

**GRAND TRAVERSE COUNTY  
DEPARTMENT OF HEALTH AND HUMAN SERVICES BOARD**

**REGULAR MEETING  
September 28, 2023**

**Open to the public  
9:00 AM Garfield Township Hall – Upstairs Main Hall  
3848 Veterans Dr, Traverse City, MI 49684**

Persons with disabilities which the foregoing opportunities for participation will not address should contact Darcey Gratton at (231) 932-3010 or [dgratton@gtpavilions.org](mailto:dgratton@gtpavilions.org) with questions or concerns.

**AGENDA**

**1. CALL TO ORDER** – 9:00 a.m. Garfield Township Hall – Cecil McNally, Chair, Grand Traverse County Department of Health and Human Services Board

**2. ROLL CALL** the member must announce his or her physical location by stating the county, city, township, or village and state from which he or she is attending the meeting remotely.

**3. FIRST PUBLIC COMMENT**

Any person shall be permitted to address a meeting of the Grand Traverse County Department of Health and Human Services Board which is required to be open to the public under the provisions of the Michigan Open Meetings Act, as amended. (MCLA 15.261, et seq.) Public comment shall be carried out in accordance with the following Board Rules and Procedures:

1. Any person wishing to address the Board shall state his or her name and address.
2. Persons may address the Board on matters which are relevant to Grand Traverse Pavilions issues.
3. No person shall be allowed to speak more than once on the same matter, excluding time needed to answer Board Members questions. The Chairperson shall control the amount of time each person shall be allowed to speak, which shall not exceed three (3) minutes.
  - a) Chairperson may, at his or her discretion, extend the amount of time any person is allowed to speak.
  - b) Whenever a group wishes to address the Board, the Chairperson may require that the group designate a spokesperson; the Chairperson shall control the amount of time the spokesperson shall be allowed to speak, which shall not exceed fifteen (15) minutes.

The Board shall not comment or respond to a person who is addressing the Board. Silence or non-response from the Board should not be interpreted as disinterest or disagreement by the Board.

Please be respectful and refrain from personal or political attacks.

**4. COUNTY LIAISON REPORT**

**5. APPROVAL OF AGENDA**

**6. CONSENT CALENDAR**

The purpose of the consent calendar is to expedite business by grouping items to be dealt with by one Board motion without discussion. Any member of the Board, or staff may ask that any item on the consent calendar be removed and placed elsewhere on the agenda for discussion. Such requests will be automatically respected.

If any item is not removed from the consent calendar, the item on the agenda is approved by a single Board action adopting the consent calendar.

A. Review and File	<u>HANDOUT#</u>
(1) Minutes of the 8/31/23 Board Meeting	1
(2) Minutes of the 9/18/23 Board Meeting	Handout
(3) Minutes of the 9/19/23 Special Board Meeting	2
(4) Closed Minutes of the 9/19/23 Special Board Meeting	Handout
(5) Resident Council Minutes	3

**7. ITEMS REMOVED FROM CONSENT CALENDAR**

**8. CHAIRMAN REPORT – Cecil McNally** Verbal

**9. GRAND TRAVERSE MEDICAL CARE**

A. General Information	
(1) Strategic Planning Update	Verbal
(2) Census	Verbal
(3) Satisfaction Survey Questions	4

B. Chief Executive Officer Board Report – Rose Coleman 5

C. Business 6

(1) Financials

(2)

D. General Discussion

(1)

**G.T.P. Announcements**

- |   |   |
|---|---|
| (1) Next Board Meeting October 12, 2023 |   |
| (2) August Service Excellence Award     | 7 |

**10. SECOND PUBLIC COMMENT**

Refer to Rules under First Public Comment above.

**11. CLOSED SESSION**

- (1) Closed session pursuant to section 8(e) of the Open Meetings Act, to consult with our attorney regarding trial or settlement strategy in connection with pending litigation, Mary John Williams v Grand Traverse Pavilions and the Grand Traverse County Health and Human Services Board.

**12. ADJOURNMENT**

**DRAFT**  
**GRAND TRAVERSE COUNTY**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES BOARD**  
1000 Pavilions Circle, Traverse City, MI 49684

**MINUTES OF THE AUGUST 31, 2023 MEETING**

**PRESENT:** Cecil McNally, Gordie LaPointe, Mary Marois Board  
Rose Coleman, Lindsey Dood, Diane Mallory, Elissa Riffle Staff  
Penny Morris Commission

**ABESENT:**

**GUESTS:** Robert Long, Plante Moran

The regular meeting of the Grand Traverse County Department of Health and Human Services Board was called to order at 9:00 am by Board Chair Cecil McNally at the Garfield Township Hall.

**First Public Comment** – none

**County Liaison Report** – Morris shared discussions of the most recent county board of commissioner meetings.

**Approval of Agenda** – Board Chair McNally requested to add Resolution 2023-2 Cottage Room Rates under C. Business (5). Motion was made by Marois to approve the Agenda with presented changes, seconded by LaPointe and carried unanimously.

The purpose of the **Consent Calendar** is to expedite business by grouping items to be dealt with by one Board motion without discussion. Any member of the Board or staff may ask that any item on the **Consent Calendar** be removed and placed elsewhere on the agenda for discussion. Such requests will be automatically respected.

**REVIEW AND FILE**

- (1) Minutes of the 07/27/23 Board Meeting
- (2) Closed Minutes of the 07/27/23 Board Meeting
- (3) Minutes of the 08/10/23 Board Meeting
- (4) Resident Council Minutes

Motion was made by LaPointe to approve the Consent Calendar as presented. Motion seconded by Marois and carried unanimously.

**Items Removed From Consent Calendar** – none

**Chairman Report** – McNally spoke about plans for strategic planning and stated that he Coleman, Dood and Long have spent hours creating a new plan to bring in more revenue.

**Strategic Planning Recommendation** – Long stated that the Pavilions have been making progress. Long stated that the state will start paying the difference in October. Long stated that he believes the impact of Covid is behind us. Long states that he, McNally, Dood and Coleman have been identifying operating changes we can and need to make. Long said that there is a planned delivery date set in September. Long stated they have increased SNF private pay rate

to \$410.00 a day and this rate has already been approved. Long stated that they would like to make a proposal to increase cottage rates. Long said that Willow would increase to \$7,500 a month making it a 52% increase. Hawthorn and Evergreen rate would go up 13% and 22%. Long said that if approved today the change would start November 1<sup>st</sup>, 2023. Long discussed the IRS audit and stated that we won't know when and if we will receive these funds and that we should not count on that as part of our cash flow fix. Marois expressed that she would like to postpone the Willow increase until January 1<sup>st</sup>, 2024. The Board made a motion later in the meeting under Business.

**Satisfaction Survey** – Coleman reviewed the results of the satisfaction survey and stated that anything in red should be addressed. Coleman stated staff will focus on improvement plans of the resident's survey answers. Marois requested for Coleman to print the survey questions to share at the September meeting.

**Census** – Coleman reviewed the census and stated that our increase is mainly from Rehab admissions and not so much for long-term care.

**Complaint Survey** – Coleman reviewed the results of the complaint survey provided. No citations were received.

**Chief Executive Officer Report** – Coleman reviewed her monthly report for July and answered board members' questions. Coleman stated two grants were received and will let the board know what they will be used on. LaPointe requested to be informed on updates of new program through Point Click Care.

**Financial Report** – Dood presented the financial operations and social accountability reports for July 2023 and answered board member's questions. Marois requests more in depth financial reports and would like a balance sheet added to the report that clearly states how much of a deficit the Pavilions is in. Motion made by Marois to accept the financial operations report as presented. Motion seconded by LaPointe and carried unanimously.

**Travel Reimbursement Policy** – Coleman reviewed the proposed change to the Travel Reimbursement Policy. Marois requested to wait for approval until she receives a new budget plan. Lapointe would like to hear the county's costs to compare.

**Corporate Compliance Officer** – Coleman reviewed the need to appoint a new Corporate Compliance Officer who reports directly to the DHHS Board. Motion made by Marois to appoint Jamie Wilson as Corporate Compliance as presented, seconded by LaPointe and carried unanimously.

**Agreement with the Grand Traverse County** – McNally presented the agreement with the Grand Traverse County and answered board members' questions. Motion made by Marois to accept the agreement with the Grand Traverse County as presented. Motion seconded by McNally and LaPointe did not approve. Roll call vote to follow, McNally voted yes, LaPointe voted no, Marois voted yes.

**Resolution 2023-2 Cottage Rates** – The Board further discussed the proposed changes to increase rates at the Cottages. Motion was made by Marois to approve proposed Rate Changes - Resolution 2023-2 for Evergreen and Hawthorn to start November 1<sup>st</sup>, 2023 but would like to start the Willow increase January 1<sup>st</sup>, 2024. Motion seconded by LaPointe and carried unanimously.

**Grand Traverse Pavilions Announcements**

- (1) Next Board Meeting September 8, 2023
- (2) July Service Excellence Award

**Second Public Comment**

Harold Lassers  
Claudia Bruce

Meeting adjourned at 11:28 am

Signatures:

\_\_\_\_\_  
Cecil McNally – Chair  
Grand Traverse County Department of Health and Human Services Board

\_\_\_\_\_  
Rose Coleman, Assistant-Secretary

Date: \_\_\_\_\_ Approved  
          \_\_\_\_\_ Corrected and Approved

DRAFT  
GRAND TRAVERSE COUNTY  
DEPARTMENT OF HEALTH AND HUMAN SERVICES BOARD  
1000 Pavilions Circle, Traverse City, MI 49684

MINUTES OF THE SEPTEMBER 19, 2023  
SPECIAL BOARD MEETING

**PRESENT:** Cecil McNally, Gordie LaPointe, Mary Marois Board  
Rose Coleman, Lindsey Dood Staff

**ABSENT:**

**GUESTS:** Jeffrey Segal of Warner Norcross + Judd (virtual)  
Deb Jackson, GTP Foundation Board President  
Haider Kazim, GTP Foundation Board Vice President

The special board meeting of the Grand Traverse County Department of Health and Human Services Board was called to order at 9:08 am by Board Chair Cecil McNally in the Board room at Grand Traverse Pavilions.

Roll Call - McNally - yes, LaPointe – yes, Marois – yes

**First Public Comment** - none

Motion was made by Marois seconded by LaPointe to go into Closed Session at 9:08 am for the purpose of Closed session pursuant to section 8(e) of the Open Meetings Act, to consult with our attorney regarding trial or settlement strategy in connection with pending litigation, DHHS and the Grand Traverse Pavilions Foundation Board v PACE North.

Roll Call - McNally - yes, LaPointe – yes, Marois – yes

Motion was made by Marois to come out of Closed Session at 10:25 am, seconded by LaPointe. Motion carried.

Roll Call - McNally - yes, LaPointe – yes, Marois – yes

Motion was made by Marois to accept recommendations from attorney regarding trial or settlement for PACE North versus Department of Health and Human Services Board, seconded by LaPointe and carried unanimously.

Meeting adjourned at 10:25 am

Signatures:

\_\_\_\_\_  
Cecil McNally – Chair  
Grand Traverse County Department of Health and Human Services Board

Date: September 28, 2023 Approved  
\_\_\_\_\_ Corrected and Approved

**BIRCH RESIDENT COUNCIL MEETING**  
**August 23, 2023**

The Birch August 2023 meeting of the Grand Traverse Pavilions Resident Council was called to order at 3:00pm in the Birch Activity Room by Kari Belanger, CTRS.

All residents were welcomed.

The residents waived their right to a closed meeting.

The Lord's Prayer and the Pledge of Allegiance were recited.

**8 Members present were introduced:**

Residents are marked X throughout the minutes.

**Staff members were introduced:**

Kari Belanger, CTRS, Life Enrichment

The July 2023 minutes were distributed to all in attendance on 08/22/2023, per prior resident suggestion and request; the minutes were also offered to everyone in attendance at the meeting held this day.

**Old Business:**

Kari provided the following follow-up:

On Tuesday August 15 per a Cherry resident suggestion, an activity of enjoying grilled sweet corn on the cob took place. X said, "local sweet corn is the best."

**New Business:**

Kari made the following announcements:

- The Summer Concert on the Lawn that was cancelled on Thursday August 3, Rebooted featuring Judy Harrison, is rescheduled for Thursday September 14.

Special Event Activities for September

- Friday September 1: Bingo Store – 10:30am-12:00pm – Multi-Purpose Room
- Wednesday September 6: Piano Music Performance by John Denner – 11:00am – Multi-Purpose Room
- Thursday September 7: Music & Fun with GTP Kids – 10:30am – Multi-Purpose Room
- Sunday September 10: American Legion Riders – 2:00pm – Cherry Tent
- Wednesday September 13: Church Services with Pastor Kent Anderson of West Bay Covenant Church – 11:00am – Multi-Purpose Room
- Thursday September 14 – Donuts & Cartoons with GTP Kids – 10:30am – Multi-Purpose Room

Outings to sign-up for:

Friday September 8: Lunch at Culvers (*resident suggested, X, in March 2023*); Board bus at 10:30am, return approximately 2:00pm

Tuesday September 12: Shopping at Walmart (*resident suggested, X, in June 2023*); Board bus at 9:30am, return approximately 3:00pm

Friday September 15: Leelanau Sands Casino (*resident suggested, X, in April 2023*); Board bus at 9:30am, return approximately 12:30pm

Tuesday September 26: Shopping at Dollar Tree (*resident suggested, X, in May 2023*); Board bus at 2:00pm, return approximately 4:00pm

*Residents present at the meeting signed up for the outing of their choosing as well as an alternate outing if they desired.*

**Resident Group Interview Questions:**

Kari discussed with the attending residents that are 12 resident rights that are reviewed during the group interview with the State Surveyors during our annual survey, and today we will be reviewing Costs.

**Costs:**

- Are you, or your representative, informed by the facility about which items and services are available and related changes?  
Residents present at the meeting said “yes.” One resident asked to have Traci (ADON) come and see her about the cost of medications. One resident said, “Our beauty shop is very reasonable, and she does a good job.”
- If there was any change in these items that you must pay for, were you or your representative informed?  
No comments brought forward by residents present.

**1. Discussion regarding food temperature and receiving HS snacks.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- I don't like the oatmeal. It doesn't need to be cooked in milk. It is tough and not tender soft.
- I would like to have the popcorn in the black bag for an evening snack. I ask for it but told we don't have it. If we aren't going to buy it anymore, just tell me and I won't ask for it.
- The clam chowder soup was so thin. It didn't taste like it at all.
- The glazed ham with macaroni & cheese was the worst meal I've ever had.
- The cobbler on the menu is not cobbler – it is pie. If cobbler is going to be on the menu, make sure that it is cobbler.



- All residents present agreed with X statement about the cobbler.

X:

- The food has been wonderful, but I agree with X about the oatmeal, it is not good. That's why I get my own oats and soak them overnight.
- The fish on the menu is wonderful.

X:

- The food is great. I love the coffee here and I'm a coffee snob.
- The cream of spinach soup is wonderful, I could eat it all the time.
- I would like to see biscuits and gravy more often.

X:

- I like the oatmeal the way that it is.

X:

- Could I get a copy of the always available menu?
  - Kari said that she would provide this in the Pavilions Post that will come out on 08/25/2023 for all residents as we have many new faces throughout the building. X thanked Kari for doing this for everyone.

X:

- I'm a really picky eater and I don't like the food here. I only order and eat burgers and chicken tenders. It would be nice to have the little microwave pizzas again.

## **2. Discussion regarding the cleanliness of the facility and laundry being returned promptly.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- I've asked a couple of times to have my carpet deep cleaned and scrubbed, especially by my bed, but it hasn't happened yet. If they can do it in the afternoon after 1:30-2:00pm, that would be great as I sleep in later in the morning.
  - Kari will submit a Maintenance Request and a follow-up email to the ES department to have this request of X taken care of.

X:

- Can have my windows washed on the inside? All of the windows should be washed on the inside a couple of times a year.
  - Kari will submit a Maintenance Request and a follow-up email to the ES department on X behalf.

## **3. Discussion regarding room temperature.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- I am freezing cold all the time.
  - Kari to send a request to have the temperature checked in X room.

X:

- It doesn't really matter. I am freezing and hot, sometimes at night and sometimes throughout the day.

X:  
- My room feels good to me.

X:  
- I am good and comfortable.

#### **4. Discussion regarding nursing care.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:  
- For the most part, they are okay. Some are a little more curt than others in the way that they talk.

X:  
- They are really good.

#### **5. Discussion regarding call lights being answered in a timely manner.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X and X both said in agreement, "It depends who is on and the time of day."

- o Kari has shared this information with Traci to follow up on.

#### **6. Discussion regarding receiving showers as needed/as requested.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

All residents nodded their heads "yes" when asked about receiving showers as needed or requested. No additional comments or feedback was given.

#### **7. Discussion regarding the nighttime noise level on Birch Pavilion.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:  
- I need to talk with Traci and Sarah about someone that likes to sit outside my door and is yelling or moaning all throughout the day and night.  
o Kari has asked Traci & Sarah to follow up with X privately on this concern.

X:  
- It varies from night to night.

