



AD HOC ADVISORY COMMITTEE ON THE FUTURE OF ROCK HAVEN
Minutes – November 14, 2019

Call to Order. Chair Mawhinney called the meeting of the Ad Hoc Advisory Committee on the Future of Rock Haven to order at 3:00 P.M. on Thursday, November 14, 2019, in the Rock Haven Classroom.

Committee Members Present. Supervisors Mawhinney, Brill, Leavy, Rashkin and Richard; Diane Pillard; and Ron Combs.

Committee Members Absent: None.

Staff Members Present. Josh Smith, County Administrator; Clayton Kalmon, Nursing Home Administrator; Michelle Lynch, Chris Rook, Shari Burnett, Terri Hanson, Jenn Nevestich, Laurie Kingsley, Heather Sturdevant, Connie Thompson, Gail Kirnberger, Shelly Hogan, Marilyn Burns, Robin Schubring, Angela Breneman, Kimberley Rueth, Renae Thompson, Linda Simplot, Pamela Jacobson, Jeanne Mueller, Donna Boyd, Catherine Smith, Patti Wilbanks, Rachel Hilborn, Rock Haven staff.

Others Present: Supervisors Brien and Schulz; Michael Libby, Marquardt Management; Rob Wilkinson, AARP, GWAAR, WAAN, ADRC Advisory Committee

Approval of Agenda. Supervisor Brill moved approval of the agenda, second by Supervisor Richard. ADOPTED.

Election of Vice Chair. Supervisor Richard nominated Ms. Pillard, second by Supervisor Rashkin. No other member was nominated. ADOPTED.

Background Information.

Creation of Ad Hoc Committee Chair Mawhinney welcomed everyone and said *“I know that you all have been hearing rumors that our committee is going to recommend closing Rock Haven. That is not one of our charges nor will it be in the future!! Per the resolution this will be a two phase process:*

Phase I will review the workplace climate, culture and practices. This will not be a witch hunt. We will be looking at the entire operation of Rock Haven. During citizen input we ask that questions are not finger pointing at any group or employees. If this happens, I will cut you off respectfully. We are here to look at how it all works and why we have such a low ranking with the state.

Phase II of the resolution will consider the range of potential opportunities to improve services to residents, which may include realigning current resources, collaborating with other organizations in a regional or public-private model, transferring ownership, or other options as identified by the Committee.

The Committee shall be provided administrative support from the County Administrator and Human Resources Department as needed and requested, and is further authorized to explore the retention of an external firm to assist with the study of Rock Haven Nursing Home.”

Supervisor Rashkin said what brought this about was a hearing on, what he felt, was a small matter and wondered if this was systemic. He said he felt his role is to make sure all voices are heard.

Supervisor Richard said some issues were brought up at County Board, there are some red marks, and other counties are looking at divesting of nursing homes. He said this is a vulnerable population of Rock County and we have to make sure they receive the best care whether through a privately owned or Rock County owned facility. Supervisor Richard said he and Supervisor Rashkin had separate resolutions that were combined and created this Committee.

The Committee introduced themselves.

Overview of Pathway Engagement Mr. Smith handed out the Executive Summary on Rock Haven from Pathway Health (March 2016) and a memo from Sue Prostko (a past Rock Haven Nursing Home Administrator) as an Addendum to the Pathway Executive Report (July 13, 2016) and briefly went over them.

Establish Scope of Review. Ms. Pillard asked what led to the rating of a 1. Mr. Smith said, as he recalls, the ratings fluctuated, there were some negative surveys. Supervisor Leavy asked what had been done to resolve the negatives. Mr. Smith said he could have the survey responses put together in a report for the Committee if they wished. He added that there had been some issues on infection control and some changes were made to wound care; a resident wandered outside and controls were put on the doors so this would not happen again.

Chair Mawhinney asked about the fines. Mr. Smith said there have been forfeitures and they vary on the degree of severity.

Supervisor Leavy said he would like to see something on the track record and history in order to make a sound decision. Ms. Pillard said she agrees, that she would like to see the data for, at least, the past three years and if any improvements have been made.

Chair Mawhinney asked if the State would be willing to come and discuss the surveys. Mr. Kalmon said they can come, but they cannot address a single facility, only a general overview. He asked what the Committee would like to know, what they are looking for.

Mr. Smith said they may want to go back to 2013, when the new facility opened.

Supervisor Leavy asked if it would be wise to compare Rock Haven against other facilities of a like size.

