

Livingston County Center for Nursing and Rehabilitation

Family Forum Meeting Minutes

June 16, 2021 Via Zoom

Mr. Woodruff opened the meeting with thanking everyone for attending. We had 6 family members in attendance for this monthly meeting.

LCCNR staff that attended the call: Stephen Woodruff, Eric Townsend, Kathy Crye, Kim Kavanagh, Jessica Werner, Barb Rauber, Marianne Miller and Gail Maggio.

Mr. Woodruff asked if any one in attendance had any questions regarding the last meeting minutes. An explanation of the purpose of Family Forum is; a meeting where general updates are given, and give a platform for question or comments from family members may be addressed. He explained that there were no open action items at this time.

Jessica Werner and Kim Kavanagh

- There has been a change to visitation. All visitation either compassionate care, outings in person, outside visits have to be scheduled.
- The full visitation policy is posted on the LCCNR website.
- Kim Kavanagh, Activities Director, handles all in person visits either indoors or outdoors as well as the compassionate care visits. She can be reached at 243-7222.
- End of Life visits and any outing of residents with family are scheduled through the Social Worker on the resident's neighborhood.
- The LCCNR has been quite busy with visitation over the last 2 months. In May the LCCNR has 402 visitation appointments. We have completed over 200 visits up till now in the month of June.
- Staff are notified when a visitation is made with the details of the visit.

Stephen Woodruff/ Jessica Werner

- At the end of last week there was liberalization on serial testing for residents and staff.
- Every staff member needed to be Covid tested two times a week if they worked more than 4 days and one time a week if working 3 or less days per week. With this restriction lifted, only staff that are not vaccinated or who are not fully vaccinated for Covid 19 will continue to be tested.
- A time may still arise if there is an outbreak, where residents and staff may need to be tested for a period of time. If this situation arises, family members will be notified.
- Last Tuesday, there was a state wide legislation that was passed. This will grant each resident in a SNF to appoint 2 compassionate caregiver visitors in the case of a pandemic.
- Family members of residents have started to be contacted regarding this. The compassionate caregiver visitors must be updated quarterly.

A question was raised by a family member: Is there an ability for an alternate caregiver to be listed?

- This new guidance allows for some flexibility. If the compassionate caregiver visitors that are listed, can be adjusted based on situations, out of town family member. Just please stay in contact with the LCCNR if there is a situation that may warrant a change.

### Departmental Updates

Environmental Services, Eric Townsend (Neighborhood Assistant and Laundry)

- There are a couple of open positions in both area of environmental services. The staffing shortage has not had an impact of job performance. With TCU closed, staff have been able to adjust to help on the other neighborhoods.
- All of the floors on the TCU neighborhood have been stripped and waxed. The walls have a fresh coat of paint and all the plumbing issues have been resolved.

Activities, Kim Kavanagh

- Just as an update, since the beginning of June the LCCNR has had over 200 visits take place. In May, there were 402.
- There is one full time position and 2 part time positions open in Activities. The positions have been posted; we are hopeful to have them full soon. All of the neighborhoods have activity staff coverage.
- Small programs have been able to start, 7 residents and a staff member.
- We have started to allow independent residents to go outside, 5 at a time, to a restricted area at the front of the building. If you are here to visit a family member, please do not enter the restricted area.

Fiscal, Barbara Rauber

- The 2020 financial audit has been completed.
- Currently working on the Medicare/Medicaid cost report that is due in July/August.
- We have 255 patient accounts. These accounts will have to be moved to a different platform by the end of the year, where all the monies will be in the same account. This will make it easier to manage and have timely transactions. Family may be asked to help with this process.
- Mr. Woodruff stated that this is the best audit in many years thanks to Barb Rauber.

Social Work, Jessica Werner

- Memory Lane has a full-time social worker. All neighborhoods are staffed with a full time Social Worker.
- There has been a position created for a PT Social Worker position. We are seeking to fill this position soon.

Kathy Crye, Nursing

- There are many staffing challenges in the Nursing Department. There are numerous openings for all positions.
- Marianne Miller, recruitment specialties, continues to recruit for all open positions.
- A CNA class has just graduated and there are applicants that have applied for the July 2021 CNA class.
- The LCCNR has restarted in person education. Staff have continued education and are prepared for the annual DOH survey.
- We as a facility are changing to Medline products. Staff is being trained by a wound care nurse and an incontinent nurse from Medline.

Mr. Woodruff

- We have been approved to start an advertising campaign. The wages for positions have been increased and are very competitive.
- We are very excited with our partnership with BOCES.
- Legislation recently passed. 70/40/5 legislation. Staffing for SNF for CNA 2.2 contact hours, LPN and RN combined is 1.1 contact hours
- CMS/DOH get this information by doing a 90-day lookback to set staffing patterns.
- If we can restore staffing... we can restore census. We will be in a better place in the next 6 months. With the support from the board we will be the provider of choice.

Questions/Concerns

There was a question about if we have heard of any additional risk of Covid or potential for another lockdown.

- The CNR has the same information that the public has. There are variances with the data. We have seen folks test positive for Covid but have no symptoms. The vaccine would mitigate the symptoms and hopefully prevent the residents from becoming acutely ill. We have no data on a booster vaccine at this time.

A family member wanted more understanding with the process of no outside food. Family does not understand why they can't bring in food during a visit and encourage resident to eat.

- Based on the guideline this is still prohibited at this time. There definitely is value in have a meal with your family member. The CNR is always looking for a balance of residents needs with not being out of compliance. There will be talk to the medical director to see if things could be changed a bit.

Concern about the outside tent visitation area being so hot. Could tables and umbrellas be utilized more.

- The outside visitation is can be reevaluated for the use of more tables with umbrellas.

The next Family Forum meeting is tentatively scheduled for Wednesday July 14, 2021 at 1:30.

Bonnie Morris will send out the invites.