

### **Call to order**

- Citizens Care Board Vice-Chair Carol Lienhard called the meeting to order at 10:12 am.

### **Board Members present**

- Wendall Baxter, Heather Cantos (for Jacob Bennett), Shobita DuBois, Carol Lienhard, Rodney Swam, Cathy Vincenti, and Kim Zavrotny. John Correr, Jr., Patricia Scott-Badeker, and Andrew Young were absent.
- It was determined that a quorum was present.

### **Staff present**

- Ed Walter - Administrator, Cassie Evering – Director of Nursing, Keith Streett - Business Operations.

### **Approval of Minutes**

- The minutes of the August meeting were tabled until the next meeting.

### **Nursing Report – Cassie Evering**

- Infection Control: currently in Covid outbreak status for. Several residents and staff (no direct care staff) have tested positive.
  - Outbreak seems related to current community outbreak.
  - Currently there are no mitigation strategies in the community to protect vulnerable residents.
  - One unit is affected, staff is testing, cleaning, etc. to mitigate spread.
  - Received recent memo from the MD Health Department regarding CDC/vaccine guidelines. CDC website was last updated in August – anticipating changes soon.
- Vaccine Clinics: September 30<sup>th</sup>, and October 9<sup>th</sup>. 10am-2pm.
- Staffing:
  - The Harford Community College job fair resulted in hiring 2 part-time Nursing assistants.
  - Continuing to look at staffing for the new wing.
  - Change in psychiatric care from private provider to Counterpoint to combine care with the current psychologist and receive 24/7 access to care.

### **Administrator's Report – Ed Walter**

- Census:
  - The average daily census for August was 104.
  - There were 12 admissions, 11 discharges, and 4 deaths.
- Insurance:
  - US Family Health Plan application accepted and being processed.

- Outreach/Marketing:
  - Continued marketing efforts at hospitals, assisted living facilities, and senior centers.
  - Weekly ads approved in 5 local churches.
  - Attended Lifespan conference where Theresa Gebhardt received her award. The Live Together/Clean Health Environment presentation also highlighted Citizens Care.
  - Plan to attend October 9<sup>th</sup> Upper Chesapeake Hospital Resource Fair.
- Human Resources:
  - There were 7 new hires (1 RN, 1 GNA, 1 Supply, 1 Maintenance, 1 Dietary, 2 Security) and 0 departures.
  - Facility turnover rate: 0%.
- Losses/Concerns:
  - 3 incidents/concerns: 1 memory care resident to resident abuse, 1 allegation of rough handling by a staff member, 1 possible abuse case with another resident. All incidents were investigated (with police where required) and will be up for review by OHCQ. Last two incidents were found to be unfounded.
  - 3 losses: 2 resolved and 1 pending discussion with family to see if the item was taken home.

### **Financial Report – Keith Streett**

- Occupancy Rate: 75.9%.
- Payer Mix: 6.7% Private, 84.3% Medicaid, 9% Medicare/Managed Care.
- Net Loss for the month.
- Budget vs. actual variances: revenue under budget due to census and payer mix, staffing under budget due to decreased agency use and less hiring with lower census, administration over budget due to continued use of contractor for billing, along with a bill in August for the annual audit. Total expenses were held below budget.

### **Old Business**

- Refresh Update:
  - Riverwalk Open House was held on September 9<sup>th</sup> and attended by referral sources and community members. There was interest from many in hosting community events.
  - Obtaining quotes for work on Harborview upgrades. County is preparing a materials list for consistency with Riverwalk.
- Alzheimer's Association Walk is on October 4<sup>th</sup>.
- Elevator concerns: all three elevators need extensive work. Obtaining quotes for replacement.
  - There was discussion on capital project priorities – the Board would like to see a list in order of priority and which projects are cosmetic vs. health and safety priorities.
  - Ms. DuBois suggested reaching out to Patrick Dickerson, Grant Coordinator for Housing and Community Services. Mr. Swam suggested looking for matching grants.



- GNA Program renewal is still pending with no actual reply from MBON.

## **New Business**

- Trade Name:
  - There was discussion on renewing the trade name as “Citizens Care and Rehabilitation Center” or “Citizens Care Center”. Both have been used at different times in the past.
  - Shobita DuBois motioned to renew the existing trade name of Citizens Care and Rehabilitation Center, and to obtain the new trade name of Citizens Care Center from SDAT.
  - Wendall Baxter seconded the motion.
  - A vote occurred and was unanimous in favor of the motion.
- Board Chair
  - Ms. Patricia Scott-Badeker has submitted her resignation from the Board to focus on her health.
  - There was discussion about various ways to honor her service.
  - Ms. Zavrotny motioned to approve Carol Lienhard as Chair of the Citizens Nursing Home Board.
    - Ms. Vincenti seconded the motion.
    - A vote occurred and was unanimous in favor of the motion, except for Mr. Baxter who was out of the room.
  - Ms. Zavrotny motioned to approve Cathy Vincenti as Vice Chair.
    - Ms. DuBois seconded the motion.
    - A vote occurred and was unanimous in favor of the motion, except for Mr. Baxter who was out of the room.
- Board Membership
  - Mr. Correrri has not submitted his resignation. The Board will need to reach out to the County Executive’s office. Ms. DuBois will speak to the Chief of Staff.
  - The Board now needs 2 new members and would prefer someone with financial and fundraising experience. Mr. Streett would prefer someone with financial planning and investment experience.
  - Ms. Lienhard would like official badges for the Board members.
  - Board member renewal applications are still pending. They were originally requested on July 29<sup>th</sup>. All members have submitted their application as of last month’s meeting.

## **Adjournment**

- Board Chair Carol Lienhard adjourned the meeting at 12:29 pm.

**Minutes Compiled and Submitted by Heather Cantos, proxy to Jacob Bennett, Board Secretary.**