Discussion on number of beds versus the mix of treatment at facilities; public facilities and how they differ from private facilities; having more private pay versus more Medicare/Medicaid residents; the County uses \$4 million in tax levy to help pay for care at Rock Haven; the star system ratings and how different citations, etc. affect the ratings at different levels; and if communication is used in the star rating system.

Supervisor Leavy asked where the Committee wants to be at the end of this discussion. Do we want to be a four star facility, is this goal realistic, etc. He said the Committee needs to set end goals that are realistic to be accomplished in the next year, two years, etc. Ms. Pillard added she feels this is the only approach to take, we need to have steady progress, and need to set goals for the organization.

Supervisor Rashkin asked if the communication issues are addressed in the star system. Mr. Smith said culture (communication) are not measured. Supervisor Rashkin asked if these are two separate issues. Mr. Smith replied yes.

Supervisor Rashkin asked if we could become a five star facility without trust. Ms. Pillard said she feels communication is a key component to making Rock Haven the best possible place. Supervisor Leavy agreed and said he feels communication is very important, that if you don't have good communication things do not run smoothly.

Chair Mawhinney said she is hearing that we have two goals: 1) improve communication; and 2) to make Rock Haven a 4 or 5 star facility. Ms. Pillard said she feels the goal is to make Rock Haven a quality provider of long term care and the culture of Rock Haven.

Consider Options for Consulting Services. Chair Mawhinney asked about the hiring of a consultant. Supervisor Richard said he feels we need to look more at the background on turnover. Supervisor Rashkin said he feels it may be a little early to bring a consultant in.

Chair Mawhinney and Ms. Pillard asked about getting the results of the surveys for the next meeting, as well as the fines paid, the citations, the level of service compared to other facilities of out mix, and a comparison of pay with other facilities.

Supervisor Richard asked about exit surveys. Mr. Smith said an exit survey is offered to all employees, but not all employees do a survey, usually it is the unhappy employee who does.

Supervisor Richard said the Committee can do an assessment after they see the outcome. Supervisor Brill said he would like see comparisons of past surveys. Mr. Smith said he can provide redacted surveys.

Supervisor Brill said it does take time to acclimate to a new facility. Supervisor Richard agreed and said there are always growing pains.

Supervisor Rashkin said the goals are to improve the rating and communications. Supervisor Leavy said employee morale is a different thing then communications, so there are three goals.

Chair Mawhinney asked about getting information for the next meeting. Mr. Smith said the information could be sent out prior to their next meeting.

The Committee agreed the next meeting will be December 12, 2019 at 2 P.M.

Citizen Participation, Communications, Announcements, Information.

Donna Boyd, LPN – She said she has been there five years and feels this is an excellent facility, but sometimes the wants of the resident and wants of the residents family members differ (i.e. they don't want a to take a shower but the family member wants them to shower daily). She mentioned

having to open doors to let visitors out takes time away from their other duties to the residents and this is frustrating to them. She also said the layout of the four wings makes it difficult to get to know other workers. She said they do a good job there and they get tired of being put on the front page because this is a County owned facility instead of privately owned. She said she has worked at other facilities and feels they do not do things as well as they are being done at Rock Haven.

Marilyn Burns, MDS RN – She said the star rating takes into account things like staffing, quality measures, falls, to name a few. The survey process is not the only measure. She said she feels that a goal of four or five star is too lofty a goal for this short of time.

Shari Burnett, LPN – She said they carry cell phones, the facility is large and it is hard to run at night with so few people who have to run back and forth. She said dementia is high for this facility and this is a very high maintenance area. Rock Haven cares for people other facilities won't take. She asked the Committee to be fair while they are looking into this.

Jeanne Mueller, CNA – She said when the Pathway report was done they were mandated to talk, told it was anonymous and then heard that someone was yelled at for how they answered.

Rob Wilkinson, Wisconsin Aging Advocacy Network – He said that this past Spring three nursing homes closed, residents had to find someplace else to go, some could not find anyplace. He asked if the Committee is considering closing Rock Haven to please make sure the residents are cared for. He suggested seeing how Kenosha runs their nursing home as they have good numbers.

Committee Requests and Motions. None.

Adjournment. Supervisor Leavy moved adjournment at 4:06 P.M., second by Supervisor Brill.
ADOPTED.

Respectfully submitted,

Marilyn Bondehagen
Office Coordinator

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE.