



**AD HOC ADVISORY COMMITTEE ON THE FUTURE OF ROCK HAVEN**  
**Minutes – December 12, 2019**

**Call to Order.** Chair Mawhinney called the meeting of the Ad Hoc Advisory Committee on the Future of Rock Haven to order at 2:00 P.M. on Thursday, December 12, 2019, in the Rock Haven Classroom.

**Committee Members Present.** Supervisors Mawhinney, Brill, Leavy, Rashkin, Richard; and Diane Pillard.

**Committee Members Absent:** Ron Combs.

**Staff Members Present.** Josh Smith, County Administrator; Michelle Lynch, David Froeber, Heather Kempf, Gail Sullivan, Marilyn Burns, Renae Thompson, Kathy Pabst, Charly Danks, Jean Friend, Sara Beran, Angela Besaw, Pam Jacobson, Jeanne Mueller, Patti Wilbanks, Jeff Bleiler, Fern Smith, Rachel Hilborn, Linda Simplot, Rock Haven staff.

**Others Present:** Supervisors Podzilni, Brien and Schulz; Sherry Gunderson, Consultant; David Hayes, Rock Haven Retiree.

**Approval of Agenda.** Supervisor Richard moved approval of the agenda, second by Vice Chair Pillard. ADOPTED.

Chair Mawhinney welcomed everyone to the meeting. Chair Mawhinney stated that the committee will not be closing Rock Haven.

**Nursing Facility Scope and Severity Grid and 3-Year Citation History.** Mr. Smith went over the nursing facility scope and severity grid. Mr. Smith said that the most common cite for Rock Haven is a D level and means no actual harm was done. Juli Brandt, Division of Quality Assurance can attend the January meeting to explain more about the different cites.

Rock Haven's Health Inspection Deficiencies for the last 3 years were broken down and Mr. Smith said that Rock Haven is close to the Wisconsin average. Mr. Smith said that Juli Brandt, DQA, will go over next month the cite deficiencies for a Wisconsin average over a time table. She will not speak on anything specific to Rock Haven's cites or penalties. A copy of a Statement of Deficiencies for Rock Haven was given to the members to see what a survey looks like.

Supervisor Leavy asked what the time frame for immediate jeopardy with penalty. Mr. Smith said that the Division of Quality Assurance will not leave the building until the immediate jeopardy issue is resolved and corrected. Other cites could cause daily fines until the problem is corrected and the Division of Quality Assurance agrees with the plan of correction.

Supervisor Leavy asked how the dollar amount is decided for penalties. Sherry Gunderson, Consultant said that there is a person assigned to review for the amount that is assigned for penalties. They look at repeat cites and national statistics.

Sherry Gunderson was introduced as the Rock Haven Interim Administrator starting in January.

Supervisor Richard asked since Rock Haven has a high rate of dementia residents, is there a breakdown of the state average for fines. Mr. Smith said that he is still working on the breakdown and what is a good facility to compare Rock Haven with.

**Explanation of 5-Star Rating System.** Marilyn Burns, MDS Nurse explained the Quality Measure report that is provided by CMS monthly and affects the star rating. Ms. Burns explained that the star rating can change, but it is very difficult with all the different components that are involved with it. The star rating looks at medications, falls with injury, complaint surveys and annual surveys is just a few. Points are assigned to different things and the higher the deficiency, the higher the points.

Vice Chair Pillard asked as each bad survey drops off, then the star rating will go up. Ms. Burns stated yes.

Supervisor Richard asked what it means with the good staffing levels. Ms. Burns explained that Rock Haven's staffing is 1 CNA to 8 residents and 1 nurse to 16 residents on the day and pm shifts. Night shift has 1 CNA to 16 residents and 1 nurse to 32 residents. There is always a registered nurse in the building.

Supervisor Richard wanted to know if the mandation of staff helps with the star rating. Ms. Burns stated yes.

Supervisor Richard wanted to know if Marilyn thought there would be a good time frame for improving the star rating. Ms. Burns said a time frame is not really realistic to set. Rock Haven just needs to work gradually and improve the rating.

Supervisor Rashkin asked how Rock Haven can get the star rating up. Ms. Burns stated if Rock Haven can have less falls with injury and deficient free surveys. Ratings vary by month and there are 362 facilities in WI that affect the star rating.

