

Livingston County Center for Nursing and Rehabilitation
Family Council Meeting Minutes

November 9, 2016
Meditation Room

Mr. Bassett initiated introductions, as Chairperson Cheryl Parker was unable to attend.

1. Review & Approve of the Family Council Minutes from 8/9/16

Minutes from the August 9th, 2016 Family Council Meeting were silently read and reviewed. Director of Long Term Care Frank Bassett asked if there were any questions about the previous Minutes and no concerns were voiced. Minutes were adopted.

Mr. Bassett provided a brief history of the Council and described it as a collaborative effort between families and Management to improve resident quality of life and care. Family representatives are encouraged to attend these meetings to share ideas and to get to know each other.

A family member stated she was pleased with the care her loved one was receiving. Mr. Bassett thanked her for coming to the meeting. He reported that the CNR is continually evolving trying to be a better organization.

2. Presentation by Social Work Assistant Lynne Heather – Frequently Asked Questions Guide

Mr. Bassett introduced Lynne Heather, Social Work Assistant to present the “Patient/Resident Frequently Asked Questions Guide” that is being created to go in the Admissions Packets. It is a work in progress and a lot of consideration has been given to this document. As you can imagine, it was very difficult to sift through the information to go in this guide and at one point, the committee thought it may be easier to write a brief description of the functions of each department. They wanted to create something that was fairly easy to look at and concise in information. In any case, this is their goal and it will hopefully be finished by sometime next week.

3. Presentation by Food Service Director Mike DeCarlo – Overview of Fall/Winter Menu

Mike stated that the Fall/Winter menu is basic and will last through January 4th. The menu changes every 4 months. All soups are homemade excluding tomato soup. Cream soups are thickened with flour, which is healthier than cornstarch. Most winter recipes are very basic without a lot of changes. Spring/Summer menu tends to involve more changes and have more creativity i.e. with salads etc. Mike handed out copies of the daily lunch and supper menus for this cycle.

4. Discussion Regarding Discontinuation of Mailed Appointment Cards – Proposed email and/or telephone notification.

Mr. Bassett explained that currently if a Resident has an outside appointment, an appointment card is mailed to the resident’s representative. However, because of HIPAA rules, we can no longer provide specific information regarding the appointment on the card. As a result, the mailed appointment card will be discontinued effective January 1, 2017. Instead, the selected resident representative will receive appointment notification by encrypted email or phone whichever is their preference. Resident Representative Communication Guidelines forms and the Face Sheet in the chart will be revised to add a spot for email addresses of representatives. As with any change, this will be a work in progress and the process may take some work and refining.

5. Management Report

NYS DOH Survey Findings

Mr. Bassett shared that the CNR has performed very well in the annual certification survey conducted by the NYS DOH. This year was no exception and no deficiency was cited at a harm level. A Plan of Correction was filed with and accepted by the DOH. We have set November 18 as the date to complete tasks associated with the plan. Mr. Bassett looked at other facilities' NYS Survey results and found that their number of deficiencies was comparable to ours, if not the same number of deficiencies. Mr. Bassett reviewed the deficiencies that we received in detail. For visitors wishing to review the Statement of Deficiencies, a copy is located in a binder at the Medical Typist Station on each Neighborhood and an additional copy is located in the Library.

Proposed In-House Dialysis Center

A Dialysis Extension Clinic is scheduled to open in the CNR's Therapy Suite fall 2017. Architects are working on the design and Noyes Memorial Hospital will operate the program. In-house dialysis services will be available to CNR residents only.

Implementation of CPOE and eMAR

Computerized Physician Order Entry and Electronic Medication Administration Record will be implemented November 29th, 2016. Licensed nurses will be trained in the software necessary to document administration of medications using an electronic record instead of a paper one. Nurses will have a laptop computer on their medication cart. Additional software is being enhanced for Care Planning, Nurse Aide Documentation, and eventually Progress Notes. This, too, will be a work in progress.

Room Reservation Binder

Mr. Bassett reported that effective January 1, 2017 a Room Reservation Binder will be placed at the Switchboard for the use of families to schedule use of a specific room or courtyard for a private family function. The Switchboard will be able to assist with any room reservation seven days a week. A special thank you was extended to Leisure Time Activities Director Kim Kavanagh for creating the reservation binder.

Open Forum

A family member inquired about the Fire Alarm Activation that occurred on November 1st and the presence of the Fire Department. Deputy Director Steve Woodruff shared that some cleaning cloths had been left in the dryer after completing the drying cycle and they began to smolder creating some smoke within the ground floor central laundry. The Maintenance Foreperson pulled the fire alarm after seeing the smoldering cloths and extinguished them with pails of water before the Fire Department arrived. The incident lasted a total of seventeen minutes before being declared All Clear and normal operations resumed. Fans were placed to exhaust the smoke odor. Mr. Woodruff went on to explain that everything went off according to protocol and Administration was very pleased with the performance of staff. Mr. Woodruff discussed construction standards and the fire retardant construction materials used in this building that allow us to "shelter in place" behind fire rated doors and walls rather than facing the possibility of evacuation. Mr. Woodruff explained that we have a Fire Response Plan and if evacuation were required we have a process in place that all staff are trained in annually. Mr. Bassett spoke of the possibility of putting a summary of the fire response protocol in a future Observer.

A Management Directory with pictures and names was mentioned again to help residents and families put Department Head faces with names to make it easier to identify them. Placing a

directory in the atrium or nearby would make it easy for all to see it. Mr. Bassett indicated that this had been suggested previously and would be acted on.

Mr. Bassett asked Kandie Parker, Director of Social Work Services, if she had anything to share. Kandie Parker responded that a new Social Work Assistant had been hired to start on 11/28/16 on Melody Lane. A name will be forthcoming after the hiring process is completed.

Family members were asked if they had any concerns. A Memory Care family member stated that her loved ones laundry was being done by the staff and they were doing a good job and she had no complaints.

Mr. Woodruff informed all that the labels on Resident clothing would change from cloth to a real soft vinyl material. This change will be implemented in the next few months.

Meeting adjourned 2:35 pm

Respectfully submitted,

Annie Schwenzer
Social Work Secretary.