

Call to order

- Citizens Care Board Vice-Chair Carol Lienhard called the meeting to order at 10:02 am.

Board Members present

- Wendall Baxter, Heather Cantos (for Jacob Bennett), Shobita DuBois, Carol Lienhard, Rodney Swam, Cathy Vincenti, and Kim Zavrotny. John Corri, 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 from the June and July meetings were approved.

Nursing Report – Cassie Evering

- Infection Control: 2 positive Covid cases-staff, 1 resident. Resident is in their last day of isolation.
- Vaccine Clinics: September 23rd, September 30th, and October 9th. 10am-2pm.
- Staffing:
 - With the new unit opening, staff will be split for now and more will be added as new residents are brought in.
 - Attended the Harford Community College job fair on September 5th.
- CNA/GNA Courses:
 - 7 students passed both exams, 1 was rescheduled, 2 are still pending.

Administrator's Report – Ed Walter

- Census:
 - The average daily census for July was 115.
 - August is expected to be lower due to an increase in discharges and deaths of long-term care patients. It is also historically low for referrals.
 - There were 15 admissions, 21 discharges, and 2 deaths.
- Insurance:
 - Application completed and submitted to Highmark Healthy Options.
 - US Family Health Plan application still pending with no response.
- Outreach/Marketing:
 - New testimonial boards ordered and put up throughout the facility.
 - Updated sign ordered and will be placed on the front of the building.

- New marketing banner ordered and in use.
- Hospital visits continue on a regular basis.
- Participation and sponsorship of the local Alzheimer's Walk.
 - Hosting a spaghetti luncheon fundraiser on September 19th.
- Human Resources:
 - There were 3 new hires (1 RN and 2 GNA) and 2 departures.
 - Facility turnover rate: 1.07%.
- Losses/Concerns:
 - 6 incidents/concerns:
 - All revolved around skin tears or bruises that were investigated thoroughly to identify cause or correlation. No intentional harm noted for any. Education provided to staff if warranted.
 - 10 losses:
 - 9 resolved by finding or replacing the item.
 - 1 pending an eye exam for new glasses.
 - Added Janet to the team to increase education around lost items.

Financial Report – Keith Streett

- Occupancy Rate: 80.9%.
- Payer Mix: 8% Private, 80% Medicaid, 12% Medicare/Managed Care.
- Net Gain for July.
- Budget vs. actual variances: revenue under budget due to census and payer mix, staffing over budget due to increased agency use to cover vacations, therapy over budget due to an increase in Med. B days, administration over budget due to contractor use for billing.
- Overall the staff did a good job controlling expenses with a lower census, resulting in a net gain, although lower than budgeted.

Old Business

- Riverwalk Refresh Update:
 - Residents moved in on August 25th.
 - Open house September 9th 2:30-4:30pm. Referral sources have been invited.
- GNA program renewal: still no response, reminders sent weekly.
- Ms. DuBois reiterated that the County Executive would like to see sponsorships and/or fundraising implemented.
- Board member applications have all been submitted for renewal either online or directly to the County Executive's office.



New Business

- Theresa Gebhardt was awarded the Lifespan + Ceca Foundation Hero Award for her work at Citizens Care.
- Courtyard improvements are extremely noticeable and will allow for more outdoor programs.
- Ongoing elevator issues with the Admin/Lobby and Bay Lane elevators:
 - August 4th elevator maintenance was conducted.
 - August 5th one elevator went down, days later the other.
 - No elevator access to the 2nd floor for 24 hours.
 - Self-Report was made to OHCQ, and EMS was informed that they would need a chair stretcher if any calls were received.
 - Meals were delivered by staff human chain up the stairs.
 - Limited access was restored after 24 hours
 - Currently only one elevator is operational.
 - Working with Harford County Capital Projects to find a more permanent solution.

Adjournment

- Board Vice-Chair Carol Lienhard adjourned the meeting at 11:02 am.

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