X:  
- They do their best. Staff do get talking louder at times, but they do their best.

X:  
- I just take my hearing aids out and I don't hear a thing.

X:  
- It's fine; every once in a while it gets a little loud at night but it's okay.

#### **The floor was opened for additional comments:**

X:  
- I saw in the newsletter the activity Name That Tune – I would like to go to that some time, it sounds like fun.

- Kari will plan on this activity taking place in the Birch Activity Room.
- The Fall Color Drive and Christmas Light Drive was nice, will we do this again?
  - Kari told everyone present that we will be watching the weather forecasts for the leaves changing and will plan drives around this. Kari also said that Christmas Light Drives will take place in December, in the evening hours, before Christmas. X thanked Kari for this information and said, "I'm looking forward to going again."

X:

- Over the past few days, the service for our TV's has been bad. I know we have DirecTV here and it's bad. I am rescanning my TV channels almost daily and I shouldn't have to do that. I know the weather has been messing it up, but this is bad. We should be able to watch TV without any issues but we can't. Can something be done?
  - Kari told everyone that she would contact the Information Systems department and ask them to look into X concerns and to provide feedback or follow up.
- I like how today's meeting was in the afternoon. Can we have the meeting in the afternoon in the future?
  - X said, "I agree, I like the afternoon time. I usually don't get up and moving until 10:30-11:00am." X said, "I agree with X, I'm the same way." X said, "I can go either way. I like to nap in the afternoon, but I'll just have to make my nap shorter."

Kari asked all residents present if they would like to continue to have their Birch Resident Council meeting in the morning at 10:30am on the day scheduled or move the meeting time to 3:00pm on the day scheduled. All residents present either said, "move the meeting to 3:00pm" or nodded their heads in agreement with other residents as the statement was made. Will move the time of the September and future Birch Resident Council meetings to begin at 3:00pm.

The next Birch Resident Council meeting will be held on Wednesday September 27 at the new time of 3:00pm in the Birch Activity Room. Kari asked for a volunteer to read over and sign the August 2023 minutes, and no one volunteered or said they would like to do this. The Birch Resident Council Meeting was adjourned at 4:10pm by X, seconded by X.

Respectfully Submitted,

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Kari Belanger, CTRS  
Recreational Therapist

## **CHERRY RESIDENT COUNCIL MEETING August 24, 2023**

The Cherry August 2023 meeting of the Grand Traverse Pavilions Resident Council was called to order at 10:30am in the Cherry Activity Room by Kari Belanger, CTRS.

All residents were welcomed.

The residents waived their right to a closed meeting.

The Lord's Prayer and the Pledge of Allegiance were recited.

### **8 Members present were introduced:**

Residents marked as X throughout the minutes.

### **Staff members were introduced:**

Kari Belanger, CTRS, Life Enrichment

Marta Pratt, RN, ADON – Cherry Pavilion

Emily Tyrrell, LLBSW – Cherry Pavilion Social Work

The July 2022 minutes were distributed to all in attendance on 08/22/2023, per prior resident suggestion and request; the minutes were also offered to everyone in attendance at the meeting held this day. X made a motion to accept the July 2023 minutes as written; X seconded the motion.

### **Old Business:**

Kari provided the following follow-up:

On Tuesday August 15 per X suggestion at the June meeting, an activity of enjoying grilled sweet corn on the cob took place. X said, "it was wonderful!"

### **New Business:**

Kari made the following announcements:

- The Summer Concert on the Lawn that was cancelled on Thursday August 3, Rebooted featuring Judy Harrison, is rescheduled for Thursday September 14.

### Special Event Activities for September

- Friday September 1: Bingo Store – 10:30am-12:00pm – Multi-Purpose Room
- Wednesday September 6: Piano Music Performance by John Denner – 11:00am – Multi-Purpose Room
- Thursday September 7: Music & Fun with GTP Kids – 10:30am – Multi-Purpose Room
- Sunday September 10: American Legion Riders – 2:00pm – Cherry Tent
- Wednesday September 13: Church Services with Pastor Kent Anderson of West Bay Covenant Church – 11:00am – Multi-Purpose Room
- Thursday September 14 – Donuts & Cartoons with GTP Kids – 10:30am – Multi-Purpose Room

Outings to sign-up for:

Friday September 8: Lunch at Culvers (*resident suggested, X, in March 2023*); Board bus at 10:30am, return approximately 2:00pm

Tuesday September 12: Shopping at Walmart (*resident suggested, X, in June 2023*); Board bus at 9:30am, return approximately 3:00pm

Friday September 15: Leelanau Sands Casino (*resident suggested, X, in April 2023*); Board bus at 9:30am, return approximately 12:30pm

Tuesday September 26: Shopping at Dollar Tree (*resident suggested, X, in May 2023*); Board bus at 2:00pm, return approximately 4:00pm

*Residents present at the meeting signed up for the outing of their choosing as well as an alternate outing if they desired.*

**Resident Group Interview Questions:**

Kari discussed with the attending residents that are 12 resident rights that are reviewed during the group interview with the State Surveyors during our annual survey, and today we will be reviewing Costs.

**Costs:**

- Are you, or your representative, informed by the facility about which items and services are available and related changes?  
All residents present nodded their heads “yes.”
- If there was any change in these items that you must pay for, were you or your representative informed?  
No comments brought forward by residents present.

**1. Discussion regarding food temperature and receiving HS snacks.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- The temperature of my breakfast is usually poor. They are out of things most of the time, like out of sausage. I’m so disappointed as this is my primary meal that I eat all day.
- They are good about adding or offering sour cream.
- I do get a snack if I ask for it, but I usually don’t ask.

X:

- The temperature is fine. They forget things every day and they put things on the tray that I didn’t order.
- The soups are nothing but broth with very little vegetables. The soups are also tasteless; the only taste you get is when it is loaded with crackers.

X:

- The last three nights with dinner, it has been late. 6:35pm is when I have gotten it. We wait and wait and wait, for all of our meals.
- You never really get what you actually order.
- The soups are very watery, thin and there is nothing to them.
- I am never offered snacks, plus we don't have the assortment that we used to have.

X:

- You don't get, or I don't get what I have circled – I end up getting it all and I only want what I circled.
- Once every three weeks at night I get a snack.

X:

- I am not offered snacks at all.

## **2. Discussion regarding the cleanliness of the facility and laundry being returned promptly.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- My bed is made very promptly each day, and my room looks nice.

X:

- Sometimes the carts are in the way of my table where I paint, and sometimes the smell is overwhelming.
  - o Marta told X and all present that she would address this with the Cherry team during huddles.

X:

- I have to ask the staff to make my bed.

X:

- They are doing a good job with my laundry. But I don't like my pants and tops hung together on the same hanger. I know they do this for space, but it is hard for me to find the pants I want to wear when they are covered up with a shirt I don't want to wear.

## **3. Discussion regarding room temperature.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- I am cold in my room all the time. I go out into the hallway and it feels warmer than in my room. Can I have plastic put back on my window again?

X agreed with X and said, "me too" but did not say that she wanted plastic placed on her window.

#### **4. Discussion regarding nursing care.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- The men staff are more courteous than the women are in their manners. The men are happy, and the women are grouchy.

X:

- They are doing a good job. They are doing more than usual as a nurse.

X:

- Our regular CNAs are good.

#### **5. Discussion regarding call lights being answered in a timely manner.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

X:

- It's the same old story – the staff never look down my hallway and see me sitting out in the hallway. My neighbor has to come out of his room too looking for help.

X:

- Some residents I feel have more seniority and get help more often than me.

#### **6. Discussion regarding receiving showers as needed/as requested.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

All residents nodded their heads “yes” when asked about receiving showers as needed or requested. No additional comments or feedback was given.

#### **7. Discussion regarding the nighttime noise level on Cherry Pavilion.**

The floor was opened for residents to make comments, suggestions, concerns, and or ask questions:

No comments or feedback was given regarding the nighttime noise level on Cherry Pavilion other than “it is fine.”

X:

- The bright lights wake me up, but the noise does not. The staff leave the light on in the bathroom and it wakes me up.

#### **The floor was opened for additional comments:**

X:

- I would like to see Dominic Fortuna at the Concerts on the Lawn next year since he wasn't here this year.
  - o Kari said that she would share this with Marketing/Public Relations as that is who works on getting the entertainment lined up for the concert series.
- A shopping outing to Merchandise Outlet, especially on Fridays as they offer a 20% discount.
- Lunch at China Fair.

X:

- Lunch and Ice Cream at Dairy Queen.

X:

- At breakfast club, could we have the waffle bar again? Or try an omelet bar?

