



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

October 2, 2018

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending.

Carol:

She explained that due to a presentation, she was going to start with PMI's and then Questions.

PMI's

- 1. For a couple of weeks, there has been a wooden bench in the East Wing interior hall that should be in the outside hallway. Can it be moved?*
Carol said she had asked Chuck to move it back.
- 2. The plants in the Auditorium have been discarded; perhaps The Moorings will replace them?* Carol said she would look into getting them replaced.
- 3. The shuffleboard people wanted umbrellas this summer, but I have not seen them being used.* Carol replied that they can be hard to open, so if anyone wanted to use them they should call security or maintenance and they will take care of it.
- 4. The wipes in the Exercise Room have been changed to wipes that contain bleach. Sitting on a surface where they have been used can ruin clothes and they should not be used without protective gloves.* Carol replied that she has asked Chuck to look to see if bleach is an ingredient in the new wipes. She agrees that wet surfaces cleaned with bleach can harm clothes. She recommends sitting on a towel.
- 5. Recently, dumpsters have been placed on the curve in Cadbury Circle behind AL. Placing dumpsters there blocks one lane of the road, not to mention the view from AL.* Carol agreed and replied that they were there

temporarily. She asked Chuck to look into moving them so they would not block the road and the view.

QUESTIONS:

What happens when you are ready to be discharged from the hospital? Carol replied that Cristi Berrios, the Admissions Coordinator, is in the hospital almost every day. Patients in the hospital are assigned a Discharge Planner. This Discharge Planner works with Cristi to talk about rehab therapy. If a resident is coming back to AL or Skilled, then Cristi will definitely be involved. If a resident is coming back to IL, then she probably will not be involved.

On tv, we see that recycling should not be kept in plastic bags. Here, we put our recycling in plastic bags. What should we be doing? Chuck has a call into Waste Management about recycling. As soon as he finds out the answer, we will let you know.

I heard that a resident was ready to be discharged from Beebe to Skilled and was told there was no space here and to stay in the hospital. Is that true? Carol replied that was not true. There has not been a time where The Moorings did not have a bed available. What sometimes can happen is that Medicare has a three day rule. This means that one must be a patient for three days before Medicare will pay for a stay in a rehab facility. On a recent occasion, there was a resident who was not quite ready to be discharged and perhaps that is what you are thinking of. Cristi manages the census and does an excellent job anticipating when a room will be needed.

Is The Moorings giving out flu shots this year? Carol replied that yes, we are. The dates are October 17th and 18th and notices are going into the cubbies tomorrow.

What is the status of the new equipment shed? Chuck replied that we are still in the permit phase and he hopes that ground will be broken in mid-November.

Just a reminder that the Craft Fair is coming up in the middle of November and everyone should be preparing crafts to sell. Employees are encouraged to make things also. The date of the Fair is November 16th.

Carol then presented the results of the Holleran study on resident satisfaction. Residents may recall that the survey was distributed in June, with ten days to respond. The Moorings distributed 116 surveys, with 108 being completed, for a completion ratio of 93%. 67 surveys were identified as completed by women

and 35 by men. 57 surveys were identified as being married, and 45 were single.

Resident engagement was measured in four ways:

- Voice - Am I able to live independently and do I have a say?
- Connection - How easy is it for you to create and maintain strong social connections?
- Fulfillment - Am I able to maintain a sense of purpose in life?
- Well-Being - How well does my community provide comprehensive access to health and wellness resources?

Key drivers of engagement:

<u>Satisfaction Factor</u>	<u>Domain</u>
Opportunity for resident input	Voice
Accessibility of Executive Director	Voice
Quality of Business Office	Voice
Quality of fitness/aquatics program	Connection
Staff's respect for privacy	Connection
Overall satisfaction with The Moorings at Lewes	Fulfillment
Competence of staff	Well-Being
Accessibility of the Health Care Administrator	Well-Being

Carol asked the group if anyone knew who the Health Care Administrator is. No one answered, so Carol explained that she was. She said that every skilled care nursing facility has to have a Health Care Administrator. She further said that Delaware requires that facilities have a Director of Nursing, an Assistant Director of Nursing, an Executive Director and a Health Care Administrator. The Moorings skilled care unit has only 40 beds, so it would not be good stewardship to hire a full-time Health Care Administrator for only 40 beds. Therefore, at The Moorings, Carol performs the responsibilities of both positions.

Carol then highlighted the three highest and lowest scores. The highest ratings were received for appearance of exterior grounds, friendliness of staff and staff's respect for privacy. Carol said the three lowest ratings were for quality of the food, accessibility of the Health Care Administrator and service in the dining room.

The next part of the survey gave scores for each of the factors and compared them to Springpoint overall. Carol highlighted and discussed several of them.

<u>Resident Satisfaction</u>	<u>2018</u>	<u>Springpoint</u>
Overall satisfaction with The Moorings at Lewes	3.95	4.30
Carol thought this score was low because of the affiliation. She polled the audience, who agreed with this.		
Quality of Business Office	3.89	4.36
Carol said the Business Facilitator was hired in March. Two months later, we got new software that changed the look of all the bills, and then one month after that the survey was conducted. She suspects that timing affected this answer. If anyone wants to speak with her privately, she encourages them to do so.		
Accessibility of the Executive Director	4.04	4.33
Carol said that although this was an average score, she felt strongly that it needed to be better. She said that when Vic was here, the blinds were open and the door was closed. Now that she is the ED, the blinds are partially closed and the door is open. Carol says the blinds will stay partially closed because privacy is important. If a resident or an employee is in her office, she does not want them to feel that everyone is looking at them. She hopes that everyone will understand. That being said, she has plans to increase her accessibility. She will have breakfast in The Bistro every Tuesday and hopes anyone that wants to will join her. She will be helping with bartending at Friday Happy Hours, and will eat dinner in The Chart Room twice a month.		
Accessibility of the Health Care Administrator	3.70	4.22
Carol said that she hopes now that everyone knows she is the Administrator, this score will improve.		
Confidence in The Moorings' ability to respond to an unusual or non-medical emergency situation, i.e. power outage, severe weather	4.05	4.40
Carol asked for help in understanding what this meant. The answer seemed to be communication. Residents felt that information on the tv channel was incorrect. Carol said that Lauri has been working with Touch Town to put more information on the tv channel. She said that the new exercise instructor would probably be taking over responsibility for this soon. She also reminded residents that in 2010, there were back to back snowstorms and power was out for 48 hours. She said that the new budget includes funding for a generator for the community building and healthcare so this would not happen again. The East and West wings would follow.		

Opportunity for resident input	3.93	4.16
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Carol asked if this answer came from the affiliation and name change and the answer was yes. Someone also said that they do not know if she is on vacation and asked if a sign could be put on her door. She told residents she would be out for the rest of the week, and she will put a sign on her door noting that.

Competence of staff	4.17	4.42
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Carol asked what needs to be improved, but no one answered.

Quality of food	3.27	3.89
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Carol asked for comments on this topic.

- ❖ Allergic to old bay and all fish dishes use it
 - Carol said we could put it on the side, or omit it
- ❖ Meat has sauce on it
 - Carol said we could put it on the side
- ❖ Roast beef is terrible
- ❖ Difficult to eat a healthy meal; vegetables are overcooked, and entrees are either fried or have cheese on them.
- ❖ A vegetarian would starve. The quality of the vegetables are worthless, both in the way they are cooked and the size of the portion.
- ❖ The sides are not coordinated with the entrée.
- ❖ If you are watching carbohydrates, it is very difficult when the noodles or rice are mixed into the entrée.
- ❖ We used to have a carving station for a Sunday roast.

Carol asked Jeff Smith if these comments were helpful and he said that they were.

Service in the dining room	3.87	4.17
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Carol said that we have been working on staffing. New staff have been hired and are being trained. Jeff anticipates that the buffet will end and regular service will resume around November 1st.

The rest of the survey broke down each question and reported percentages of responses that strongly disagree, disagree, neutral, agree or strongly agree.

Carol said that she hoped that in two years, the next survey would have a higher response rate and be more positive. She said that typically when there is a low response rate; it is the angry people that respond. She acknowledged that this was

a difficult year due to the affiliation, but the information shared was valuable and communication could improve.

A full copy of the survey will be placed in the library for residents to review.

Carol thanked everyone for coming.

Jennifer Silvestri, Recorder
10/2/2018