

PICOLO meeting minutes (**P**artners **i**n **C**aring for **O**ur **L**oved **O**nes)
February 3, 2011

Staff attendees: Margaret Haroff, Administrator and Michele Blair, Sr Social Worker Asst.

Ten family members attended. See sign up sheet for listing.

Michele opened the meeting by introducing herself and Mrs. Haroff. Family members also introduced themselves.

Mrs. Haroff discussed the proposed state budget cuts that will affect reimbursement amounts to the nursing home. The impact of this is not known yet, but administration will monitor this and make changes needed to adjust to this anticipated decrease in revenue.

Mrs. Haroff asked family members for feedback regarding the MDS 3.0 changes and the interviews being done with residents. The changes were explained. Family members did not have any negative feedback regarding the resident interviews.

Several staffing changes were then explained. Mrs. Haroff announced that Cheryl Acome was appointed as the director of nursing following the resignation of the former director. Cheryl previously was our assistant director of nursing. Judy Seier was recently hired as the nursing home's comptroller and oversees the business office. Bev Provo returns to the nursing home as our nurse practitioner. She replaced Kathleen Collins who returned to the hospital. Bev will be working on Mondays, Tuesdays, Fridays, and Saturdays. Cathie Chabrier's title was changed from compliance officer to assistant administrator.

Mrs. Haroff also explained an upcoming change in nurse managers. There currently is one nurse manger per household. Starting February 28th, the units will be switching to a team approach. There will be two managers per household. One will concentrate on MDS's and the other on oversite of the unit. For Garden Valley and Orchard Way, Wanda Osmen will oversee the units and Michele Wilferth will manage MDS's. For Lakeview Heights and Canal Side, Judy Blaszcak will oversee the units and Kim Lathrop will manage the MDS's. (Kim Lathrop was formerly 11-7 supervisor.)

Additional staffing changes were discussed. Karen Nogel, 3-11 RN and supervisor, has resigned. Terry Squires was recently hired and is training to fill Karen's position. A household coordinator, Amanda Tyler, will start on Feb 14th and will manage all non-nursing issues on all units. Our admissions coordinator (Molly Chapin) has announced her

retirement after over 30 years. Ellen Powell will act as interim admissions coordinator.

The nursing home's plan for tele-education was explained by Mrs. Haroff. The camera and television equipment is in place for this and part of a grant program thru the University of Rochester School of Nursing. The nursing home was selected as the regional center for tele-education and will be used for educational purposes.

The nursing home has applied for an additional grant to help fund tele-medicine. Residents could potentially consult with physicians over television/camera. This could avoid costly, uncomfortable van rides. Mrs. Haroff hopes to have this in place within the next few months.

Another staff change was mentioned. Sue Carlin is now scheduling transportation for medical appoints instead of Connie Deary. Connie will continue to schedule the medical appointment and is available to attend the appointment with the resident, but Sue will secure transportation provider. This change was done due to a conflict of interest issue.

Michele relayed a request from Cathie Chabrier. The nursing home still is working on setting up two computers that residents can use to access the internet. The nursing home needs one more computer and family members were asked to contact Michele or Cathie if they have one to donate.

Family members were given an opportunity to discuss any issues they have had regarding their loved one's care. One family member expressed concern about a resident whose roommate was gravely ill and died. Another family member expressed concern about funeral directors using the front door. Michele explained that roommates are kept out of the room as much as possible during this situation. She assured family members that staff monitors the situation to ensure that the roommate is comfortable. There were no easy answers regarding the funeral director issue as there are limited options and differences in residents' preferences. All seemed to agree that the front entrance was the best option.

Michele then presented information about end of life medical treatments. An overview was given about DNR orders, artificial respirators, and feeding tubes. She also explained the legal tools related to these advanced directives – health care proxies, living wills, and MOLSTS. Michele also explained the impact of the Family Health Care Decision Act on residents and the nursing home. An excerpt from Facing Death, a documentary shown on PBS was shown. This documentary raises some important questions about the medical interventions that are available to

us. It demonstrates the difficulty that families face in regards to making decisions about end of life care. Discussion followed the video and family members shared some of their experiences.

Handouts were provided to family members. These included a booklet entitled, "Advanced Care Planning" which is provided by Compassion and Support, a group sponsored by Blue Cross and Blue Shield. A copy of "Hard Choices for Loving People" by Hank Dunn was also provided for each attendee.

Respectfully submitted,

Michele Blair
Sr. Social Worker Asst.