



AD HOC ADVISORY COMMITTEE ON THE FUTURE OF ROCK HAVEN
Minutes – January 8, 2020

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 Wednesday, January 8, 2020, in the Rock Haven Classroom.

Committee Members Present. Supervisors Mawhinney, Leavy, Richard, Rashkin (at 3:01 P.M.); Ron Combs and Diane Pillard.

Committee Members Absent: Supervisor Brill.

Staff Members Present. Josh Smith, County Administrator; Michelle Lynch, Sara Beran, Angela Besaw, Sherry Gunderson, Shari Burnett, Kimberley Rueth, Rock Haven staff.

Others Present: Supervisors Podzilni, Brien, Bostwick and Schulz; Rob Wilkinson, AARP, GWAAR, WAAN, ADRC Advisory Committee; Charlotte Smith; Juli Brandt and Luanne Leverentz, Department of Health, Division of Quality Assurance, Regional Field Office.

Approval of Agenda. Ms. Pillard moved approval of the agenda, second by Mr. Combs. ADOPTED.

Overview of Nursing Home Regulations and Survey Process. Ms. Brandt and Ms. Leverentz went over the survey process, explained some of the things they look for/at, such as nursing care, maintenance, safety codes, diets, health care, medications, laundry, policies and procedures, etc. They said the past year or so things have changed with the surveys being computerized, new requirements (they now must speak with everyone in the building), and information is sent to a portal and then comes back to them – to name a few. She explained the survey process; how census is a determining factor on how many people are sent; that, normally, they come anytime between nine and fifteen months, unless there is a complaint; that a normal survey would take about four days and four staff for a building the size of Rock Haven; various ways a complaint can be sent; and after a complaint is received they will be sent anytime between two days and sixty days depending on the complaint.

Ms. Brandt and Ms. Leverentz explained the fining process, the levels of harm, and that they have no control over CMS.

Supervisor Richard asked about the star rating. Ms. Brandt said RN staffing is a big piece, there must be an RN there at all times, seven days a week. Supervisor Richard said he heard there can only be a percentage in each star rating. Ms. Brandt said there is some truth in that.

Supervisor Leavy asked about citations. Ms. Brandt said CMS determines the cost of the citation and she is not sure how they do this.

Supervisor Rashkin asked how long it would take to notice changes. Ms. Brandt said the changes have effected this as well, but feels it would be reasonable to see changes within a year or so.

Ms. Gunderson said when they stopped loading data for the changes the rating was froze at the level at that time. She added that it takes three years to drop a bad rating.

Supervisor Rashkin asked what the signs are of a bad rating. Ms. Brandt said there are three years of data on two different focus areas. She added that if any of her facilities are on the list she will call and meet with the facility regarding the three year data and how to improve these concerns, how it can be fixed, a plan of correction, and possibly bring in outside help. She said the frequency, type of cite, etc. affect the star rating.

Supervisor Richard asked about the citation results and the underlying reasons. Ms. Brandt said a lack of follow-through. She added that it is easier to get to a five star rating than it is to remain at that level. Staff has to be committed, engaged, etc., and comfortable with talking to upper management on things to improve. She said she holds a couple workshops each year on expectations and where they fall within the region, state and nation. She said that if something happens the facility should call her and she would work with them on what should be done.

Ms. Brandt and Ms. Leverentz handed out copies of the *Southern Regional Office top Ten Federal Health Citations 2019*, *Wisconsin Top Ten Federal Health Citations 2019*, and *Top Ten Federal Health Citations – Nation, State, Regional Office 2019* reports (attached) and went over them. Ms. Brandt said some of the hardest hits to the rating are ones related to the kitchen, such as using non-pasteurized eggs and not cooking them to a hard consistency, or dust on the hood over the stove.

Comparisons with other Nursing Homes. Mr. Smith said there are comparisons in the packet on what other nursing homes have experienced and where Wisconsin falls within this list.

Wages and Workforce Information. Mr. Smith referred to Appendix C - Pay Range and Job Classification for 2019 and said CNAs are Pay Range 25, with pay starting at \$13.54 and going to \$17.51. He said the County Board will be considering a 3% wage increase in 2020. He added that we are still waiting for information to come back on how this compares in the area.

Mr. Smith said there is a 2018 Workforce Survey from LeadingAge Wisconsin on Long-Term and Residential Care Providers in the packet and this shows we are about the same as the state.

Ms. Pillard asked about the question asked at the last meeting on turnover rate. Mr. Smith referred to the memo dated 1/6/20 from Jodie Surber, and said page 3 shows turnover is close to what we thought at 52.9%.

Supervisor Rashkin said, through social media, higher wages are a top concern and asked how this fits with what we have. Mr. Smith said, according to Blackhawk Technical College, \$15 is a good wage for a CNA.

Ms. Pillard said one of the things the employees are dissatisfied with is the mandated overtime. Ms. Gunderson said mandated overtime is very common with nursing homes as there needs to be a certain number of staff so residents are safe. Ms. Pillard asked if there is a pool of subs to call on. Ms. Gunderson said they do have a pool but there are vacancies.

Supervisor Richard moved to table items 7. Employee Engagement Survey Results, 8. Exit Interviews Summary, and 9. Rock Haven Sick Leave Policy, second by Supervisor Leavy. TABLED to the next meeting.

Citizen Participation, Communications, Announcements, Information. Ms. Burnett handed out copies of the Attendance Policy for Dane County and the Rock Haven Attendance and Tardy Policy. The Committee said this is under item 9 and was tabled to the next meeting.

Mr. Smith said he spoke with Betty Shaw and she wanted the Committee to know that her sister-in-law is at Rock Haven and they feel the care she is receiving is outstanding.

Committee Requests and Motions. Mr. Smith said items 7, 8 and 9, as well as mandates will be on the next agenda.

The Committee decided on January 23, 2020 at 3:00 P.M. for the next meeting.

Adjournment. Supervisor Rashkin moved adjournment at 4:38 P.M., second by Mr. Combs.
ADOPTED.

Respectfully submitted,

Marilyn Bondehagen
Office Coordinator.

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE.