

SPECIAL HUMAN SERVICES COMMITTEE

Minutes of Meeting

January 19, 2010

Kenosha County Administration Building

Committee Members Present: Ed Kubicki, Terry Rose, Jeff Gentz, Dick Kessler, Jennifer Jackson, Alice Wei

Committee Members Absent: Ali Khaleel

Staff Present: John Jansen, Frances Petrick, Jennie Tunkieicz, Diane Yule

Others Present: Supervisor John O'Day, Bob Pitts, Valerie Jensen, Mary Jonker, Donna Dickenson, Joe Potente-Kenosha News

1. Call to Order

The meeting was called to order at 6:30 p.m. by Ed Kubicki.

2. Citizen's Comments

Bob Pitts, Chair of the Brookside Board of Trustees, stated that they have a wonderful working relationship with the current director of Brookside Care Center. Frances Petrick always keeps them informed, she is very organized, and they all support her. Her handout of 2009 Highlights is a wonderful outline of her accomplishments in one year's time. She also listed her 2010 goals that she will continue to work on at Brookside. Mr. Pitts said that he has worked with 2 previous directors. They were fine ladies, but Ms. Petrick is more qualified and is doing a better job of maintaining the operation at Brookside. Her goal is to generate more money to keep afloat. She was directed by the committee to run this place as a business and she is doing that.

3. Update on Brookside Care Center

Frances Petrick apologized for being unavailable to attend 2 previous meetings, but she had family obligations. She appreciated this special meeting being held for the Brookside update. She distributed the 2009 Highlights/2010 Goals and reviewed the document with the committee members. The 3 top positions at Brookside were turned over in one year. This is really significant, and everything is running smoothly. State surveys are planned if there are changes in management, as they feel it's very important for quality maintenance. Brookside had only one deficiency in its survey last year. It was related to a doctor who didn't want to follow their rules about administering medications. There were also 3 safety concerns: (1) Doors not closing, which will happen with large facilities. (2) A sprinkler was missing in the loading dock, and had been since the facility was built. (3) A smoke detector was missing, also since day one. In Brookside's 2010 budget, money was set aside to put smoke detectors in the office area.

The State eliminated CPE (Certified Public Expenditure) payments to county nursing homes in 2009. Brookside mobilized and lobbied its legislators, resulting in \$282,000 being restored for Kenosha County. Sen. Wirsch and Rep. Barca were very instrumental in getting this done. SP (Supplemental Payment) will go up this year.

Brookside's Infection Control program needed a lot of work. There was an outbreak of the neuro virus last year and they were able to contain it. They also developed a stronger immunization program. Brookside took over administering the annual flu shots and H1N1 to its employees and residents. It was previously done by the Health Division. Immunizations of their staff increased this year. They practiced Brookside's incident command system at their summer picnic. It worked well and the staff became used to it. This is the system that would be used in an emergency.

A no fault attendance policy was developed. It doesn't matter why you are late. Brookside employees have ample personal and vacation time to take off. An employee who is really sick will not be subject to the discipline process.

They invited the Kenosha County delegation to Brookside to explain their issues, tour the facility, and to meet the staff. We have a very good representation in Kenosha.

Mobile Meals needed to add another working site, and Brookside responded. They are doing it without any additional cost and will make about \$200 - \$300 a year for providing this service. They prepare about 17 breakfasts and lunches a day.

Brookside was selected by WAHSA (its state organization) to participate in a film about the value of long-term care. WAHSA hired a professional company to interview staff members, residents, and their families. Ms. Petrick was the interviewer and said it was an experience she will never forget. The film will be released in May or June, and they plan to have an Academy Awards night with the white carpet at Brookside. The residents will get a kick out of it.

Ms. Petrick nominated Janis Buchholz, the receptionist at Brookside for a 2010 WAHSA Staff Recognition Award (given for going above and beyond). Ms. Buchholz treats all residents like family, hugs them, greets them, helps the families out, and cries with them. She is a good family care giver. Ms. Petrick also nominated the Brookside Maintenance Team.

The Brookside 2010 budget includes SP revenues. This revenue comes to the County only because they are a county nursing home.

They worked really hard to get the Medicare census up to 19 and ended at 20.2 for 2009. They are constantly managing that census to keep beds filled.

It's important to make Brookside as home-like as possible as well as provide better resident care. They can ask residents, 'What time would you like to be served your meal?' The overhead paging system has been eliminated. They are always looking for ways to make it better.

Ms. Petrick reviewed the 2010 Goals. Currently everything is done by pen and paper. But they plan to procure and implement a medical record software system. They want to revise the admissions agreement to be more consumer-friendly. They want to install a satellite TV system for the residents through the use of a designated trust fund. They are also looking into providing phone service in every room. Because of a recent donation of beauty shop equipment, they plan to create a spa for residents - pedicures, manicures, etc.

The more Medicare patients being served, the less levy the County has to contribute.

Terry Rose asked what the Medicare census is now. Ms. Petrick replied that they are running 24 or more so far in January. She further explained that Brookside takes a lot of rehab patients and some of them end up staying. It could then turn into private pay or Title 19. It looks like they will break even for 2009.

The new Admissions Coordinator, Christine Palmas, started on 1/18/10. She told Ms. Petrick that she can't get over the teamwork at Brookside. The managers and employees are all a big family and everybody goes above and beyond what they are expected to do. Ms. Petrick said that 50 people applied and they interviewed 11 for this position (including one Kenosha County employee). Many people were not qualified at all. Ms. Palmas has a social work background and previously worked for Goodwill and MJ Care.

Ms. Petrick said that we don't have a large turnover of CNAs. They all seem to be very stable and long-term care employees.

4. Such Other Business as Authorized by Law - None

5. Committee Members Comments

The Committee requested someone to attend a future meeting and explain what is being done about the homeless youth problem in Kenosha.

6. Adjournment

It was moved to adjourn by Terry Rose, seconded by Dick Kessler. Meeting adjourned at 7:20 p.m.

Respectfully submitted,

Sharon Davis
KCDHS Secretary

F:Sharon/HSCmin 1-19-10