

Livingston County Center for Nursing and Rehabilitation
Family Forum a.k.a. Family Council Meeting Minutes

April 3rd, 2019
Administrative Conference Room

Cheryl Parker opened the meeting with family introductions of Family Council members and employees in attendance.

Mr. Woodruff reviewed the purpose of the Family Council and the Council was in agreeance of the goal of to further improve engagement from other resident / patient family / representatives in 2019.

Minutes of the December 5th, 2018 Family Council Meeting were distributed and reviewed silently before being accepted. Cheryl reminded everyone that the minutes are posted in the small elevators and available at the reception desk.

Light refreshments were served.

New Business:

Promoting Family Member Participation in Family Council

Ideas that were mentioned:

1. Revise the of the name from Family Council, and rebrand it to "**Family Forum**". Announce the new name in the Our Home Observer, and Meeting Notices to reflect new name.
2. Cheryl inquired of family members when she is visiting the CNR, if they have anything they would like to discuss in the meeting.
3. Discussion of having a speaker at the Family Council / "Family Forum" meetings was reviewed in an effort to elicit increased participation at the meetings.
4. Kathy Crye, DON shared that Administration routinely advocates for participation in the Family Council/Family Forum meetings to members of the family when she sees them.
5. Discussion of the Family Council / Family Forum meetings could be reinforced at the Neighborhood Council meetings, and serve as a reminder that their family can attend the Family Council/Family Forum meetings.
6. We talked about the time of the meeting as many family members work and are not able to make it.
7. The Family Council / Family Forum meeting has asked for signage to be placed in the reception area, conspicuously posted, stating where the meeting is, and to engage with the Telephone Operator(s) to assist with directing and answering questions regarding meeting location and the purpose of the Council / Forum.
8. The Family Council / Family Forum requested that an Informational Sheet be placed in the Resident Handbook regarding about Family Forum.
9. The Family Council / Family Forum has requested that the meetings be placed in the Neighborhood Activities Calendar

Old Business:

1. Resident Handbook Review cont'd:

- Reviewed newly revised resident / patient welcome card placed in the admission packets.
- Reminder to everyone that there is the Suggestion Box located in the Reception Area
- Mr. Woodruff is available Monday through Friday and by telephone throughout the week should he be needed. One Social Worker is also here on Saturdays. Please reach out should you have any issues and or comments.
- A recommendation was made to place a sheet of labels/stickers with the name & address of the facility in the Admissions Packet.

OPEN FORUM:

Family has commented that they can hear conversations/words between employees that are not appropriate for the floor for family or residents to hear. We have asked the family to please bring this to someone's attention so it can be handled appropriately.

Mr. Woodruff and Kathy Crye both recognize what is happening. We are all working hard to shore up these holes in staffing, and additionally address the professionalism and customer service issues.

Family has also commented on how well they prefer male nurses with the residents and their families. They seem to deal much better in the stressful environment.

The suggestion was made to consider having soft music playing in the dining rooms during meals, as some feel there is too much silence, and to remind staff to continue to engage with the Residents to further improve the dining experience.

A comment was made that the dining room tables are not ideal for some wheelchairs. Some residents are not able to get close enough to the table to eat. The facility will evaluate this comment and respond to this at the next Family Council / Family Forum meeting.

Questions regarding infection control and glove use were discussed. DON Crye clarified the Center's expectations and shared the facility's auditing process regarding glove use with the Family Council / Family Forum.

A representative commented on how wonderful the building is, and that they feel very comfortable leaving their family member here.

A representative asked for clarification regarding the Center's employee recognition programs. Both Mr. Woodruff and Kathy Crye replied that birthday cards are mailed out to employees; the Center celebrates an employee's years of service through an Award Presentation on each Neighborhood, there are Kudos boards to provide recognition at the Neighborhood level. Currently the Center is providing opportunities to vote for an RN/LPN's, to attend a community award recognition, which is presented at a luncheon in Rochester (about 10 will get to go). There will be a similar award recognition banquet for CNA's in the month of June.

Management Reports:

Kathy Crye - Director of Nursing Services

1. Continuing the recruitment of staff. We are looking at Agency staffing. 15 nursing assistants have been signed on. Kathy continues to work on bridging employee relations to ensure we all work together seamlessly in our efforts to provide quality care within the LCCNR.
2. A CNA class, facilitated by F.L.C.C. starts April 4th (5 week training) within the CNR.
3. We are a training site for the Genesee Valley Educational Program for clinical rotations.
4. We are up for our Annual NYS-DH Survey (DOH)-they are running behind so we are expecting them to show up at any time.
5. We are conducting audits and have training initiatives to ensure that the staff is prepared and ready for the survey, on an ongoing basis.
6. We are currently recruiting for a Staffing Services Specialist to assist with employee recruitment and retention efforts.
7. We have received approval from County Administrator Coyle to create 10 additional PCA positions, to further assist the Nursing staff and improve the Resident / Patient experience.

Mike DeCarlo – Dining Services Director

The Easter Holiday and Spring Menu review was completed and approved by the Residents. The menu was shared with the council.

Cheryl asked if most food is microwavable. Mike stated yes, however, the food needs to be on a china plate (not melamine) and the food needs to be temped.

Mike mentioned on April 26th, 2019 at 1:30p.m., there will be a Cook-Off between John and the Chef. There will be secret ingredient that they both will need to use in their cooking. Please stay tuned for more details.

Barb Rauber-Director of Fiscal Services

- We are responsible for: Collections, yearly Medicaid recerts, to provide assistance with current questions on Insurance, Bill paying, and employee payroll.
- Barb discussed that the facility is advertising and interviewing qualified candidates for a Finance Supervisor.
- Barb reviewed the Telephone Operators hours of daily coverage (6:00a.m.-9:00p.m.) and that family members can both make payments and make deposits into a Resident personal T-55 account.

Kim Kavanaugh-Activities

Kim was out at another facility observing their dementia care programming.

Staffing Update

- 2 full-time staff retiring by May 13th
- 1 part-time has resigned
- 1 part-time will be retiring by the end of July
- Memory Lane will have new staff members on days and evenings. Joan is moving to Country Lane and Amanda is moving to days on Park Avenue.
- We are looking at further development of Memory Care programming and the introduction of additional small programs throughout the days and nights.
- Upcoming Events:
 - United Way fundraising until April 19th Basket Raffle
 - Staff & Family Easter Egg hunt April 13th 9-11am
 - May National Nursing Home Week 5/13-5/17.
 - Annual Memorial Service June 15th
 - Neighborhood picnics for lunch – July
- The bus is in the shop, and the lift is being repaired.
- As of the day of the meeting we were at \$30,000 for United Way with a goal of \$40,000.

Stephen Woodruff – Director of Long Term Care

1. Dialysis Extension Clinic brochure was available for viewing.
 - a. When we opened the clinic, we had 4 residents / patients receiving dialysis, we now have 8+. The resident's no longer need to get up early, to leave the facility to receive these services outside of the CNR. They now have the experience of entering the DEC on the ground floor to receive their treatment, and can return after treatment, without the experience of transport and the potential experience of incimate weather.
2. Construction of the ambulance entrance canopy is now complete.
3. The boiler and chiller have been replaced. This was a big project.
4. Every light fixture has been changed to LED.
5. Work will begin on the cooling tower.
6. If you haven't stopped to look at the Therapy Gym renovation, council members were encouraged to visit.
7. The Center has scheduled Deputy Director interviews with an anticipated recommendation to award to follow.
8. For the last 2 years we have had Tele-Psych. This is a service whereby residents can get assessed at bedside via a mobile cart with an electronic device (i-pad). The computer is wheeled in to their room or conference room, and you communicate with the practitioner live, without the inconvenience of leaving the Center. The Center has received these services via a grant which started in June of 17, and has subsequently ran out. The Center is currently waiting on approval to get the service back through the vendor, as the vendor is in process of evaluating the efficacy of continued service delivery in the absence of the financial support received from the grant. We will have a service break during this transition; however, residents requiring

these psychiatric services will have their needs met in the community. Tele-Psych has many benefits and it was conveyed that the Center's utilization and staff / resident engagement of these services throughout the grant period, was exceptional.

10. Transportation – A review of the NYS DOH transportation funded programming in skilled nursing facilities was reviewed with the Council / Forum. Transportation services continue to be provided by the CNR for Patient's in the Center for short term / rehab stays. Transportation services are being provided for the long stay residents via the resident's insurers and their identified non-emergent transportation vendors.

At this time the next meeting was set for August 7, 2019 at 1:30 pm in the Administrative Conference room.

Meeting was adjourned at 3:15 pm.

Respectfully submitted,

Bonnie Morris
Social Work Secretary