

**GRAND TRAVERSE COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES BOARD
9:00 AM**

Conference Call

**Phone: 1-888-585-9008 (Conference Room # 286-824-941)
*2 mute/unmute**

**March 27, 2020
AGENDA**

On March 18, 2020 Governor Whitmer signed into effect Executive Order 2020-15. In an effort to reduce the spread of COVID-19 by limiting the number of people at public gatherings, this order suspends the rules and procedures for governmental entities requiring physical presence at meetings and hearings and it temporarily alters the rights of the public to be present at meetings. The public may participate through the toll-free call-in number referenced above.

- 1. CALL TO ORDER** – 9:00 a.m. Grand Traverse Pavilions – John Rizzo, Chair, Grand Traverse County Department of Health and Human Services Board

2. FIRST PUBLIC COMMENT/INPUT

Any person shall be permitted to address a meeting of the Grand Traverse County Department of Health and Human Services Board which is required to be open to the public under the provisions of the Michigan Open Meetings Act, as amended. (MCLA 15.261, et seq.) Public comment shall be carried out in accordance with the following Board Rules and Procedures:

1. Any person wishing to address the Board shall state his or her name and address.
2. Persons may address the Board on matters which are relevant to Grand Traverse Pavilions issues.
3. No person shall be allowed to speak more than once on the same matter, excluding time needed to answer Board Members questions. The Chairperson shall control the amount of time each person shall be allowed to speak, which shall not exceed three (3) minutes.
 - (1) Chairperson may, at his or her discretion, extend the amount of time any person is allowed to speak.
 - (2) Whenever a group wishes to address the Board, the Chairperson may require that the group designate a spokesperson; the Chairperson shall control the amount of time the spokesperson shall be allowed to speak, which shall not exceed fifteen (15) minutes.

3. COUNTY LIAISON REPORT

4. APPROVAL OF AGENDA

5. CONSENT CALENDAR

The purpose of the consent calendar is to expedite business by grouping items to be dealt with by one Board motion without discussion. Any member of the Board, or staff may ask that any item on the consent calendar be removed and placed elsewhere on the agenda for discussion. Such requests will be automatically respected.

If any item is not removed from the consent calendar, the item on the agenda is approved by a single Board action adopting the consent calendar.

A.	Review and File	<u>HANDOUT#</u>
(1)	Minutes of the 2/28/20 Board Meeting	1
(2)	The Compass – March	2
(3)	P.E.P. Talk Employee Newsletter – March	3
(4)	Media Report – February	4

6. ITEMS REMOVED FROM CONSENT CALENDAR

(1)

7. GRAND TRAVERSE MEDICAL CARE -- Korvyn R. Hansen

A.	General Information	
(1)	COVID-19	Verbal
(2)	Video Recording	5
B.	Chief Executive Officer Board Report	6
C.	Business	
(1)	Financial Report	7
(2)	Request to Purchase – Air Handler Blower	8
D.	Medical Staff	
(1)		
	G.T.P. Announcements	
(1)	February Service Excellence Award	9
(2)		

8. SECOND PUBLIC COMMENT/INPUT

Refer to Rules under First Public Comment/Input above.

9. CLOSED SESSION

(1)

10. ADJOURNMENT

**GRAND TRAVERSE COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES BOARD**
1000 Pavilions Circle, Traverse City, MI 49684

MINUTES OF THE FEBRUARY 28, 2020 MEETING

PRESENT: John Rizzo, Cecil McNally, Ralph Soffredine Board
Kory Hansen, Rose Coleman, Robert Barnes, Darcey Gratton Staff

ABSENT: Gordie LaPointe Commission

GUESTS:

The regular meeting of the Grand Traverse County Department of Health and Human Services Board was called to order at 9:00 am by Board Chair John Rizzo in the Board Room at the Grand Traverse Pavilions.

Public Comment - Andi Gerring – requested for the board to reconsider paying for the recording of the DHHS board meetings and to be placed on the website. Gerring also shared her views on the Pavilions star rating and stated her questions that were emailed to Administration were not answered.

County Liaison Report – None

Approval of Agenda – Chair Rizzo asked if there were additions, changes or corrections to the agenda. Motion was made by Soffredine to approve the Agenda as presented, seconded by McNally and carried unanimously.

The purpose of the **Consent Calendar** is to expedite business by grouping items to be dealt with by one Board motion without discussion. Any member of the Board or staff may ask that any item on the **Consent Calendar** be removed and placed elsewhere on the agenda for discussion. Such requests will be automatically respected.

REVIEW AND FILE

- (1) Minutes of the 1/31/20 Board Meeting
- (2) Closed Minutes of the 1/31/20 Board Meeting
- (3) Forbes Thank You
- (4) Schwind Thank You
- (5) Harris Thank You
- (6) Shuert Thank You
- (7) Pickard Thank You
- (8) The Compass – January
- (9) P.E.P. Talk Employee Newsletter – January
- (10) Media Report – December

Motion was made by Soffredine to approve the Consent Calendar as presented. Motion seconded by McNally and carried unanimously.

Items Removed From Consent Calendar – none

Staff Presentation – Lindsey Dood, Chief Financial Officer – Hansen introduced Lindsey Dood, Chief Financial Officer and stated he will be attending the monthly board meeting and will review the financial statements. Dood gave an overview of job duties for the Financial Management staff. He stated that the general focus is on Resident/Family customer service and reviewed the billing process and other functions of their services. Discussed new purchasing software options and future financial reporting. The planned fieldwork for the county audit is scheduled to begin March 9.

FY2021 Budget Update – Hansen shared that Governor Whitmer submitted her 2021 Budget recommendation. Whitmer does plan a reduction in the Nursing Home Line for a total of \$84.4 million which means savings of \$30.3 million from Michigan's General Fund. Hansen later received positive news that the reduction was based on a decrease in volume and not a rate cut.

2019 Interest Memo – Hansen reported the interest earned for 2019 on the Grand Traverse Pavilions' fund held by Grand Traverse County amounted to \$156,774.31. This is the tenth year the Pavilions has earned interest on its funds which have a combined total of \$546,082. This has now finalized the ending cash balance in our general operating fund for 2019.

Dialysis Den Grant Support – Hansen shared that we received two grants for the Dialysis Den from The Art and Mary Schmuckal Family Foundation for \$20,500 and another \$10,000 from the Grand Traverse Band of Ottawa & Chippewa 2% grant.

Chief Executive Officer Report – Hansen reviewed his monthly report and stated that current Medical Director, Dr. Phil Eisenberg, has resigned his position due to personal reasons. As a result, Dr. April Kurkowski through Sound Physicians, will now serve as the new Medical Director effective February 8. Discussed. Hansen stated that the Lean Huddle initiative has begun. Members have been selected for the LEAN Huddle Steering Committee. The Committee will be attending a live meeting on March 6 in Lansing at Ingham County Medical Care. The Legacy newsletter was sent out in February. Hansen reported that the last few months a staff member has attended the Family Council to facilitate the meeting and it has been going well with positive feedback. The Multi-Purpose Room remodel is complete with new flooring, paint, artwork and a flat screen TV.

Financial Report – Hansen reviewed the financial operations report for January, 2020. Hansen outlined revenue and expenses compared to budget for each of the Pavilions' programs that include the Medical Care Facility (skilled nursing), The Cottages (Assisted and Independent Living) and Adult Day Services. Additional information was provided on respective census and accounts receivable along with the total cash ending balance. Hansen summarized the review of vouchers for the month that were in order without exception. The Social Accountability Summary was reviewed indicating the amount of uncompensated care provided and volunteer hours for the month. Motion made by McNally to accept the financial operations report as presented. Motion seconded by Soffredine and carried unanimously.

Request to Purchase – Poplar Gym Flooring – Hansen reviewed the request to purchase new flooring for the Poplar Gym. Three bids were received and the recommended bid was for Bay View Flooring based on it being the lowest bid. Motion made by Soffredine to approve the bid Bay View Flooring for \$10,510.10 to replace the flooring in the Poplar Gym. Motion was seconded by McNally and carried unanimously.

Request to Purchase – Dish Machines – Hansen reviewed the need to purchase one commercial dishwasher in the kitchen in the main building to replacing the original dishwasher from approximately 20 years ago. Three bids were received and the recommended bid was to Stafford Smith based on it being the lowest bid. Motion was made by Soffredine to approve the

purchase of one new dishwasher for the main building as presented for \$48,978.70. Motion was seconded by McNally and carried unanimously.

Mark Anthony Langlois, MD - Attending Privileges - Hansen reviewed the request of Mark Anthony Langlois, MD, to have attending privileges as recommended by Medical Director Dr. Phillip Esienberg, M.D. Mark is joining Sound Physicians, to serve nursing homes and assisted living facilities. Motion was made by Soffredine to approve Mark Anthony Langlois, MD, for attending privileges, seconded by McNally and carried unanimously.

Grand Traverse Pavilions Announcements -

- (1) January Service Excellence Award - Hansen reviewed weekly winners

Public Comment/Input

Andi Gerring – requested for the board to continue to record the meetings and to let Tom Slater know at the next Board meeting in March when Gerring’s contract is up. Rizzo stated it will be added on March’s agenda to discuss.

Cecil requested a work session to talk through long term planning. And requested for the packet to be on the TV screen during the meeting.

Meeting adjourned at 10:02 am

Signatures:

John Rizzo – Chair
Grand Traverse County Department of Health and Human Services Board

Korvyn R. Hansen, Assistant-Secretary

Date: March 27, 2020

Approved
Corrected and Approved

COMPASS

COUNCIL, NACHFA MEMBERS ATTEND PRESIDENTIAL ADDRESS AT 2020 NACO CONFERENCE

President Trump took breaks from touting the United States' economic growth to stress his commitment to a strong relationship between the federal and local governments during the March 3 General Session at the National Association of Counties' Legislative Conference. It was the first appearance by a sitting U.S. president at a NACo conference in 24 years.

Members of the MCMCFC and the Board of the National Association of County Health Facilities (NACHFa) were among those county leaders in the audience.

At its meeting on Feb. 29 at the conference, the NACHFa Board discussed the CNA "lockout," policy changes from the Centers for Medicare and Medicaid Services and more. Gary Easton, of Lapeer County MCF and NACHFa board treasurer, also was honored by NACHFa Board President Theresa Spencer.

In his conference keynote address, Trump reviewed his administration's three years, highlighting military investments, tax cuts and regulatory reform.



"You know the regulation business better than any group I can think of," he said. "We've cut regulations at a level that nobody had ever thought possible and we did it with the help of local officials, people like yourself that work with us and work with the Department of Transportation and all the other departments that we work with."

Trump lauded county health departments for their work responding to coronavirus contagion.

"Six weeks ago, eight weeks ago, you never heard of this," he said. "All of a sudden it's got the world aflutter."

"Things happen that you never even think would happen and you have to confront it, you have to do a lot of good work and you take care of the situation," he said. "You people do it

better than anyone I can think of. America has the world's most advanced public health system. We know that our county health officials play a front-line role in battling public health threats and we are working with Congress very closely to pass supplemental legislation to ensue state and county health departments get everything they need."

He mentioned efforts to work with pharmaceutical producers to accelerate vaccine development. Trump was pleased to see Sen. Charles Schumer's (D-N.Y.) much higher request as part of a bipartisan emergency funding measure for local hospitals to combat the virus.

"I asked for \$2.5 billion, it looks like they're going to give us \$8.5 billion," he said. "I should say 'I'll take it,' right?"

— From NACo and MCMCFC reports

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COVID-19 RESPONSE: CMS ISSUES FAQs TO ASSIST MEDICARE PROVIDERS

On March 6, CMS issued **frequently asked questions and answers (FAQs)** for health care providers regarding Medicare payment for laboratory tests and other services related to the 2019-Novel Coronavirus (COVID-19). The agency is receiving questions from providers and created this document to be transparent and share answers to some of the most common questions.

