

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

REGULAR MEETING

June 29, 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 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 5/25/23 Board Meeting	1
(2) Closed Minutes of the 5/25/23 Board Meeting	Handout
(3) Minutes of the 5/31/23 Special Board Meeting	2
(4) Closed Minutes of the 5/31/23 Board Meeting	Handout
(5) Minutes of the 6/5/23 Special Board Meeting	3
(6) Closed Minutes of the 6/5/23 Board Meeting	Handout
(7) Minutes of the 6/20/23 Board Meeting	4
(8) Closed Minutes of the 6/20/23 Board Meeting	Handout
(9) Resident Council Minutes	5

7. ITEMS REMOVED FROM CONSENT CALENDAR

8. CHAIRMAN REPORT – Cecil McNally Verbal

9. GRAND TRAVERSE MEDICAL CARE

A. General Information	
(1) Guest Presentation – John Delossantos, President/CEO JMD Health Care Solutions	Verbal
(2) Strategic Planning Update – Robert Long, Plante Moran	Verbal
(3) Recording of Meetings	Verbal
(4) Activities Update	Verbal
B. Chief Executive Officer Board Report – Rose Coleman	6
C. Business	
(1) Financials	7
D. General Discussion	
(1)	
E. Medical Staff	
(1) Mallorie McComb, NP	8
(2) Rachel Soles, NP	9
(3) Dean Fior, DO	10
(4) Summer Hunter, NP	11
G.T.P. Announcements	
(1) Next Board Meeting July 13, 2023	
(2) May Service Excellence Award	12

10. SECOND PUBLIC COMMENT

Refer to Rules under First Public Comment above.

11. CLOSED SESSION

(1)

12. ADJOURNMENT

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

MINUTES OF THE MAY 25, 2023 MEETING

- PRESENT:** Cecil McNally, Gordie LaPointe, Mary Marois Board Staff
Rose Coleman, Lindsey Dood, Darcey Gratton
- ABSENT:** Penny Morris Commission
- GUESTS:** Patrick Johnson, ForeFront President
Dan Bowen, ForeFront CEO/Founder
Steve Girard, Warner Norcross & Judd LLP (virtual)

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
Harold Lassers

County Liaison Report – None

Approval of Agenda – Board Chair McNally asked if there were additions, changes or corrections to the agenda. Coleman request to add Consulting Privileges for Dr. Gee under Medical Staff (3). Motion was made by LaPointe to approve the Agenda with presented changes, seconded by Marois 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 04/27/23 Board Meeting
- (2) Closed Minutes of the 04/27/23 Board Meeting
- (3) Minutes of the 05/11/23 Board Meeting
- (4) Closed Minutes of the 05/11/23 Board Meeting
- (5) Resident Council Minutes

Marois requested to pull (5) for comments. Motion was made by Marois to approve the Consent Calendar with the removal of (5). Motion seconded by LaPointe and carried unanimously.

Items Removed From Consent Calendar – Marois shared that she was really impressed with the detailed information on activities, food services and follow-up given in the resident council minutes.

Guest Presentation – ForeFront - (Verbal) – Coleman introduced ForeFront President, Patrick Johnson and CEO/Founder Dan Bowen. Johnson gave an update on staffing, overview on

progress and highlighted on staffing with retention goals to mirror GTP, opening the café back up for employees with grab and go items, as well as partnering up with GTP to provide food for the Concert on the Lawn series.

Johnson and Bowen out 9:36am

Activities Update – Coleman shared staffing duties verses what volunteers are capable to do for the residents. Dood shared that there will be a volunteer open house soon.

Survey Report 3/20/23 – Coleman reviewed the results of the State’s investigation of our self-reported incident. No citations were received.

1st Quarter Foundation Financials – At the request of the Board, Coleman provided the 1st quarter Foundation Financials and answered board members questions.

Chief Executive Officer Report – Coleman reviewed her monthly report for April and answered board member’s questions. The Board noted they would like the staff presentations to continue during the board meetings each month.

Financial Report – Dood presented the financial operations and social accountability reports for April 2023 and answered board member’s questions. Motion made by LaPointe to accept the financial operations report as presented. Motion seconded by Marois and carried unanimously.

Girard in 10:03 am

Request to Purchase – Electronic Work Orders Systems – Dood reviewed the request to purchase ipads and cases for a new electronic work order system for Environmental Services. Three bids were received and the recommended bid was for Amazon based on low price. Motion made by LaPointe to approve the bid from Amazon for \$7,821.90. Motion was seconded by Marois and carried unanimously. Dood reviewed the request for startup services from Brightly Software as presented for the new electronic work order system. One bid was received and the recommended bid was for Brightly Software as the sole source provider. Motion made by LaPointe to approve the bid from Amazon for \$9,318.25. Motion was seconded by Marois and carried unanimously.

GTP Foundation Board of Trustee 2023-2024 – Coleman reviewed the 2023-2024 Grand Traverse Pavilions Foundation membership roster. As indicated in the Foundation Bylaws, the DHHS appoints annually. Ten Board members requested to be reinstated along with the addition of appointing LaPointe to the Board as a new member. Marois suggested staggering terms going forward. Motion was made by Marois to appoint the Grand Traverse Pavilions Foundation Board of Trustees membership roster for a one year term for 2023-2024 as presented, seconded by McNally. LaPointe obtained. Motion carried.

Consulting Privileges - Coleman reviewed the request Mark Zook, P.A, Jeffrey VanWingen, M.D., and James Gee, M.D., to have consulting privileges as recommended by Medical Director Dr. April Kurkowski, M.D. Motion was made by Marois to approve Zook, VanWingen and Gee for consulting privileges, seconded by LaPointe and carried unanimously.

Grand Traverse Pavilions Announcements

- (1) Next Board Meeting June 8, 2023
- (2) April Service Excellence Award

General Discussion – Marois requested for meetings to be recorded and posted somehow for the public to view.

Second Public Comment

Claudia Bruce

Gratton out 10:14 am

Motion was made by LaPointe seconded by Marois to go into Closed Session at 10:14 am for the purpose of closed session pursuant to section 8(h) of the Open Meetings Act, to consider a written opinion letter/memorandum of legal counsel which is exempt from discussion or disclosure pursuant to MCL 15.243(1)(g), the Michigan Freedom of Information Act.

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

Motion was made by Marois to come out of Closed Session at 11:17 am, seconded by LaPointe and carried unanimously.

Motion was made by Marois to take the advice of council to authorize a letter to be sent to the Board of Commissioners Chair and Administrator in response to their request to the motion the BOC made in regards to the DHHS Board. Seconded by LaPointe and carried unanimously.

Meeting adjourned at 11:20 am

Signatures:

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

Rose Coleman, Assistant-Secretary

Date: _____ Approved
 _____ Corrected and Approved

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

**MINUTES OF THE MAY 31, 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)

The special board 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 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 9:02 am for the purpose of Closed session pursuant to section 8(h) of the Open Meetings Act, to consider a written opinion letter/memorandum of legal counsel which is exempt from discussion or disclosure pursuant to MCL 15.243(1)(g), the Michigan Freedom of Information Act.

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

Motion was made by Marois to come out of Closed Session at 10:17 am, seconded by LaPointe. Motion carried.

Motion was made by Marois to move to accept the recommendation of the attorney in regards to PACE North and the Management Agreement. Seconded by LaPointe. Motion carried.

Meeting adjourned at 10:18 am

Signatures:

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

Date: June 29, 2023 Approved
_____ Corrected and Approved

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

**MINUTES OF THE JUNE 5, 2023
SPECIAL BOARD MEETING**

PRESENT: Cecil McNally, Gordie LaPointe, Mary Marois Board Staff
Rose Coleman, Lindsey Dood
ABSENT:
GUESTS: Jeffrey Segal of Warner Norcross + Judd

The special board meeting of the Grand Traverse County Department of Health and Human Services Board was called to order at 8:32 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 McNally seconded by LaPointe to go into Closed Session at 8:34 am for the purpose of Closed session pursuant to section 8(h) of the Open Meetings Act, to consider a written opinion letter/memorandum of legal counsel which is exempt from discussion or disclosure pursuant to MCL 15.243(1)(g), the Michigan Freedom of Information Act.

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

Motion was made by LaPointe to come out of Closed Session at 9:40 am, seconded by Marois. Motion carried.

Motion was made by Marois to move to accept the recommendation of the attorney in regards to PACE North and the Management Agreement. Seconded by LaPointe. Motion carried.

Meeting adjourned at 9:40 am

Signatures:

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

Date: June 29, 2023 Approved

Corrected and Approved

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

1000 Pavilions Circle, Traverse City, MI 49684

**MINUTES OF THE JUNE 20, 2023
SPECIAL BOARD MEETING**

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

ABSENT:

GUESTS: Jeffrey Segal of Warner Norcross + Judd (virtual)
Steve Wolock of Maddin Hauser (virtual)

The special board meeting of the Grand Traverse County Department of Health and Human Services Board was called to order at 8:32 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 8:34 am for the purpose of Closed session pursuant to section 8(h) of the Open Meetings Act, to consider a written opinion letter/memorandum of legal counsel which is exempt from discussion or disclosure pursuant to MCL 15.243(1)(g), the Michigan Freedom of Information Act and 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.

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

Jeff out at 9:14 am
Wolock in at 9:14 am

Motion was made by Marois to come out of Closed Session at 10:05 am, seconded by LaPointe. Motion carried.

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

Motion was made by Marois in reference to closed session regarding attorney legal opinion to accept the attorney recommendation as it relates to litigation, seconded by LaPointe and carried unanimously.

Meeting adjourned at 10:14 am

**BIRCH RESIDENT COUNCIL MEETING
May 24, 2023**

The Birch May 2023 meeting of the Grand Traverse Pavilions Resident Council was called to order at 10:40am 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.

11 Members present were introduced:

Residents are marked as "X" throughout the minutes

Staff members were introduced:

Kari Belanger, CTRS, Life Enrichment

Traci Williams, RN, ADON – Birch Pavilion

Sarah Pleva, LLBSW – Social Work

Kareem Michael, Director of Culinary Operations, Forefront

The April 2023 minutes were distributed to all in attendance on 05/22/2023 per resident request and also offered at the meeting held today. The minutes were reviewed by all in attendance, and no changes were noted to be made; all residents present accepted the April 2023 minutes as written.

Old Business:

Items for follow-up from the April 2023 meeting:

- Kari provided follow-up on the following:
 - X said that she would like a new remote control for her television and to have the temperature looked at – Kari did submit a Maintenance Request for these items and it was completed.
 - X said that he would give trying an omelet again – and said, "It was very good!"
 - X gave outing suggestions of casino trip, fishing trip, baseball games; also suggested having summer picnics – Kari shared with everyone at the meeting that baseball game outings will be taking place in June & July; casino and fishing trips will take place later in the summer; summer picnic details are being worked out between Kari & Kareem/Forefront Dietary team with more information to come next month.
 - X asked if the AC is on or is it the furnace – Kari asked Tim, Environmental Services Director for follow-up:
 - "There is air flowing all the time, which is probably what she is hearing. The air temperature that actually comes out of the air vents is based on the room temperature and the setting. If it is too cool in her room, the reheat coil will heat up the air. If it is too warm, the reheat coil is turned off, and cool air from the chilled water system will cool off the air."

- Traci provided follow-up on the following:
 - Traci met with X following the April meeting to discuss his concerns regarding his bed.
 - Traci met with X following the April meeting to discuss and write her a reminder note regarding her showers.
 - Traci met with X following the April meeting to discuss X asking to have 2 showers a week.
 - Traci continues to meet with staff regarding the noise level at night, using softer lights when entering a room at night.

New Business:

Kari made the following announcements:

Special Event Activities for June

- Thursday June 15: What A Crock – 2:30pm-3:30pm (Multi-Purpose Room)
- Friday June 16: Breakfast Club – 8:00am-9:30am (Multi-Purpose Room)
 - Residents signed up for this.
- Sunday June 18: Father’s Day Detroit Tigers Game on the Big Screen & Game Day Snacks – 2:00pm (Multi-Purpose Room)
- Wednesday June 21: Music Sing-along with Tally & Bob Green – 10:30am (Multi-Purpose Room or under the tent if the weather is nice)
- Thursday June 22: June Birthday Luncheon – 12:00pm (Multi-Purpose Room) – celebrating residents who have a birthday in the month of June
- Friday June 23: Catholic Mass with Father Joe – 11:00am (Multi-Purpose Room)
- Friday June 30: Bingo Store – 10:30am-12:00pm (Multi-Purpose Room)

Outings to sign-up for:

- Wednesday June 7: TC Pit Spitters Baseball Game at Turtle Creek Stadium
Board bus at 10:15am (game starts at 11:10am)
(resident suggested, X, in April 2023)
- Tuesday June 13: Lunch at Olive Garden – board bus at 11:15am
(resident suggested, X, in March 2023)
- Thursday June 22: Ice Cream at Moomer’s – board bus at 1:30pm
(resident suggested, X, in April 2023)

Kari shared from Tim, ES Director, regarding the courtyards – a young man, Xavier, has been hired and is starting work on the courtyards with trimming the grass and cleaning things up, along with assisting with grounds keeping for the entire campus. Each Custodian in the department has also been assigned a courtyard that they will be responsible for maintaining over the summer along with Xavier. We will be helping in getting flowers and vegetables planted with Activities and Residents but do not want to do any of that until the courtyards have been cleaned up. We do have a signed contract with a landscape contractor; however the contractor has not been forthcoming on when they will be getting started with the renovations...so that is why Xavier has been given the task to get working on them.

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 Rights.

Rights:

- How do you, or your representative, find out about your rights – such as voting, making an advance directive, getting what you need?
One resident said, “I have seen ads on television about our rights.”
- Are you, or your representative, invited to care conference meetings?
All residents present at meeting said, “yes.”
- Do you know that you can see a copy of the facility’s latest survey inspection results? Where is that report kept here?
Residents present shook their heads “no” when this question was asked. Kari and Traci explained to everyone present the process of the facility receiving the typed report from the state surveyors following our annual inspection and that copies of the report are kept in the Administrative Offices, the Director of Nursing office, at the Front Desk and in a binder by the elevator. Kari and Traci also explained that anyone at anytime can look at/view the results, and if someone needed help in viewing the report, to just please ask and that Kari and Traci would be able and willing to help any residents view and read over the report.
- Do you know how to contact the Ombudsman?
One resident said that she saw the information in the bulletin board across from her room but wasn’t sure what or who an Ombudsman is. Kari and Traci explained to all residents present the role of an Ombudsman and how that person can be contacted. They also explained where to find the contact information for the Ombudsman in the bulletin board on the Birch Pavilion, and said they are willing and able to help any residents with making calls to contact the Ombudsman.
- Do you know you, or your representative, can look at your medical record?
One resident said, “Yes. We can look at just like we can look at our medical chart at the doctor’s office.” Traci said, “That is correct. And anytime that you would like to see your medical record or chart here, I can help you do that and go through it with you and/or your family member. Just ask me and I would be happy to help.”
- Have any of you asked to see your record? What was the facility’s response? Did they talk to you about it?
Residents present said, “no.”
- Tell me about the mail delivery here. Is mail delivery prompt and does it arrive unopened?
One resident replied, “You and Linda deliver the mail to me. Thank you for helping me open it when I can’t.” One resident replied, “Thank you for helping me mail out packages to family members.” Kari explained to everyone present that when mail is

delivered to the building, it is sorted out to be delivered. Residents mail is additionally marked with their room number then grouped by pavilion for quicker delivery. Once that step is done, Kari and Linda receive an email from the receptionist letting them know that the mail is ready to be picked up and delivered. Then Kari or Linda will go to the front desk to pick up all the mail and packages, and deliver the items to the residents. Kari said that if a resident is not in their room, they will leave the unopened mail on the resident's bed or chair; if a resident is in their room, they will hand the resident their mail and will offer to help them open it if they feel they will need assistance.

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 had the finest dinner! Shrimp on top of noodles with cheese, it was simply delicious!
- Beautiful presentation of the Reuben sandwich, with the marble bread and Swiss cheese, along with the sweet potato fries. It was gorgeous, and it was cut into fours and easy for me to pick up and eat. And a ½ of a sandwich is perfect for me, no waste.
- The homemade chicken noodle soup is wonderful.
- I heard that I can have a cup of coffee at any time of the day. Is that true?
Kareem and Traci both said yes and to please ask anyone and they can get it for her.
- I love having oatmeal for breakfast, I have it every day. But there is too much oatmeal in the bowl that I can't add milk to it.
Kareem said, "We make the oatmeal with milk, not water, so you shouldn't have to add milk to it."
- Sometimes there is too much spice or pepper in the soup, I can taste it.
 - Kareem said, "We don't make anything spicy or add anything to make it spicy. It could be the flavoring of the herbs, paprika or salt and pepper, but we don't add to make it spicy."

X:

- I have a complaint. I'm gaining weight (*said with a big smile on his face*). Our meals are wonderful, thank you!

X:

- The sandwiches are good, but the bread is a little hard to chew sometimes.
- The flavor of everything is good. Better than the last company by 100%.
- You need to make biscuits and gravy better.
- The cheesecake yesterday was very good!

X:

- All is good and If I don't like it, I will ask for something else.

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 am missing one short black sock. Not a pair, just one.

X:

- I am missing blue & white pajamas, it's a 2-piece top and bottom, and the top has a pocket on the left side.

Traci and Sarah said they would follow up with X and X on these items, as well as contact Laundry about them.

X:

- All is good. My room is clean. All the staff are good to me.

X:

- The rolling shower chair is missing from my room.

Traci said that she would follow up on this.

X:

- In my bathroom, the shower wand leaks all over the place. It needs to be fixed.

Traci said that she would follow up on this.

3. Discussion regarding room temperature.

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

X:

- My room is too cold.

All residents present said their room temperature is “good” or “fine.” *Traci to follow up on X's room temperature along with the shower wand with the ES department.*

4. Discussion regarding nursing care.

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

X:

- The elbow pads that the nurses gave me to wear are a life saver. Thank you.
- What do we do with old hearing aid batteries? Do we just throw them out?

Traci said that she will find out what is the proper way to dispose of old hearing aid batteries and will let X and everyone know.

Traci shared with everyone that there are two new nurses to the Birch Pavilion that are currently orientating – Shawn, who will be working on day shift, and Anna who was working on midnight but is now coming to day shift.

X:

- The new nurses are more conscience of learning and getting to know each of us. They are better than some of the older nurses that take the short cuts.

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 is still pretty slow during the night.

X:

- You have to be patient in waiting for them to get there to help you.
- Is there a new system for the call lights because I have been given a dinger bell.

X:

- The staff have been very good at answering my light.

X:

- Why can't the call light go to the nurses' computers to alert them when we push the button?

Traci explained to everyone present that if and when the call lights need to be worked on, each resident is given a dinger bell to ring when they need assistance from staff. Traci also said that a new call light system is being looked at and researched to replace the current system, so there will be more to come on that.

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 present said they are receiving their showers as needed, as requested, and also thanked the staff for helping them with their showers. X asked to have his shower and shower wand fixed so that water does not leak out everywhere, and Traci said that she would ask the Maintenance Department to come and fix it; X thanked Traci for this.

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:

- Sometimes it gets pretty loud. I can hear people talking in the hallway even with my door closed.

X:

- I am a deep sleeper, but it wakes me up when I can hear the employees talking loudly in the hallway at night.

X:

- I sleep for 2 hours, then I am awake for a bit, then I sleep again for 2 hours, and this goes on all night long for me. I have been like this for years.

X:

- I'm sleeping good. I don't hear anybody or anything at night.

X:

- After 10pm, it's good. I sleep good. Thank you for keeping the volume reminder in the newsletter, I really feel that it helps.

The floor was opened for additional comments:

X:

- There is too much personal conversation among the staff when they are taking care of me.

Traci thanked X for letting her know this and will address this concern with the staff at their daily huddle meetings.

- It would be nice to have an outdoor porch. It would make a difference for everyone to be able to go outside and sit on the porch.

X and X both told X that we do have a porch and that it is out the back door of Birch Pavilion, and that we also have a courtyard. Traci offered to take and show X the porch after the meeting, and X said that she would like that.

X:

- Can we do any of the activities like go to the parade for Cherry Festival?

Kari told X and all present that the Cherry Festival committee announced that they will have to re-route the parades this year because of the Union Street bridge that is being replaced and that is where we (residents and staff) have sat for years to watch the parades. Once the new route is determined, Kari and Tim (Environmental Services Director) will need to figure out where we can go to unload the bus to then go and sit/watch the parades, but that won't be determined until closer to July. X said thank you and to please keep her in mind.

- Thank you to Sarah for helping me with all of my upcoming appointments.

X:

- I heard that there are going to be big race boats on the bay this summer. Have you heard that? Like the old Northport 200 races.

Kari said that she had not heard that but would look into it.

The next Birch Resident Council meeting will be held on Wednesday June 28, 2023 at 10:30am in the Birch Activity Room. Kari asked for a volunteer to read over and sign the May 2023 minutes, and X said that he would do this. The Birch Resident Council Meeting was adjourned at 11:50am by X, seconded by X and X.

Respectfully Submitted,

Kari Belanger, CTRS
Recreational Therapist

Sarah Pleva, LLBSW
Birch Pavilion Social Work

Traci Williams, RN
Birch Pavilion Assistant Director of Nursing

X, Birch Pavilion Resident

CHERRY RESIDENT COUNCIL MEETING
May 25, 2023

The Cherry May 2023 meeting of the Grand Traverse Pavilions Resident Council was called to order at 2:30pm 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.

10 Members present were introduced:

Residents are 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

Kareem Michael, Director of Culinary Operations, Forefront

Kari introduced Grand Traverse Pavilions board member, Mary Marios, to all in attendance. Mary thanked everyone present for allowing her to attend their meeting and that her role along with the two other board members is to help ensure that all residents needs are being met by the staff – nutritional, socially, physically, and living in a safe, clean, healthy environment.

The April 2023 minutes were distributed to all in attendance on 05/23/2023 per resident request. X made a motion to accept the April 2023 minutes as written; X seconded the motion.

Old Business:

Items to follow-up on from the April 2023 meeting:

X (who was not present at the meeting today), in April said that she "would like to have more veggies and less starches at my meals. I would also like to have smaller servings, including one egg in the morning and not two, I can't eat two eggs. The corn salad last night was good, but it needed to have onion. I would like to have onion with all of my salads."

Kari spoke with Melissa, Registered Dietician, and said that followed up with X on her preferences to have smaller servings, only one egg and onions in her salad.

X, in April said, "I have lost 2 nightgowns – one aqua and one pink, both with tiny print on them." When Kari asked X about this at the meeting held today, X said "Marta and Emily found them and they have returned. Thank you."

X, at the April meeting said, “The float nurses all give me my medications differently. You never know what you’ll get. I like to take my medications with orange juice, and they all don’t know that.” Kari asked X if she had seen any improvement with this, she replied, “Yes, most of the time. Marta talked with me about it and made changes.”

X, at the April meeting asked, “Is the 90 over 90 event happening this year? I will be old enough to attend the event.” Kari told X and all present that she has looked on-line and has called the Senior Center to see if this event is happening and was told it is not taking place.

X, at the April meeting said, “I am missing Country Gold Saturday Night on television. Can you find out what channel it is on?” Kari told X and all present that she has not been able to find it on television, but has found it on the radio, local station WTCM 103.5. X said that Teresa, one of the staff members, found it on the television in the Cherry Activity Room but didn’t know what channel; Kari said that she would speak with Teresa to get the channel and more details and would report back to X as Teresa had not spoken or told Kari about it.

New Business:

Kari made the following announcements:

Special Event Activities for June

- Thursday June 15: What A Crock – 2:30pm-3:30pm (Multi-Purpose Room)
- Friday June 16: Breakfast Club – 8:00am-9:30am (Multi-Purpose Room)
 - Residents signed up for this.
- Sunday June 18: Father’s Day Detroit Tigers Game on the Big Screen & Game Day Snacks – 2:00pm (Multi-Purpose Room)
- Wednesday June 21: Music Sing-along with Tally & Bob Green – 10:30am (Multi-Purpose Room or under the tent if the weather is nice)
- Thursday June 22: June Birthday Luncheon – 12:00pm (Multi-Purpose Room) – celebrating residents who have a birthday in the month of June
- Friday June 23: Catholic Mass with Father Joe – 11:00am (Multi-Purpose Room)
- Friday June 30: Bingo Store – 10:30am-12:00pm (Multi-Purpose Room)

Outings to sign-up for:

Wednesday June 7: TC Pit Spitters Baseball Game at Turtle Creek Stadium

Board bus at 10:15am (game starts at 11:10am)

(resident suggested, X, in April 2023)

Tuesday June 13: Lunch at Olive Garden – board bus at 11:15am

(resident suggested, X, in March 2023)

Thursday June 22: Ice Cream at Moomer’s – board bus at 1:30pm

(resident suggested, X, in April 2023)

Kari shared from Tim, ES Director, regarding the courtyards – a young man, Xavier, has been hired and is starting work on the courtyards with trimming the grass and cleaning things up, along with assisting with grounds keeping for the entire campus. Each Custodian in the department has also been assigned a courtyard that they will be

responsible for maintaining over the summer along with Xavier. We will be helping in getting flowers and vegetables planted with Activities and Residents but do not want to do any of that until the courtyards have been cleaned up. We do have a signed contract with a landscape contractor; however, the contractor has not been forthcoming on when they will be getting started with the renovations...so that is why Xavier has been given the task to get working on them.

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 Rights.

Rights:

- How do you, or your representative, find out about your rights – such as voting, making an advance directive, getting what you need?
Residents initially did not say anything. Kari told everyone present that just like when they were living at home, they had rights – the right to vote, the right to see the doctor and discuss their medical needs, the right to sleep in, the right to do what they wanted to do, etc. and those rights still apply to them today as residents at the Grand Traverse Pavilions. Kari said that if any residents would still like to vote in the elections, they can do that and if they need help, Emily can assist them; if they want to sleep in, they can and can tell the staff that they don't want to get up. Residents present then began nodding their heads in understanding.
- Are you, or your representative, invited to care conference meetings?
Residents present said "yes" and a couple of them said that they have attended their care conference meetings with Marta, Emily and Kari.
- Do you know that you can see a copy of the facility's latest survey inspection results? Where is that report kept here?
A few residents present shook their heads "yes" and a few "no" when this question was asked. Marta explained to everyone present the process of the facility receiving the typed report from the state surveyors following our annual inspection and that copies of the report are kept in the Administrative Offices, the Director of Nursing office, at the Front Desk and in a binder by the elevator. Emily and Marta also explained that anyone at any time can look at/view the results, and if someone needed help in viewing the report, just please ask and that someone would be able and willing to help any residents view and read over the report.
- Do you know how to contact the Ombudsman?
One resident said that she saw the information in the bulletin board across from her room but wasn't sure what or who an Ombudsman is. Emily explained to all residents present the role of an Ombudsman and how that person can be contacted, and that the Ombudsman for the Pavilions is named Andrew. One resident said, "oh yes. He was here the other day walking around and handing out his card. He has a beard and glasses." Emily also explained where to find the contact information for the

Ombudsman in the bulletin board on the Cherry Pavilion, and said she is willing and able to help any residents with making calls to contact the Ombudsman.

- Do you know you, or your representative, can look at your medical record?

A few residents present said, "Yes." Marta told everyone present that all residents can ask to see their medical record at any time, and that she would be help - just ask. One resident asked Marta if she could review any of the pre-existing conditions that may be listed within the medical record; Marta said yes and that she would be happy to meet with this resident individually.

- Have any of you asked to see your record? What was the facility's response? Did they talk to you about it?

Residents present said, "no."

- Tell me about the mail delivery here. Is mail delivery prompt and does it arrive unopened?

Residents present at the meeting said they have all had mail and packages delivered to them here at the Pavilions, and all had received their mail and packages unopened. Kari explained to everyone present that when mail is delivered to the building, it is sorted out to be delivered. Residents mail is additionally marked with their room number then grouped by pavilion for quicker delivery. Once that step is done, Kari and Linda receive an email from the receptionist letting them know that the mail is ready to be picked up and delivered. Then Kari or Linda will go to the front desk to pick up all the mail and packages and deliver the items to the residents. Kari said that if a resident is not in their room, they will leave the unopened mail on the resident's bed or chair; if a resident is in their room, they will hand the resident their mail and will offer to help them open it if they feel they will need assistance.

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:

- Everything is good. The roast beef, the fried eggs over easy that are consistently right. The bacon is crispy.
- Where do you get the names of the entrees?

Kareem said that the names of the entrees are traditional names, classic names, that most everyone would be familiar with.

- The dining room is total chaos. They don't always know what they are doing. The taking of our orders is goofy. I have breakfast in my room, but lunch in the dining room and not everyone takes my order like they should. When Nicki is here, everything is good, and when she's not here it's not good.

Marta said that she is working with Korie (from Dietary) in tightening up this process so there is less confusion and staff from both Nursing and Dietary know that not all residents have all of their meals in the dining room.

X:

- It is way better than the old company. The cream soup is way better than what it was, but the beef barley soup has no taste to it.

X:

- Two days ago, the egg I had was slimed. It was yucky. The poached egg needs to be cooked a little more and not be slimy, and I should know, I've cooked a lot of eggs in my day in the diner. The rest is all good, and I can eat the sausage and bacon.

X:

- It is tasting good. It is better than before.
- I want to have more chocolate.
- The temperature is better.

X:

- The banana and orange muffins at breakfast are very good.
- The crab cakes we had one day were really good too.

X:

- The cheesecake yesterday was fabulous!

X:

- I don't want to see more chocolate. I can't have chocolate.
- The temperature is good.
- The staff need to check with me before leaving my room to make sure I have everything or if I need help with cutting things up on my plate.

X:

- Sometimes the temperature is good and sometimes it is not.
- The last 3 times there was asparagus on the menu and it was substituted. I didn't like that.

Kareem apologized for that and that cost-wise from the vendors it is quite expensive; explained that he is waiting for there to be more local fresh asparagus available as it is coming into season. X thanked Kareem for his response.

X:

- The temperature is good.
- Is there a way to switch up the menu and have a dinner at lunch time because sometimes it would be nice to have the soup and salad at lunch.

X:

- This is the 3rd food company since I've been here. I'm glad you're here, I think you are doing a good job.
- With my meal ticket, I write the things I want on the ticket but I don't always get it, like bananas. I'm told we have bananas, I write down bananas, but then I don't get bananas and told we are out of bananas. My wife can go to Meijer and buy bananas, but we cannot get bananas here.

Kareem explained that originally when he first ordered bananas, not all residents wanted bananas and that he ended up throwing out bananas because they had gone bad. He said, "I have been working on the staff with writing items down on the continuous shopping list that are getting close to being out of like bananas and they are getting better at this, and I will go to the store to purchase what is needed in between deliveries from the Gordon Food Service and Prairie Farms vendors as

they deliver twice a week. If I see that something that I ordered for all of you did not arrive on the truck with the deliveries, I will go to the store and purchase those items. I spend a lot of time on the phone with the vendors explaining what is ordered, what has arrived and what didn't arrive."

Emily spoke on behalf of a resident who was not able to attend the meeting today said, "The shrimp alfredo we had on Mother's Day, I'm waiting for it to come back around. It was wonderful."

Kareem thanked everyone for all of their feedback and said, "I let the team know every day, the good and the bad. I appreciate all of your patience with us. I hold myself and the staff to high standards and we want to keep providing all of you with good, quality nutritious meals each day."

Marta asked all residents present about snacks being offered and delivered during the evening or after dinner. X and X both said that they are not offered any snacks, and X said that she has a drawer full of snacks in her room that her family provides her. Marta shared with everyone that she has been informed that Kareem and the kitchen team are going to be offering and providing more hearty snacks like cheese/meat/crackers as residents have been asking for this, along with more variety of items. X suggested that having a mobile cart that is stocked with different snacks to go around at night to the resident's rooms.

X said, "The board is very committed to the food, breakfast/lunch/dinner. Having good quality and nutritious meals each day are very important to everyone. And today, Patrick who is from Forefront, came and did a presentation at the board meeting and we were all impressed with everything."

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:

All residents present at the meeting nodded their heads in agreement, "yes."

X:

- Michelle is the best, she does it all.

X:

- When Michelle is not here, the housekeeper only empties the trash and doesn't do anything else.

3. Discussion regarding room temperature.

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

Kari asked X if she has noticed any difference with the heat-film placed on her windows as it has been quite warmer and sunnier out, and X replied, "No. Luke has not put it on yet." Kari said that she would follow up with Tim, Environmental Services Director; X thanked Kari for doing this.

X:

- If I get cold, I cover up with my shawl.

X:

- It is cold in the dining room, but I sit by the big windows.

X:

- It doesn't matter, I'm always cold.

4. Discussion regarding nursing care.

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

All residents present at the meeting did not have anything for discussion regarding nursing care. X said, "Everyone has been very good" and X agreed and said, "They have been good to me too."

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:

Marta opened up this discussion with following up with residents that she has been running call light reports at different times of the day and when residents have told her that they have been waiting an extended period of time to have their light answered. Marta shared that she has been seeing that the wait time for call lights in the afternoon and evening hours are a bit longer than during the day shift time, and that it coincides with the staffing ratios between the shifts but it is getting better. Marta also shared with everyone that she has been attending meetings with the Director of Nursing and Information Systems that are discussing a different call light system as the pager system is not working like it was envisioned and "it's great to be a part of these discussions and there will be more to come."

X:

- Sometimes we have to wait longer than others, but most of the time it is pretty good.

X:

- Staff don't always help me when I need them to help me. They come in quickly and leave, and don't help me complete the care that I need help with.

Marta told X that she would follow up with her CNA caregivers. X thanked Marta for doing this.

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 present at the meeting nodded their heads in agreement, "yes."

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:

X:

- It's the staff. They talk too loud at night.

X:

- It is now down to two people or residents, both across the hall from my room.
- There needs to be a universal time for everyone to turn their radios and televisions down at night, and also to turn radios and televisions off if people are not in their rooms.

Marta told all residents present that she would continue to talk with the staff at their huddle meetings, to keep their voices lowered at night as everyone is sleeping and also about the radios and televisions. Kari shared that Birch Pavilion residents feel that the reminder that is in the Pavilions Post each week has helped with the noise level on Birch Pavilion at night.

The floor was opened for additional comments:

Marta shared that Pavilions hosted nurse aide students today, some were working on Cherry Pavilion they were wearing blue scrubs, and that 5 of the students will be staying here at the Pavilions to work. X said that she liked each of the students that she met, but in the future can someone please let her know and ask her first if she would like to have a student working with her and her primary caregiver. Marta said "of course!"

X asked if there could be a reminder to staff about not wearing perfume or scented body lotions. X said, "Some people have been wearing it very heavy and I didn't think staff were supposed to wear it." Marta said that she would talk with staff about it in their huddle meetings; Kari said that she would ask to have a reminder put into the Enews for staff and can also put a reminder in the Pavilions Post for residents and staff. X thanked Marta and Kari for this.

X said that she can hear her neighbor's telephone ring in her room, "like it is ringing right through the wall. Why is this?" Marta told X she didn't know why this was happening but would talk with the resident about the volume of his telephone ringer.

Kari asked everyone present if they had any ideas or suggestions for activity groups and outings. X suggested bowling; X suggested going shopping at Goodwill and lunch at China Fair; and X suggested shopping at Twice as Nice resale shop.

Mary thanked all residents again for letting her attend the meeting, and for being so talkative and open with not just each other, but with the staff and with her.

The next Cherry Resident Council meeting will be held on Thursday June 29, 2023, at 10:30am in the under the Cherry Tent if weather cooperates, if not then in the Cherry Activity Room. Kari asked for a volunteer to read over and sign the May 2023 minutes, and both X and X said that they would do this. The Cherry Resident Council Meeting was adjourned at 4:22pm by X, seconded by X.

Respectfully Submitted,

Kari Belanger, CTRS
Recreational Therapist

X, Cherry Pavilion Resident

X, Cherry Pavilion Resident

Marta Pratt, RN
Cherry Pavilion Assistant Director of Nursing

Emily Tyrrell, LLBSW – Cherry Pavilion Social Work

DOGWOOD RESIDENT COUNCIL MEETING

May 24, 2023

The May 24, 2023 meeting of the Grand Traverse Pavilions Dogwood Resident Council was called to order at 10:45 am 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.

4 members present and interpreter Tom Hoxsie were introduced:

Residents are 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 April 2023 minutes were distributed to all in attendance and reviewed. X made a motion to accept the April 2023 minutes as written; X seconded the motion. Old Business from April's meeting:

- X's pillows: X was given three new pillows after the meeting. X reported they are not comfortable, not soft enough, he would like a feather pillow. Cindi explained that the facility does not have feather pillows. X stated she would ask her daughter to bring in one of hers.
- HS snacks: a review of April snack documentation through the 24th showed snacks were offered 42% of the time. It will be the daily improvement focus for the midnight shift huddle.
- X's room temperature: Maintenance raised the temperature in X's zone to 72 degrees. He says he is still cold. He was encouraged to open his blinds in the afternoon to warm his room up with the sunshine and leave his privacy curtain open some of the time for air to circulate. Room temperature will be checked again.
- X's shower: It is documented that X received her shower April 25th ● X requested to speak with the cook. Melissa, the Registered Dietician was notified, and the cook spoke with X.

New Business: Resident Rights

Resident Group Interview Questions:

Cindi discussed with the attending residents that there are twelve resident rights that are reviewed during the group Resident Council meeting held with the State Surveyors during our annual survey. Today we will be reviewing Resident Rights.

Rights:

- How do you, or your representative, find out about your rights — such as voting, making an advance directive, getting what you need?
- X stated she would talk to the associate.
- Cindi explained that a copy of the Resident Rights is provided at admission. She noted that if anyone would like another copy it would be provided.

- Are you, or your representative, invited to care conference meetings?
Residents stated they are. Cindi stated that either the resident or their representative is sent an invitation to their care conference.

- Do you know that you can see a copy of the facility's latest survey inspection results?
Where is that report kept here?
●X stated that she had never thought about it, but it was probably in the office. ●Cindi explained that there is a copy of the results in the wall pocket by the center elevator and a copy available at the front desk.

- Do you know how to contact the Ombudsman?
X said, "No."
Cindi informed the residents that the information is posted on the bulletin board where the Pavilions Post and daily activity schedule are.
X asked, "Anytime?"
Cindi explained they are available during regular business hours.

- Do you know you, or your representative, can look at your medical record?
- X said, "I assumed." Cindi explained that residents can ask at anytime to see their medical records. If they want copies of anything, it must be requested in writing.

- Have any of you asked to see your record? What was the facility's response? Did they talk to you about it?
X stated, "Yes, I did. I didn't understand a lot."
X and X both said, "No" they have not asked to see it.

- Tell me about the mail delivery here. Is mail delivery prompt and does it arrive unopened?
- X and X both said, "Yes."

- X then stated the staff opened one without her. X thought it was rude, it was from Kelly, was already opened and it irked her. Naomi or Cindi will follow up with her.

1. Discussion regarding food temperature and receiving HS snacks. The floor was opened for residents to respond:

- All residents stated the food was warm.
- Regarding HS snacks: X said, "Sometimes." X said, "Most of the time." X and X said, "Yes."

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

The floor was opened for residents to respond:

- Residents all agreed there were no complaints regarding the cleanliness of the facility. Naomi noted that our housekeepers, Amanda and Gabby do a great job.
- All residents noted the laundry was returned promptly.

3. Discussion regarding room temperature.

The floor was opened for residents to respond:

- X stated, "I use a fan and I am comfortable."
- X said, "Sometimes. I want to go outside." Cindi asked him if he wanted his bed in the courtyard! He laughed. He said he is just excited to go outside in the warm weather.

4. Discussion regarding nursing care.

The floor was opened for residents to respond:

- X stated, "No complaints. The nurses are kind."
- X stated, "No problems."
- X expressed, "I have an issue with one nurse." Cindi or Naomi will follow up with her after the meeting.

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

The floor was opened for residents to respond:

- X replied, "Better."
- X said, "I believe so. I don't use it often."
- X said, "Way too long." Cindi stated, "Again, your average wait time is a little over five minutes. I realize you feel like this is too long to wait, but it is very reasonable." X responded that staff have other people they must take care of too.

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

The floor was opened for residents to respond:

- X stated, "I am reminded."
- X said, "Good. I want a haircut at the end of May." Cindi will put him on the beautician's list.

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

The floor was opened for residents to respond:

- X stated, "I shut my door."
- X stated, "Next door they holler when taking a shower." Naomi or Cindi will follow up.

New Business:

Linda made the following announcements:

Special Event Activities for June

Thursday June 15: What A Crock — 2:30pm-3:30pm (Multi-Purpose Room)

- Friday June 16: Breakfast Club — 8:00am-9:30am (Multi-Purpose Room) •
- Sunday June 18: Father's Day Detroit Tigers Game on the Big Screen & Game Day Snacks — 2:00pm (Multi-Purpose Room)
- Wednesday June 21: Music Sing-along with Tally & Bob Green — 10:30am (MultiPurpose Room or under the tent if the weather is nice)
- Thursday June 22: June Birthday Luncheon — 12:00pm (Multi-Purpose Room) — celebrating residents who have a birthday in the month of June
- Friday June 23: Catholic Mass with Father Joe — 11:00am (Multi-Purpose Room) • Friday June 30: Bingo Store — 10:30am-12:00pm (Multi-Purpose Room)

Outings to sign-up for:

Wednesday June 7: TC Pit Spitters Baseball Game at Turtle Creek Stadium
Board bus at 10:15am (game starts at 11:10am)

(Resident suggested, X, in April 2023)

Tuesday June 13: Lunch at Olive Garden — board bus at 11:15am
(Resident suggested, X, in March 2023)

Thursday June 22: Ice Cream at Moomer's — board bus at 1 :30pm
(Resident suggested, X, in April 2023)

Linda shared from Tim, ES Director, regarding the courtyards — a young man, Xavier, has been hired and is starting work on the courtyards with trimming the grass and cleaning things up, along with assisting with grounds keeping for the entire campus. Each Custodian in the department has also been assigned a courtyard that they will be responsible for maintaining over the summer along with Xavier. We will be helping with getting flowers and vegetables planted with Activities and Residents but do not want to do any of that until the courtyards have been cleaned up. We do have a signed contract with a landscape contractor; however, the contractor has not been forthcoming on when they will be getting started with the renovations...so that is why Xavier has been given the task to get working on them.

Linda asked the residents if there was anything they would like to plant in the courtyards.

- X thought cherry tomatoes would be nice. She said then residents would be able to eat a ripe one when they are out there. She also suggested perennials, both flowers and greenery.

Linda asked for any ideas of things residents would like to do this summer.

- X announced that on July 1st and 2nd there is a car show by Building 50. • X requested music outside. Linda noted that the concerts on the lawn start in July and weather permitting, any music activities scheduled this summer can be held outside, under the tent.
- X suggested making pierogies.
- X and X suggested having the ice cream truck in house again.
- Cindi suggested bringing animals in to visit residents like the miniature horse or the llamas they have had in the past.
- Naomi suggested having Resident Council outside.

The floor was opened for additional comments:

There were none.

The next Dogwood Resident Council meeting will be held on June 28th at 10:45am. Residents agreed to having the meeting outside, weather permitting. Cindi asked for a volunteer to read over and sign the May 2023 minutes, and X said that she would do this. The Dogwood Resident Council Meeting was adjourned at 11:35am by X, seconded by X.

Linda Burton, CTRS

Linda Burton, CTRS
Recreational Therapist

Respectfully Submitted,

Cindi Pobuda, LBSW

Cindi Pobuda, LBSW
Dogwood Pavilion Social Work

Naomi Rode, RN

Naomi Rode, RN

Dogwood Pavilion Assistant Director of Nursing

Paula Kishaki

Dogwood Pavilion Resident

Elm Resident Council Minutes
Meeting Held- May 25, 2023

The May meeting of the Grand Traverse Pavilions Elm Resident Council was called to order at 11:45 a.m...

9 Members interviewed:

Residents are marked as "X" throughout the minutes.

Staff Present:

Kristen Packard, Director of Nursing
Linda Burton, Recreational Therapist

Old Business:

None

New Business:

A. Asked the residents if their call lights are responded to in a timely manner. No concerns or complaints were noted.

B. Asked the residents if they were being offered an evening snack. No concerns were noted.

C. Asked the residents how the staff treat them.

X stated, "Good."

X stated, "Nice."

X stated, "I think so."

D. Asked residents if they were receiving showers/baths regularly. Residents voiced no concerns or complaints.

E. Asked the residents about their rooms. Asked if they were being cleaned. Also asked how the laundry service was. Residents voiced no concerns or complaints.

X stated, "We have a good team."

X stated, "Mine is."

Discussed the temperature and asked if residents were warm enough and comfortable. No concerns or complaints noted.

G. Asked the residents how the food is here. No concerns or complaints were voiced.

X stated, "Have a lot of it. I do enjoy it."

X stated, "Varied." (Was unable to give more detail.)

X stated, "Very good." When asked if it was hot, X stated, "Oh yeah, good shape."

H. Asked if the residents had any ideas for activities. Asked residents if they felt they had enough to do here. No concerns or complaints noted, and residents were nodding their heads yes.

X stated, "Playing games."

X stated, "I used to work at a front desk at a resort."

X stated, "Oh yes."

Questions, Suggestions, Concerns and Comments:

The floor was open for questions, suggestions, concerns and comments.

Asked residents if there was anything that could be done to make things better for them.

No ideas or suggestions noted.

X recommended homemade bread, Kristen DON said she has some homemade jam that would go good with the bread that she will bring in.

Residents and staff also discussed planting on the patio and doing some gardening. Some ideas were zucchini, tomatoes and lettuce.

No other concerns or complaints were noted. The meeting closed at 12:05 p.m...

Respectfully Submitted,

Linda Burton, Recreational Therapist

Kristen Packard, RN, Director of Nursing



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Confidential Discussion Document

Grand Traverse Pavilions Strategic Analysis – Update Board Discussion

June 29, 2023

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HANDOUT
by Robert Long

Agenda

Update Meeting Agenda:

- Overview Strategic Objectives
- Next Steps / Execution
- Medicaid Update

Overview

Plante Moran (PM) was engaged by Grand Traverse Pavilions to assist the Organization in evaluating strategic options.

Key project goals include:

- Market assessment - Provide market context through an analysis of economic and demographic characteristics of the market area, existing and planned competitive offerings, and consideration of unit potential.
- Financial sustainability - Provide benchmark information against an appropriate data set, and in the context of proposed changes in your operating model and anticipated changes in Medicaid reimbursement.
- Strategic vision - Review current operations and provide recommendation of strategies to a) produce sustainable performance results, and b) Provide a roadmap for implementing recommended strategies.

Summary: Next Steps

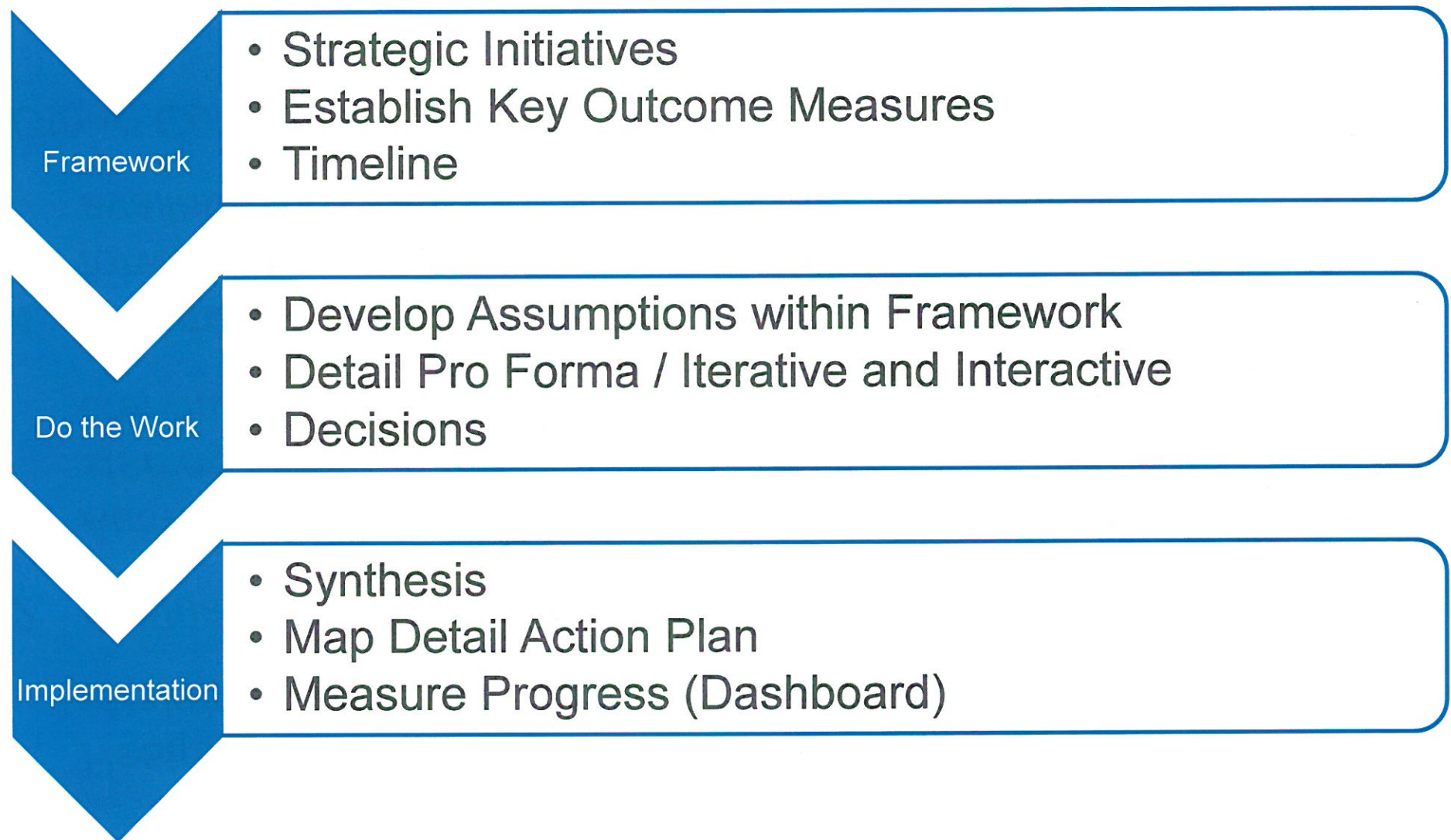


Strategic Initiatives - Recap

1. *Restructure leadership and governance across services; to align strategic goals, and reimbursement improvement opportunity*
2. *Evaluate assisted living service line (Cottages)*
3. *Actively position GTP to be a senior living and care (health care) staffing leader in the market to optimize the number of community residents GTP can care for.*
4. *The market is likely to need less nursing home beds going forward. Embrace right-sizing the facility. Take advantage of available programs to “drag your feet” in this decision.*

Other: Consider entering into an I-SNP structure.

Process / Next Steps



Reimbursement



Reimbursement Considerations – SNF Medicaid Settlements

The Medicaid SNF rate setting methodology is historically a cost-reimbursed, prospective payment system. This was disrupted by the COVID pandemic and impacts on providers. The following graphic is a summary of the expected 2022 cost report impact:



- Notes and Observations:**
- **Settles interim rate paid: 10/1/21 – 9/30/22**
 - **Most Likely: Sets prospective Medicaid rate using old Methodology for 10/1/23 – 9/30/24. Estimated Rate:**

	10/1/2023	10/1/2021
Medicaid Per diem rate components		
Variable cost component - (lesser of \$	346.62	\$ 280.83
Plant cost	11.55	8.81
QAS Add-On (4)	52.09	49.85
Total Medicaid Reimbursement Rate	\$ 410.26	\$ 339.49
	21%	

Medicaid Rate Reform

- Looking ahead: The State contemplating significant changes to Medicaid reimbursement methodology
- Key Considerations:
 - Implementation date: Unknown; best guess is 10/1/24
 - Budget neutrality
 - MCF “Class III” status is expected to continue to receive an enhance rate, based on current discussions
 - MCMCF Council is part of work group with state, stakeholders; Lindsey is a stakeholder on the call
 - The State has been receptive to ideas

Appendix: Strategic Considerations Detail From 2/23 Meeting



Strategic Consideration #1

Restructure leadership and governance to align strategic goals across services

The DHHS Board has governance oversight of:

- Grand Traverse Pavilions – Directly
- Grand Traverse Pavilions Foundation, Inc. – Through board appointment
- PACE North - Through board appointment

Through our interviews and observations, we have noted that as it is currently structured, the Organizations operate at times with divergent goals, and the market does not fully recognize the relationship.

We believe better aligning these Organizations would improve desired outcomes, and results for the community.

Strategic Consideration #1 – *Continued; Example Implementation*

Establish a Parent company:

- Establish an *Operational Parent Company* to direct and oversee the operations of all services
- Key executive roles with strategic and leadership oversight – CEO, CFO
- Aggregate administrative functions with applicability across the continuum to the extent this is desired – Budgeting, information technology, human resources, etc.

Establish board at the Parent Co. level (advisory?) with valuable input provided to DHHS Board as needed

Establish advisory boards at service line level as determined necessary

Strategic Consideration #1 - *Continued; Potential Benefits*

The potential benefits:

1. Primary: Governance and leadership structured to reduce or eliminate service line goal misalignment
2. Medicaid reimbursement benefit: Establishing the Parent Co. results in increased administrative salary reimbursement limits (home office cost report, higher wage “limits” for key employees); this will offset the cost of an additional position(s). *Note*: Based on current salaries, annual positive impact: \$240,000.
3. Medicaid reimbursement benefit: Potential financial benefits due to allocations (See later recommendations)

Strategic Consideration #1 – *Continued; Next Steps*

1. Research limitations on structure – *Legal, financial consultation*
2. Pro forma staffing changes / Reimbursement impact
3. Establish timeline / Communication plan
4. Establish legal entity / Governance structure
5. Execution

Strategic Consideration #2

Evaluate assisted living service line (Cottages)

Assisted living is often a component of a senior living and care continuum. We noted a general theme in interviews that assisted living is an important product to in the market; however, it was not considered as essential to the GTP brand. One interviewee indicated the original reason for entering assisted living was to enhance financial outcomes.

We noted there were negative trends and financial impact:

1. Occupancy is in the mid 50 percent range, which trails the market occupancy trend of 90+ percent
2. There are costs allocated to assisted living under the current structure which would otherwise be reimbursement under Medicaid.
3. Benchmarks (high level) would indicate the average costs are at the top of the range, based on state of seniors housing benchmark

Strategic Consideration #2 – *Continued; lost reimbursement*

Assisted Living - 2021 Income / Expense Analysis			
	Per 12/31/21	Pro forma-allocated costs (Lost Potential Reimbursement)	Pro Forma 12/31/21
Revenue			
Total Revenue	2,406,329	-	2,406,329
Operating expenses	1,768,528	-	1,768,528
Overhead	240,000	1,299,740	1,539,740
Depreciation	304,170	-	304,170
Total Expenses	2,312,698	1,299,740	3,612,438
Net	93,631	(1,299,740)	(1,206,109)

Other Information - Allocated costs/Medicaid cost report	
Administrative expenses - Allocated	287,251
Less: Administrative allocation per internal records	(240,000)
Plant Operation	519,372
Laundry	14,652
Dietary	718,465
Total - Allocated	1,299,740

The “Pro forma-allocated costs (Lost Potential Reimbursement) column represents costs which are:

1. Incurred by the organization
2. Potentially reimbursable costs at the nursing home through the Medicaid reimbursement system
3. Allocated to the assisted living through statistical allocation

The impact is that these costs are ‘in addition to the costs being tracked reported for assisted living, and results in a net loss from operations. Removal would either result in a reduction of expense, or increase in Medicaid revenue.

Strategic Consideration #2 – *Continued; benchmarking*

Assisted Living - Benchmarking						
Map	Category	Fully Loaded / Impact - AL Expenses	Ratio - Occupied Bed (Assumed census: 49)	Benchmark - SOSH Median (<80, no MC) - Inflated 2 years	Variance to Benchmark	Monetized Potential
1	Direct Salaries	1,103,702	22,525	9,090	13,435	658,303
2	Other Direct Costs	4,814	98	198	(100)	(4,885)
3	Employee Benefits	438,933	8,958	4,022	4,935	241,832
4	Admin	600,637	12,258	11,611	647	31,699
5	Plant Operations	648,432	13,233	6,867	6,366	311,945
6	Laundry	12,863	263	-	263	12,863
7	Housekeeping	114,995	2,347	1,063	1,284	62,897
8	Dietary	1,012,162	20,656	6,277	14,380	704,613
14	Activities	83,524	1,705	1,010	694	34,024
	<i>Total</i>	2,611,431	82,042	40,138	41,904	2,053,290

Baseline: Annualized 2021; includes allocated costs per cost report

Benchmark: State of Seniors Housing Median, 2020 data, inflated 4% 2 years;
size of facility <80 beds

Strategic Consideration #2 – *Continued; Next Steps*

1. Is assisted living central to GTP strategy?
2. Evaluate improved operating outcomes improvement potential:
 - Efficiency potential – Primary focus is in the direct care
 - Market demand - Occupancy improvement potential vs. marketability
3. Moving assisted living into its own operating company creates opportunities:
 - Likely reduced cost allocation (in other words, we believe the required allocation method as it is currently reported is over-allocating expense to assisted living) – *Up to \$1.2 million savings per year*
 - Better able to assess operating results independently of other business units
4. Alternative: Revisit market strategy (ex. Combining units to meet market expectations)

Strategic Consideration #3

Actively position GTP to be a senior living and care (health care) staffing leader in the market to optimize the number of community residents GTP can care for.

Historically, MCF's staff at a significantly higher ratio than other providers. However, a persistent staffing shortage has become one of the most significant issues reported by operators. In our interviews with management, GTP has consistently turned away admissions due to inadequate staffing. In our interviews, several indicated they understood GTP was difficult to get into.

GTP should press with the advantages you have as a medical care facility (reimbursement), and your market perception to become a staffing leader in the market:

1. Staff to a lower PPD level based on a plan to balance quality with optimized number of residents
2. Direct anticipated reimbursement advantage to push wages to the top decile in market
3. Engage with staff and community to ensure recognition of best-in-class status (quality, benefits tailored to staff, active community programs)

Strategy Consideration #3 – Continued:

GTP Staffing Trends – Consider in relation to staffing changes

GRAND TRAVERSE

PAVILIONS

Position:

	Jul-18	Oct-18	Jan-19	Apr-19	Jul-19	Oct-19	Jan-20	Apr-20	Jul-20	Oct-20	Jan-21	Apr-21	Jul-21	Oct-21	Jan-22	Apr-22	Jul-22	Oct-22
Reported Nurse Aide HPPD	3.28	3.23	3.03	3.01	3.01	2.94	2.72	2.84	2.84	2.86	2.77	2.85	2.74	2.71	2.40	2.31	2.26	2.17
Reported LPN HPPD	0.66	0.66	0.63	0.54	0.48	0.46	0.47	0.46	0.46	0.42	0.42	0.40	0.46	0.48	0.53	0.52	0.50	0.52
Reported RN HPPD	1.05	1.08	1.12	1.16	1.18	1.20	1.16	1.27	1.27	1.19	1.15	1.23	1.31	1.29	1.28	1.42	1.43	1.37
Reported Total Nurse HPPD	5.00	4.96	4.77	4.71	4.68	4.60	4.35	4.57	4.57	4.47	4.33	4.47	4.51	4.48	4.21	4.24	4.20	4.06
Adjusted Nurse Aide HPPD	3.16	3.11	2.95	2.90	2.95	2.93	2.77	2.90	2.90	2.80	2.75	2.85	2.69	2.64	2.36	2.31	2.29	2.22
Adjusted LPN HPPD	0.76	0.74	0.72	0.60	0.55	0.53	0.55	0.53	0.53	0.48	0.49	0.47	0.53	0.56	0.62	0.61	0.58	0.60
Adjusted RN HPPD	1.30	1.33	1.39	1.40	1.44	1.49	1.46	1.61	1.61	1.61	1.63	1.78	1.83	1.67	1.68	1.87	1.85	1.80
Adjusted Total Nurse HPPD	5.14	5.09	4.95	4.81	4.85	4.85	4.67	4.91	4.91	4.70	4.65	4.83	4.78	4.69	4.43	4.53	4.49	4.38

Observations:

- GTP has made staffing changes which are favorable to the number of staff – 20% decline from 7/18 staffing levels
- The current staffing ratio is consistent with the “average 4-star” facility staffing
- *Indicates you may already be taking steps in this direction.*

Strategic Consideration #3 – Continued: Next Steps

Next Steps

1. Utilize market intelligence and market benchmark data to pay key employees at the top of the market.
 - Expenses *under* pro forma “VCL Cap” could be \$3,000,000 of available expenses, of which \$2,000,000 could be reimbursable
 - VCL excess protection: CPE, which is 65%
2. Engage in dialogue with Northwestern Michigan College
 - The school President: Indicated he did not have a relationship / understanding of GTP; open to the discussion
 - Is there a potential co-program to promote / educate health care professionals
3. Consider the benefits in engaging staff in team building activities
 - What benefits / programs / environmental activities would they identify that would promote staff stability
 - What would it take for them to be ambassadors for GTP

Strategic Consideration #4

The market is likely to need less nursing home beds going forward. Embrace right-sizing the facility. Take advantage of available programs to “drag your feet” in this decision.

Occupancy continues to be significantly below pre-pandemic levels, including at GTP. Projections for the intersection of population increases, and declining beds, and declining utilization suggest that occupancy may not be back to pre-pandemic levels for 2-3 years. The market study indicates Grand Traverse market is “over-bedded. *A reduction in needed beds is extremely likely in the GTP market.*

GTP should take advantage of favorable bed management :

1. Establish an operating model based on current staffing levels
2. Allow staffing strategies and the “post-pandemic” market to mature
3. Take advantage of relaxed bed management programs, which allow for bed escrows with changes in 6 month increments through late 2024.
4. This allows management to let the market dictate the a) size of facility, b) configuration (dual occupancy, private rooms)

Strategic Consideration #4 - Continued

Statewide Occupancy < 75%

Options for promoting financial stability



Source: Advisory Board

Strategic Consideration #4 – Continued: Why is Achieving 85% Occupancy So Important?

	<u>Actual</u>	<u>Per MDHHS</u>	<u>Difference</u>
Occupancy %	79.45%	85.00%	
Total Variable Cost	\$ 6,000,000	\$ 6,000,000	
Divide By: Patient Days	29,000	31,025	
Variable Rate Base (VRB)	\$ 206.90	\$ 193.39	
Variable Cost Limit (VCL)	\$ 223.50	\$ 223.50	
Lower of VRB and VCL	\$ 206.90	\$ 193.39	\$ (13.50)
QAS Add-on	\$ 45.02	\$ 42.08	\$ (2.94)
Total PPD Impact			\$ (16.44)
Total Annual Medicaid Days			17,400
Total Lost Reimbursement due to occupancy <85%			\$ (286,102)

Key Assumptions:

- 100 Bed facility (all dually-certified)
- Total allowable variable costs at facility = \$6 Million
- Total bed days available for year = 36,500
- Resident days needed to achieve 85% = 31,025
- Actual resident days for the reporting period = 29,000, which is 79.45% occupancy

Strategic Consideration #4 – Continued: Updated Non-Available Bed Plan Policies

- **MSA Bulletin 21-43 Issued October 26, 2021**
- **Temporary policy effective through September 30, 2024**

“These changes allow nursing facilities to be more selective in their non-available bed designations, extend submission deadlines, reduce ineligibility, and provide penalty and return to service exceptions when handling COVID-19 related issues”

Questions / Next Steps





Grand Traverse Pavilions

A COMMUNITY CARING FOR GENERATIONS

June 23, 2023,

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

FROM: Rose Coleman *Rose Coleman*
CEO/Administrator

RE: May Report

On May 3, Coleman, Clayton Wagatha, Volunteer Coordinator and Darcey Gratton Administrative Services Director, attended an Events Committee meeting to discuss annual events.

On May 9, after three years of masking wearing, the facility was able to offer optional masking for staff and visitors per CMS/CDC guidelines. Staff are required to mask if they are symptomatic, testing for direct exposure or if they have not received the flu vaccine.

On May 10, Coleman attended an MCMCFC group grant brainstorming session to discuss \$68 million offered by the State of Michigan for staffing recruitment and retention.

On May 12, Coleman attended a virtual MCMCFC meeting to discuss the end of Public Health Emergency (PHE) and potential policies and procedures that need to be revised or developed.

On May 12, Coleman attended a MCMCFC District II Meeting in Traverse City.

On May 15, Coleman attended a PACE North Subcommittee to discuss the Management Agreement

On May 24, Coleman met with Forefront Services to discuss progress, staffing and future events.

On May 30, Coleman attended the Foundation Executive Advisory Committee.

On May 31, Coleman attended the PACE North Special Board meeting to discuss with the full board on the Management Agreement.

On May 3, Dood participated in a conference call to discuss Plante Moran handling the IRS audit with Heidi Scheppe and Amy Forester and Rob Long with Plante Moran.

On May 3 and 10, Dood participated in an MDHHS small workgroup webinar to discuss nursing home reimbursement proposals.

On May 10, Dood participated in an MCMCFC brainstorming session regarding a group grant application for nurse recruitment and retention.

Throughout the month of May we had 29 admissions/re-admissions and 34 discharges. One Rehab resident transferred upstairs for long term care.

The Wellness Center saw the following patients this month: Medicare A: 11; Medicare Advantage Skilled: 13; Medicare B: Outpatient: 60; Medicare B: Inpatient: 53; Private Insurance: Outpatient: 12; Private Insurance: Inpatient:3; Work compensation: Outpatient: 1; Private pay: Outpatient: 1; Private pay: Inpatient: 1. Auto: Outpatient: 4; Auto: Inpatient:1.

Amy Coneset, Wellness Center Manager, participated as an exhibitor to promote physical, occupational, and speech therapy services at The Parkinson's Summer Forum on May 25.

The Wellness Center at the Grand Traverse Pavilions received 2nd place for best physical therapy in Grand Traverse County in the My North Red Hot Best 2023 competition.

For the cottages, in the month of May there were 3 admissions, 2 in-house transfers, 1 discharges.

Even though the Public Health Emergency (PHE) ended in May, Kari Belanger and Linda Burton, Recreational Therapists, completed a total of 69 video chats over FaceTime, Google Duo or Zoom.

A few of the activities and special events that occurred in May included: making survival thank-you kits for our wonderful nurses in honor of National Nurses Day; making jumbo tissue paper flowers for Cinco de Mayo; sticker up coffee cup wraps and seed packets for National Skilled Nursing Care Week; putting together flower arrangements for staff recognition of LeadingAge recipients during National Skilled Nursing Care Week; decorating cookies for an GTP employee fundraiser; having Coca-Cola floats in honor of Have a Coke Day; making and enjoying Cherry Cobbler and mini-pizzas; honoring and celebrating residents who have a birthday in the month of May at the Birthday Luncheon; live streaming of various local church services & Catholic Mass and Rosary; playing various card & table games; music performance by John Denner; trivia/fun facts and reminiscing; Bingo and Bingo Store; and watching movies and the Detroit Tigers baseball games on the big screen television. On May 17, the Forefront Dining Team provided a scrumptious BBQ lunch for all residents and staff to enjoy in honor of National Skilled Nursing Care Week.

During the month of May, residents enjoyed a shopping trip to Walmart and two lunch trips to Cracker Barrel due to the popularity of this local favorite restaurant.

Resident Council meetings were held on May 24 and 25 respectively.

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

Seventeen employees were hired in May –1 PT; 2 Environmental Services; 1 CNA; 4 Nurse Aides; 4 Universal Workers; 3 Child care Assistants and 2 Administrative Assistants. We received 47 applications in May.

In May there were 4 resignations; 1 Child Care Assistant; 1 CNA; 1 Environmental Services; 1 Universal Worker; and 2 terminations; 1 CNA; and 1 Universal Worker due to attendance Policy violations.

In May, 10 employee referrals were received.

There were 41 employees receiving the Perfect Attendance Bonus for the 1st quarter of 2023; 12 CNAs; 3 UWs; 16 Licensed Nurses; and 10 Environmental Services.

There were no new and 1 renewed unemployment claims filed in May. Holibaugh responded to 2 questionnaires and participated in 3 telephone hearings. No charges were applied to our account for the first quarter of 2023.

In the period of May 15 – June 11 there were 289 CNA hours and 320 Recreational Therapist hours worked in Activities.

On May 2, Tim Coggins, Environmental Services Director, met with Grand Traverse County Commissioners Scott Sieffert and Lauren Flynn for a tour of our facility. This was an opportunity to see the facility first hand.

On May 5, Coggins met with Rick Gibbons of Summit Fire Protection, to inspect the Ansul fire suppression system in the kitchen to ensure proper operation with the new cooking equipment installed.

On May 10, Comstock Construction completed the work on rebuilding the Hawthorn areas that were damaged by the flooding on December 26. Floor Covering Brokers will start replacing the flooring.

On May 30, T. E. S. Construction started the roofing project for Cherry pavilion. They expect a 10 day completion time, so they will be gone prior to the Concerts on the Lawn starting on July 6.

On May 30, Coggins met with Scott Miller, state elevator inspector, to inspect the elevators at all three cottages. All three elevators passed, and certificates were received later that day.

GRAND TRAVERSE PAVILIONS MEMORANDUM

Financial Operations Report
May 2023

Grand Traverse Pavilions Combined

REVENUE:

The overall revenue for the Pavilions in May was \$2,254,382 resulting in an unfavorable budget variance of \$357,144. Revenue for May also included estimated Medicaid reimbursement for the Medical Care facility from the rate reconciliation and the Certified Public Expenditures programs of \$375,000 which represents 75 percent of budget due to having approximately 75% of budgeted Medicaid census. This estimate will be updated for actual costs and occupancy before the financial statements are audited.

EXPENSES:

The total overall operating expenses for the Pavilions in May were \$2,436,647 resulting in a favorable variance to budget of \$98,006. A fee for unearned start-up costs of \$74,105 was received recently from Unidine and is recorded in the May financial statements.

NET INCOME/LOSS:

There was a net loss of \$266,098 from the combined programs of the Pavilions in May resulting in an unfavorable budget variance of \$259,138.

OPERATING CASH:

Total unassigned operating cash on hand at month-end was (\$330,877). This was a decrease (cash burn) of \$396,085. This compared to April's net use of \$712,087.

Payments made during the month pursuant to the approved Medicare and Medicaid payment plans for past liabilities were approximately \$131,000. A payment for the insured damage to Hawthorn Cottage of \$99,057 was also made during May. A payment for prior work on the telephone wiring of \$39,500 was also made in May. No payments were made for dietary services during the month (typically around \$275,000 per month) instead the June payment due June 1 was made on that date.

Other cash inflows and outlays were typical.

The IRS audit of two of the three amended payroll tax returns claiming the Employee Retention Credit refunds has expanded to all three returns. Plante Moran's IRS Advocacy Group continues to represent the Pavilions. The auditor

has estimated an additional 4 weeks for the audit and 4 to 6 weeks after the audit is completed to have the checks released (assuming the amounts audited are substantiated).