The next Cherry Resident Council meeting will be held on Thursday September 28, 2023, at 10:30am in the Cherry Activity Room. Kari asked for a volunteer to read over and sign the August 2023 minutes, and X said that she would do this. The Cherry Resident Council Meeting was adjourned at 11:35am by X seconded by X.

Respectfully Submitted,

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Kari Belanger, CTRS  
Recreational Therapist

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X, Cherry Pavilion Resident

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Marta Pratt, RN  
Cherry Pavilion Assistant Director of Nursing

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Emily Tyrrell, LLBSW  
Cherry Pavilion Social Work



**DOGWOOD RESIDENT COUNCIL MEETING**  
**August 30, 2023**

The Dogwood August 2023 meeting of the Grand Traverse Pavilions Resident Council was called to order at 10:51am in the Dogwood Sunroom by Cindi Pobuda.

All residents were welcomed.

The residents waived their right to a closed meeting.

The Lord's Prayer and the Pledge of Allegiance were recited.

**6 Members present were introduced:**

Residents marked as X throughout the minutes.

**Staff members were introduced:**

Cindi Pobuda, LBSW – Dogwood Pavilion Social Work

Linda Burton, CTRS, Life Enrichment

Naomi Rode, RN, ADON – Dogwood Pavilion

**Old Business:**

The July 2023 minutes were distributed to all in attendance and reviewed. X made a motion to accept the July 2023 minutes as written; X seconded the motion.

- X expressed at the July meeting that she needs the staff to introduce themselves by name when they enter her room, not just say, "It's me." X reported that staff introducing themselves has improved.

**New Business:**

Linda made the following announcements:

- The Summer Concert on the Lawn that was cancelled on Thursday August 3, Rebooted featuring Judy Harrison, is rescheduled for Thursday September 14.

Special Event Activities for September

- Friday September 1: Bingo Store – 10:30am-12:00pm – Multi-Purpose Room
- Wednesday September 6: Piano Music Performance by John Denner – 11:00am – Multi-Purpose Room
- Thursday September 7: Music & Fun with GTP Kids – 10:30am – Multi-Purpose Room
- Sunday September 10: American Legion Riders – 2:00pm – Cherry Tent
- Wednesday September 13: Church Services with Pastor Kent Anderson of West Bay Covenant Church – 11:00am – Multi-Purpose Room
- Thursday September 14 – Donuts & Cartoons with GTP Kids – 10:30am – Multi-Purpose Room

Outings to sign-up for:

Friday September 8: Lunch at Culvers (*resident suggested, X, in March 2023*); Board bus at 10:30am, return approximately 2:00pm

Tuesday September 12: Shopping at Walmart (*resident suggested, X, in June 2023*); Board bus at 9:30am, return approximately 3:00pm

Friday September 15: Leelanau Sands Casino (*resident suggested, X, in April 2023*); Board bus at 9:30am, return approximately 12:30pm

Tuesday September 26: Shopping at Dollar Tree (*resident suggested, X, in May 2023*); Board bus at 2:00pm, return approximately 4:00pm

*Residents present at the meeting signed up for the outing of their choosing as well as an alternate outing if they desired.*

**Residents were asked for ideas for future activities:**

- X suggested a pizza luncheon. X agreed and suggested Pizza Hut brought here. He likes Meat Lovers.
- X would like to have another taco luncheon.

**Resident Group Interview Questions:**

Cindi discussed with the attending residents that are 12 resident rights that are reviewed during the group interview with the State Surveyors during our annual survey, and today we will be reviewing Costs.

**Costs:**

- Are you, or your representative, informed by the facility about which items and services are available and related changes?
- X said, “No” then changed to “Yes” when Cindi noted that residents are provided with a list of the cost of the items used at the facility on admission. X stated, “I think so.”
- If there was any change in these items that you must pay for, were you or your representative informed?
- X said, “Yes.”
- Cindi stated that the facility sends out a letter when pricing changes occur.

**1. Discussion regarding food temperature and receiving HS snacks.**

The floor was opened for residents to respond regarding food temperature:

- X said, “Meals are good, except the turkey casserole was dry. We have been waiting too long. They should let us know if it is going to be late. Their timing is off.”
- X said, “Yes. The food is good.”
- X said, “Yes, until this week. It was dried out bad yesterday.”
- X said, “I would not go if I had to pay. The times vary. I’ve received two salads at one meal.”
- Naomi explained that the concerns have been passed along to Fore Front. They have different staff coming and the timing should improve. The CEO oversees the kitchen.

The floor was opened for residents to respond regarding HS snacks:

- X said, "Yes, Rhonda does."
- X said, "Yes."
- X said, "Yes."

## **2. Discussion regarding the cleanliness of the facility and laundry being returned promptly.**

The floor was opened for residents to respond to the cleanliness of the facility:

- All agreed the rooms are clean. It was noted that Amanda does a good job.

The floor was opened for residents to respond to the laundry being returned promptly:

- All residents stated that their laundry is returned promptly.

## **3. Discussion regarding room temperature.**

The floor was opened for residents to respond:

- X said, "Okay."
- X said, "It's cold in my room. Maintenance will be asked to check the temperature. X was encouraged to open his blinds and leave his privacy curtain open some of the time.

## **4. Discussion regarding nursing care.**

The floor was opened for residents to respond to the question, "Are the nurses doing a good job taking care of you?":

- X said, "Yes."
- X said, "Well yeah."
- X said, "Oh yeah, they're great."

## **5. Discussion regarding call lights being answered in a timely manner.**

The floor was opened for residents to respond:

- X said, "Sometimes I have to wait too long but it's because the CNA is helping someone else. The nurse came to check when the CNA was busy."
- X said, "Sometimes I wait and wait."
- X said, "Yes."

## **6. Discussion regarding receiving showers as needed/as requested.**

The floor was opened for residents to respond:

- X said, "I am."
- X said, "Yes."
- X asked: "Is everyone happy when they get up? Are you cleaned up properly?" X responded, "I do myself." X said, "Nurse washes my face. Jen shaves my face. I get shaved every other day."

## **7. Discussion regarding the nighttime noise level on Dogwood Pavilion.**

The floor was opened for residents to respond:

- X laughed and said, "I'm deaf."

- X said, "It's awfully quiet."

**The floor was opened for additional comments:**

- X asked, "What do you do with hearing aids? X had hearing aids that disappeared and mysteriously they reappeared. He is getting a new pair. What will you do to ensure they don't go the way of the wicked?" Cindi stated, "The nurse can pick them up at night and keep them in the office or the medication cart and then return them in the morning. That is what we do for several people."
- X said, "I want to go watch "Gunsmoke".
- X replied, "It comes on at 11:30."

The next Dogwood Resident Council meeting will be held on September 27th at 10:45am in the Dogwood Sunroom. Cindi asked for a volunteer to read over and sign the August 2023 minutes, and X said that she would do this. The Dogwood Resident Council Meeting was adjourned at 11:37am by X, seconded by X.

Respectfully Submitted,

---

Linda Burton , CTRS  
Recreational Therapist

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Cindi Pobuda, LBSW  
Dogwood Pavilion Social Work

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Naomi Rode, RN  
Dogwood Pavilion Assistant Director of Nursing

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Dogwood Pavilion Resident

## **ELM RESIDENT COUNCIL MEETING**

### **August 24, 2023**

The Elm August 2023 meeting of the Grand Traverse Pavilions Resident Council was called to order at 10:30am in the Elm Activity Room by Linda Burton.

#### **9 Members present were:**

Residents are marked X throughout the minutes.

#### **Staff members were introduced:**

Cindi Pobuda, LBSW – Elm Pavilion Social Work

Linda Burton, CTRS, Life Enrichment

Naomi Rode, RN, ADON – Elm Pavilion

#### **New Business:**

Linda made the following announcements:

- The Summer Concert on the Lawn that was cancelled on Thursday August 3, Rebooted featuring Judy Harrison, is rescheduled for Thursday September 14.

#### Special Event Activities for September

- Friday September 1: Bingo Store – 10:30am-12:00pm – Multi-Purpose Room
- Wednesday September 6: Piano Music Performance by John Denner – 11:00am – Multi-Purpose Room
- Thursday September 7: Music & Fun with GTP Kids – 10:30am – Multi-Purpose Room
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#### Outings to sign-up for:

Friday September 8: Lunch at Culvers (*resident suggested, X, in March 2023*); Board bus at 10:30am, return approximately 2:00pm

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Friday September 15: Leelanau Sands Casino (*resident suggested X, in April 2023*); Board bus at 9:30am, return approximately 12:30pm

Tuesday September 26: Shopping at Dollar Tree (*resident suggested, X, in May 2023*); Board bus at 2:00pm, return approximately 4:00pm

*Residents present at the meeting signed up for the outing of their choosing as well as an alternate outing if they desired.*

**Residents were asked for ideas for future activities:**

- X requested to make chocolate chip cookies.
- Naomi suggested caramel dip and apple slices with toppings.

**Resident Group Interview Questions:**

1. Asked the residents, "If you need help, do the staff come to help you?" X said, "Yes." X said, "Yes, they are happy to help."
2. Asked the residents if they were being offered an evening snack. X and X said, "Yes."
3. Asked the residents if the staff treat them with respect. X and X said, "Yes."
4. Asked the residents if the food is good here. X said, "It's been good." X said, "About 75%". X said, "Pretty good."
5. Asked the residents if their rooms are clean. X and X said, "Yes." X said, "Pretty clean."
6. Asked the residents if their clothes came back from the laundry clean. X and X said, "Yes."
7. Asked the residents if the temperature in their rooms was comfortable. X said, "A little cool." X said, "I'm cold." X said, "Okay." X said, "I don't know." Cindi will ask maintenance to check temperatures on Elm.
8. Asked the residents if they had enough to do. X said, "At Christmas we went to the basement at church. I have been busy." X said, "Yes."
9. Asked the residents if there is anything we could do to make things better. X said, "Take care of stuff after you use it."

**The floor was opened for additional comments:**

No other concerns or complaints were noted. The meeting adjourned at 11:05am.

Respectfully Submitted,

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Linda Burton , CTRS  
Recreational Therapist

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Cindi Pobuda, LBSW  
Elm Pavilion Social Work

---

Naomi Rode, RN  
Elm Pavilion Assistant Director of Nursing

# Survey for Independent Residents

Please use the enclosed envelope and mail the completed survey to:  
**NRC Health**  
 Survey Processing Center  
 PO BOX 82660  
 Lincoln, NE 68501-2660  
 1-800-733-6714

**SURVEY INSTRUCTIONS**

Please answer the following questions about your experience.

1. **Does staff really care about you?**<sup>59700</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
2. **Does staff listen to you?**<sup>59697</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
3. **Does staff respect your personal choices and preferences?**<sup>59706</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
4. **Are staff aware of your important health needs?**<sup>59680</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
5. **Are your concerns addressed in a timely manner?**<sup>59688</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
6. **Are you treated with courtesy and respect?**<sup>59685</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
7. **Are you kept informed about services and care?**<sup>59710</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely

8. **Do you trust the staff?**<sup>59693</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
9. **Is the dining experience enjoyable?**<sup>59721</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
10. **Do activities, services, and programs support your health and wellbeing?**<sup>59692</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely
  
11. **Do you feel safe and secure here?**<sup>59716</sup>
  - ① No
  - ② Yes, somewhat
  - ③ Yes, mostly
  - ④ Yes, definitely

**OVERALL IMPRESSIONS**

The following three questions are part of a national initiative to measure the quality of skilled nursing care centers.

12. **In recommending this facility to your friends and family, how would you rate it overall?**<sup>51713</sup>
  - ① Poor
  - ② Average
  - ③ Good
  - ④ Very Good
  - ⑤ Excellent
  
13. **Overall, how would you rate the staff?**<sup>51714</sup>
  - ① Poor
  - ② Average
  - ③ Good
  - ④ Very Good
  - ⑤ Excellent

14. How would you rate the care you receive?<sup>51715</sup>

- ① Poor
- ② Average
- ③ Good
- ④ Very Good
- ⑤ Excellent

**OVERALL RATING**

15. How likely would you be to recommend this facility to your family and friends?<sup>59669</sup>

- ① 0 Not at all likely
- ① 1
- ② 2
- ③ 3
- ④ 4
- ⑤ 5
- ⑥ 6
- ⑦ 7
- ⑧ 8
- ⑨ 9
- ⑩ 10 Extremely Likely

16. What else would you like to say about your experience?

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**ABOUT YOU**

17. Did someone help you complete this survey?<sup>51740</sup>

- ① Yes
- ② No → **Thank you. Please return the completed survey in the postage-paid envelope.**

18. How did that person help you? (Check all that apply)<sup>60770</sup>

- ① Read the questions to me
- ② Wrote down the answers I gave
- ③ Answered the questions for me
- ④ Translated the questions in my language
- ⑤ Helped in some other way

**THANK YOU!**

Please return the completed survey in the postage-paid envelope.

Mail the completed survey to: NRC Health Survey Processing Center, PO Box 82660, Lincoln, NE 68501-2660. NRC Health phone: 1-800-733-6714.

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# Survey for Families on behalf of the Resident

Please use the enclosed envelope and  
mail the completed survey to:  
NRC Health  
Survey Processing Center  
PO BOX 82660  
Lincoln, NE 68501-2660  
1-800-733-6714

## SURVEY INSTRUCTIONS

Please answer the following questions about  
your experience.

**1. Does staff really care about your loved one?**<sup>59702</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**2. Does staff listen to you?**<sup>59698</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**3. Does staff respect your loved one's personal  
choices and preferences?**<sup>59704</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**4. Are staff aware of your loved one's important  
health needs?**<sup>59682</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**5. Are your concerns addressed in a timely  
manner?**<sup>59689</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**6. Are you treated with courtesy and respect?**<sup>59686</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**7. Are you kept informed about your loved one's  
services and care?**<sup>59712</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**8. Do you trust the staff?**<sup>59694</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**9. Is the dining experience enjoyable?**<sup>59722</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**10. Do activities, services, and programs support  
your loved one's health and wellbeing?**<sup>60769</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

**11. Does your loved one feel safe and secure here?**<sup>59718</sup>

- ① No
- ② Yes, somewhat
- ③ Yes, mostly
- ④ Yes, definitely

## OVERALL IMPRESSIONS

The following three questions are part of a  
national initiative to measure the quality of  
skilled nursing care centers.

**12. In recommending this facility to your friends  
and family, how would you rate it overall?**<sup>51791</sup>

- ① Poor
- ② Average
- ③ Good
- ④ Very Good
- ⑤ Excellent

**13. Overall, how would you rate the staff?**<sup>51792</sup>

- ① Poor
- ② Average
- ③ Good
- ④ Very Good
- ⑤ Excellent

**14. How would you rate the care your family member receives?**<sup>51793</sup>

- ① Poor
- ② Average
- ③ Good
- ④ Very Good
- ⑤ Excellent

**OVERALL RATING**

**15. How likely would you be to recommend this facility to your family and friends?**<sup>59670</sup>

- ① 0 Not at all likely
- ② 1
- ③ 2
- ④ 3
- ⑤ 4
- ⑥ 5
- ⑦ 6
- ⑧ 7
- ⑨ 8
- ⑩ 9
- ⑪ 10 Extremely Likely

**16. What else would you like to say about your experience?**

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**THANK YOU!**

**Please return the completed survey in the postage-paid envelope.**

**Mail the completed survey to: NRC Health Survey Processing Center, PO Box 82660, Lincoln, NE 68501-2660. NRC Health phone: 1-800-733-6714.**

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## Grand Traverse Pavilions

A COMMUNITY CARING FOR GENERATIONS

September 18, 2023

**TO:** Grand Traverse County Department of Health and Human Services Board

**FROM:** Rose Coleman *R Coleman*  
CEO/Administrator

**RE:** August Report

On August 3, 29 and 30, the Strategic Planning Committee met to develop census and rate budgets for 2024 and to budget all expenses for 2024 based on market data and necessary margins.

On August 7, Coleman attended the PACE North Board Meeting

On August 11, Coleman and Mallory, attended a meeting on Leading Age Grants.

On August 17, Coleman and Dood met via Teams with Rob Long (Plante Moran) to review the strategic planning objectives and develop next steps.

On August 18, Coleman and Dood attended the GTP Corporate Compliance Committee Meeting.

On August 3 and 16, Dood participated in the MDHHS small workgroup webinar to discuss nursing home reimbursement proposals.

On August 9 and 10, Dood attended the Leading Age Leadership Institute held locally.

On August 16, Dood met via Teams with Jordan Hogg with PNC bank to discuss the implementation of new a new credit card program including the terms of the proposed agreement.

On August 18 Dood met with Chair McNally and various County officials to discuss a proposed agreement authorizing transfers to the Social Welfare Fund.

Throughout the month of August we had 48 admissions/re-admissions and 40 discharges. Three Rehab resident transferred upstairs for long term care.

The Wellness Center saw the following patients this month: Medicare A: 15; Medicare Advantage Skilled: 22; Medicare B: Outpatient: 64; Medicare B: Inpatient: 37; Private Insurance: Outpatient: 15; Private Insurance: Inpatient:2; Work compensation: Outpatient: 0; Private pay: Outpatient: 1; Private pay: Inpatient: 0. Auto: Outpatient: 2; Auto: Inpatient:1.

On August 2, Kelsea Robinson, Certified Occupational Therapy Assistant, made a presentation regarding Occupational Therapy including adaptive equipment, assistive devices, common conditions that occupational therapists treat, and joint protection to the residents of Cordia Assisted Living.

On August 15 and 16, John Delossantos, Wellness Center consultant, provided Net Health inservices to Wellness Center staff.

On August 17, Amy Coneset, Wellness Center Manager and Physical Therapist, completed Clinical Performance Instrument training which is required for Site Coordinators of Clinical Education in order to accept therapy students for their clinical rotations.

For the cottages, in the month of August there were 4 admissions, 1 respite stay, 1 in-house transfer, and 1 death. Shelby Mack, Residential Services Director and Life Enrichment Coordinator Backlund sent out a survey to gauge the interest/need of adult day services to previous participants and waitlist individuals, responses expected over the next weeks then we will make a determination about re-opening the program.

Kari Belanger and Linda Burton, Recreational Therapists, completed a total of 37 video chats over FaceTime, Google Duo or Zoom.

Activities and special events that occurred in August included: active games such as fly swatter balloon ball, kickball, music & stretch; Happy Hour, making & enjoying mini-elephant ears, enjoying local & fresh grilled sweet corn on the cob, making & enjoying green tomato casserole, making & enjoying lemonade pie, root beer floats and banana splits; Blackjack/"21", UNO and Skip-Bo card games and Bingo; spelling bees & reminiscing; barn quilt painting; Rosary and live streaming of various local church services; bird care; music/sing-along with Tally & Bob Green (older hymns/gospel/country/Americana); bubble fun with the GTP Daycare Kids; weeding/watering the flower beds; and watching movies and classic TV shows like Hee Haw and the Golden Girls.

We had a special guest visit the residents of the Pavilions on Saturday 08/19/2023, country music recording artist Lee Greenwood. Mr. Greenwood spent approximately an hour with the residents out under the tent for a "meet and greet", going to each resident present engaging in conversation and thanking them for supporting him and his music over the years. A special thank you to Tim Coggins (Director of Environmental Services) and Cati Kujawski (Environmental Services Manager) for organizing and setting up this special guest visit for our residents. On Sunday 08/20/2023, Belanger assisted residents to the Multi-Purpose Room so they could watch Mr. Greenwood on the big screen television as he performed at the Traverse City Elks Club. This concert was live-streamed and a huge thank you to Dan Butler (Information Systems Director) for assisting Belanger with getting the concert on the television for all to enjoy.

During the month of August, residents enjoyed outings to La Senorita for lunch, seeing the 4-H animals and exhibits at the Northwestern Michigan Fair, gambling at Turtle Creek Casino, and shopping at Goodwill.

The Concerts on the Lawn series continued in August with the following number of residents who attended the concert, either sitting underneath the large Cherry Tent with family & staff or sitting out amongst the larger audience with family members. August also brought about changes in weather with cooler nights and rain in the forecast. On 08/10 (Bay Area Big Band) – 61 residents; 08/24 (The Backroom Gang) – 44 residents; and 08/31 (Age of Aquarius) – 47 residents. Picnic dinners were also held on 08/10, 08/24 and 08/31 before the evening concert performance. Unfortunately, the 08/03 concert of Rebooted featuring Judy Harrison was cancelled due to a storm that came blowing through very quick, and is now rescheduled for 09/14/2023. The 08/17 concert of K Jones & The Benzie Playboys was also cancelled due to weather; however it was not able to be rescheduled.

Resident Council meetings were held on August 23 and 24 respectively.

Recruitment is underway for the following open positions: CNAs; Universal Workers; and Environmental Services.

Five Employees were hired in August; 3 Child Care Assistants, 1 Launderer, 1 CNA We received 31 applications in August.

In August there were a total of 8 resignations and 2 terminations. 1 Universal Worker resigned to move out of state; 1 Universal Worker and 1 CNA termed due to policy violations.; 5 CNAs and 1 Environmental Services resigned for school and 1 RN resigned.

In August, a total of 5 employee referrals were received.

There was one 1 new and no renewed unemployment claims filed in August. We received confirmation of 1 successfully protested claim and were notified of 1 telephone hearing scheduled for September. No charges were applied to our account for the second quarter of 2023.

In the six weeks between July 29 – August 26, there were 311 CNA hours and 312 Recreational Therapist hours and 48 Universal Worker hours worked in Activities.

On August 1 and 22, Tim Coggins, Environmental Services Director and Cati Kujawski, Environmental Services Manager, took part in a Teams meeting to continue the implementation of the WorxHub work order software. Implementation is set for September 18.

On August 3, 10 and 17, Coggins attended webinars for designing and evaluating emergency preparedness drills.

On August 4, Coggins, Kujawski, and Melissa Morey, Certified Dietician, walked through

the kitchen to discuss what Melissa looks for during sanitation audits, and what Environmental Services can do to help the overall sanitation of the kitchen.

On August 8, the ES department completed the upgrades to the Birch courtyard, and is starting on the Cherry and Aspen courtyards, with completion planned this fall.

On August 11, Ben Read of Parshall Tree Care offered a long-term proposal for trees on our property, ranging from trimming branches that are encroaching on the buildings, to removing some of the older trees. This proposal will be worked into our grounds maintenance activities as resources permit.

On August 19, Coggins, Kujawski, and our Activities department welcomed Lee Greenwood, country recording artist, to the Grand Traverse Pavilions for a meet and greet session with the residents, to show his appreciation to our veterans.

# GRAND TRAVERSE PAVILIONS MEMORANDUM

Financial Operations Report  
August 2023

## Grand Traverse Pavilions Combined

### REVENUE:

The overall revenue for the Pavilions in August was \$2,221,208 resulting in an unfavorable budget variance of \$390,318. Revenue for August included estimated Medicaid reimbursement for the Medical Care facility from the rate reconciliation and the Certified Public Expenditures programs of \$325,000. This estimate is currently being updated by Plante Moran and will again be updated for actual costs, occupancy, costs and charges before the financial statements are audited.

### EXPENSES:

The total overall operating expenses for the Pavilions in August were \$2,440,920 resulting in a favorable variance to budget of \$82,883.

### NET INCOME/LOSS:

There was a net loss of \$303,546 from the combined programs of the Pavilions in August resulting in an unfavorable budget variance of \$307,169.

### OPERATING CASH:

Total unassigned operating cash on hand at month-end was negative \$3,508,955. This was a net use of \$1,296,433. This compared to April's net use of \$712,087, May's net use of \$388,707, June's net use of \$1,162,110 and July's net use of \$713,236.

Debt payments and payments for capital improvements totaling \$1,008,358 made during the month included:

- Medicare and Medicaid payment plans for past liabilities of \$131,000
- Medicare payment to resolve survey issues from 2022 of \$36,578
- QAS overpayment settlement for \$455,687
- Resident window valances of \$15,000
- Carpet for Hawthorn's lobby of \$13,000
- Flooring related to the flood damage of \$36,385
- Bond payment of \$320,708

Other cash outlays were typical.

**VOUCHERS:**

Purchase orders, invoices, checks written, and supporting documentation reviewed for voucher numbers 5467-5474 for the month of August and were in order without exception.

**Grand Traverse Medical Care**

**REVENUE:**

The census for August averaged 136 residents which was nineteen below the budgeted census and four more than the prior month. Private pay census was ten below budget, Medicare was ten above, Medicaid was nineteen below and Hospice was equal to the budgeted census. Total resident revenue was \$1,500,167 (excluding the rate adjustments) resulting in a \$85,664 unfavorable budget variance. The occupancy for August was 57% of licensed beds and 86% of available beds.

Other revenue equaled \$492,078, which produced a negative budget variance of \$310,303. Miscellaneous income included payments received and accrued revenue for reimbursement for COVID-related expenses that included wage premiums for direct care workers totaling \$41,840. Total revenue for August was \$1,984,745 which produced an unfavorable budget variance of \$395,967.

**EXPENSES:**

Operating Expenses for the month equaled \$2,159,793 which was a favorable budget variance of \$128,205.

**NET INCOME/LOSS:**

Grand Traverse Medical Care produced a net loss of \$235,560 for the month, which resulted in a \$267,900 unfavorable budget variance.

**RECEIVABLES:**

Total cash collected on accounts receivable in August for Grand Traverse Medical Care was \$1,566,994, an increase of \$117,165 from the prior month and represented 108.6% of the prior month resident revenue.