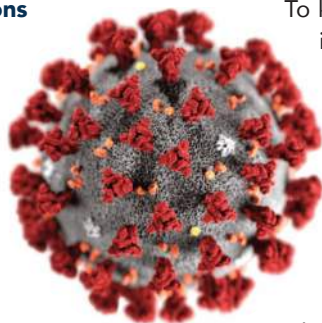
Included in the FAQs is:

Guidance on how to bill and receive payment for testing patients at risk of COVID-19.

Details of Medicare's payment policies for laboratory and diagnostic services, drugs, and vaccines under Medicare Part B, ambulance services, and other medical services delivered by physicians, hospitals, and facilities accepting government resources.

Information on billing for telehealth or in-home provider services. Since 2019, the Trump Administration has expanded flexibilities for CMS to pay providers for virtual check-ins and other digital communications with patients, which will make it easier for sick patients to stay home and lower the risk of spreading the infection.

This FAQ, and earlier CMS actions in response to the COVID-19 virus are part of the ongoing White House Task Force efforts.



To keep up with the important work CMS is doing in response to COVID-19, visit the **Current Emergencies website**.

Below is an updated list of CMS' actions to date:

March 5: Issued a second Healthcare Common Procedure Coding System (HCPCS) code for certain COVID-19 laboratory tests, in addition to three fact sheets about coverage and benefits for medical services related to COVID-19 for CMS programs

March 4: Issued a call to action to health care providers nationwide and offered important guidance to help State Survey Agencies and Accrediting Organizations prioritize their inspections of healthcare

February 13: Issued a new HCPCS code for providers and laboratories to test patients for COVID-19

February 6: Gave CLIA-certified laboratories information about how they can test for SARS-CoV-2

February 6: Issued a memo to help the nation's health care facilities take critical steps to prepare for COVID-19

— **Centers for Medicare and Medicaid Services**

COUNCIL MEMBERS ASKED TO LOBBY CONGRESS ON CNA 'LOCKOUT'

Members of MCMCFC are urged to share their voice with Michigan's members of Congress for federal legislation (H.R. 4468 and S. 2993) to provide regulatory relief for skilled nursing facilities and better care for residents.

Under federal law, nursing homes are inspected annually and fines may be assessed for particular deficiencies in compliance with federal regulations. If these fines exceed a certain level (\$10,697 as of 2018), a nursing home automatically loses its authority to train certified nursing assistants (CNAs) for two years. This "CNA Training Lockout" runs counter to a nursing home's ability to provide the highest quality of care.

H.R. 4468 and the newly introduced S. 2993 would end the mandatory two-year lockout by authorizing the training program to be reinstated once the deficiencies for which the nursing home is cited are corrected.



We are now down to the wire as we work to get this legislation passed by the end of the year. Send a message today and encourage your elected members of Congress to show their support by co-sponsoring the bill today!

[Click here to send your message to Capitol Hill.](#)

CHANGES COMING TO NURSING HOME PREADMISSION RESIDENT SCREENING REGULATIONS

BY DANIELLE BROWN/MCKNIGHT'S LONG-TERM CARE NEWS

Providers could soon see changes to the preadmission screening process for potential nursing home residents.

The Centers for Medicaid & Medicare Services **announced Feb. 14** it's in the process of revising its Preadmission Screening and Resident Review regulations. It would be the first major change to the regulation since the early 1990s.

The rule requires that all nursing home applicants and residents of Medicaid-certified facilities be screened for mental illness and intellectual disability, and if needed, those services will be provided to them.

Proposed changes include updating the definitions of mental illness and intellectual disability; streamlining the screening process; allowing the use of telehealth technology; and placing a greater emphasis on individual preference regarding where they would like to receive long-term services.

The approval of telehealth technology was applauded by Alexis Roam, MSN, RN-BC, DNS-CT, QCP, curriculum development specialist with the American Association of Post-Acute Care Nursing.

"This gives facilities access to services to help provide the best care possible for residents with MI and ID needs. These services

can be limited, especially in rural areas, but the need for services is no less, so approval of telehealth is a step in the right direction," Roam told McKnight's Long-Term Care News.

"The new definitions and requirements of screening will be very important for the nurse leader and the nurse assessment coordinator to understand so these parties can coordinate with admissions, as well as the social service director, to ensure pre-admission and admission meet the new requirements and correctly identifies the needs of the person," Roam added.

Other proposed changes include implementing statutory changes to the Resident Review requirements that aren't reflected in the current regulations; simplifying what information must be collected during evaluations; making it known that the Federal Financial Participation is available for specialized services; and clarifying state PASRR programs' federal reporting obligations.

"This NPRM will mark the first time the PASRR regulations have been significantly and substantively updated since they were initially promulgated 1992. Regulatory updates are needed to modernize the regulations and align with current statutory requirements; reduce duplicative requirements and other administrative burdens on state PASRR programs; and make the process more streamlined and person-centered," the notice states.

CMS OFFERS TRAINING FOR QRP

The Centers for Medicare & Medicaid Services (CMS) is offering a quick web-based training to walk providers through upcoming changes to the Quality Reporting Programs (QRPs) for the following post-acute care settings along with an overview of existing and upcoming training activities designed to support providers in successfully complying with associated reporting requirements:

- Home Health
- Inpatient Rehabilitation Facility (IRF)
- Long-Term Care Hospital (LTCH)
- Skilled Nursing Facility (SNF)

Click [HERE](#) to access the training.

This web-based training will:

- Demonstrate how the quality measures used in the Home Health, IRF, LTCH, and SNF QRPs tie to CMS' Meaningful Measures Initiative;
- Provide a detailed list of data elements that have already

been incorporated into the post-acute care QRPs along with those being implemented in the IRF, LTCH, and SNF care settings on October 1, 2020, and the Home Health care setting on January 1, 2021;

- Provide links to training resources to support providers in implementing existing reporting requirements associated with the QRPs; and
- Offer a preview of upcoming training activities to support the implementation of new reporting requirements, including dates, so that providers can begin to plan to incorporate these important training events into their busy schedules.

If you have technical questions or feedback regarding the training, please email the **PAC Training mailbox**. Content-related questions should be submitted to the Quality Reporting Program Help Desk for your care setting.

Please click [here](#) to access a playlist of video recordings of presentations.

SURVEYORS PRIORITIZE INFECTION CONTROL COMPLIANCE AMID CORONAVIRUS OUTBREAK

BY DANIELLE BROWN/MCKNIGHT'S LONG-TERM CARE NEWS

Surveyors will be paying close attention to healthcare providers' compliance with infection prevention and control policies amid the coronavirus outbreak, the Centers for Medicare & Medicaid Services said.

"Because coronavirus infections can rapidly appear and spread, facilities must take steps to prepare, including reviewing their infection control policies and practices to prevent the spread of infection," CMS wrote in a **memo** in early February.

Providers were encouraged to review information on the **2019 Novel Coronavirus** available through the Centers for Disease Control and Prevention and its recommendations for healthcare facilities.

"We are working diligently to ensure surveyors and health care providers across the country understand and comply with critically important guidelines that are designed to stop the spread of infectious diseases and keep patients free from harm," CMS Administrator **Seema Verma** said.

The coronavirus arrived on U.S. soil in late January after originating in China. It poses the **most danger to older adults**, people with cardiopulmonary disease, those with weakened immune systems, and infants, according to CDC officials.

The memo also reminded surveyors and healthcare facility staff members to ensure compliance with basic infection control practices. The agency added that healthcare staff should adhere to recommended hand hygiene practices and review appropriate personal protective equipment (PPE) use and availability.

"CMS regularly observes these infection control practices as part of the normal survey process and notes that applying the basic principles of hand hygiene and using appropriate PPE protects lives. Medicare participating healthcare facilities should also have PPE measures and protocols within their emergency plans, especially in the event of potential surge situations," the memo stated.

FOR 2020 CENSUS, ONUS COULD BE ON LONG-TERM CARE ADMINISTRATORS

BY DANIELLE BROWN/MCKNIGHT'S LONG-TERM CARE NEWS

The arrival of the 2020 Census also means more work for administrators who will be responsible for ensuring residents are counted correctly during this year's process.

The Census Bureau will conduct the Group Quarters Advance Contact process to ensure all seniors "counted as accurately as possible," LeadingAge explained in a **recent blog post**.

Seniors who live in nursing homes, skilled nursing facilities and inpatient hospitals are counted as group quarters and should be counted together, according to the post. Seniors who live at home, in senior housing, assisted living or the independent living section of a Life Plan are counted individually.

The process — which runs through March — takes place in three phases and includes facilities receiving an information letter on the Group Quarters Enumeration process, phone interviews with Census Bureau representatives and a possible site visits, LeadingAge said.

The agency will look to verify group quarters name, contact information, maximum population and type code during the process. They'll also collect an expected Census Day population count, discuss preferred enumeration options and schedule an appointment for the official count.

Providers will have to do their part to ensure residents are counted accurately during this year's 2020 Census, the organization warned. Not doing so could have implications on the amount of federal funding allotted to senior services.

"The census helps guide the allocation of federal funds. It helps channel funding to the hospitals where our older adults receive treatment and to the fire departments and EMTs that respond to emergencies in our buildings," Jodi Eyigor, LeadingAge's director for nursing home quality and policy, wrote.

FOLLOW THE MCMCFC ON FACEBOOK AT
FACEBOOK.COM/MCMCFC



Changing lives for over 25 years, Certified Eden Associate Training takes you on an exciting and challenging three-day journey into the world of person-directed care. As the most widely practiced approach to person-directed care, Certified Eden Associate Training has been proven to offer practical tools, resources, and inspiration that empower individuals and teams to initiate and maintain effective change.

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- Tap into the cutting edge of the person-directed care movement;
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- Discover how person-directed care can drive improved quality and financial performance for the entire organization;
- Get connected to a broad network of person-directed care resources worldwide; and
- Contribute to reframing the culture of care and perceptions of aging in our society.

WHO SHOULD ATTEND:

Leadership teams from organizations along the entire care continuum and representatives of any long-term care communities who are interested in initiating a culture change journey in their organizations. This flagship training is an essential first step for organizations who wish to adopt the Eden Alternative Philosophy and join the Eden Registry and long-term care ombudsmen and policymakers interested in learning more about person-directed care.

For more information contact Kimberly Wood at
585-461-3951 Ext. 3058

or via email at [Education Support](#)



PO Box 18369, Rochester, New York 14618

**NAB/NCERS
approved for
21.5 CEUs**

NOTICE:

If you are an Altarum Grant Participant, Eden Registry Member, Returning Certified Eden Associate, State Surveyor or Long-Term Care Ombudsman, you may qualify for a discount.

Mar. 31-Apr. 2, 2020

Host Organization:

**SpectrumHealth
United Hospital RNC**

**[Register Here for
Greenville, MI](#)**

April 7-9, 2020

Host Organization:

Martha T. Berry

**[Register Here for
Mount Clemens, MI](#)**

April 20-22, 2020

Host Organization:

Pleasant View SCMCF

**[Register Here for
Owosso, MI](#)**



CET GRANT PROGRAM CAN CONNECT YOUR FACILITY WITH ERGONOMIC SPECIALISTS

BY SHERYL ULLIN/UNIVERSITY OF MICHIGAN CENTER FOR ERGONOMICS

Low back injuries, carpal tunnel syndrome, tendonitis and other musculoskeletal disorders are a major cause of disability and workers' compensation. Musculoskeletal disorders are the leading reason for days away from work. In 2017, they accounted for 34 percent of all injury and illness cases in the United States that required days away from work (31% in Michigan). Reducing musculoskeletal disorders among Michigan workers is a strategic goal of MIOSHA.

