

PICOLO minutes

Partners In Caring for Our Loved Ones
(Formerly known as Family Council)

May 17, 2011

See attached for list of family members who attended.

Staff in attendance include: Margaret Haroff, Administrator; Cathie Chabrier, Assistant Administrator; Cheryl Acome, Director of Nursing; Michele Blair, Sr. Social Worker Asst; Lisa Warner, Social Worker Asst; Michele Savory, Social Work intern.

Michele opened the meeting and thanked the family members for coming. She introduced staff members that are new to the Social Work Department. Lisa Warner is the new social worker for Garden Valley. Michele Savory is a student intern who will be helping out on Canal Side and Garden Valley.

Michele explained about the changes with the careplan process. Meetings with families will be scheduled on a twelve month basis rather than a six month basis. Staff members will be meeting every three months. This will better enable staff members to take an interdisciplinary approach to addressing a resident's need. Family members present were receptive to this change.

One family member expressed concern over missing clothing. Other members agreed with her and have experienced the same problem. Clothes "disappear" and then "show up" a couple of weeks later. Members were encouraged to report missing items to the social workers and were assured that they can be reimbursed for missing clothes.

A family member asked when statements are mailed for the resident personal accounts. Mrs. Haroff explained that they are mailed on a quarterly basis and the last one should have been mailed at the end of March. The family member stated she did not receive one. Mrs. Haroff agreed to address this issue with the business office.

Cathie and Mrs. Haroff explained about the Abaqis software which staff is using to prepare the facility for Department of Health surveys. The DOH will be conducting resident and family interviews. The new survey process places more emphasis on resident's concerns and opinions. Sample questions were distributed to family members.

Cheryl announced that there are several RN's that were recently hired. With these newly hired individuals, all RN positions will be filled.

Cathie demonstrated the video conferencing equipment that will be used for tele-medicine purposes. Equipment will be set up in a medical exam room in the rehab area. Residents (with a staff member present) will be able to be examined by and talk with medical specialists. This will avoid long van rides to doctor appointments.

Cathie also announced that desk top computers will soon be set up on Canal Side and the Activities room on which residents will have access to the internet.

One family member asked about how state budget cuts have affected the Nursing Home. Mrs. Haroff explained that the exact impact isn't known yet, but the Nursing Home is expecting a significant reduction in reimbursement monies. The Nursing Home has already taken steps to improve the home's financial situation. One example given was becoming more cost efficient with our purchasing processes. Having RN positions filled will also help. This will reduce overtime costs paid to other RN's and reduce the need to hire expensive agency nurses.

There were no other concerns expressed. Michele thanked the family members for their support of the facility and closed the meeting.

Respectfully submitted,
Michele Blair
5/18/11