Plante Moran has revised their estimate of the ultimate Medicaid rate settlement for the period 10/1/2021 to 12/31/22 downward from \$4.63M to \$1.15M as a result of three factors. One is the actual cost report compared to their estimate. A second is how the rate settlement and CPE have interacted in other instances they have reviewed for other providers and the third is a decision by MDHHS to retroactively apply private pay rates billed to them as a cap to the amount they will pay for each Medicaid day. As a reminder, the state has never before agreed to cost settle Medicaid payments to costs and when they made that decision it was after facilities had set private pay rates for the year (it has been customary not to change rates more than once per year). **Plante Moran is working with trade associations to lobby to change how the state is applying this rule and would like to appeal our settlement when it is received.** We are required to request an interim rate settlement and that was completed in June. We are hopeful for settlement of CPE in July and a rate reconciliation in September.

Audits are in progress of the 2021 Medicaid cost report, the 2022 Pavilions financial statements and the 2022 Foundation financial statements. The 2022 Medicaid and Medicare cost reports were filed on May 31. We are also working on configuring Point Click Care, our 9/1/2023 general ledger, billing and accounts payable software.

VOUCHERS:

Purchase orders, invoices, checks written, and supporting documentation reviewed for voucher numbers 5443-5450 for the month of May and were in order without exception.

Grand Traverse Medical Care

REVENUE:

The census for May averaged 135 residents which was twenty below the budgeted census and five less than the prior month. Private pay census was three below budget, Medicare was four above, Medicaid was twenty-three below and Hospice was two above budgeted census. Total resident revenue was \$1,475,737 (excluding the rate adjustments) resulting in a \$110,094 unfavorable budget variance. The occupancy for May was 56% of licensed beds and 86% of available beds.

Other revenue equaled \$552,187, which produced a negative budget variance of \$250,194. Miscellaneous income included payments received and accrued revenue for reimbursement for COVID-related expenses that included wage premiums for direct care workers and COVID testing administration totaling

\$47,058. Total revenue for May was \$2,020,424 which produced an unfavorable budget variance of \$360,288.

EXPENSES:

Operating Expenses for the month equaled \$2,153,086 which was a favorable budget variance of \$146,112.

NET INCOME/LOSS:

Grand Traverse Medical Care produced a net loss of \$193,174 for the month, which resulted in a \$214,176 unfavorable budget variance.

RECEIVABLES:

Total cash collected on accounts receivable in May for Grand Traverse Medical Care was \$1,312,432, a decrease of \$108,881 from the prior month and represented 92.5% of the prior month SNF resident revenue. The shortfall was due to a timing issue with Hospice of Michigan issuing their payment for April services.

WELLNESS CENTER

Total revenue for the Wellness Center in May was \$159,852 (down \$1,418 from the prior month) while total expenses equaled \$141,815 up \$8,154. This produced net income from the Wellness Center operations of \$18,037, a decrease of \$9,572 from the prior month. Grand Traverse Medical Care's financial report incorporates these amounts.

The Cottages

REVENUE:

Total revenue of \$233,958 generated a \$3,144 favorable variance to the budget. The average census for the Cottages-Assisted Living was 53 residents during the month (up two from the prior month and nine below budget), representing 68% occupancy. There were 7 days of overnight respite provided during the month. Hawthorn Lofts-Independent Living average census was 1 resident per day for 35% occupancy (two vacant as of the end of the month).

EXPENSES:

Expenses for May (before depreciation) were \$283,561, which was above the budgeted amount by \$48,106 for an unfavorable variance. Dietary costs represent \$48,083 of the variance.

NET INCOME/LOSS:

The program had a net loss for the month of \$72,924 resulting in an unfavorable variance of \$44,962.

RECEIVABLES:

There is one problematic private account receivable totaling \$10,365. There is \$28,215 outstanding from the waiver program. There is also \$26,120 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* ** ***	(\$.3M)
Current Fund Balance as a percentage of Operating Budget	(1%)
Amount Available Above/ (Below) Target	(\$6.5) 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 expected by the middle of September.**

*****Also excludes for the year ending 12/31/22 a \$1.15M estimated receivable from the Medicaid rate settlement process due from the State of Michigan expected no later than October 1, 2023).**

*****Also excludes \$1.875M estimated receivable from Medicaid rates and CPE for 2023.**

Total amounts due from the IRS and MDHHS are \$9.143M

GRAND TRAVERSE PAVILIONS COMBINED STATEMENTS

MONTHLY FINANCIAL REPORT

May 2023

PROGRAM REVENUE	ACTUAL	BUDGET	VARIANCE	Y-T-D ACTUAL	Y-T-D BUDGET	Y-T-D VARIANCE
G.T. Medical Care	\$ 2,020,424	\$ 2,380,712	\$ (360,288)	\$ 9,984,489	\$ 11,679,808	\$ (1,695,319)
Cottages	233,958	230,814	3,144	1,231,113	1,154,070	77,043
TOTAL REVENUE	\$ 2,254,382	\$ 2,611,526	\$ (357,144)	\$ 11,215,602	\$ 12,833,878	\$ (1,618,276)
PROGRAM EXPENSES						
G.T. Medical Care	\$ 2,153,086	\$ 2,299,198	\$ 146,112	\$ 10,376,388	\$ 11,270,007	\$ 893,619
Cottages	283,561	235,455	(48,106)	1,262,616	1,168,868	(93,748)
TOTAL EXPENSES	\$ 2,436,647	\$ 2,534,653	\$ 98,006	\$ 11,639,004	\$ 12,438,875	\$ 799,871
DEPRECIATION						
G.T. Medical Care	\$ 60,512	\$ 60,650	\$ 138	\$ 302,560	\$ 303,250	\$ 690
Cottages	23,321	23,450	129	\$ 116,609	\$ 117,250	\$ 641
Total Depreciation	\$ 83,833	\$ 84,100	\$ 267	\$ 419,169	\$ 420,500	\$ 1,331
NET INCOME/(LOSS)						
G.T. Medical Care	\$ (193,174)	\$ 20,864	\$ (214,176)	\$ (694,459)	\$ 106,551	\$ (801,010)
Cottages	(72,924)	(28,091)	(44,962)	(148,112)	(132,048)	(16,064)
OVERALL NET INCOME/(LOSS)	\$ (266,098)	\$ (7,227)	\$ (259,138)	\$ (842,571)	\$ (25,497)	\$ (817,074)

GRAND TRAVERSE PAVILIONS

GRAND TRAVERSE MEDICAL CARE MONTHLY FINANCIAL REPORT

May 2023

RESIDENT REVENUE	ACTUAL	BUDGET	VARIANCE	Y-T-D ACTUAL	Y-T-D BUDGET	Y-T-D VARIANCE
Private	\$ 296,009	\$ 316,660	\$ (20,651)	\$ 1,497,878	\$ 1,544,060	\$ (46,182)
Medicare	248,815	183,310	65,505	1,229,318	897,510	331,808
Medicaid	930,913	1,085,861	(154,948)	4,411,901	5,289,222	(877,321)
Total Resident	\$ 1,475,737	\$ 1,585,831	\$ (110,094)	\$ 7,139,097	\$ 7,730,792	\$ (591,695)
OTHER REVENUE & (EXPENSES)						
Donations	\$ -	\$ 20,833	\$ (20,833)	\$ -	\$ 104,165	\$ (104,165)
Pace North	-	36,648	(36,648)	30,000	183,240	(153,240)
Child Day Care	10,034	7,750	2,284	46,535	38,750	7,785
Miscellaneous	445,059	634,381	(189,322)	2,319,639	3,171,905	(852,266)
QAS / QAAP/QMI - Net	97,094	102,769	(5,675)	486,718	488,456	(1,738)
Total Other Revenue	\$ 552,187	\$ 802,381	\$ (250,194)	\$ 2,882,892	\$ 3,986,516	\$ (1,103,624)
LESS:						
Bad Debts	7,500	7,500	-	37,500	37,500	-
TOTAL REVENUE	\$ 2,020,424	\$ 2,380,712	\$ (360,288)	\$ 9,984,489	\$ 11,679,808	\$ (1,695,319)
OPERATING EXPENSES						
Administration	\$ 90,581	\$ 109,772	\$ 19,191	\$ 578,051	\$ 499,288	\$ (78,763)
Financial Mgmt.	141,490	144,053	2,563	695,570	714,148	18,578
Human Resources	41,826	39,972	(1,854)	173,448	197,983	24,535
Environmental Services	157,515	146,537	(10,978)	779,248	742,854	(36,394)
Housekeeping	77,397	91,762	14,365	403,531	448,674	45,143
Laundry	38,965	44,629	5,664	189,152	218,532	29,380
Food Services	286,704	250,000	(36,704)	1,171,816	1,250,000	78,184
Resident Care	1,071,709	1,198,111	126,402	5,275,178	5,854,285	579,107
Therapy	129,815	124,860	(4,955)	580,892	607,541	26,649
Ancillaries	17,163	18,800	1,637	92,541	94,000	1,459
Diversional Therapy	36,432	43,438	7,006	146,302	212,791	66,489
Human Services	26,198	30,806	4,608	116,432	150,481	34,049
Child Care	23,422	26,187	2,765	113,293	128,750	15,457
Volunteer Services	2,680	6,123	3,443	4,989	29,940	24,951
Pace North	-	11,648	11,648	-	58,240	58,240
Depreciation-Equip	11,189	12,500	1,311	55,945	62,500	6,555
OPERATING EXPENSES	\$ 2,153,086	\$ 2,299,198	\$ 146,112	\$ 10,376,388	\$ 11,270,007	\$ 893,619
Income/(Loss) before Bldg Depreciation	\$ (132,662)	\$ 81,514	\$ (214,176)	\$ (391,899)	\$ 409,801	\$ (801,700)
Less Building Depreciation	60,512	60,650	138	302,560	303,250	690
Net Income(Loss)	\$ (193,174)	\$ 20,864	\$ (214,314)	\$ (694,459)	\$ 106,551	\$ (802,390)

**GRAND TRAVERSE PAVILIONS
COTTAGES**
MONTHLY FINANCIAL REPORTS

May 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	\$ 233,321	\$ 229,914	\$ 3,407	\$ 1,111,703	\$ 1,149,570	\$ (37,867)
Sub-Total	<u>\$ 233,321</u>	<u>\$ 229,914</u>	<u>\$ 3,407</u>	<u>\$ 1,111,703</u>	<u>\$ 1,149,570</u>	<u>\$ (37,867)</u>
<u>OPERATING EXPENSES</u>						
Operating Expenses	\$ 283,561	\$ 235,455	\$ (48,106)	\$ 1,262,616	\$ 1,168,868	\$ (93,748)
Sub-Total	<u>\$ 283,561</u>	<u>\$ 235,455</u>	<u>\$ (48,106)</u>	<u>\$ 1,262,616</u>	<u>\$ 1,168,868</u>	<u>\$ (93,748)</u>
Operating Income/(Loss)	<u>\$ (50,240)</u>	<u>\$ (5,541)</u>	<u>\$ (44,699)</u>	<u>\$ (150,913)</u>	<u>\$ (19,298)</u>	<u>\$ (131,615)</u>
<u>OTHER INCOME / EXP.</u>						
Miscellaneous Income	\$ 637	\$ 900	\$ (263)	\$ 3,764	\$ 4,500	\$ (736)
Donation Income	-	-	-	115,646	-	115,646
Bad Debt Expense	-	-	-	-	-	-
Total Other Inc./(Exp.)	<u>\$ 637</u>	<u>\$ 900</u>	<u>\$ (263)</u>	<u>\$ 119,410</u>	<u>\$ 4,500</u>	<u>\$ 114,910</u>
Income/(Loss) before Bldg Depreciation	<u>\$ (49,603)</u>	<u>\$ (4,641)</u>	<u>\$ (44,962)</u>	<u>\$ (31,503)</u>	<u>\$ (14,798)</u>	<u>\$ (16,705)</u>
Less Building Depreciation	23,321	23,450	129	116,609	117,250	641
NET INCOME(LOSS)	<u><u>\$ (72,924)</u></u>	<u><u>\$ (28,091)</u></u>	<u><u>\$ (44,833)</u></u>	<u><u>\$ (148,112)</u></u>	<u><u>\$ (132,048)</u></u>	<u><u>\$ (17,346)</u></u>