Through the CET Grant Program, the University of Michigan Center for Ergonomics has partnered with MIOSHA to provide Michigan employers and workers information and procedures that can be used to identify and control conspicuous ergonomic workplace risk factors of musculoskeletal disorders.

Large corporations with health and safety professionals and engineers with ergonomics knowledge often work collaboratively to design workplaces, tools and equipment and institute procedures for ergonomic job design. Recently, I was asked, "Is ergonomics new?" by a human resources professional from a small company. Ergonomics principles for job analysis and design weren't commonly known or used by her company.

Small companies frequently rely on external resources to address ergonomic issues and for ergonomics training. Consequently, the MIOSHA CET Grant provides the opportunity for University of



Michigan representatives to work with these companies to transfer ergonomics knowledge, job design principles, recommendations for workplace interventions, and strategies for developing a comprehensive safety and health management system that includes ergonomics. Additional information on this program can be found at: <https://cohse.umich.edu/continuing-education/ergonomics-training/>

BCHS ISSUES NEW RULE SET

The Bureau of Community and Health Systems has filed a new rule set for Licensing Health Facilities or Agencies, effective Feb. 21, 2020. The six old rule sets have been rescinded, also effective Feb. 21. A copy of the new rule **set can be found here**.

— Michigan Department of Licensing and Regulatory Affairs

CERTIFICATE OF NEED SCHEDULE PUBLISHED

The 2020 Certificate of Need (CON) Training Schedule for Annual Survey and Application Processes has been published and can be accessed using the following link:

https://www.michigan.gov/documents/mdch/2011_Program_Training_Schedule_344712_7.pdf

Please visit the website for detailed information and to register for the applicable training sessions.

If you have any questions, please call the CON Evaluation Section at 517-241-3344.

— Michigan Department of Health and Human Services

MDHHS NEWS

MDHHS BUREAU OF LABORATORIES OBTAINS ADDITIONAL CORONAVIRUS TESTING KITS, MORE THAN DOUBLES THE NUMBER OF PEOPLE POSSIBLE FOR TESTING

As cases of coronavirus disease (COVID-19) increase in the United States and internationally, the Michigan Department of Health and Human Services (MDHHS) Bureau of Laboratories has increased its testing supplies to test more than 300 Michiganders for the virus, more than doubling its previous testing capacity.

The MDHHS lab received additional test kits from the Centers for Disease Control and Prevention (CDC) today. The kits are currently undergoing a validation process but should be ready for use by the end of the week.

"We want Michiganders to know that their state laboratory is ready and able to provide testing for COVID-19," said Dr. Joneigh Khaldun, chief medical executive and chief deputy for health at MDHHS. "We are currently able to provide same day turnaround for test results."

The new test kits arrived following news from the CDC that testing criteria had expanded to include any persons, including healthcare workers, who have had close contact with a laboratory-confirmed COVID-19 patient within 14 days of symptom onset, or a history of travel to one of the affected geographic areas within 14 days of symptom onset. Affected areas include China, Iran, Italy, Japan and South Korea.

The new testing criteria will allow Michigan and other states to confirm COVID-19 cases much quicker and slow the spread of this disease in the United States, Khaldun said.

In addition, the MDHHS state lab is in the process of surveying hospital labs across the state to determine which labs wish to begin providing testing. A Laboratory Leadership Service Fellow has been requested from CDC to help Michigan hospitals with the validation process.

To date, there are no confirmed COVID-19 cases in Michigan. As of March 4, eight people have been tested for COVID-19 in the state: five by CDC and three by MDHHS.

This is a rapidly evolving situation. For the latest information, visit [Michigan.gov/coronavirus](https://www.michigan.gov/coronavirus) or [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus).

MDHHS BULLETINS AND LETTERS

As introduced as part of MSA Policy Bulletin **18-48** the Level of Care Determination (LOCD) Passive Redetermination Process will begin in CHAMPS as of April 1, 2020. In preparation for the upcoming changes, MDHHS will be offering the following webinar training dates. The providers only need to register for one webinar date as the materials presented will remain the same.

- Tuesday, March 17, 2020, 10 a.m. to noon
- Thursday, March 19, 2020, 10 a.m. to noon
- Tuesday, March 24, 2020, 10 a.m. to noon
- Thursday, March 26, 2020, 10 a.m. to noon

**Please note audio for the webinars will be available through your computer speakers

To assist in ensuring the appropriate staff is in attendance please share this information within your organization with those individuals who are responsible for LOCD's and Long-Term Care billing.

To register for any of the webinar dates click [here](#) or visit the Medicaid Provider Training web site: https://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_5100-127606--,00.html

If you have any questions, please email ProviderOutreach@Michigan.gov

Medicaid bulletins can be accessed on the web at www.michigan.gov/medicaidproviders, click on Policy, Letters & Forms.



TRAINING OFFERED ON MEDICATION FOR OLDER ADULTS

You have until March 20 **to register for a two-part training program**, which provides CE credits on pain for Michigan social workers and nurses.

The training will be March 31 at the University Center in Gaylord and costs \$130. James Ypma will be the presenter.

For questions, contact Marcy Fuhr at 517-483-1529 or fuhrm@lcc.edu.

IT'S TIME FOR THE MCMCFC NRC HEALTH SURVEY

It's time once to begin planning our annual NRC Health (formerly known as My InnerView) survey. As a reminder our goal is to have every facility survey in June so that we can provide a timely annual report that includes data from all facilities.

Participation in the MCMCFC group survey for resident satisfaction with NRC Health will prepare you to meet that requirement as currently anticipated for the Michigan Quality Measure Initiative (QMI) for 2020.

You should have all already received communication regarding the sunset of the My InnerView portal at the end of 2020. This will be an important year of planning to ensure a smooth transition to the new portal. It will be extremely important that you or one of your staff attend one of the two webinars on May 7. Register for the date/time that works best for you:

Thursday May 7, 10:30 AM ET

Thursday May 7, 2:30 PM ET

If you are not able to join, you will be sent a recording of the webinar.

I have attached two options for timelines for you to choose from. Please let me know which timeline works best for you:

Timeline Option 1

May 29 — Data file/Survey order due

June 10 — NRC mails surveys

July 3 — Surveys due

July 10 — Reports online

Timeline Option 2

June 12 — Data file/Survey order due

June 24 — NRC mails surveys

July 17 — Surveys due

July 24 — Reports online

For questions, contact Teresa Costello of NRC Health at 800-388-4264.



AHRQ'S SAFETY PROGRAM FOR NURSING HOMES: ON-TIME PREVENTION

BY VICKIE BURLEW

AHRQ's Safety Program for Nursing Homes provides a strategy for preventing adverse events in nursing homes. On-Time uses electronic medical records to develop weekly reports that identify residents at risk of common adverse events in nursing homes to help clinical staff intervene early. On-time uses a facilitator to help the nursing home's change team integrate these reports into clinical decision-making to improve care planning. On-Time also provides implementation tools to help the team use the reports on a weekly basis.

Adverse Events

- Pressure Ulcer Prevention
- Pressure Ulcer Healing
- Preventable Hospital and Emergency Department Visits
- Falls Prevention

For each topic, the website provides a description of the reports and suggested meetings and huddles where the reports may be used, the functional specifications for programming the reports, descriptions of implementation tools and a training curriculum for facilitators.

THERAPY CONNECTION

BY LYLE TOWNSEND, PT AND TARA TOWNSEND, OTRL, NHA, IMPACT WELLNESS & REHAB

"To **Be**, or Not To **Be**: That is
The Question"

— Hamlet, Act III, Scene I

According to the OIG 2020 Workplan:

Part **B** Services in Nursing

Homes: We will review the extent of Part **B** services provided to nursing home residents whose stays are not paid for under Medicare's Part A SNF benefit. Congress directed the OIG in the Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000 (BIPA), § 313, to monitor these services for abuse.

Have your therapy Part **B** services spiked immediately prior to or since PDPM? Are services medically necessary? First, we need to understand the regulations and why therapy is necessary:

Regulations:

Rehabilitation services will adhere to regulatory standards of care and billing practices to ensure person centered care, customer satisfaction, and maintain regulatory compliance. No Medicare payment shall be made for expenses incurred for items or services which ...are not reasonable and necessary for the diagnosis or treatment of illness or injury or to improve the functioning of a malformed body member."

Definition of Medical Necessity:

Skilled therapy may be necessary to improve a patient's current condition, to maintain the patient's current condition or slow further deterioration of the patient's condition.

Second, we need to develop an effective plan:

1. Oversight of Part B therapy utilization

- Weekly Part **B** IDT meeting
- Monitoring and auditing
 - Documentation and billing audits
 - ☑ Monthly until in compliance
- Progress to quarterly
- Report concerns and action plan at compliance meetings
 - Initiate QAPI PIPs as indicated
- Conduct education and training on compliance, new regulations, and audit results
- Follow up on violations per policy

2. Supporting Medical Necessity

- Nursing
 - Drive the therapy referral
 - Clearly define the prior level of function

- Document the specific change in function
- Understand the therapy plan of care
- Monitor goal progress on floor
- Report any acute medical issues or medication changes impacting therapy
- Support therapy intensity, frequency, duration and plan of care
- Assist in discharge planning
- Therapy
 - Implement effective screening process for significant change in condition
 - ☑ Same day communication of recommendations and request for orders as indicated
 - Initiate orders and state of care within 1-2 days of referral
 - Ensure intensity, frequency and duration are clinically appropriate
- ☑ Regulations
 - Treatment > 60 minutes, frequency of >3x/wk, and billing >18 visits (per CPT) must be supported by the documentation
 - Billed CPTs must be supported by the documentation: requiring the skills of a therapist and medically reasonable
 - ☑ CPT 97110-therapeutic exercise
 - Now subject to NGS Targeted Probe & Educate review
 - Documentation should establish through objective measurements that the patient is making progress toward goals.
 - Regression and plateaus can happen during treatment.
 - Note the reasons for lack of progress and the justification for continued treatment be documented if treatment continues after regression or plateaus.
 - Although group treatment is available, it is now a commonly used mode of treatment. The therapist, vs. agency mandate, determines if clinically appropriate.
 - Documentation is expected to support the ability of the patient to learn and retain instruction.
 - Initiate discharge planning with the IDT including CNA training, activities, and restorative nursing if indicated to ensure resident maintains highest level of mobility and/or self-care.
 - Billing higher than what the procedure requires i.e. billing at the 8-minute rule is not allowed.
 - CPT codes selected must most accurately describe the service provided vs. selected due to a higher reimbursable amount

Administrators must demonstrate an effective oversight and compliance of Part **B** therapy services whether an in-house program or a contract therapy provider.

"This above all: to thine own self be true, ..."

— Hamlet, Act 1, Scene III



PINECREST MCF —DIETITIAN

Pinecrest Medical Care Facility, a facility for 160 residents serving Delta, Dickinson and Menominee counties in the Upper Peninsula, seeks a full-time Dietitian

Qualifications:

Must be registered by the Commission of the American Dietetic Association with primary function and responsibility to provide appropriate medical and nutritional therapy as required by the State of Michigan

Salary: DOQE

How to apply: Email resume and cover letter to tina.koski@pinecrestcares.org.

