

VALLEY HI COMMITTEE
McHenry County – Valley-Hi Nursing Home
2406 Hartland Road
Woodstock IL 60098

MINUTES OF THURSDAY, JUNE 12, 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; James Heisler; James Kennedy; Ed Dvorak and Dan Shea. Pete Merkel was absent. 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, residents, 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 May 8, 2008. Mr. Shea made a motion, seconded by Mr. Dvorak, to recommend approval of the minutes. The minutes were approved as presented with all members present voting aye. Committee members questioned if background checks are done on all employees. Committee members were informed that background checks are completed, through the State, for all prospective employees. Finger Print checks are no longer completed, as this process has been eliminated by the State because they became so backlogged.

PUBLIC COMMENT

Ms. Colleen Clarke from Crystal Lake, her sisters Susan Hereley and Mary Macaluso, joined committee members to voice their concerns. She noted that an email was sent out voicing their concerns as well. She noted that her father, who is a resident at the facility, has a severe pressure sore on his foot that has been treated since April 10th. None of the family members were notified of their father's condition nor informed of how bad his condition was. When visiting her father on May 29th at 4:00p.m., she discovered her father was chewing on a piece of meat, of which had to have been in his mouth since lunchtime, creating a choking hazard. On May 30th the family doctor put their father on a restricted diet of all soft food. As of June 2nd, the diet still had not been revised by Nursing Home Staff. They were told that the reason this had not been done was because the supervisor/chef was not available to change their father's diet. They noted that the Aides do not check individual diet cards. Ms. Clarke noted while visiting her father she has found hair in her father's food and his mouth and believe the residents are being neglected. Pictures of her father's pressure sores were provided to committee members, which she stated was a sign of neglect. She stated that menus for the residents should be available for review. Additional staff is needed, including but not limited to a Director of Nursing and CNA supervisor in order to facilitate better communication among the staff and residents. She noted that families are not being informed of issues concerning their relatives and that needs to change. Family members noted that it is hard to decide when and if to put a family member into a nursing home. When the decision was made, they thought Valley Hi was the premier facility in the County. They noted that placement of their father into Valley Hi has turned into a nightmare.

Cora Nixon, the President of the Residents Council noted that the big concern she has heard is the drop in the quality of the food. She stated this is a big issue. The residents are being told that new menus are coming out but none have been seen to date. Another ongoing complaint is the repetition of the same food being served multiple times within one week. Some residents are receiving grilled cheese and their menu cards note that they are lactose intolerant. She noted that staff is not reviewing the menus of the residents, causing some major issues. Ms. Nixon noted the need of additional staff and a "floater" to work where a shortage is noted. Two additional residents noted that they did not have a problem with the food, just wished there was more variety.

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

PRESENTATIONS: None

NEW BUSINESS

Update-Intergovernmental Transfer Program (IGT): Committee members were provided an update to the IGT program as presented at the Metro Counties meeting. When the County IGT program was introduced in 2002, all County nursing homes received a 10 percent increase over the standard rate. Employing a Medicare payment methodology, the State determines a per diem rate for each Medicaid resident. This rate is known as the alternate IGT payment rate. Because a Medicare payment level was used, the rate was significantly higher than the standard rate. Each February 15th State HFS takes a snapshot of the census at every County Nursing Home and calculates the new rate for the coming year. HFS follows a two step process. First the residents are re-classified to the Medicare 34 grouper (a RUG is healthcare speak for Resource Utilization Group; every nursing home resident in the country is assigned a RUG and is assessed periodically to determine if the assigned RUG is appropriate. Second, the reimbursement rates are then calculated using the Medicare rates that are in effect. What has happened is that more rehab classifications have been added. What has happened is that the RUG rates emphasize rehab care so rehab classifications were added, with less reimbursement being allotted to the non-rehab categories. Add-ons were allowed for certain classifications, which was a temporary fix. When industry changes to a different RUG, the reimbursement rate was reduced at many homes. Facilities that had a higher percentage of residents in the RUGs with the add-ons suffered more than facilities with a higher percentage of residents in the non add-on classification. The State HFS realizes that by going to the RUGs 53 rate calculations, it has taken money out of the Medicaid system. We have received feedback that the HFS understands our concern and that is it. This year's reimbursement

reduction has already occurred which has resulted in the County's getting less reimbursement and the private rates increased. The State still does not have any answers to County's concerns, so the Counties need to move in unison to this situation. Committee members requested that they be kept informed on this situation.