GRAND TRAVERSE PAVILIONS
CHILD DAY CARE
MONTHLY FINANCIAL REPORTS

May 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	\$ 10,034	\$ 7,750	\$ 2,284	\$ 46,535	\$ 38,750	\$ 7,785
Sub-Total	\$ 10,034	\$ 7,750	\$ 2,284	\$ 46,535	\$ 38,750	\$ 7,785
<u>OPERATING EXPENSES</u>						
Operating Expenses	\$ 23,422	\$ 26,187	\$ 2,765	\$ 113,293	\$ 128,750	\$ 15,457
Sub-Total	\$ 23,422	\$ 26,187	\$ 2,765	\$ 113,293	\$ 128,750	\$ 15,457
Operating Income/(Loss)	\$ (13,388)	\$ (18,437)	\$ 5,049	\$ (66,758)	\$ (90,000)	\$ 23,242
<u>OTHER INCOME / EXP.</u>						
Donation/Misc Income	\$ -	\$ -	\$ -	\$ -		\$ -
Grant Income	-	-	-	-	-	-
Bad Debt Expense	-	-	-	-	-	-
Total Other Inc./(Exp.)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net Income/(Loss)	\$ (13,388)	\$ (18,437)	\$ 5,049	\$ (66,758)	\$ (90,000)	\$ 23,242

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

5/31/2023

	Total # of Residents/ Participants	Percent of Participants	Monthly Amount	Percent of Revenue	Year to Date Amount	Annual Projections
Grand Traverse Medical Care						
Medicaid - *Contractual Allowance	100	61.7%	202,962	11%	1,050,171	2,600,000
Medicare - *Contractual Allowance	35	21.6%	94,184	5%	389,974	675,000
Total Skilled Nursing	135	83.3%	297,146	17%	1,440,145	3,275,000
Child Day Care						
Employee discounts	32	100%	3,788	38%	19,935	60,000
Assisted Living/Cottages						
Grant Scholarships	6	12%	13,155	5%	78,418	156,000
Total Dollars			<u>314,089</u>		<u>1,538,498</u>	<u>3,491,000</u>

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

	Current Month	YTD
Volunteer Hours		
Board and committee meetings	3.00	18.00
Childcare	13.75	56.25
Cottage Activities	52.25	279.50
Skilled Nursing Facility	4.00	58.50
Adopt a Grandparent	2.00	17.00
Total hours	75.00	429.25
Prior Year	95.00	324.00
Change	(20.00)	105.25

GRAND TRAVERSE PAVILIONS

1000 Pavilions Circle
Traverse City, MI 49684

APPLICATION FOR ATTENDING OR CONSULTING PRIVILEGES

Please Check One:

Medical Doctor Doctor of Osteopathy Physician Assistant Certified Nurse Practitioner

ATTENDING X CONSULTING _____

NAME IN FULL Mallorie McClomb DATE 5-12-23
RESIDENCE _____
ADDRESS _____
OFFICE ADDRESS _____

Premedical Education: School _____ Date of Graduation _____
Medical Education: School Univ. of Michigan School of Nursing Date of Graduation May 2015
Internship: Hospital _____ Dates _____
Residency: Hospital _____ Dates _____
MICHIGAN LICENSE: Date Exp. 7-14-23 No. 4704279019
NPi# 1538538251

Hospital Staff Memberships: Pace North

Medical Society Memberships:

Specialty: Adult Gerontology Primary Care Nurse Practitioner

Board Certified: Yes X No _____ Date Exp 7/9/2025

In making application, I agree to the rules and policies of the Grand Traverse Medical Care which I understand are available upon request. I also agree to verification of my credentials by the Administrator of Munson Medical Center or other hospital where I have been accepted on staff.

SIGNED: M McClomb ABPNCC DATE: 5-12-2023

APPROVED: X SIGNED: _____ DATE: 6/19/23
DISAPPROVED: _____ Medical Director, Grand Traverse Medical Care

APPROVED: _____ SIGNED: _____ DATE: _____
DISAPPROVED: _____ Chair, Grand Traverse County Department of Health and Human Services
Board

GRAND TRAVERSE PAVILIONS

1000 Pavilions Circle
Traverse City, MI 49684

APPLICATION FOR ATTENDING OR CONSULTING PRIVILEGES

Please Check One:

Medical Doctor Doctor of Osteopathy Physician Assistant Certified Nurse Practitioner

ATTENDING CONSULTING

NAME IN FULL Rachel Elaine Soles DATE 6/5/23
RESIDENCE _____ TELEPHONE _____
ADDRESS _____
OFFICE ADDRESS _____

Premedical Education: School _____ Date of Graduation _____
Medical Education: School Frontier Nursing University Date of Graduation 11/2011
Internship: Hospital _____ Dates _____
Residency: Hospital _____ Dates _____
MICHIGAN LICENSE: Date _____ No. _____
NPI# 1033480769

Hospital Staff Memberships:
Munson Medical Center

Medical Society Memberships:

Specialty: Family Nurse Practitioner
Board Certified: Yes _____ No Date _____

In making application, I agree to the rules and policies of the Grand Traverse Medical Care which I understand are available upon request. I also agree to verification of my credentials by the Administrator of Munson Medical Center or other hospital where I have been accepted on staff.

SIGNED: Rachel Soles, NP-C DATE: _____

APPROVED: SIGNED: _____ DATE: 6/19/23
DISAPPROVED: _____ Medical Director, Grand Traverse Medical Care

APPROVED: _____ SIGNED: _____ DATE: _____
DISAPPROVED: _____ Chair, Grand Traverse County Department of Health and Human Services Board

L:\Administration Support\FORMS\Administration-HR\Approved\Application For Attending Or Consulting Privileges
05/10/17 Previous Version Obsolete

GRAND TRAVERSE PAVILIONS
1000 Pavilions Circle
Traverse City, MI 49684

APPLICATION FOR ATTENDING OR CONSULTING PRIVILEGES

Please Check One:

Medical Doctor Doctor of Osteopathy Physician Assistant Certified Nurse Practitioner

ATTENDING _____ CONSULTING

NAME IN FULL Dean Edward Fior DATE _____
RESIDENCE _____ ELEPHONE _____
ADDRESS _____
OFFICE ADDRESS _____ ELEPHONE _____

Premedical Education: School Arcadia University Date of Graduation 1996
Medical Education: School UMDNJ Date of Graduation 6-2003
Internship: Hospital Lehigh Valley Muhlenberg Hos Dates 07/03 - 01/2004
Residency: Hospital Wyckoff Heights Med. Center Dates 2004 - 2006
MICHIGAN LICENSE: Date 8-3-2025 No. 5101017060
NPI# 1780899047

residency: Henry Ford Hospital - Bi County - 2006 - 2008
Hospital Staff Memberships:

None

Medical Society Memberships:

Specialty: Wound Care - certified

Board Certified: Yes _____ No Date _____

In making application, I agree to the rules and policies of the Grand Traverse Medical Care which I understand are available upon request. I also agree to verification of my credentials by the Administrator of Munson Medical Center or other hospital where I have been accepted on staff.

SIGNED: [Signature] DATE: 5/22/23

APPROVED: SIGNED: [Signature] DATE: 6/19/23
DISAPPROVED: _____ Medical Director, Grand Traverse Medical Care

APPROVED: _____ SIGNED: _____ DATE: _____
DISAPPROVED: _____ Chair, Grand Traverse County Department of Health and Human Services Board

GRAND TRAVERSE PAVILIONS

1000 Pavilions Circle
Traverse City, MI 49684

APPLICATION FOR ATTENDING OR CONSULTING PRIVILEGES

Please Check One:

Medical Doctor [] Doctor of Osteopathy [] Physician Assistant [] Certified Nurse Practitioner [x]

ATTENDING _____ CONSULTING _____

NAME IN FULL Summer Hunter DATE 05/25/2023
RESIDENCE _____ TELEPHONE 231-631-1592
ADDRESS _____
OFFICE ADDRESS _____ TELEPHONE 248-825-7373

Premedical Education: School Michigan State University Date of Graduation 2018
Medical Education: School Walden University Date of Graduation 2020
Internship: Hospital Munson Medical Center Dates 2019-2020
Residency: Hospital _____ Dates _____
MICHIGAN LICENSE: Date _____ No. 4704301354
NPI# 1568040244

Hospital Staff Memberships:

Medical Society Memberships:

Specialty: Adult and Geriatric Acute Care

Board Certified: Yes [X] No _____ Date 2/2020

In making application, I agree to the rules and policies of the Grand Traverse Medical Care which I understand are available upon request. I also agree to verification of my credentials by the Administrator of Munson Medical Center or other hospital where I have been accepted on staff.

SIGNED: [Signature] NP DATE: 05/25/2023

APPROVED: [Signature] SIGNED: [Signature] DATE: 6/19/23
DISAPPROVED: _____ Medical Director, Grand Traverse Medical Care

APPROVED: _____ SIGNED: _____ DATE: _____
DISAPPROVED: _____ Chair, Grand Traverse County Department of Health and Human Services Board

GRAND TRAVERSE PAVILIONS
Service Excellence Award Program
May 2023

Date:	05/01/2023
Employee:	Teresa Fisher
Awarded for:	Teresa was passing through a unit I was working on when she heard a resident I was caring for calling out for help. Teresa not only stopped and assisted the resident, she also stayed and helped me calm her down, wash her face and change her clothes.
Position:	CNA
Nominated by:	Carrie Wilder

Date:	05/01/2023
Employee:	Ann Parker
Awarded for:	Recognized by a client for being "very helpful and taught me many exercises that I do daily to keep my shoulders working properly." Thank you Ann!
Position:	Physical Therapist
Nominated by:	Amy Coneset

Date:	05/08/2023
Employee:	Rebecca Graham
Awarded for:	Everyone LOVES Miss Becca! The kids absolutely adore her and look forward to the days she is there. She goes out of her way to make each child feel special and knows how to have fun! Thank you for being AMAZING! You are one of a kind!
Position:	Child Care Assistant
Nominated by:	Kathryn Holibaugh

Date:	05/08/2023
Employee:	Lori Kaltenbach
Awarded for:	We LOVE Lori! She is so great with all the kids, knows what they like and goes out of her way to make every day special and fun! Thank you for being so wonderful!
Position:	Child Care Facilitator
Nominated by:	Kathryn Holibaugh

Date:	05/15/2023
Employee:	Kelsea Robinson
Awarded for:	Kelsea was recognized by a client for being "very helpful. She taught me how to get out of the shower, how to balance, and was very nice!" Thank you Kelsea for providing excellent care to your clients!
Position:	Certified Occupational Therapy Assistant
Nominated by:	Amy Coneset

Date: 05/15/2023
Employee: Heather Gremel
Awarded for: Thank you for coming in and covering a call-in last minute. I appreciate you and your willingness to help.
Position: Campus Manager, RN
Nominated by: Kristen Packard

Date: 05/22/2023
Employee: Kyle Kessler
Awarded for: Doing two showers for the unit and helping every co-worker throughout his shift. Thank you!
Position: CNA
Nominated by: Chauna Seekamp

Date: 05/22/2023
Employee: Shelly Coddington
Awarded for: Thank you for all that you provide for the Cottages. I placed an order for batteries and paper and in 15 minutes I turned around and it arrives, that's service with a smile. Shelly thank you so much.
Position: Central Supply Coordinator
Nominated by: Jeff Valentine

Date: 05/30/2023
Employee: Melanie Farmer
Awarded for: I have never had a supervisor that went out of their way to welcome a new employee so much. Melanie checked on me several time throughout the night to see how I was doing and if I had any questions or needed anything. She is an astoundingly great supervisor.
Position: Campus Manager, RN
Nominated by: Jaemen Winans

Date: 05/30/2023
Employee: Chelsea Nash
Awarded for: Chelsea is flexible and helpful, especially in times of need. Thanks for adapting your days to help the team.
Position: RN
Nominated by: Laura Bilbrey