Deadline: Open until filled

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Conference and Continuing
Education Coordinator
conference@mcmcfc.org

CONFERENCE AND MEETING UPDATES

MCMCFC EVENTS

April 15-17, 2020
Michigan Counties
Legislative Conference
Lansing Center, Lansing

June 1-4, 2020
Spring Management
Conference
Boyne Highlands Resort,
Harbor Springs

Aug. 16-19, 2020
Michigan Counties
Annual Conference
Radisson Hotel,
Kalamazoo

Oct. 22-23, 2020
Fall DON Meeting
Mission Point Resort,
Mackinac Island

Nov. 5-6, 2020
Fall Financial
Conference
Crystal Mountain Resort,
Thompsonville

PARTNER EVENTS

Feb. 29-March 2, 2020
NACo Legislative
Conference
Washington Hilton,
Washington, DC

May 17-20, 2020
LeadingAge Michigan
Lansing Center, Lansing

June 14-17, 2020
NADONA/LTC National
Conference & Expo
Sheraton Niagara Falls,
Niagara Falls, NY

July 17-20, 2020
NACo Annual
Conference
Orange County
Convention Center,
Orlando, Fla.

Oct. 4-7, 2020
AHCA/NCAL
Convention & Expo
Austin Convention
Center, Austin, Texas

FOLLOW THE MCMCFC ON
FACEBOOK AT
[FACEBOOK.COM/MCMCFC](https://www.facebook.com/MCMCFC)

NURSING HOME COMPARE UPDATED 2/26/20

FACILITY	OVERALL RATING	HEALTH INSPECTIONS	STAFFING	QM RATING
Lenawee County MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Tuscola County MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Maple Lawn MCF	★ ★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Cass County MCF	★ ★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Maples MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Hillsdale County MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Allegan County MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★	★ ★
Grandvue MCF	★ ★ ★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Bay County MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Thornapple Manor MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★
Gogebic County MCF	★ ★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Iosco County MCF	★ ★ ★ ★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Pleasant View MCF	★ ★ ★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Meadow Brook MCF	★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★	★ ★ ★ ★
Marquette County MCF	★ ★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★
Eaton County MCF	★ ★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Canal View MCF	★ ★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★
Newaygo County MCF	★ ★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Isabella County MCF	★ ★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★
Ingham County MCF	★ ★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Bay Bluffs MCF	★ ★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Lapeer County MCF	★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★ ★
Calhoun County MCF	★ ★ ★	★ ★	★ ★ ★ ★	★ ★ ★ ★
Huron County MCF	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★ ★
Sanilac County MCF	★ ★ ★	★ ★	★ ★ ★ ★	★ ★ ★
Oceana County MCF	★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★ ★
Jackson County MCF	★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★
Iron County MCF	★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★ ★
Manistee County MCF	★ ★	★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Grand Traverse Pavilions	★ ★	★	★ ★ ★ ★ ★	★ ★ ★ ★
Pinecrest MCF	★ ★	★	★ ★ ★ ★	★ ★ ★ ★ ★
Oakview MCF	★ ★	★	★ ★ ★ ★ ★	★ ★ ★
Martha T. Berry MCF	★ ★	★	★ ★ ★ ★	★ ★
Schoolcraft County MCF	★	★	★ ★ ★	★ ★

NURSING HOME COMPARE QUESTIONS?

Nursing Home Compare Hotline: 800-839-9290 • Email: bettercare@cms.hhs.gov

The hotline is open the week of every Nursing Home Compare Refresh, Monday-Friday, 9 a.m.-5 p.m.

MARCH 2020 IN-SERVICES

Due March 31, 2020

- Relias: **Mandatory - ALL STAFF:** Agreement to Notify Policy
- Relias: **Mandatory - ALL STAFF:** Teepa Snow: Dementia 101
- Relias: **Mandatory - ALL STAFF:** All Page and Code Status
- Relias: **Mandatory - ALL STAFF:** Hand Hygiene: The Basics
- Relias: **Mandatory - LICENSED NURSES AND CERTIFIED NURSE AIDES:** Understanding Falls

Relias Link: <https://gtp.training.reliaslearning.com>

STAYING POSITIVE IN A NEGATIVE ENVIRONMENT

When the news is all doom and gloom—as it has been since the outbreak of the coronavirus— it's hard for even the most optimistic among us to stay positive. It's true that we need to take this virus seriously. It's capable of causing severe illness, death, and drastic long-term changes to how we live and work. It could even cripple the economy. It's easy to stay focused on those calamities: they seem to be the only topics covered on local and national news.

But those thoughts would be counterproductive. Obviously, there are things you need to know about the coronavirus outbreak to protect yourself and those around you, but you do not need to become a COVID-19 expert, nor do you need to hear about every unpleasant detail from dawn until bedtime. Instead, focus on the positive so that you have the energy and resolve needed to weather this storm. Here are several things you can do:

1. **Limit your intake.** You could watch 24-hour news channels, listen to dire warnings on the radio, or visit countless websites and be bombarded with the angst of the moment. Instead, choose a single news source and decide how much limited time you'll spend with it each day. Then stick to your plan.

2. **Watch a funny video.** Thanks to the huge popularity of YouTube, there are thousands of videos that can help you take your mind off current events, if only for three minutes at a time. Start to bookmark the funniest

among them so you can return for a repeat viewing whenever things feel gloomy.

3. **Look after your neighbors.** You may be at low risk of severe consequences from the virus, but it may not be the same for your neighbors whose immune systems are compromised. The act of checking in on them (keeping six feet apart, of course) will not only make them feel good, it will make you feel good and remind you that there are others for whom this predicament is even more stressful.
4. **Support your favorite local business.** Those shuttered restaurants may be struggling to pay their staff or keep the restaurant in business. Buy a gift card to help the business owner now, and prepay for a wonderful meal you can have to celebrate when this pandemic is behind us—or use their delivery and/or curbside service (see link below for listing of local eateries and their services)
5. **Send gifts in the mail.** It may not be wise to drop in on your loved ones with some fresh-baked goodies, so send them a card or gift in the mail. Unexpected treats can be a huge pick-me-up in times of stress.
6. **Practice random acts of kindness.** . Your kindness doesn't require a monetary outlay. Send a snail-mail note of appreciation to a friend or colleague. Thank the custodians in your building or workplace for their efforts to keep things safe. Think of those who could benefit from your thoughtfulness and generosity. Then act.

In times of constant negative messaging, you need an antidote so that you can keep your positive attitude and march forward with determination and hope. Be deliberate in activities that are positive, heartwarming, stress reducing and laughter inducing! Together, we'll get through this.

LINK FOR UPDATES OF DELIVERY AND/OR CURBSIDE SERVICE:

https://docs.google.com/spreadsheets/d/16mzj7J2kgDNbRnWr5DcpO5tmHUCY4woNsoEcnOOLBpM/edit?fbclid=IwAR0I4CNA_GfRU--LIs5Zdi5v7CuhCfkBAhfocZ8mlqtOclOIHLFrC4_Ois#gid=0



MAINTAINING A HEALTHY OUTLOOK

It's a sign of the times—busy, demanding lives. You may feel pulled in different directions and experience stress from dealing with work, family and other matters, leaving little time for yourself. Learning to balance your life with some time for yourself will pay off with big benefits — a healthy outlook and better health.

Steps you can take:

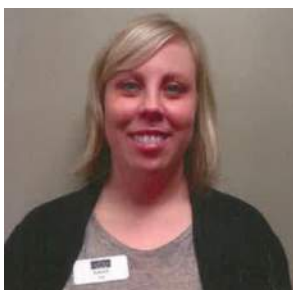
- Stay in touch with family and friends.
- Be involved in your community.
- Maintain a positive attitude and do things that make you happy.
- Keep your curiosity alive. Lifelong learning is beneficial to your health.
- Healthy intimacy takes all forms but is always free of coercion.
- Learn to recognize and manage stress in your life. Signs of stress include trouble sleeping, frequent headaches and stomach problems; being angry a lot; and turning to food, drugs and alcohol to relieve stress.
- Good ways to deal with stress include regular exercise, healthy eating habits and relaxation exercises, such as deep breathing or meditation. Talking to trusted family members and friends can help a lot. Some women find that interacting with their faith community is helpful in times of stress.
- Get enough sleep and rest. Adults need around eight hours of sleep a night.
- Talk to your health care provider if you feel depressed for more than a few days; depression is a treatable illness. Signs of depression include feeling empty and sad, crying a lot, loss of interest in life, and thoughts of death or suicide. If you or someone you know has thoughts of suicide, get help right away. Call 911, a local crisis center or (800) SUICIDE.
- Consider contacting UNUM, our Employee Assistance Program. See the information below:



Confidential solutions are at your fingertips with the **EMPLOYEE ASSISTANCE PROGRAM**

- | | | |
|------------------------|--------------------------|--------------|
| ◆ Stress | ◆ Legal Questions | ◆ Depression |
| ◆ Grief and Loss | ◆ Addiction | ◆ Parenting |
| ◆ Family Relationships | ◆ Managing your Finances | ◆ and more!! |

Toll-free 24/7 access:
1-800-854-1446 (multi-lingual)
www.unum.com/lifebalance



MILESTONE ANNIVERSARY

Sara Maddern: 5 Years

Sara Maddern has been a treasure. She is a great nurse and team member on the Rehab Pavilion. She has a calmness and sense of humor that always help to lighten the mood. She does a great job caring for her patients and helping to ensure her coworkers have everything they need. Thank you, Sara, for all you do and for your loyalty and commitment to the Pavilions!

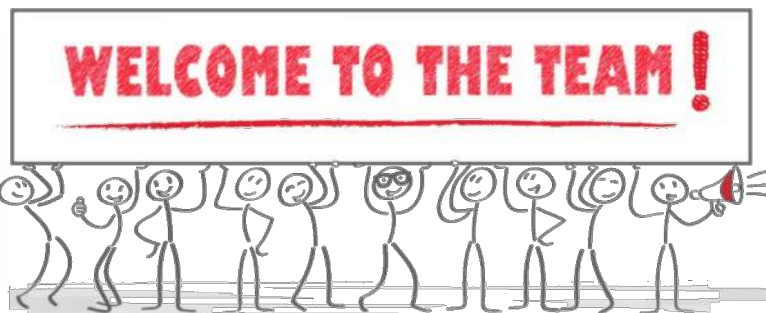




Hannah Barnes
Sodexo



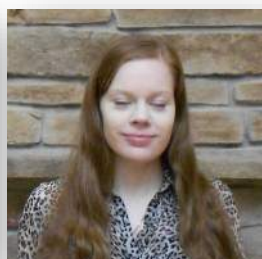
Courtney Benbow
CNA



Ali Belanger
Universal Worker



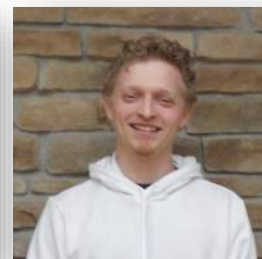
Lizzy Couturier
Universal Worker



Alyssa Elliott
Child Care Assistant



Olivia Gonzalez
Universal Worker



Brad Hamilton
Sodexo



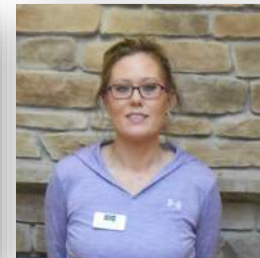
Victoria Joy-Ebert
Universal Worker



Lori Kaltenbach
Child Care Facilitator



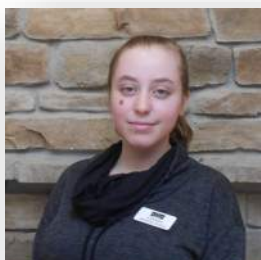
Cody Lambert
Universal Worker



Christine Montague
Universal Worker



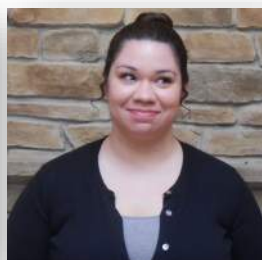
Devyn Osborn
Sodexo



Hannah Parsons
Universal Worker



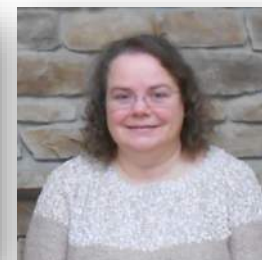
Lindsey Pierce
Sodexo



Chelsea Ranger
Lauderer



Zachary Riffle
Sodexo



Melissa Schleede
RN



Candace Swisher
Sodexo



Leslie Wilton
CNA



David Zaleski
Universal Worker

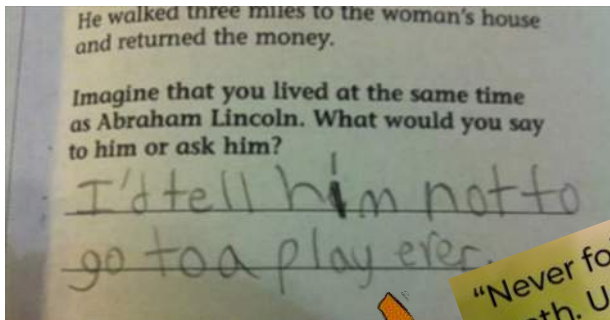


This Just In:

"SOMETIMES YOU JUST GOTTA LAUGH"



They asked the doctor what they give to patients with coronavirus? "Pancakes, and pizza." "And that helps them?" "I don't know, but it fits under the door."