Resolution authorizing increasing the daily room rates at Valley-Hi Nursing Home: Committee members reviewed a Resolution authorizing increasing the daily room rates at Valley-Hi Nursing Home. This resolution was based on a discussion during the last committee meeting where members agreed that the rates need to be changed several times within the next year, with incremental moves, to bring the nursing home rates up to the market rate for the surrounding area. The resolution includes a three step move with effective dates for the changes. Committee members questioned if a CPI escalator should be included in the resolution or an amendment to review the rates annually. It was noted that the Resolution does include wording that directs a review of the rates on a semi-annual basis. Mr. Kennedy made a motion to recommend approval of the above Resolution as presented. Ms. McCann seconded the motion. Committee members noted that the changes should not be based upon the economy, but, actual costs involved. Mr. Shea made a motion to change the wording in the 5th "Whereas" from, "every six months to ensure the County is staying current with the cost of living in providing said services to" "every six months to ensure the County is staying current with the cost of providing said services". Mr. Dvorak seconded the motion. The motion carried with all members present voting aye on a voice vote. The original motion carried with all members present voting aye on a voice vote, as amended.

Resolution authorizing the resident payer mix at Valley Hi Nursing Home: Committee members reviewed a Resolution authorizing the resident payer mix at Valley Hi Nursing Home. It was noted that it is important to reaffirm where we want Valley Hi to be, and this has involved a lot of discussion. Part of the financial model requires the County gets the right mix of residents so we do not have to use general fund money for Valley Hi purposes. After review, Mr. Shea made a motion, seconded by Mr. Dvorak to recommend approval of the above Resolution as presented. Committee members questioned if the word "target" should be removed and have the resolution state exactly what the payer mix should be. Mr. Austin noted that exact numbers aren't used because every month the numbers change. The older document used "suggestions" as well. This Resolution keeps Valley Hi within the right ball park. Ms. McCann noted that Valley Hi was trying to get all the beds Medicare Certified and questioned if any word had been received on this process. Committee members were informed that because of a backlog in the process, certification has not yet been received, but, they call on a regular basis to check on this. The motion carried with all members present voting aye on a voice vote.

Revere Workplan: Revere Healthcare presented their Valley Hi work plan to committee members for review. This is a fluid list that will change when items on the list have been addressed. Additional items will be added as needed. Committee members questioned how many resumes have been received for the open Director of Nursing position. Committee members were informed that 12 resumes have been received. Chairman Zierer highlighted the need to obtain a long term employee for this position. Chairman Zierer questioned if the interviews for this position should be handled by the Valley Hi Committee. Mr. Austin noted that usually a committee does not get involved in personnel matters and suggested this be done by the management firm. It was noted that committees generally do not get involved in the hiring on non-department head staff. It was suggested that if there were additional questions, three members of the Human Resource Committee could meeting with Mr. Austin to address questions concerning these positions.

IDPH Survey Results: Ms. Pyfer addressed committee members to answer questions surrounding the IDPH survey findings. Committee members stated that copies of the surveys should be included in committee member packets. Ms. Pyfer informed committee members that Valley Hi received six (6) tags, which was less than last year, two tags were for resident issues involving funds and food complaints. The other four were for nursing issues stemming from patient interviews. The life safety code follows with the facility receiving 14 tags. Two of the issues involved construction issues that had already been addressed during the construction of the facility. The Architect is working on these issues and providing the needed documentation. The remaining issues were easy to respond to and included issues like light bulbs that were out.

