

Livingston County Center for Nursing and Rehabilitation
Family Council Meeting Minutes

August 1, 2018
Administrative Conference Room

Cheryl Parker facilitated introduction of attendees and Department Heads.

Minutes of the April 8th, 2018 Family Council Meeting were distributed and reviewed silently before being accepted. Mr. Bassett reminded everyone that the minutes are posted in the small elevators and available at the switchboard.

Light refreshments were served.

New Business:

Packaged Snacks

Cheryl noted that a CNA told her that dietary no longer has cookies/snacks on the Lilac Ave dining room. Mike noted that he had not heard of this and that he will talk with his staff.

Independent exercise stations and basketball hoop

Instructions are posted at each exercise station

The basketball hoop is only on 2nd floor because 1st floor has the access to the patios and there is no room for the basketball hoop.

Cheryl would like to see a sign by the exercise stations and basketball hoop encouraging the residents to use them. If it is approved, she will have her cousin make a sign. Kim will note this in the newsletter.

Library

Virginia noted that there is a whole section and a half that are large print books and that the volume of paperback books has decreased. She also noted that videos and audio books take up the whole last section. She said that if we moved those out, there would be more room for books.

Each neighborhood has movies under the living room TVs.

Old Business:

1. Resident Handbook:

a. On page 11 of the handbook, alcoholic beverages are noted. Cheryl is looking for more direction for who to go to if you want to bring some in for a family member. She suggested putting that in the table of contents because people tell her that they wouldn't know what to do in that situation.

b. On page 13, Cheryl suggested noting the color of the labels used for labeling food. Frank and Mike suggested not to in case they decided/needed to change the color of the labels. It was suggested that a basket of orange labels and sharpies be placed in each neighborhood kitchen and people can choose which one they want to use.

c. On page 14, social services; it was suggested that we note the Veteran's Administration and the Office for the Aging have services to offer residents. Maybe add a listing of all County VA agencies.

d. Sandra also mentioned the Alzheimer's Association also provides services.

Management Reports:

Kathy Crye - Director of Nursing Services

1. The CNR is currently working on the electronic medical record to make it more efficient and they are expanding on the type of information that can be input by staff.

2. Staffing is still an issue; agency LPNs are being used to reduce the frequency of LPN rotations.

3. September 5th will start a new CNA class.

4. With the recreation of the PCA role, we now have 12 PCAs with 5 hires processing and which leaves only 2 positions left! The PCA role is to help with CNA with making beds, passing water, passing meal trays and transporting residents throughout the facility for in house appointments. This provide more time for CNAs to tend to resident care. They will primarily be for neighborhoods without enhanced staffing, such as Memory Lane and Park Ave.

5. Park and Country Lane do not have regular RN neighborhood managers as they have resigned. Other RNs will be covering until the positions are filled.

6. Staff has been trained on gait belt use for the DOH abbreviated survey.
7. The Work Force Development has updated CNR that 24 applications for the CNA class have been picked up and 10 have been returned. The class has openings for 16 students, so it is possible that the class will be full.
 - a. It has been found that some CNA's that complete the class and have started working out on the units, find that they do not care for the health care industry. The CNR is hoping that with the PCA position, employees can start out in the PCA role to see if they enjoy the health care industry and if so, they can go through the CNA class.

Mike DeCarlo – Dining Services Director (Spring/Summer Menu Review)