"Never follow anyone else's path. Unless you're in the woods and you're lost and you see a path. Then by all means follow that path."
—ELLEN DEGENERES—



Medical tip: spread chili peppers on your hands. It does nothing against coronavirus, but you will learn darn quickly not to touch your face.



When your boss asks for proof you're in hospital



FOR SALE—
COVID19 Commemorative Jewellery.
Much like the real thing, these earrings are flying off the shelves at your local jewelry store. Stock up now, but don't hoard.



In Germany they are preparing for the crisis by stocking up with sausage and cheese. That's the Wurst Käse scenario.



February, 2020 Media Report

Broadcast Report:

WTCM-FM:

Recruitment Broadcast advertising ran from February 1-2

Wellness Broadcast advertising ran from February 3-23

WTCM-AM:

Wellness Broadcast advertising ran on February 2, 14, and 19

WCCW-FM:

Recruitment Broadcast advertising ran from February 1-2

Wellness Broadcasting advertising ran from February 3-23

PRINT

Record Eagle:

Comfortable Home & Assisted Lifestyle (Hawthorn/Cottage Lofts) Advertising February 2

A Continuum of Caring Advertising ran February 9

Our Team Has your back... (Wellness) advertising ran February 12

Family of Caregivers Adult Day advertising ran February 16

Family of Caregivers Adult Day advertising ran February 26

North Coast/Record Eagle:

A Continuum of Caring advertising Ran February 8

Our Team Has your back.... (Wellness) advertising ran February 22

Young at Heart/Record Eagle

Family of Caregivers Adult Day advertising ran February 26

Primetime News & Observer

Expert Ad – Outpatient Therapy advertising ran February 20

Thomas-Lyle..Slater
Researcher and Educator on state Citizenship



1631 Woodward Ave
Traverse City
Michigan, (49686)

231-534-2267

March 9, 2020

To: GTCGTP DHHS Board
John Rizzo, Chair
Kory Hansen, Admin CEO

To Whom It May Concern,

This is my proposal for the recording and televising of the GTCGTP DHHS board meetings. As an experienced videographer of board meetings and a Public Access TV producer I can provide a quality production for this board. The meetings will be shown on Charter Cable channel 189 and on the LIAA website: upnorthmedia.com. A copy of the meeting DVD will be provided to the Board.

As an Independant Contractor my fee is \$50.00 for meetings of two hours or less, and \$5.00 per half hour after that. I provide an invoice with the DVD the following Monday or Tuesday.

Thank you for your consideration.




Grand Traverse Pavilions

A COMMUNITY CARING FOR GENERATIONS

March 16, 2020

TO: Grand Traverse County Department of Health and Human Services Board

FROM: Korvyn R. Hansen 
Administrator/CEO

RE: February Report

On February 4, Hansen and the LEAN huddle steering committee traveled to Manistee County Medical Care Facility to observe several of their LEAN huddles. Manistee MCF participated in Cohort1 and have started their huddles for a couple months. All who attended had a better understanding of the structured huddle and saw considerable value in the initiative.

On February 6, Hansen attended the Area Agency on Aging Board meeting.

On February 10, Hansen and Lindsey Dood, Chief Financial Officer, met with Tony Radjenovich, MERS Regional Manager to discuss pension funding strategies including the ability to fund with a bond if only one division is closed.

On February 11, Hansen and staff from Human Resources, Clinical Services and Marketing met for the monthly Recruitment and Retention meeting. An update was provided on the current CNA openings and current and future recruitment efforts.

On February 11, Hansen attended the monthly Safety Committee meeting. Mallory presented a summary of January's employee incident/ accident statistics. There were 15 employee incidents during January. There were 49 restricted days and 1 lost time day.

On February 12, Hansen attended the Northern Michigan for Veterans Board meeting.

On February 14 and 21, Hansen and James Hunter General Manager Sodexo met to discuss the final reconciliation for 2019 and the 2020 Budget Proposal.

On February 20, Allen and Kory Hansen, Administrator and CEO for the Grand Traverse Pavilions met with Jesse Wolfe of 20 Fathoms regarding the potential for the Pavilions to be a resource for any new technology ventures that aim to serve or provide technology for the aging adult segment of the population. Jesse agreed to follow up with Hansen regarding future potential opportunities.

On February 27, Hansen and Barnes held a conference call with P. Spence, Director of Business Development at United Methodist Healthcare Recruiting. UMHR specializes in recruiting foreign born workers for skilled positions in non-profit healthcare businesses. Projections for healthcare workers in the US indicate severe shortages will occur in many direct care positions including nurses and Certified Nurse Aides. UMHR has placed hundreds of nurses at long term care facilities in the US through an established connection with an agency in the Philippines. The next step will be to brief Nursing Administration leadership and determine their interest level to proceed forward.

On February 28, Hansen and Barnes attended the Leadership Lunch Club in Traverse City.

On February 3, Deborah Allen, Chief Development and Community Engagement Officer met with Melissa Thompson of the Alzheimer's Association – Greater Michigan Chapter for a tour of the facility and to discuss potential future partnerships and collaborations. On such event is the potential to host the "Accelerate for a Cure" 3rd party event and car show on the grand lawn of the Grand Traverse Pavilions set for June 19. The balance of the discussion was regarding the opportunity for the AA to sponsor the Family Caregivers Conference on May 30. Melissa agreed to take this request to her leadership for consideration.

On February 4, Allen held a conference call with Dalton Herbel, Director of Public Policy for LeadingAge Michigan regarding an update on recent relevant legislation.

On February 7, Allen and Jessi Weir, Marketing/Development Assistant had a conference call with the Cherry Festival to discuss the Pavilions role as the primary sponsor for the National Cherry Festival (NCF) "Senior Events" with the NCF's leadership team. It was agreed that the Pavilions Marketing/Development team will coordinate the events including: Lifetime Leadership Breakfast on July 6 at the Elks, the Pavilions entry in the Heritage Parade on July 7, the Petoskey Steel Drum performance at the Concerts on the Lawn on Thursday, July 9 and the Senior Golf Event on July 10.

On February 11, Allen had a conference call with Eric Keller Northern Michigan Regional Director for the Office of U.S. Senator Gary C. Peters regarding the status of the proposed Age Friendly Community legislations.

On February 11, Allen confirmed a \$1,000 sponsorship for the Family Caregivers Conference with PointClickCare.

On February 13, Allen and Weir met with Serra Subaru leadership, Jerry Zezulka and Mike McFarlan to confirm their Title Sponsorship for the 2020 Concerts on the Lawn music series.

On February 14, Allen met with Foundation Board member, John Harvey regarding his involvement on the Foundation committees; he agreed to serve on the Grants Committee.

On February 17, Allen and Jena Capriccioso, Marketing and Development Administrative Assistant met with Brendon Koshoshek of Black Diamond Media regarding the Michigan 4hire program to promote job postings for the organization. They would like to present a proposal to expand the current use of the broadcast based recruitment services.

On February 17, Allen met with Susan Depky of TV 7&4 to review the current status of the proposal to expand awareness of the relevance of the demographic shift regarding the aging population in our region.

On February 20, Allen and Capriccioso met with Colleen Paveglio, Marketing & Communications Director for the Traverse City Downtown Development Authority regarding the potential to partner with the Traverse City Art Commission to establish a community based outdoor art project on the Grand Lawn of the Pavilions.

The total Social media post reach for February was 2,984 individuals. There were an addition of 15 "Page Followers" in February. The Facebook announcement featuring Kindness Kid's Club Valentine's Day post reached 2.2k. This post was giving thanks to children/families for bringing chocolates, flowers, and Valentine's to the residents.

Grand Traverse Pavilions Website received 15,635 visitors (page views) in February, Employment Opportunities page visits totaled 1,323. The average time spent on page had an increase of 31.96%.

February 2020 – Residential Services recorded 105.25 hours of volunteer services. The skilled nursing area recorded 294.75 hours of volunteer service. Groups volunteering accounted for 274 hours this month. Resident's volunteer hours were 24. Event Volunteers recorded 0 hours. Total volunteer hours for February were 698.

On February 6, Coleman facilitated a meeting with the LEAN huddle steering committee; Hansen, Barnes, Kristen Packard Director of Nursing, Holly Kazim, Director of Dementia Services, James Hunter, Food Services Manager, Katy Leach, Staff Development and Jamie Wilson, Director of Certified Nurse Aides. The purpose of the meeting was for planning and implementation of future huddles, and formal training in March.

On February 14, Coleman and Packard met with Home Advantage's Director of Nursing, Georgia Wilson, Director of Munson Dialysis, dialysis nurse Kathy and dialysis social worker, to discuss procedures for transferring care of dialysis patients between the entities.

On February 21, Coleman initiated weekly training sessions for Kazim and Packard to discuss and review the requirements of running a long term care facility.

On February 27, Coleman and Packard participated in a telephone conference with Home Advantage to discuss nurse coverage when the dialysis nurse was not on site.

In February, there were five facility reported incidents.

Throughout the month of February, we had 42 admissions, including re-admissions from Munson Medical Center. We did not have any admits from our waiting list or our continuum of care. We received 103 referrals from Munson and 10 from other hospitals in the surrounding area. Six of our Rehab Center residents transferred up to our long term care.

There were 43 discharges for the month of February. Two residents passed away, 28 residents were discharged to home, and 13 were discharged to Munson.

With referrals daily precertification and re-certifications for Sound, Medicare advantage, private, HMO, Sound bundled payment plan and auto insurances for skilled residents included 63 certifications/ re-certifications for patients/ residents for the month of February.

There were eight medical record requests completed in the month of February for Blue Cross and Blue shield of Michigan and Priority Health PPO insurance, Aetna Medicare Advantage, various long term care insurance carriers and individual record requests.

On February 20, 21, 27 and 28, Holly Edmondson, Clinical Case Manager, coordinated with the first year Fundamental NMC Nursing students for orientation and clinical experience.

The daily interdisciplinary team meetings continue to benefit all involved with discussions of current issues involving resident care in the last 24 hours or 72 hours over a weekend/Holiday. Topics reported include the following: falls, skin incidents, abnormal blood sugars, weight loss, behavioral issues, pressure ulcers, and any other pertinent issues. With each meeting new and current issues with residents are discussed and reviewed and new information is shared.

