

**Walworth County Board of Supervisors  
Lakeland Health Care Center Board of Trustees Meeting Minutes  
Wednesday, March 18, 2020  
Walworth County Government Center, County Board Room 114  
100 West Walworth Street, Elkhorn, Wisconsin**

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Chair Ken Monroe called the meeting to order at 1:00 p.m.

Roll call was conducted, with the following members present: Chair Ken Monroe, Vice Chair Tim Brellenthin, and Supervisors William Norem and Charlene Staples. Supervisor Kathy Ingersoll was absent. A quorum was declared.

**Others in attendance:**

County staff: County Administrator Mark Luberda; Superintendent of County Institutions Elizabeth Aldred; Nursing Home Administrator Denise Johnson

Members of the public: Gary Wagner, Lake Geneva, WI

**On motion by Supervisor William Norem, second by Supervisor Charlene Staples, the agenda was approved with no withdrawals.**

**On motion by Supervisor Staples, second by Supervisor Norem, the February 19, 2020 Lakeland Health Care Center Board of Trustees meeting minutes were approved.**

**Public Comment** – There was none.

**Unfinished Business**

• Food Service Update

Superintendent of County Institutions Elizabeth Aldred presented the memo included in the meeting packet. She said she is confident the food is served warm as the staff are required to take the temperature before it leaves the kitchen, but there has been an issue with an inadequate number of servers so food may not still be warm when served to those who receive it last. Office nursing staff and recreation staff have been assigned to assist with getting more people to the floor and fed. There are over 20 people who need assistance with feeding, which can make the process take longer. She advised that due to recent health issues related to Coronavirus, communal feeding times have not been possible, as residents need to remain separate. Chair Monroe asked if the number who require assistance with feeding is average and Aldred said it is. Supervisor Staples asked if people have to be certified to assist with feeding, or if volunteers are allowed. Nursing Home Administrator Denise Johnson said there are state requirements that dictate only certified people can feed those with restrictions, and unfortunately the majority of people who require assistance require special considerations. Johnson said regulations require those who need assistance with a special diet must be fed by those who are certified to do so. Supervisor Staples inquired about supper time when there are less office staff available and how they are ensuring all residents are being fed. Aldred said they are aware of this issue and are working to find a solution. Supervisor Staples asked Johnson or Aldred to contact the state to see if these regulations could be loosened at this unprecedented time.

**New Business**

• Introduction of new Nursing Home Administrator – Denise Johnson

Aldred introduced Denise Johnson. She started on February 24<sup>th</sup> and has significant history and experience working with nursing homes. She believes Johnson will be a great fit for LHCC. Johnson said she is very excited to be a part of LHCC and discussed her past experience. She said she enjoys challenges and learning new skills, and is looking forward to being the Administrator.

- **CMS Announces Actions to Address Spread of Coronavirus**

Aldred noted a lot of the information has changed since this information was released on March 5<sup>th</sup>. There have been many new CMS (Center for Medicare & Medicaid Services) guidelines since this memo. The facility has had to limit family from entering the facility, as well as keeping meal times separate. Congregate recreation activities have been suspended, as well. The residents are at a high risk of this infection and staff are working to keep them healthy and safe. All staff members are having their temperatures taken before each shift to ensure they are healthy. Aldred said she is focused on providing a safe and healthy environment and the staff has been complying very well. She added the therapy department has been working to make electronic visits possible for residents to keep in touch with family and friends. Supervisor Staples suggested streaming devices be considered so residents have more to keep them entertained. Aldred said staff is working to ensure residents are having enough interactions.

- **Update on State Health Care Survey (Monitoring & Compliance)**

Aldred said the surveyors arrived on the 12<sup>th</sup> and left on the 16<sup>th</sup>. They were supposed to be here through the 17<sup>th</sup> but left early as the facility had a deficiency-free survey. She praised the staff for their hard work and stated the positive responses from the surveyors were very exciting. The surveyors will provide a report in the coming days.

- **Infection Control Update**

Aldred said this item was included in the agenda to address the current Coronavirus situation. She again noted there were no deficiencies in the survey with infection control and was pleased with this. She also noted staff is focused on antibiotic monitoring and infection control, as always. Staff undergoes annual training to ensure it is on the forefront of staff's mind. During the survey, Johnson had to write a 16 page plan related to COVID-19 and it was reviewed well. Aldred again stated she was proud of the staff and the facility. Supervisor Staples praised the staff for their hard work.

## **Reports**

- **2019 Updated Business Activities Report**

Aldred directed the Board's attention to the report included in the meeting packet. She said an issue had been identified with the report and the affected cells were highlighted, and said while the inaccuracies were not large, she wanted to provide the Board with the accurate information.

- **Business Activities Report**

Aldred presented the report that was included in the meeting packet. She noted overtime costs are within the target window and advised the Board she will keep them up to date moving forward, as well. She directed their attention to page 17 of the report related to Aging Balances and noted this covers the last quarter and shows how the facility is doing at drawing down money. She made note of the large amount currently in collection and stated the goal in the future will be to reduce that amount significantly. She also said she would like to modify the report to make it more understandable at future meetings, including the graph on page 17. Supervisor Staples asked if there will be more of a collaboration getting the paperwork qualifying for Medicaid, and inquired how much time passes before an outstanding bill is written off. Aldred said a regular meeting with LHCC staff and Economic Support Staff has been established to ensure the paperwork is coordinated. She added that depending on the type of debt, there are different periods for when it needs to be written off as uncollectible, and there is no set time frame for all debt. Discussion ensued. **Supervisor Norem made a motion, second by Vice Chair Tim Brellenthin, to accept both reports. Motion carried 4-0.**

- **Heart of the Home Newsletter**

Aldred announced this newsletter has been brought back and will be included in future meeting packets. Staff are working to improve communications with family members. Vice Chair Brellenthin asked how the newsletter is distributed and Aldred said it will be sent to the mailing address provided by each resident's main contact and will also be distributed throughout the facility. Johnson added she is looking into having it included on the website, as well.

**Correspondence** – There was none.

**Announcements** – There were none.

**Upcoming Events** – Information on upcoming events was included in the meeting packet. Vice Chair Brellenthin inquired how Coronavirus is affecting events and Aldred said next month's list of events will look different.

**Confirmation of next meeting:** The next meeting was confirmed for Wednesday, April 29, 2020 at 1:00 p.m.

**On motion and second by Vice Chair Brellenthin and Supervisor Staples, Chair Monroe adjourned the meeting at 1:40 p.m.**