**WELLNESS CENTER**

Total revenue for the Wellness Center in August was \$183,281 (up \$18,236 from the prior month) while total expenses equaled \$150,319 (up \$14,178 from the prior month). This produced net income from the Wellness Center operations of \$32,962, an increase of \$4,058 from the prior month. Wages were higher in part due to time spent on training by employees on the new therapy software system during the month. These amounts are incorporated into the Grand Traverse Medical Care's financial report.



**The Cottages**

**REVENUE:**

Total revenue of \$236,463 generated a \$5,649 favorable variance to the budget. The average census for the Cottages-Assisted Living was 57 residents during the month (up one from the prior month and five below budget), representing 73% occupancy. There were 10 days of overnight respite provided during the month. Hawthorn Lofts-Independent Living average census was 0 residents per day for 0% occupancy (all three vacant as of the end of the month).

**EXPENSES:**

Expenses for August (before depreciation) were \$281,127, which was above the budgeted amount by \$45,322 for an unfavorable variance. Dietary costs again represent \$48,083 of the variance.

**NET INCOME/LOSS:**

The program had a net loss for the month of \$67,986 resulting in an unfavorable variance of \$39,545.

**RECEIVABLES:**

There is one problematic private account receivable totaling \$10,365. There is \$27,149 outstanding from the waiver program. There is also \$31,841 outstanding from Pace North.

**Unassigned Fund Balance**

Approved 2023 Operating Budget	\$ 30.8M
Unassigned Fund Balance Target Percentage	20%
Unassigned Fund Balance Target Amount	\$6.2M
Current Unassigned Fund Balance* ** *** ****	(\$3.5M)
Current Fund Balance as a percentage of Operating Budget	(11%)
Amount Available Above/ (Below) Target	(\$9.7) M

\*Fund balance is different from a cash balance as it includes other assets and is net of current liabilities. Those items do not generally change significantly so we are reporting here on the cash balance amount. The policy requires a review of the actual fund balance annually.

\*\*Excludes \$6.118M receivable (plus interest) from the Internal Revenue Service for the Employee Retention Credit—under audit—timing unknown—should be four weeks from favorable audit resolution or could be significantly longer if IRS appeals or litigation are necessary to secure a favorable outcome.

\*\*\*Also excludes for the year ending 12/31/22 a \$2.9M estimated receivable from the Medicaid rate settlement process due from the State of Michigan. 80% of that is anticipated after our request to rebill all Medicaid claims from 10/1/21 through 9/30/23 is approved and those claims are actually rebilled and approved. Likely in December 2023.

\*\*\*\*Also excludes \$2.85M estimated receivable from Medicaid rates and CPE for 2023. These amounts should be paid in the fall of 2024.

Total amounts due from the IRS and MDHHS are \$11.8M (plus interest from the IRS estimated currently at \$900k).

**GRAND TRAVERSE PAVILIONS  
COMBINED STATEMENTS  
MONTHLY FINANCIAL REPORT**

August                      2023

<u>PROGRAM REVENUE</u>	ACTUAL	BUDGET	VARIANCE	Y-T-D ACTUAL	Y-T-D BUDGET	Y-T-D VARIANCE
G.T. Medical Care	\$ 1,984,745	\$ 2,380,712	\$ (395,967)	\$ 15,659,378	\$ 18,766,006	\$ (3,106,628)
Cottages	236,463	230,814	5,649	1,951,545	1,846,512	105,033
TOTAL REVENUE	<u>\$ 2,221,208</u>	<u>\$ 2,611,526</u>	<u>\$ (390,318)</u>	<u>\$ 17,610,923</u>	<u>\$ 20,612,518</u>	<u>\$ (3,001,595)</u>
<u>PROGRAM EXPENSES</u>						
G.T. Medical Care	\$ 2,159,793	\$ 2,287,998	\$ 128,205	\$ 16,885,270	\$ 18,127,487	\$ 1,242,217
Cottages	281,127	235,805	(45,322)	2,126,231	1,874,106	(252,125)
TOTAL EXPENSES	<u>\$ 2,440,920</u>	<u>\$ 2,523,803</u>	<u>\$ 82,883</u>	<u>\$ 19,011,501</u>	<u>\$ 20,001,593</u>	<u>\$ 990,092</u>
<u>DEPRECIATION</u>						
G.T. Medical Care	\$ 60,512	\$ 60,650	\$ 138	\$ 484,096	\$ 485,200	\$ 1,104
Cottages	23,322	23,450	128	\$ 186,575	\$ 187,600	\$ 1,025
Total Depreciation	<u>\$ 83,834</u>	<u>\$ 84,100</u>	<u>\$ 266</u>	<u>\$ 670,671</u>	<u>\$ 672,800</u>	<u>\$ 2,129</u>
<u>NET INCOME/(LOSS)</u>						
G.T. Medical Care	\$ (235,560)	\$ 32,064	\$ (267,624)	\$ (1,709,988)	\$ 153,319	\$ (1,863,307)
Cottages	(67,986)	(28,441)	(39,545)	(361,261)	(215,194)	(146,067)
OVERALL NET INCOME/(LOSS)	<u>\$ (303,546)</u>	<u>\$ 3,623</u>	<u>\$ (307,169)</u>	<u>\$ (2,071,249)</u>	<u>\$ (61,875)</u>	<u>\$ (2,009,374)</u>

# GRAND TRAVERSE PAVILIONS

## GRAND TRAVERSE MEDICAL CARE MONTHLY FINANCIAL REPORT

August 2023

RESIDENT REVENUE	ACTUAL	BUDGET	VARIANCE	Y-T-D ACTUAL	Y-T-D BUDGET	Y-T-D VARIANCE
Private	\$ 204,085	\$ 316,660	\$ (112,575)	\$ 2,162,909	\$ 2,484,230	\$ (321,321)
Medicare	354,041	183,310	170,731	2,144,570	1,442,680	701,890
Medicaid	942,041	1,085,861	(143,820)	7,183,623	8,511,784	(1,328,161)
Total Resident	\$ 1,500,167	\$ 1,585,831	\$ (85,664)	\$ 11,491,102	\$ 12,438,694	\$ (947,592)
<b>OTHER REVENUE &amp; (EXPENSES)</b>						
Donations	\$ -	\$ 20,833	\$ (20,833)	\$ -	\$ 166,664	\$ (166,664)
Pace North	7,500	36,648	(29,148)	60,000	293,184	(233,184)
Child Day Care	10,380	7,750	2,630	76,353	62,000	14,353
Miscellaneous	388,411	634,381	(245,970)	3,484,654	5,075,048	(1,590,394)
QAS / QAAP/QMI - Net	85,787	102,769	(16,982)	607,269	790,416	(183,147)
Total Other Revenue	\$ 492,078	\$ 802,381	\$ (310,303)	\$ 4,228,276	\$ 6,387,312	\$ (2,159,036)
LESS:						
Bad Debts	7,500	7,500	-	60,000	60,000	-
TOTAL REVENUE	\$ 1,984,745	\$ 2,380,712	\$ (395,967)	\$ 15,659,378	\$ 18,766,006	\$ (3,106,628)
<b>OPERATING EXPENSES</b>						
Administration	\$ 136,154	\$ 97,122	\$ (39,032)	\$ 1,052,829	\$ 814,256	\$ (238,573)
Financial Mgmt.	142,653	142,053	(600)	1,135,064	1,139,490	4,426
Human Resources	34,966	39,972	5,006	285,677	323,230	37,553
Environmental Services	157,923	150,537	(7,386)	1,268,589	1,204,132	(64,457)
Housekeeping	74,769	91,762	16,993	644,263	721,426	77,163
Laundry	41,561	44,629	3,068	310,806	351,266	40,460
Food Services	215,500	250,000	34,500	1,826,262	2,000,000	173,738
Resident Care	1,073,761	1,198,111	124,350	8,446,237	9,414,550	968,313
Therapy	138,319	124,310	(14,009)	964,922	976,832	11,910
Ancillaries	45,476	18,800	(26,676)	209,954	150,400	(59,554)
Diversional Therapy	32,189	43,438	11,249	250,291	342,005	91,714
Human Services	24,192	30,806	6,614	190,326	242,012	51,686
Child Care	25,428	26,187	759	187,403	206,564	19,161
Volunteer Services	5,713	6,123	410	23,133	48,140	25,007
Pace North	-	11,648	11,648	-	93,184	93,184
Depreciation-Equip	11,189	12,500	1,311	89,514	100,000	10,486
OPERATING EXPENSES	\$ 2,159,793	\$ 2,287,998	\$ 128,205	\$ 16,885,270	\$ 18,127,487	\$ 1,242,217
Income/(Loss) before Bldg Depreciation	\$ (175,048)	\$ 92,714	\$ (267,762)	\$ (1,225,892)	\$ 638,519	\$ (1,864,411)
Less Building Depreciation	60,512	60,650	138	484,096	485,200	1,104
Net Income(Loss)	\$ (235,560)	\$ 32,064	\$ (267,900)	\$ (1,709,988)	\$ 153,319	\$ (1,865,515)

**GRAND TRAVERSE PAVILIONS  
COTTAGES**  
MONTHLY FINANCIAL REPORTS

August 2023

<u>REVENUE</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D ACTUAL</u>	<u>Y-T-D BUDGET</u>	<u>Y-T-D VARIANCE</u>
Cottages Revenue	\$ 235,911	\$ 229,914	\$ 5,997	\$ 1,829,820	\$ 1,839,312	\$ (9,492)
Sub-Total	<u>\$ 235,911</u>	<u>\$ 229,914</u>	<u>\$ 5,997</u>	<u>\$ 1,829,820</u>	<u>\$ 1,839,312</u>	<u>\$ (9,492)</u>
<u>OPERATING EXPENSES</u>						
Operating Expenses	\$ 281,127	\$ 235,805	\$ (45,322)	\$ 2,126,231	\$ 1,874,106	\$ (252,125)
Sub-Total	<u>\$ 281,127</u>	<u>\$ 235,805</u>	<u>\$ (45,322)</u>	<u>\$ 2,126,231</u>	<u>\$ 1,874,106</u>	<u>\$ (252,125)</u>
Operating Income/(Loss)	<u>\$ (45,216)</u>	<u>\$ (5,891)</u>	<u>\$ (39,325)</u>	<u>\$ (296,411)</u>	<u>\$ (34,794)</u>	<u>\$ (261,617)</u>
<u>OTHER INCOME / EXP.</u>						
Miscellaneous Income	\$ 552	\$ 900	\$ (348)	\$ 6,079	\$ 7,200	\$ (1,121)
Donation Income	-	-	-	115,646	-	115,646
Bad Debt Expense	-	-	-	-	-	-
Total Other Inc./(Exp.)	<u>\$ 552</u>	<u>\$ 900</u>	<u>\$ (348)</u>	<u>\$ 121,725</u>	<u>\$ 7,200</u>	<u>\$ 114,525</u>
Income/(Loss) before Bldg Depreciation	<u>\$ (44,664)</u>	<u>\$ (4,991)</u>	<u>\$ (39,673)</u>	<u>\$ (174,686)</u>	<u>\$ (27,594)</u>	<u>\$ (147,092)</u>
Less Building Depreciation	23,322	23,450	128	186,575	187,600	1,025
<b>NET INCOME(LOSS)</b>	<u><u>\$ (67,986)</u></u>	<u><u>\$ (28,441)</u></u>	<u><u>\$ (39,545)</u></u>	<u><u>\$ (361,261)</u></u>	<u><u>\$ (215,194)</u></u>	<u><u>\$ (148,117)</u></u>

**GRAND TRAVERSE PAVILIONS**  
**CHILD DAY CARE**  
MONTHLY FINANCIAL REPORTS

August                      2023

<u>REVENUE</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D ACTUAL</u>	<u>Y-T-D BUDGET</u>	<u>Y-T-D VARIANCE</u>
Day Care Revenue	\$ 10,380	\$ 7,750	\$ 2,630	\$ 76,353	\$ 62,000	\$ 14,353
Sub-Total	<u>\$ 10,380</u>	<u>\$ 7,750</u>	<u>\$ 2,630</u>	<u>\$ 76,353</u>	<u>\$ 62,000</u>	<u>\$ 14,353</u>
<u>OPERATING EXPENSES</u>						
Operating Expenses	\$ 25,428	\$ 26,187	\$ 759	\$ 187,403	\$ 206,564	\$ 19,161
Sub-Total	<u>\$ 25,428</u>	<u>\$ 26,187</u>	<u>\$ 759</u>	<u>\$ 187,403</u>	<u>\$ 206,564</u>	<u>\$ 19,161</u>
Operating Income/(Loss)	<u>\$ (15,048)</u>	<u>\$ (18,437)</u>	<u>\$ 3,389</u>	<u>\$ (111,050)</u>	<u>\$ (144,564)</u>	<u>\$ 33,514</u>
<u>OTHER INCOME / EXP.</u>						
Donation/Misc Income	\$ -	\$ -	\$ -	\$ -		\$ -
Grant Income	-	-	-	-	-	-
Bad Debt Expense	-	-	-	-	-	-
Total Other Inc./(Exp.)	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Net Income/(Loss)	<u>\$ (15,048)</u>	<u>\$ (18,437)</u>	<u>\$ 3,389</u>	<u>\$ (111,050)</u>	<u>\$ (144,564)</u>	<u>\$ 33,514</u>

**Grand Traverse Pavilions  
Social Accountability Summary  
For the month and YTD ending**

**8/31/2023**

	Total # of Residents/ Participants	Percent of Participants	Monthly Amount	Percent of Revenue	Year to Date Amount	Annual Projections
<b>Grand Traverse Medical Care</b>						
Medicaid - *Contractual Allowance	108	62.4%	211,379	12%	1,672,642	2,600,000
Medicare - *Contractual Allowance	50	28.9%	59,455	3%	670,356	675,000
Total Skilled Nursing	158	91.3%	270,834	15%	2,342,998	3,275,000
<b>Child Day Care</b>						
Employee discounts	34	100%	7,931	76%	35,217	60,000
<b>Assisted Living/Cottages</b>						
Grant Scholarships	6	10%	13,379	5%	119,479	156,000
<b>Total Dollars</b>			<u>292,144</u>		<u>2,497,694</u>	<u>3,491,000</u>

\*Contractual Allowance is the difference between the private charges and the third-party reimbursement rates.

	Current Month		YTD	
<b>Volunteer Hours</b>				
Board and committee meetings	-		40.50	
Childcare	12.00		79.25	
Cottage Activities	73.75		463.00	
Skilled Nursing Facility	88.25		363.25	
Concerts on the lawn	144.25		361.50	
Adopt a Grandparent	1.00		22.00	
Total hours	319.25		1,329.50	
Prior Year	236.00		950.00	
Change	83.25	35%	379.50	40%

**GRAND TRAVERSE PAVILIONS**  
**Service Excellence Award Program**  
**August 2023**

7

<b>Date:</b>	08/07/2023
<b>Employee:</b>	Kristina Bevelhymer
<b>Awarded for:</b>	Kris was nominated by a Birch resident. "Kris does a super job and treats me great! I hate it when she is off and not working." Thank you Kris!
<b>Position:</b>	CNA
<b>Nominated by:</b>	Traci Williams RN

<b>Date:</b>	08/07/2023
<b>Employee:</b>	Jessica Hockett
<b>Awarded for:</b>	Jessica was nominated by a Birch resident for "treating me so great and being so super!" Thank you Jessica!
<b>Position:</b>	CNA
<b>Nominated by:</b>	Traci Williams

<b>Date:</b>	08/14/2023
<b>Employee:</b>	Jessica Newberry
<b>Awarded for:</b>	Jessica does an excellent job communicating difficult messages to families in a way that they can understand. Thank you Jessica for your compassion and helping clients and families cope with these changes in their lives.
<b>Position:</b>	Speech Language Pathologist
<b>Nominated by:</b>	Amy Coneset

<b>Date:</b>	08/14/2023
<b>Employee:</b>	Destiny Gothard
<b>Awarded for:</b>	Always popping into Laundry and offering to help and making sure we are full staffed for the day. Thank you so much. We Appreciate you!
<b>Position:</b>	Maintenance
<b>Nominated by:</b>	Heather Burgess

<b>Date:</b>	08/21/2023
<b>Employee:</b>	Holly Edmondson
<b>Awarded for:</b>	Thank you for working on data entry and driving with PCC. You do a lot and always help where needed. Thank you!
<b>Position:</b>	Clinical Case Manager
<b>Nominated by:</b>	Kristen Packard

<b>Date:</b> 08/21/2023
<b>Employee:</b> Marta Pratt
<b>Awarded for:</b> Thank you for taking a turn and driving with PCC. It's time consuming but you do learn a lot! Appreciate you!
<b>Position:</b> Cherry ADON
<b>Nominated by:</b> Kristen Packard

<b>Date:</b> 08/28/2023
<b>Employee:</b> Kimberly Kucharski
<b>Awarded for:</b> Thank you for flexing your schedule to accommodate the needs of the residents!
<b>Position:</b> Social Worker
<b>Nominated by:</b> Kristen Packard

<b>Date:</b> 08/28/2023
<b>Employee:</b> Nicole Ferguson
<b>Awarded for:</b> For doing an evening shower on the day shift to help out. You work so hard and I appreciate all you do for our Elm residents/
<b>Position:</b> CNA
<b>Nominated by:</b> Julie Alber