In-services for February include: All Staff: Preventing, Recognizing, and Reporting Abuse, QAPI: Quality Assurance Performance Improvement, and All Page and Code Status. Licensed Nurses: Diabetes: The Basics. Licensed Nurses and Certified Nurse Aides: Procedure Regarding Sexual Expression. Certified Nurse Aides: Observation, Reporting, and Documentation. Cottage Staff: In-person Safe Oxygen Use.

Jamie Wilson, Director of Certified Nurse Aids and Katy Leach, Staff Development Coordinator, continue the employee monitoring program with 20 visits to staff that are systematically followed up with during their first three months of employment and/or on an as needed basis.

On February 3, Staff Development presented a Campus Manager (CM) Crash Course for administrative RNs.

On February 18, Staff Development met with Packard regarding nurse certification programs, coordinated Lincare to present a Safe Oxygen use in-service for cottage staff members,

On February 26, Staff Development attended a Leading Through Change Workshop by Anne Bonney.

On February 26, Staff Development attended a lunch and learn by Mobilex.

During the Recruitment and Retention Meeting, Wilson created and presented, in conjunction with the Service Improvement Team (SIT), Valentine's Day Appreciation boards for leaders to utilize on their Pavilion/Department.

Seven Code Nurse Drills were completed throughout the building on differing shifts.

The following employee orientations were completed in February: Two CNAs, six Universal Workers and four Licensed Nurses. Staff Development continues to monitor and administer new hire immunizations.

On February 14, Dr. Sheldon held a podiatry clinic. A Senior Vision Clinic was held on February 24 and American Dental held a dental clinic on February 21.

Restorative and Functional maintenance program monitoring continues including daily Restorative program documentation by the Certified Nurse Aide (CNA) completing the program. Holly Edmondson, Clinical Case Manager reviews daily documentation to ensure programs have been completed, if the program was not completed at its scheduled time, she follows up with Restorative staff and ensures appropriate documentation is recorded.

Quality Assurance Studies completed weekly for February include: monitoring medication storage/ refrigerators to ensure proper temperature, and no ice buildup accumulates, as well as the completion of Equipment checklist. Weekly study done on call light response times was completed to ensure Resident needs are met in a dignified manner and call lights answered timely. Weekly study was completed on Repositioning / Bed mobility to ensure appropriate technique is used when repositioning a Resident in bed.

Monthly study done on knowledge of CPR (Cardio Pulmonary Resuscitation) and the policy on using Nurse All Page system was completed. Monthly study was completed on hand washing with dressing changes / wound care to ensure that proper aseptic technique was provided during dressing changes. Audit on pressure injury dressings was also completed this month to ensure that any resident who has a treatment for a dressing, has the dressing on and intact at the time of random study.

Quarterly study on oxygen indicators was completed ensuring that all residents with orders for oxygen have appropriate documentation in place and supplies labeled and available. Quarterly study on Independent Safety Outside of Facility was completed to ensure that proper documentation is in place and residents have been assessed for safety to be outside of facility independently. Quarterly study on emergency cart was completed twice in February to ensure that all equipment is in working order and supplies are easily accessible, a CPR code step- by-step list was laminated and added to the cart in case of an emergency code situation.

Dietary services had a 95% satisfaction in the Cottages and 97% in the Pavilions for the month of February.

The Special Events for residents of Grand Traverse Medical Care Facility in February were: 02/04 – Let's Talk Food Meeting with Dietary, 02/07 – February Birthday Luncheon, 02/07 – Music Performance: Bob & Tally Green, 02/08 – Music Performance: Peter & Leslee Preece, 02/10 – Memorial Service, 02/10 – Music Performance: Cherry Blossom Ramblers, 02/10 – Music Sing-along with Mary Sue Wilkinson, 02/11 – Breakfast Club, 02/12 – Music Performance: Crispin Campbell, cellist, 02/14 – Valentine's Wine Tasting with Brooke & Kari, 02/15 – Saturday Sundae Bar, 02/17 – Music Sing-along with Mary Sue Wilkinson, 02/17 – Music Performance: Betsie Bay Minstrels, 02/21 – Cooking Classics: Fruit & Vegetable Carving, 02/24 – Music Sing-along with Miriam Pico, 02/25 – Breakfast Club, 02/26 – Ash Wednesday Service/Catholic Mass and 02/28 – Build Your Own Baked Potato/Sweet Potato Bar Lunch.

The Multi-Purpose Room was closed to activities February 3-6 to have the flooring replaced with the same flooring that is going through the hallways. A new wheelchair accessible sink, countertop and cabinet were installed. We continue to have many wonderful comments on how amazing the room looks.

On Valentine's Day, The Kindness Kids Club of approximately 50 children (ages 5-10) along with about 30 parents/grandparents visited all the residents throughout the building and passed out flowers and chocolate treats to share the love and kindness of the day. Residents loved this surprise visit from the kids and their families!

Age-exchange activities with Grand Traverse Medical Care Facility residents and Pavilions' Child Care Kids in February were: 02/05 – Croissants & Jelly, 02/07 – Stamp Art, 02/12 – Valentine Cookie Decorating, 02/19 – Penny Pitch Game and 02/26 – Jazz Music & Dance.

The outings for residents of Grand Traverse Medical Care Facility in February were: 02/04 – Shopping at Michael's, 02/12 – Shopping at Meijer, 02/20 – Shopping at Walmart, 02/21 – Educational Performance at Denos: Khalif Wailin' Walter, 02/25 – Turtle Creek Casino and 02/27 – Lunch at Fuji Sushi & Steakhouse.

Social services handed out twenty-four (24) resident discharge surveys in February.

On February 5, Kazim attended a webinar through Michigan State University, Understanding and Responding to Dementia.

On February 13 and 27, Kazim facilitated rounds with Munson Medical Center Palliative care team.

On February 17, Kazim facilitated psychiatric rounds with Dr Engel.

On February 25, Kazim facilitated family council. There were three family members in attendance along with one of our DHHS Board members. Topics included communication and how to enhance your visits with your loved ones.

On February 26, Kazim met with David Phillips from Intelicare to discuss new programs they are developing for basic home discharges. These plans will likely include pick up if needed, medication and DME pick up and more intense follow up for a few weeks post discharge.

On February 28, Kazim met with Hospice of Michigan to discuss the Northstar Navigation program. We reviewed referrals for the year as well as response to the program.

The Wellness Center saw the following patients this month: Medicare A: 58; Medicare B: Outpatient: 51; Medicare B: Inpatient: 22; Private Insurance: Outpatient: 19; Private Insurance: Inpatient: 0; Work compensation: Outpatient: 3; Private pay: Outpatient: 0; Private pay: Inpatient: 1. Auto: Outpatient: 4; Auto: Inpatient: 0.

On February 3, Amy Coneset, Wellness Center Director, met with Lyle Townsend, Consultant from Impact Wellness and Rehab, regarding Wellness Center Performance.

On February 4, Coneset and Katherine Holibaugh, Administrative Assistant, attended an Evicore Webinar on Outpatient Therapy category assignment for Blue Cross Blue Shield and Blue Care Network.

On February 20, Coneset, Carrie Baldwin, Physical Therapist, and Kristi Clark, Physical Therapy Assistant, made a presentation regarding Pain Management and the Benefits of Aquatic Therapy and Instrument Assisted Soft Tissue Mobilization to the residents of Cordia Assisted Living.

In the month of February there were 4 admissions, 3 discharges, and 1 death. Five information packets were mailed with 1 additional handed out during a tour. Ten scheduled tours were given and 1 walk-in.

Nurse Practitioner Greg Morrison visited The Cottages on February 4, 11, 18 and 25. There were two new patients acquired totaling a patient load of 41. An in-service on oxygen equipment was done on February 18, this training was recorded and will be available to all employees on an annual basis.

Evergreen & Hawthorn Cottages celebrated Valentine's Day by decorating cookies and enjoying them with family members while Mary Sue Wilkinson put on an interactive show. With invitations sent to family members ahead of time, this was one of our most attended events yet. Three additional musical performances were held in February. A group from The Presbyterian Church called The Westminster Readers Theater entertained residents on February 21 by acting out various skits from plays and poems. Scheduled outings included Oleson's, Dollar Tree, Catholic Mass for Ash Wednesday, and the library. A new volunteer from Catholic Human Services has been very helpful in providing one-on-one visits to the more reserved residents. Another new activity on the calendar shows The Key Club from TC area High Schools coming in on the first Sunday of each month giving the residents something to look forward to during the weekend, in February they completed a Valentine's craft and enjoyed treats. Activities that are still well attended include Bingo, Coffee & Crosswords, Pledge of Allegiance, and nails with Jane. Willow Cottage and Adult Day participants enjoyed making homemade Valentine's, Mardi Gras themed decorations, and holiday snacks with the children from childcare. Other activities

included indoor gardening, sing-a-longs with Sally weekly, President's Day Trivia, and various games requiring physical stimulation.

On February 3, Dood held a conference call with Joe Gonzalez, Account Executive, Nonprofit Solutions, MIP® Fund Accounting to view a recorded demonstration of the product and to further discuss the Pavilions 2020 goal to research and implement a paperless purchasing system and how MIP/Microix might help achieve that goal. Finalized quotes were prepared by Gonzalez based on the discussion during the demonstration.

On February 7, Dood met with Nick Maeder, Associate, Plante Moran to discuss recent reimbursement proposals and strategies for funding the pension liability.

On February 26, Dood attended a webinar hosted by Scott Werner, Director, MDHHS Bureau of Audit and Long Term Care Reimbursement to learn about developments with preparation and filing of cost reports.

On February 4, Barnes met with Tim Coggins, Environmental Services Director, and Ben Steffen, Environmental Services Manager, to begin planning for Pavilions courtyard renovation and continuing maintenance. There are seven courtyards at the Pavilions that offer great opportunities for residents and family members to enjoy an outdoor, natural environment. There will be an increased focus on courtyard maintenance in 2020. Several goals have been set, including enhanced beautification, increased opportunities for resident interaction, and establishing a volunteer based courtyard maintenance team.

On February 4, Barnes hosted a Leadership Development Committee meeting. In attendance were J. Wilson, Staff Development Director, D. Mallory, Human Resource Director, and K. Packard, Director of Nursing. The committee will develop a list of core leadership behaviors that will be used to determine training objectives.

During February, Barnes and Wilson met with H Fraizer, Munson Staff Development Director, to discuss potential collaboration between Pavilions and Munson in staff leadership training.

In 2019, the Michigan Department of Health and Human Services (MDHHS) requested healthcare organizations assist in identifying potential sources for legionella. Shortly after that request, the Pavilions formed a Water Management committee and created a water management program. As part of that program, the Pavilions will be testing water sources both inside and outside of the buildings. On February 10, Barnes met with representatives from Traverse City water department to conduct a test on incoming municipal water quality. The sample was taken from a fire hydrant located on the northeast side of the main building. The sample was then sent overnight to a lab for analysis. After 4 days, results were returned, confirming no legionella exists in the incoming municipal water supply. The results will be reviewed in the next water management committee meeting scheduled for early March. Additional testing of inside water supply locations will occur in March.

During February, Barnes updated the Pavilions succession plan. Barnes met individually with employees in leadership roles to discuss career plans and set dates for future succession planning meetings based on potential retirement plans. Barnes and R. Coleman, COO Nursing Administration, will finalize the succession plan and review with K. Hansen, Administrator/CEO by the end of March.

Wild started to replace Isonas readers on the Pavilions with the new readers that were approved in the January board meeting. Wild also has been researching the option of going to printed security cards.

The department rolled out 60 Windows 10 computers at the end of the month. A few issues have come up with Microsoft Office 2016 product, the department is researching a permanent fix. Butler upgraded memory in one ESXI server because the Windows 10 computers are requiring triple the memory that Windows 7 required.