1. Lilac received their new dishes, but they cannot go into the microwave.

Frank Bassett - Long Term Care Administrator

1. Dialysis Extension Clinic walls are being erected. There is now a clear delineation from where dialysis will be and where PT will be.
 - a. The clinic will be open Monday, Wednesday, Friday have 3 shifts each day for the patients. The 1st shift will start at 6am, 2nd shift will start at 1030am and 3rd shift will start at 230pm.
 - b. A dialysis tech will begin their day at 530am, setting up. Then the RNs will work 6am to 630pm.
 - c. Due to the expansion for the clinic, the men's rest room in the lobby has been removed; the women's rest room will now be unisex.
2. The construction of the ambulance canopy will begin August 13th. The canopy will be a greenish color. A driveway will be paved along with a path to the cardboard dumpsters. The front entrance will be used in the interim.
3. Replacement of the kitchen counters and cabinet doors will be finished sometime this year. The counter tops project was put on hold due to complications.
4. Doorways in the administration hallway will be widened to accommodate bariatric wheelchairs. This will start once the canopy project is complete.
5. As of July 1, 2016, anyone who has been approved for Medicaid must apply for a managed long term care plan for their nursing home stay. They must be on a MLTC plan for 3 months then the resident can go back to traditional Medicaid.
6. Frank noted that he will be retiring and his last day will be January 25th, 2019. Steve Woodruff has been appointed Administrator of Record in the interim. The county has posted the position in the Pennysavers.
7. The work force has changed dramatically since the baby boomers have retired. In the past there was rarely a FT position vacant; now employees do not seem to want FT. They prefer PT or PD so that they can in a sense, work when they want.
 - a. Frank noted that the CNR has never had as many, FT RN, LPN, CNA positions as there is now.
 - b. A new position "Staff Services" was approved by the board and will be designed to recruit potential employees faster by using new technology/media to target the "millennials" population. CNR will look to hire for this position by September or October.
 - c. There is a role of Nursing Assistant 2, which will be mentors/trainers for new staff. CNA's with superb work ethic and skills will be chosen for this role; which will also have a pay incentive.
 - d. A full page ad has been placed in the Pennysavers and an ad for the upcoming CNA class will be placed as well.
8. There is a newly designed role at the CNR; Resident Ambassador. Each neighborhood will have a volunteer that will be an ambassador for transfers and new admits. They will show the new resident around the facility and show them the ins and outs of daily life at the CNR and try to make their adjustment less stressful. They will have badges to indicate who they are. Marjory Fasano is the founding member. We are looking at this role to begin in September or October.
9. The nursing home ratings have been updated:
 - a. The overall average for the CNR was a 3 and we dropped to below average to a 2 star.
 - b. The staffing was a 4 and we dropped to a 3 star
 - c. The rating for quality measures was a 3 and we dropped to below average to a 2 star.

Steve Woodruff – Deputy Director / Administrator of Record

1. There is a binder in the library of the 3 previous years DOH survey plan of correction that is always available for everyone to read. They are also on each neighborhood hanging off the glass cabinets across from the medical typist desk.
2. There was an incident where a CNA was ambulating a resident and a gait belt was not put on the resident. The resident fell and sustained a fracture. The CNR self-reported the incident to the DOH.
 - a. There was also a question of how the resident's pain was managed after the fall and how soon the MD was notified and the CNA had also had previous instances where he did not follow care plan.
 - b. These deficiencies were at G level and the facility must pay a hefty fine.
 - c. A consultant company came in to help us determine a plan of correction.
 - d. The DOH will be back around August 9th to do their abbreviated survey. They will observe care, interview residents and family members and staff and basically be looking at the environment as a whole.

Kim Kavanagh - Director of Leisure Time Activities

1. Resident Carnival will be August 22nd from 10am to 2pm, weather permitting. There will be a classic car show, armored trucks, petting zoo, face painting, 3 entertainers and possibly a fire truck. As usual there will be popcorn, ice cream, (will now be offering gluten free) and the chicken BBQ served with salt potatoes, corn on the cob and watermelon. All family and friends are welcome. If it happens to rain on this day, the carnival will take place at various spots throughout the facility. A large poster will be posted on each neighborhood announcing the carnival and poster requesting volunteers will be posted soon as well. Activities staff will be wearing teal/pink/purple tie-dye shirts so that they are easy to locate amongst the crowd.

OPEN FORUM:

1. Joan Sage (Elvira Lockwood's daughter) wanted to express her gratitude to the excellent care that Country Lane (Peach) gave her mother while she was here. She noted that the CNA's couldn't have been more caring and helpful, along with the other residents, during Elvira's end of life care. Travis in housekeeping was wonderful.
2. Virginia Rogers also noted that the staff are friendly when she comes to visit.
3. Sandra Csont (Kenneth Csont's wife) wanted to note that Liz Presco, pantry assistant, is very good at her job and is very efficient.
 - a. She also wanted to compliment on the pot roast, chicken cacciatore and the mac and cheese.
 - b. She did note that the BBQ chicken is too tough; the residents have a hard time eating it. Mike replied that on 3rd floor since the residents have a harder time eating, they serve them the boneless chicken which tends to get dried out. On the other floors they serve bone in chicken, which is moist.
 - c. Sandra also noted that there is miscommunication with the number of servings, the other day there was not enough and residents had to wait for more food to be sent up. She asked if there was a log to track how often this happens. Mike said that there is a log book by the phone so that when a neighborhood calls down for more servings, it can be noted in the log.
4. Cheryl wondered if the minutes that are posted in the elevator could be printed on color paper so that it grabs visitor's attention. Maybe create a poster stating "Family Council Meeting in 2 days" or "Family Council Meeting today" and post it on the "activities for the day" board on each neighborhood.

At this time the next meeting was set for December 5th at 1:30pm in the Administrative Conference room.

Meeting was adjourned at 3:25pm.

Respectfully submitted,

Stacie Cosimano
Social Work Secretary