Chair Mawhinney stated so the star rating changes monthly. Ms. Burns said that's correct.

Supervisor Leavy asked if the deficiency surveys fall off after 3 years. Ms. Burns stated yes.

Vice Chair Pillard wanted to know if the immediate jeopardy when the resident eloped was still on the star rating. Ms. Burns answered that it was no longer on current star rating.

**Employee Engagement Survey Results.** Mr. Smith supplied a grid of the last 4 years of the employee engagement survey and reviewed it with all.

Vice Chair Pillard made a suggestion that in the future maybe the survey could zero in on the problem areas like lack of training and education. Coaching/training for supervisors to be able to communicate with staff better in the future.

Supervisor Leavy asked if there was an action plan based on scores. Mr. Smith stated that every year they identify area of concerns to address and develop plans. The goal is to be above 3 percent. Pathways identified trust and communication as a problem in 2015 and 2016. To emphasize more with the department heads to better this problem.

**Staff Turnover Rate and Exit Interviews.** Mr. Smith stated the biggest concern is why people are leaving. The data for 2019 so far is that Rock Haven has had 32 percent turnover. A total of 64 staff have left and half of them were certified nursing assistants, 13 were nurses and 9 new employees never showed for orientation. There is no automated system to calculate these numbers, it is all done manually.

Supervisor Rashkin would like to know how many certified nursing assistants here that have more than 10 years.

Vice Chair Pillard would like to know the salary compensation compared to other facilities.

Supervisor Leavy would like to know the reason staff are leaving. Is it wages, culture or other reasons?

Mr. Smith stated Human Resources is compiling data on the reasons staff are leaving. Certified Nursing Assistants leave due to wage and it is a tough job.

Vice Chair Pillard asked out of the 64 staff that left, how many were asked to leave? Mr. Smith unsure of the answer.

**Citizen Participation, Communications, Announcements, Information.**

Catherine Smith, Materials – Years ago when State was here for a survey, the Nursing Home Administrator would communicate to everyone what every department needed to work on after they would leave. Emails would go out and posted for the good or bad. New hires are not getting the proper training and if you try to direct a co-worker you are told that you are bullying. I was told that my seniority means nothing anymore.

Pam Jacobson, CNA – When Sherry Gunderson was the Nursing Home Administrator, she would be in the report rooms in the morning giving an update on why the state was here and what they were looking at.

Jeanne Mueller, CNA – You need to actually look at the complaints sent to Human Resources. Compensation means more than just the wages earned. Recognition for birthdays or nurses week would go a long way.

David Hayes, Dietary Manager Retired – Anything that has to be reported to the state, gives them reason to come in the building and look at other things.

Supervisor Schulz – All benefits should be looked at. Insurance plans and vacation time equivalent to other facilities. Do the staff feel important and satisfied working at Rock Haven?

Heather Kempf, RN – I have worked here 12 years and started off as a CNA, LPN and now an RN. I worked night shift and recently moved to day shift. I was not offered any training from one shift to another. I was told I could come in on my days off to get trained and there is a huge difference between the shifts.

Kathy Pabst, CNA – Nurses are so busy, they don't even get to take their breaks. Full time employees only get one day off a week to schedule appointments. If we want to leave a couple hours mid-day for an appointment, we are told there is no one to cover for us.

Catherine Smith, Materials – The call off policy changed. I now get an absence when I call off, even though I have hundreds of hours of sick time. People call off with no sick time and nothing happens to them. I left early because of my son and I was marked absent.

Sherry Gunderson, Interim Nursing Home Administrator – Ms. Burns did a great job at explaining the 5 star rating. The only rating that is fair is the staffing one. There is a point system that measures the 5 star rating that is calculated monthly.

**Committee Requests and Motions.** Supply information on salary, benefits, exit interviews and sick time policy for next meeting.

**Next Meeting.** Wednesday, January 8, 2020 at 3:00 P.M.

**Adjournment.** Supervisor Richard moved adjournment at 3:10 P.M., second by Vice Chair Pillard. ADOPTED.

Respectfully submitted,

Michelle Lynch  
Administrative Secretary

**NOT OFFICIAL UNTIL APPROVED BY COMMITTEE.**