Sixteen employees were hired in February that included: 6 UWs; 1 laundry; 3 licensed nurses; 3 CNAs; 1 Nurse Aide and 2 Child Care Assistants. Twenty-one people have been hired in 2020.

In February, Pavilions job opportunities were posted on Michigan4Hire, Awesome Job Alert, Michigan Talent Bank, Black Diamond Broadcasting, Pure Michigan Talent, LinkedIn, Craigslist and Indeed.

For the Month of February, there were a total of 11 terminations. Of the 11 terminations in February, 8 were voluntary terminations with 3 involuntary. There have been 27 terminations in 2020.

In the month of February, the CNA Bonus Program yielded payments of \$50.00 to 39 CNAs; \$100.00 to 13 CNA's; \$150.00 to 29 CNAs that met the requirements.

There were no employee referrals received through our Employee Referral Bonus Program for the month of February. To date we have paid the bonus to 33 employees for referring individuals and we have distributed 9 \$25 gift cards for referring an applicant who was not considered for employment.

On February 13, Terrill assisted with hosting a representative from Nationwide, who was on site to assist employees with signing up for or changing their deductions for their 457 deferred compensation plan.

On February 20, Terrill assisted with hosting representatives from Sam's Club, who were on site to sign employees up for discounted memberships.

On February 20, the Wellness Committee, met with seven members in attendance. Topics discussed at the meeting included discussion of the Casual for a Cause 2020 campaign, updates on the Win by Losing Challenge, setting up a personal defense class for employees, upcoming deadlines for the 2020 Employee Wellness Initiative, and beginning planning for the 2020 Employee Recognition Day event.

In February, 80 employees utilized the Beech Gym.

The maintenance team completed eight hundred 808 separate work orders during February. Additionally, there were 55 wheelchair work orders completed.

The monthly fire drill for the main building was held February 19, at 6:30 PM. For the Cottages, fire drills occurred February 15, at 8:00 PM for Evergreen, February 24, at 3:30 PM for Hawthorn and February 3, at 8:30 PM for Willow.

There were 55 room preparations at the main building. Of the main building preparations, 48 were for Rehab and 7 were from units Aspen through Elm. Also, there were 2 preparations at the cottages due to room vacancies from discharges and residents moving between rooms.

During the month of January there were two hundred 237 appointments bus runs and 11 group bus runs.

On February 3, Tim Coggins, Environmental Services Director and Ben Steffen, Environmental Services Manager, held a meeting with the Custodial staff to introduce new custodial task sheets. The task sheets were revamped to make more efficient use of the custodians' time.

On February 11, Graham Motor and Generator was here to perform the annual 4-hour load bank test and maintenance on our backup generator.

On February 19, Coggins and Steffen met with Larry Krass of TriDim Filter Corporation. TriDim will be proposing a new type of air handler filter that will last longer, reducing our filter cost, as well as our labor costs, due to less frequent filter changes.

On February 25-27, Coggins attended Resident Council meetings on Aspen thru Dogwood pavilions to discuss the role of Environmental Services, and to get feedback from the residents on our performance.

On February 27, Coggins and Steffen met with Brian Johnson of E3, Inc., to discuss continuing the LED lighting project that we have been implementing in the past. We also discussed a new lighting panel that installs in a drop ceiling. This light can be adjusted for brightness and temperature.

PACE North enrolled six new participants during February and currently has a census of 30 as of March 1. Mary Austin, RN and PACE consultant was on-site February 10-13 to conduct additional IDT training along with working with the Center Director and Quality Director. A used Dodge Caravan minivan was purchased to be utilized mainly for participant medical appointments. This is the fifth vehicle in PACE North's fleet of buses and vans. Michelle Reardon, PACE Marketing Director attended the MDHHS's Aging and Adult Services community input session held at the Kalkaska COA on February 24.

GRAND TRAVERSE PAVILIONS MEMORANDUM

Financial Operations Report
February 2020

Grand Traverse Pavilions Combined

REVENUE:

The overall revenue for the Pavilions in February was \$2,306,756 which resulted in a negative variance of \$63,204 to budget.

EXPENSES:

The total overall expenses for the Pavilions in February were \$2,357,545 which resulted in a positive variance to budget of \$29,967.

NET INCOME/(LOSS):

There was net loss of \$50,789 from the combined programs of the Pavilions in February which resulted in an unfavorable budget variance of \$33,237.

OPERATING CASH:

Total operating cash on hand at month-end was \$7,123,570. This was an increase of \$33,207 from the previous month.

VOUCHERS:

Purchase orders, invoices, checks written, and supporting documentation were reviewed for voucher numbers 5129-5136 for the month of February, 2020 and were found in order without exception.

Grand Traverse Medical Care

REVENUE:

The census for February averaged 207 residents which was thirteen below the budgeted census. Private pay census was six below budget, Medicare was eight below budgeted census, while Medicaid was one above budgeted census. Total resident revenue was \$1,852,888 resulting in a \$90,397 negative budget variance. The occupancy percent for February was 86%. Other revenue equaled \$159,222 which produced a positive budget variance of \$1,622. Total revenue for February was \$2,004,610 which produced a negative budget variance of \$88,775.

EXPENSES:

Operating Expenses for the month equaled \$2,129,047 which was \$25,525 under the budgeted amount for a positive variance.

NET INCOME/(LOSS):

Grand Traverse Medical Care produced net loss before building depreciation of \$124,437 for the month, which resulted in a \$63,250 unfavorable budget variance.

RECEIVABLES:

Total cash collected on accounts receivable in February for Grand Traverse Medical Care was \$2,039,989 which includes: Private Pay \$416,708; Medicaid \$1,259,901 and Medicare & Co-insurance \$363,380.

WELLNESS CENTER

Total revenue for the Wellness Center in February was \$194,557 while total expenses equaled \$149,822. This produced net income from the Wellness Center operations of \$44,735. These financial amounts are incorporated as part of the Grand Traverse Medical Care's financial report.

The Cottages

REVENUE:

Total revenue was \$293,231 which was a positive variance to budget of \$25,106. The average census for the Cottages-Assisted Living was 73 residents during the month which represented 97% occupancy. There were 85 days of overnight respite provided during the month for 98% occupancy. Hawthorn Lofts-Independent Living average census was 3 residents per day for 100% occupancy.

EXPENSES:

Expenses for February equaled \$220,415 which was below the budgeted amount by \$4,190 for a positive variance.

NET INCOME/(LOSS):

The program had net income of \$72,816 before building depreciation during the month which resulted in a positive variance of \$29,296.

RECEIVABLES:

There was \$695 in private accounts receivable for the Cottages Assisted Living at the end of February.

Adult Day Services

REVENUE:

Total revenue was \$8,915 which resulted in a positive variance to budget of \$465. Adult Day Services had an average census of 7 participants per day for 55% occupancy.

EXPENSES:

Expenses for February equaled \$8,083 which resulted in a positive budget variance of \$252.

NET INCOME/(LOSS):

The program had net income of \$832 before building depreciation during the month which resulted in a positive budget variance of \$717.

RECEIVABLES:

For Adult Day Services there was \$154 in outstanding private accounts receivable and \$3,024 was due from the waiver program.

Unreserved Fund Balance

Approved 2020 Operating Budget	\$ 31.6M
Unreserved Fund Balance Target (%)	15% - 18%
Unreserved Fund Balance Target (\$)	\$4.7M – \$5.7M
Current Unreserved Fund Balance	\$7.1M
Current Actual Fund Balance as a % of Operating Budget	22%
Amount Available Above/(Below) Target Range (\$)	\$1.4M - \$2.4M

MONTHLY FINANCIAL REPORT

2020

(Before Bldg. Depreciation
and Bond Cost Amortization)

GRAND TRAVERSE PAVILIONS

GRAND TRAVERSE MEDICAL CARE MONTHLY FINANCIAL REPORT

February 2020

<u>RESIDENT REVENUE</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D ACTUAL</u>	<u>Y-T-D BUDGET</u>	<u>Y-T-D VARIANCE</u>
Private	\$ 294,461	\$ 335,825	\$ (41,364)	\$ 609,534	\$ 688,475	\$ (78,941)
Medicare	399,670	455,460	(55,790)	826,702	920,935	(94,233)
Medicaid	1,158,757	1,152,000	6,757	2,416,981	2,404,700	12,281
Total Resident	\$ 1,852,888	\$ 1,943,285	\$ (90,397)	\$ 3,853,217	\$ 4,014,110	\$ (160,893)
<u>OTHER REVENUE & (EXPENSES)</u>						
Donations	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dietary	2,534	2,350	184	5,187	5,050	137
Child Day Care	5,721	5,700	21	13,452	13,400	52
Miscellaneous	38,471	37,500	971	70,474	69,500	974
QAS / QAAP/QMI - Net	112,496	112,050	446	224,992	224,100	892
Total Other Revenue	\$ 159,222	\$ 157,600	\$ 1,622	\$ 314,105	\$ 312,050	\$ 2,055
LESS:						
Bad Debts	7,500	7,500	0	15,000	15,000	0
TOTAL REVENUE	\$ 2,004,610	\$ 2,093,385	\$ (88,775)	\$ 4,152,322	\$ 4,311,160	\$ (158,838)
<u>OPERATING EXPENSES</u>						
Administration	\$ 121,742	\$ 122,437	\$ 695	\$ 216,175	\$ 216,490	\$ 315
Financial Mgmt.	104,538	106,165	1,627	220,277	221,719	1,442
Human Resources	62,115	63,615	1,500	125,961	127,991	2,030
Community Relations	0	0	-	0	0	-
Environmental Services	137,474	138,415	941	281,234	282,303	1,069
Housekeeping	75,416	75,800	384	157,570	158,287	717
Laundry	36,667	37,100	433	77,192	77,502	310
Food Services	213,658	214,000	342	438,482	439,500	1,018
Resident Care	1,092,353	1,110,010	17,657	2,228,606	2,264,371	35,765
Therapy	137,822	137,640	(182)	285,001	284,800	(201)
Ancillaries	42,617	43,350	733	88,483	89,150	667
Diversional Therapy	37,402	38,140	738	86,037	87,027	990
Human Services	45,284	45,420	136	87,783	87,841	58
Foundation Develop.	11,570	11,830	260	24,922	25,760	838
Depreciation-Equip	10,389	10,650	261	20,778	21,300	522
OPERATING EXPENSES	\$ 2,129,047	\$ 2,154,572	\$ 25,525	\$ 4,338,501	\$ 4,384,041	\$ 45,540
NET INCOME(LOSS) before Bldg Depreciation	\$ (124,437)	\$ (61,187)	\$ (63,250)	\$ (186,179)	\$ (72,881)	\$ (113,298)

GRAND TRAVERSE PAVILIONS

GRAND TRAVERSE MEDICAL CARE MONTHLY FINANCIAL REPORT

February 2020

	<u>ACTUAL BUDGET VARIANCE</u>			<u>Y-T-D ACTUAL BUDGET VARIANCE</u>		
NET INCOME(LOSS)	\$ (124,437)	\$ (61,187)	\$ (63,250)	\$ (186,179)	\$ (72,881)	\$ (113,298)
LESS:						
Building Depreciation	60,162	60,300	138	60,162	60,300	138
BOOK INCOME(LOSS)	<u>\$ (184,599)</u>	<u>\$ (121,487)</u>	<u>\$ (63,112)</u>	<u>\$ (246,341)</u>	<u>\$ (133,181)</u>	<u>\$ (113,160)</u>

