completed with a family member should read “review with a responsible party” as not all residents have any family members. Mr. Shea made a motion, seconded by Mr. Dvorak to recommend approval of the admissions policy as amended. The motion carried with all members present voting aye on a voice vote.

Discussion - Quality First: Ms. Shumway presented the covenant on the Quality First program developed by AAHSA. A committee needs to be created which would include a Valley Hi Manager, county board members, a staff member, a resident and a family member of a resident. This committee would identify a plan for the Quality First program. The program is driven by the committee, not managers from Valley Hi. When the covenant is approved, by the County Board, the Quality First organization prepares satisfaction surveys to go to residents, family members and staff. These surveys are the only direct cost for joining the Quality First program. Mr. Shea made a motion, seconded by Mr. Dvorak to recommend the approval to implement the Quality First Program at Valley Hi. The motion carried with all members present voting aye on a voice vote.

EXECUTIVE SESSION: None

FUTURE TOPICS

Chairman Zierer requested that the Intergovernmental Transfer (IGT) program for Illinois County homes placed on the agenda for discussion at the next committee meeting.

REPORTS TO COMMITTEE, AS APPLICABLE

Administrators Report: Ms. Pyfer presented her Administrators report to the committee. Ms. Diane Christenson, the interim Director of Nursing was introduced to committee members. Committee members thanked her for stepping up and accepting the interim position. They requested that she identify areas of concern as seen by her and the nursing staff so these concerns could be addressed. Committee members noted she could also put in her application for the open position. Ms. Pyfer introduced Sue Brian, the Director of In-service. She has the second longest employment at Valley Hi. She has been on staff for 36 years.

Ms. Pyfer stated there are always issues when moving from an old facility into a new facility. There will be growing pains, especially when half of the staff is agency staff. A lot of the changes are compounded by attitude and leadership issues. One of the main concerns with the residents seems to be the lack of time the staff is able to spend with the residents. They need more personal attention, which the staff now does not provide.

Mr. Finney joined committee members to explain the menu process. An audit report is completed with the primary food vendor, from a computerized menu. Food is then ordered from the food lists in order to control how much is ordered and

control the costs. Part of the process is to determine what food and recipes are liked by the residents and what isn't liked. We then tell the vendor what is not liked and look for alternatives. The Spring and Summer menus will include more fresh fruit and vegetables. He noted that they have to follow the standardized menus and recipes as given by the IDPH and one of the issues that Revere has discovered was that the kitchen was using the menu, but, creating their own recipes, which is not allowed. Choices are given from an alternate menu should the residents not like what is being served that day. The menus are all doctor prescribed and they are working to increase the choices on the alternate menu, without creating an additional burden for the kitchen staff.

This week is Nurses week. Lunch was provided yesterday for the nursing staff.

An activity list was provided for review. This list needs to be increase and staff is working on the details.

Today a Mother's Day tea has been scheduled and the Prom has been scheduled for June 14th.

Copies of the Resident Council's Policies were provided for committee review. Committee members noted concern that they were not involved in the approval process for this policy, noting that they need to be informed when a new policy is created. Committee members were informed that the policies are written based upon industry standards and there are 5,270 State and Federal regulations that they must follow, with policies that are attached to them, all which must be updated yearly. Mr. Austin noted that the policies should be brought to the committee for review, when changes to a policy are made. Chairman Zierer noted that they should review a policy only when new policies are being implemented, especially when tied to personnel. A copy of the Resident's Complaint policy was provided for review. This is a requirement policy which shows there is process that must be followed regarding complaints, as required by the IDPH. Committee members noted that current employees/residents are not following the proper procedures to file complaints. They stated, as County Board members, they should not be receiving phone calls from employees and or residents when a complaint hasn't even been filed with in-house management. Committee members were encouraged to report any complaints received to Mr. Austin. It was noted that the fastest way to resolve an issue is to report a complaint to a staff members, who is then required to document the complaint. Committee members stated they are hopeful that the Resident's Council is able to get a good family representative, to help voice resident concerns. Committee members noted that they feel that people are hesitant to complain to Revere personnel and it will take time for adjustments to the new processes. Ms. Pyfer concluded her report by noting that Valley Hi has 140 employees with 20 vacancies. She noted that as soon as additional employees are hired, less agency staff will be needed. She stated that the biggest need at this time is for additional CNA staff. Committee members were reminded that there are shortages within the healthcare industry and it is difficult to find qualified staff. Ms. Pyfer stated that in the past couple of weeks there has been a lot of staff out because of illness, which has also affected the agency staff, creating a limited availability of agency staff to fill the vacant positions.

The Financial Statement was reviewed by committee members. The report does show a decrease in agency nursing costs. The dietary costs have increased because of adjustments to the menus and more days reported on the report. Committee members asked where the pharmaceutical costs are reflected. They were informed that these costs are included in the nursing costs, which also include salaries, agency costs, diapers and pharmaceuticals. Committee members requested a quarterly report that includes a detailed version of the Financial Statement.

Committee members requested that the Resident's Council be included as part of the Committee Agenda so the Council can be included as part of an open discussion.

ADJOURNMENT

Ms. McCann made a motion, seconded by Mr. Dvorak to adjourn the meeting at 10:39 a.m. The motion carried with a unanimous voice vote.

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