

Family Council Meeting Minutes

2/28/2008

Kyra Smith called the meeting to order at 2:05 and 7:00 p.m.

Kyra introduced Marge Haroff, Administrator. Marge talked about the financial condition of the nursing home. The Nursing Home is doing much better as the State has adjusted the payment rates. There continues to be a subsidy from the County but it has declined. The County subsidy for 2007 was \$1.3 million, down from \$3.2 million in 2006. Marge stated that new team members have been recruited for 2008. Elizabeth Kanauer is the new Director of Nursing replacing Deborah Langdon who retired in December. Catherine Chabrier is the Integrity/Compliance Officer. Cathie has a background in healthcare, industry, government, and education. Marge then introduced Cathie Chabrier and Mike Maenza from Health Direct/Kinney Drugs.

Marge stated that we are constantly looking for ways to improve our services. Cathie will play a key role by heading our quality assurance committee. We have been participating in the Rochester Quality Council. Cathie and Marge seek new tools for staff and together are learning the processes of the "Six Sigma" management technique—looking at a process to rectify problems and keep them solved.

In the evening session there was a concern regarding communication problems with staff members and care issues especially on the weekend. Family member also concerned about little visibility of staff members on the weekend and "off-shifts". Cathie offered to meet with the family member to discuss these issues in more detail.

Marge suggested everyone "Stay tuned". We are trying to keep the website fresh and up to date. Marge talked about Ch. 10 video that was filmed last fall and suggested the family members go to the Nursing Home website to view it if they had not seen it yet. She also talked about the news report on Channel 13 and the Atlantic Monthly magazine article on Baby Boomers. The article was focused on Newark. Channel 13 came to facility to interview administrative staff and tour building and watched residents using the Wii game and Dakim mPower computer system.

Resident Council purchased a large screen TV & Wii game. The TV was up and operational for their Super Bowl party. Residents are enjoying the Wii (bowling, fishing, driving, golf, tennis).

There are 20 residents on each unit (CS and LVH) that are participating on the Dakim system. The other units (OW, GV) serve as the "control" group. This equipment was made possible through a grant from "The Rochester Community Fund." We are hoping to demonstrate cognitive improvement of the selected residents. The residents are enjoying the time they are spending on the system. Answering questions on everything from math to current events. Every night

information is downloaded to the Dakim server in CA to evaluate the resident responses. The program then is adjusted to meet the appropriate difficulty level for the resident.

In 2007, the Foundation completed the Flagpole Project which was dedicated 11/11/07. For Valentine's Day 2008, balloons were sold, and every resident had at least one balloon, most had more. The main project for 2008 is a Putting Green.

Marge turned meeting over to Cathie Chabrier who defined her role at the facility. Integrity is about adherence to regulations, laws & survey preparedness. This is accomplished through the QA committee structure, Quality Indicator tracking, performance improvement teams (small groups of people who work to solve problems that we identify). Quality assessment and improvement goes all the way up to the Board of Supervisors as well as ensuring that decisions are filtered down to the worker. Our current efforts to improve quality include:
Regulatory compliance – From our last survey, we are still working on building compliance and Social services compliance.

Performance Improvement Teams (PIT) are dealing with storage and admission/DNR vs. full code.

Resident/Family Survey – These were sent out in February. Any areas where we score below 90% will need to be improved.

Incidents – investigations completed and improvements made to prevent a recurrence.

Policy & Procedures – These are being reviewed on an ongoing basis and updated.

Education – is about keeping staff informed/educated and providing the tools they need to do their job at the expected quality level. This is an ongoing effort.

Quality can only improve with input from resident/family/staff.

Marge introduced Mike Menza, Health Care Direct/Kinney Drug. Mike is excited to join our team. He has been in LTC for 20 years. Kinney Drugs was founded 105 years ago in Gouverneur, NY, and its headquarters is still there. It has expanded from northern NY to Central NY and now Western NY. It has a "Closed door" pharmacy – institutional only. NYS prison system is one of their biggest customers. The warehouse is located in Syracuse and there are 93 stores across NY & VT. Kinney's niche is the local store's backup to the central pharmacy. Pharmacy bills will be sent monthly. Goal is to capture, as much as possible, 3rd party insurances.

Marge again spoke to the family members.

EMR – "Electronic Medical Records". We are looking to go EMR at this facility. This is a service Kinney and their partners can offer our facility.

Flu season is here. We are not immune. LVH resolved, but GV has case now and is quarantined. Protocols are in place. Area hospitals are filled to capacity and are on a “code red” status. If you are ill or if resident is ill, stay away. Masks are available. Wash hands often.

Kyra thanked everyone for attending.
Meeting adjourned at 2:55 and 8:30

Respectively submitted
Kyra Smith
Social Work