GRAND TRAVERSE PAVILIONS
COTTAGES
MONTHLY FINANCIAL REPORTS

February 2020

<u>REVENUE</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D ACTUAL</u>	<u>Y-T-D BUDGET</u>	<u>Y-T-D VARIANCE</u>
Cottages Revenue	\$ 289,041	\$ 264,025	\$ 25,016	\$ 561,866	\$ 521,725	\$ 40,141
Sub-Total	\$ 289,041	\$ 264,025	\$ 25,016	\$ 561,866	\$ 521,725	\$ 40,141
<u>OPERATING EXPENSES</u>						
Operating Expenses	\$ 220,415	\$ 224,605	\$ 4,190	\$ 441,939	\$ 448,570	\$ 6,631
Sub-Total	\$ 220,415	\$ 224,605	\$ 4,190	\$ 441,939	\$ 448,570	\$ 6,631
Operating Income/(Loss)	\$ 68,626	\$ 39,420	\$ 29,206	\$ 119,927	\$ 73,155	\$ 46,772
<u>OTHER INCOME / EXP.</u>						
Miscellaneous Income	\$ 4,190	\$ 4,100	\$ 90	\$ 8,290	\$ 8,200	\$ 90
Donation Income	0	0	0	0	0	0
Bad Debt Expense	0	0	0	0	0	0
Total Other Inc./(Exp.)	\$ 4,190	\$ 4,100	\$ 90	\$ 8,290	\$ 8,200	\$ 90
Net Income/(Loss) before Bldg Depreciation	\$ 72,816	\$ 43,520	\$ 29,296	\$ 128,217	\$ 81,355	\$ 46,862

GRAND TRAVERSE PAVILIONS
ADULT DAY SERVICES
MONTHLY FINANCIAL REPORTS

February 2020

<u>REVENUE</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D ACTUAL</u>	<u>Y-T-D BUDGET</u>	<u>Y-T-D VARIANCE</u>
Day Care Revenue	\$ 7,943	\$ 7,500	\$ 443	\$ 17,243	\$ 15,600	\$ 1,643
Sub-Total	\$ 7,943	\$ 7,500	\$ 443	\$ 17,243	\$ 15,600	\$ 1,643
<u>OPERATING EXPENSES</u>						
Operating Expenses	\$ 8,083	\$ 8,335	\$ 252	\$ 15,322	\$ 15,710	\$ 388
Sub-Total	\$ 8,083	\$ 8,335	\$ 252	\$ 15,322	\$ 15,710	\$ 388
Operating Income/(Loss)	\$ (140)	\$ (835)	\$ 695	\$ 1,921	\$ (110)	\$ 2,031
<u>OTHER INCOME / EXP.</u>						
Donation Transfer In	\$ 972	\$ 950	\$ 22	\$ 1,944	\$ 1,900	\$ 44
Bad Debt Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Other Inc./(Exp.)	\$ 972	\$ 950	\$ 22	\$ 1,944	\$ 1,900	\$ 44
Net Income/(Loss)	\$ 832	\$ 115	\$ 717	\$ 3,865	\$ 1,790	\$ 2,075

Grand Traverse Pavilions
Social Accountability Summary
For the month ending: February 29, 2020

	<u>Total # of Residents/ Participants</u>	<u>Percent of Participants</u>	<u>Total Amount</u>	<u>Percent of Revenue</u>	<u>2020 Year to Date</u>	<u>2020 Annual Projections</u>
<u>Grand Traverse Medical Care</u>						
Medicaid -*Contractual Allowance	157	67%	\$209,795	10%	\$436,954	\$2,700,000
Medicare -*Contractual Allowance	58	25%	\$84,839	4%	\$192,862	\$1,300,000
Total Skilled Nursing	236	92%	\$294,634	14%	\$629,816	\$4,000,000
<u>Child Day Care</u>						
Employee discounts	34	100%	\$3,760	65%	\$ 8,227	\$55,000
Total Child Day Care	34	100%	\$3,760	65%	\$ 8,227	\$55,000
<u>Adult Day Services</u>						
Grant Scholarships	3	16%	\$2,652	30%	\$ 4,968	\$35,000
Total Adult Day Services	3	16%	\$2,652	30%	\$ 4,968	\$35,000
<u>Assisted Living/Cottages</u>						
Grant Scholarships	8	11%	\$14,569	5%	\$27,494	\$160,000
Total Asst. Living/Cottages	8	11%	\$14,569	5%	\$27,494	\$160,000
Total Dollars			\$315,615		\$670,505	\$4,250,000

*Contractual Allowance is the difference between the private charges and the third-party reimbursement rates.

VOLUNTEER HOURS: **698 hours in the month of February 2020**
1,149 hours February 2020 year-to-date

Prior Year: **782 hours, February 2019**
1,349 hours, February 2019 year-to-date

GRAND TRAVERSE PAVILIONS
Grand Traverse Medical Care

8

PURCHASE OF EQUIPMENT AND SERVICES REQUEST FORM

Following is a request for your approval to purchase the detailed equipment or services, with supporting documentation.

- A. Requesting Grand Traverse Pavilions Department: Environmental Services
- B. Item: Air handler blower upgrades – Cherry Pavilion
- C. Specifications: See attached
- D. Bids Solicited From:

1.	<u>ABI Mechanical</u>	City <u>Traverse City</u>	Date <u>3/11/2020</u>
2.	<u>D&W Mechanical</u>	City <u>Traverse City</u>	Date <u>3/4/2020</u>
3.	<u></u>	City <u></u>	Date <u></u>
4.	<u></u>	City <u></u>	Date <u></u>

E. Bids Received:

1.	<u>ABI Mechanical</u>	Date <u>3/11/2020</u>	\$ <u>26,094</u>
2.	<u>D&W Mechanical</u>	Date <u>3/12/2020</u>	\$ <u>26,148</u>
3.	<u></u>	Date <u></u>	\$ <u></u>
4.	<u></u>	Date <u></u>	\$ <u></u>

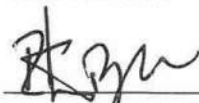
F. Variances in Bidder's Equipment or Services Being Offered:

G. Recommendation: ABI Mechanical

H. Justification for Recommendation: Low Bidder

I. Purchase Budgeted: Yes ☒ No ☐

How Funded: Capital Budget

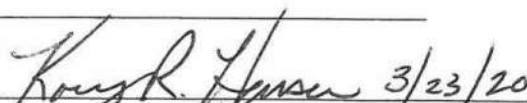


Chief Operating Officer

(Purchase up to \$1,500.00)

3-23-20

Date



Administrator/CEO

(Purchase up to \$5000.00)

3/23/20

Date

John Rizzo, Chair

Date

Grand Traverse County Department of Health & Human Services Board

(Purchase over \$5000.00)



Grand Traverse Pavilions

A COMMUNITY CARING FOR GENERATIONS

MEMORANDUM

March 12, 2020

TO: Robert Barnes

FROM: Tim Coggins
Environmental Services Director

RE: Cherry Air Handler Upgrade Request

Robert,

Attached please find the request to upgrade the air handler blowers in Cherry pavilion. We are proposing replacing the conventional belt driven squirrel cage blowers with new high-efficiency QPAC blowers.

The air handlers are approximately 20 years old and some parts are obsolete. The air handlers cannot be replaced as complete units, as the current air handlers were installed during building construction, and there is no way to install new air handlers due to the constrained access to the air handler areas. Replacing these blowers will keep this equipment running and minimize downtime.

I am recommending ABI Mechanical perform this work, as they are the low bidder, and have done the majority of the mechanical work in this building. The cost for the air handler upgrade is \$26,094.

Thank you.

Tim Coggins
Environmental Services Director

A.B.I. MECHANICAL CONTRACTORS

P.O. BOX 970
TRAVERSE CITY, MICHIGAN 49685-0970

(231) 943-4114 FAX (231) 943-4809

PROPOSAL

DATE

03/11/20

TO

Grand Traverse Pavilions
1000 Pavilions Circle
Traverse City, MI 49684

JOB NAME/LOCATION

Cherry & Dogwood AHU Repairs

ATTN Tim Email: tcoggins@gtpavilions.org

PHONE NUMBER

231.932.3022

FAX NUMBER

231.932.3013

We hereby submit specifications and estimates for: As per visit 3/4/20, the following work is to be performed at Cherry & Dogwood AHU's

Our Proposal Includes The Following:

- Remove existing supply motors – fan assemblies
- Remove existing
- Provide QPAC Fan Arrays which include –
 - 2 – ECM fans with wiring whip
 - Single point power panel w/external disconnect
 - Interlocking bulkhead wall
 - Quick connect panel
 - Blank off plate
 - Fan controller
 - Mounting hardware
 - Standard controls
 - Start up
- Install QPAC fan array module
- All work to be completed during ABI Mechanical's normal business hours
- Check, test, & start up
- Clean up

Our Proposal Excludes The Following:

- ✓ High voltage wiring, disconnect & reconnect
- ✓ Control wiring
- ✓ BMS integration
- ✓ BMS programming
- ✓ Fan controller installation

**Electrical, control wiring and connection points to be completed prior to QPAC installation

**Delivery currently 4-6 weeks

OPTIONAL: IF FURNISHED & INSTALLED AT 2 DIFFERENT TIMES THE PRICE WILL BE \$26,094 EA UNIT

We Propose hereby to furnish material and labor – complete in accordance with the above specifications, for the sum of:

Forty-Seven Thousand Four Hundred & Seventy Dollars***** dollars \$ 47,470.00

Payment to be made as follows: Net 30 Days

All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alteration from above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Worker's Compensation insurance.

Authorized
Signature

Mike Buday JW

Note: This proposal may be withdrawn by us if not accepted within 30 days.

Acceptance of Proposal - The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Signature _____

Signature _____

Date of Acceptance: _____



March 12, 2020

Grand Traverse Pavilions
1000 Pavilions Circle
Traverse City, MI 49684
Attn: Tim Coggins
Phone: 231-932-3022

Re: Blower upgrade to QPAC Fan Array RH-40 for Air Handling Unit Cherry & Dogwood.

The following is our proposal for the above-mentioned project:

Demo – Existing blower assembly in Air Handling Units

Install: 1) QPAC Fan Array consisting of the following:

- 2-ECM fans with wiring whip
- Single point power panel with external disconnect
- Interlocking bulkhead wall
- Quick connect panel
- Manual Blank-off plate, one plate provided per Array
- Mounting hardware
- Standard controls
- Start-up

Total.....\$26,148.00 each AHU

Clarification: Existing AHU inside dimensions must be field measured prior to order placement.

Electrical connections by others, Control connections by others.

Respectfully Submitted,

Shawn Wolf
swolf@dwmechanical.com
231-941-1215

GRAND TRAVERSE PAVILIONS

Service Excellence Award Program

February 2020

Date:	02/05/2020
Employee:	Peggy Baranski
Awarded for:	Going above and beyond in helping with a resident transfer from Rehab to Cherry. All the orders and treatments were tidied up so the resident and staff could make a seamless transition. Thanks for the help, Peggy
Position:	ADON
Nominated by:	Bre Dalzell, RN

Date:	02/12/2020
Employee:	Kathy Minder
Awarded for:	The way she handles everything. She is one of the best!
Position:	UW
Nominated by:	Wally & Sally Draeger – Hawthorn Residents

Date:	02/19/2020
Employee:	Lucas Dobb
Awarded for:	doing a great job assessing a resident after a fall. Luke was compassionate, patient, and thorough in his assessment. Way to go Luke!
Position:	RN
Nominated by:	Kristen Packard on behalf of Jane Smallwood

Date:	02/26/2020
Employee:	Denise Councilor
Awarded for:	Anticipating staff needs and assisting above and beyond her responsibilities when she is able
Position:	Medical Records Technician
Nominated by:	Sara Maddern

Date:	
Employee:	
Awarded for:	
Position:	
Nominated by:	