Dietary report: The dietary consultant for Revere Healthcare joined committee members to review dietary issues of Valley Hi with Committee members. Carol, the dietary consultant has over 30 years experience both as a dietary consultant and management dietician. She noted that changes in any institution will cause problems and challenges. In order to accomplish goals and projections, the facility must prioritize issues. In Valley Hi there were previously a lot of inefficiencies seen in the kitchen and they are working to get staff to do their jobs. They are continuing work on the food situation and reminded committee members that it is hard to satisfy everyone. A survey has been completed for the residents to fill out to determine the food preferences of the residents. The survey will be followed up on a regular basis. Another aspect is to make sure that staff is trained properly. Previously the products were inconsistent and it takes training to get recipes and procedures correct. The facility attempted to change the style of eating to a more trendy home-style service, of which the residents did not like. The residents want to sit where they want and with whom they want, without requirements to sit in a specific spot. The staff is trying to make sure that the residents are served according to each table, and each table should all be served at the same time. If issues are still arising, additional training may be needed. Since recipes had not been followed in the past, they are trying new recipes to get a good product to serve. If complaints are received then a new recipe will be tried. This is a time consuming process and it will take time to get the menu recreated to satisfy the majority of the residents. Staff turnover has been an issue as well. Some of the existing staff do not like the changes being made as well, creating additional issues. Mr. Hadley addressed committee members and reminded them of the problems he was

having in his department when he initially made drastic changes within his department, with a lot of complaints from staff. Now that all of the changes have been implemented everything has calmed down. He noted that changes are hard and it takes time to see the value to changing things. Committee members agreed that one of the big complaints being heard is regarding the food and we need to make sure the issues are being addressed and solved. Staff informed committee members that when a resident is admitted to the facility they are questioned as to the types of food they like or dislike so that they are not served something they cannot handle.

Discussion-Dining Wall Removal: Committee members were asked if the facility could remove a partition wall from the dining room area. This wall was put in place to hide the pantry area of the facility, but, has caused mobility issues within the dining area. Mr. Hadley reported that the cost to remove the wall would be approximately \$1,500 and could be handled internally. Committee members gave permission to remove this wall.

Mr. Dvorak left committee at 10:07a.m.

REPORTS TO COMMITTEE, AS APPLICABLE

Financial Report: Committee members reviewed the financial report for the current month. It was noted that most of the differences in the amounts could be attributed to the month being a 30 day month. The electric bills are still being estimated, since the facility cannot seem to get the utility to send out an exact bill. Nursing costs are shown higher because they had some agency costs to catch up on from November, December and February. Committee members stated that they would like a six month review of their budget and where Valley Hi stands on each line item currently.

Administrators Report: Ms. Pyfer noted that the facility is two points away from obtaining a "green" certification. They will continue to work towards this goal. There was a book fair held on Tuesday that was enjoyed by the residents. Valley Hi will receive a portion of the proceeds from the fair. The Prom is scheduled for Saturday at 2:00p.m. for those interested in attending.

Revere Healthcare has set up a program with the residents called Monday Morning Chats. This program is set up for residents to address any concerns they may have or want in the facility. This program has been well received by the residents. Valley Hi has an in-service Vet coming to the facility at the last of the month to discuss cultural changes seen. The covenant has been sent off to the resident families for review. It is hopeful that the committee will be formed by July 1st. A family group has been formed through social services to head up a program to focus on the issues of an aging family. This is a standing group to talk about issues raised by the families of the residents. This is an open group without a required membership.

Valley Hi is working on the budget process. Staff works weekly to review what ads to run for open positions at the facility. The facility seems to get a steady stream of applications received from the County Webpage. Staffing needs change daily because of call-ins. Ms. Pyfer noted there are still Human Resource issues to address. They have not, as yet, counseled or disciplined employees who habitually show up late or call in sick on a regular basis. She noted that the facility is well staffed, as long as employees show up when they are scheduled to do so.

Committee members requested a copy of the 5 year plan for Valley Hi to see if there are changes needed within the plan. They stated that in an emergency, residents could be moved to the highway facility and this is not noted in the plan, which would need to be updated.

Committee members questioned if the facility still uses Andy Frain staff for the entrance of the facility. They noted that they have hired full time staff for the front reception area, but, Andy Frain staff does help handle the area on weekends and holidays.

Committee members informed staff that they are aware of the concerns being noted by the families and the residents and they take these complaints seriously and requested staff to make sure these issues are being addressed.

OLD BUSINESS

Employee of the Month: The Employee of the Month program is now underway. A parking place has been designated for the employee of the month. The employee of the month will be chosen by the Resident's Council. Employee can recommend an employee of the month to the Council, but, it will be up to the Council who will be chosen. The first selection will take place July 1st.

EXECUTIVE SESSION: None

FUTURE TOPICS: None

ADJOURNMENT

Mr. Kennedy made a motion, seconded by Ms. McCann to adjourn the meeting at 10:33 a.m. The motion carried with a unanimous voice vote.

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