

### **Call to order**

- Citizens Care Board Chair Carol Lienhard called the meeting to order at 10:04am.

### **Board Members present**

- Wendall Baxter, Heather Cantos (for Jacob Bennett), Shobita DuBois, Carol Lienhard, Rodney Swam, Cathy Vincenti, and Kim Zavrotny. Andrew Young was 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 September 25<sup>th</sup> meeting were approved.

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

- Infection Control:
  - Covid outbreak ended.
- Vaccine Clinics: 3 clinics complete through Giant pharmacies. Staff will manage vaccines through flu season and will have Giant return for a second round of Covid vaccines.
  - Working with the Maryland Health Department to revise in-house policies regarding staff vaccine and return to work policies to meet current requirements. The facility can require more than the state and federal government but not less.
- Staffing:
  - 1 former student is still waiting to take their test in December. The rest have gone on to become full GNAs.
  - Harford Community College students are in the facility completing training.

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

- Census:
  - The average daily census for September was 112.
  - There were 18 admissions, 13 discharges, and 0 deaths.
- Insurance:
  - US Family Health Plan/Johns Hopkins Healthcare application is still being processed.

- Outreach/Marketing:
  - Increased visits to local hospitals with special attention focused on individual Case Managers. Participated in Case Management Week at Upper Chesapeake Medical Center.
  - Expanded Assisted Living visits.
  - Participated in Havre de Grace, local Chamber of Commerce, and GAIN events.
- Human Resources:
  - There were 3 new hires (1 RN, 1 GNA, 1 Dietary Aide) and 5 departures.
  - Facility turnover rate: 2.05%.
- Losses/Concerns:
  - 2 incidents/concern: investigations concluded that there was no intentional harm and protective measures were put in place (Geri-sleeves ordered and bed rails padded). Education provided.
  - 1 loss: resolved.

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

- Occupancy Rate: 68.2%. (Lower than usual due to mid-August opening of Riverwalk).
- Payer Mix: 6.9% Private, 82.2% Medicaid, 10.9% Medicare/Managed Care.
- Net Loss for the month.
- Budget variances: revenue under budget due to census and payer mix, administration over budget due to continued use of contractor for billing/collections, and annual sick leave buy back from dietary department. Nursing agency hours continue to decrease.

### **Old Business**

- Elevator concerns: all three elevators need extensive work.
  - Met with Delaware Elevator and the county to plan modernization of elevators.
  - Bay Lane elevator estimated at \$299,000.
    - County to contribute portion of cost repairs and modernization.
    - 6-month project: 10-12 weeks to secure custom equipment due to age and 10-12 weeks for installation.
    - Pricing a stair chair for options in case of evacuation.
  - The County Executive intends to contribute in the next budget cycle toward the Admin and Harborview elevators.
- Capital Projects: Meeting with directors to prioritize list.
- Trade Name: Issues with the website, will work with Ms. DuBois on completing the applications.
- Board Membership
  - Still searching for 2 new members.
  - Board member terms are being worked out between the County Executive's office and the County Council Attorney.

## **New Business**

- Personnel issue
  - The Board was given more information on the agreement with CounterPoint Health Services including a letter that was distributed from Mr. Walter to residents and family members.
  - A personnel issue regarding the switch was discussed including a letter from a previous contractor to the board.
  - Citizens Care is working with an attorney regarding patient care and has filed a complaint with the Maryland Board of Physicians.
  - The Board is satisfied that Citizens Care has given notice to all parties and taken action as needed.

## **Adjournment**

- Board Chair Carol Lienhard adjourned the meeting at 11:54 am.

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