



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

November 5, 2019

Annette V. Moore, Executive Director, opened the meeting and thanked everyone for attending.

### **Annette:**

Annette saluted the latest group of employees who have been recognized with Making a Difference cards. She stated that a new board had been installed in the hallway opposite Marketing and said each name would be placed on the board. She then read all of the cards and gave each individual employee a certificate with a copy of The Star Fish Story. The residents applauded each employee.

Annette is happy to report that a new Assistant Director of Nursing has been hired. It took a long time to recruit and find the right person but we finally did and her name is Kelley Graden. Kelley comes to the community with many years of experience in senior healthcare, most recently at Harbor Healthcare for twelve years. She will be working closely with Kim Bishop and the nursing staff.

Annette also reported that Nicole Butler is no longer working for the organization. She said she found cause for not continuing the probation period. She is posting the position both internally and externally for someone who can oversee and run five dining rooms, manage staff and handle procurement for all menu items. She said she had been listening to concerns that residents have shared and that the staff needs supplies, tools and training to carry out their roles. Stepping up in the role as Acting Director is Mary Hunt. Annette has also spoken with Liz Carpenter, the Dietician, and she will be working Fridays as additional support until a new Director is found. Liz has a background in kitchen operations.

Annette then gave a report on the most recent state survey. From October 14<sup>th</sup> to October 21<sup>st</sup>, the state sent three nurses, an environmentalist and a supervisor to survey

the facility. The good news is that for a facility with a history of receiving between 20 and 24 citations, we received only 12. The even better news is that none of citations had a very high scope or severity. Scope means how bad things were; for example, minimal harm, potential for more than minimal harm, actual harm, etc. Severity means the citation was for one resident, a pattern of residents or was considered to be widespread. We had no citation that made the state concerned enough that they felt the need to re-visit. Annette said that in her twenty five years as a licensed administrator, she had never seen the level of detail at which the state was examining. They came in with a sample size of 19 out of the 34 residents, and over 800 F-tags of regulations.

She then reviewed the details of the 12 F-tags. In summary, the citations were:

- Resident Rights - a male resident had his legs exposed when the hospice nurse left the room briefly; and a documentation error on a diabetic patient where there were 600 opportunities for error in monitoring hyper or hypoglycemia and the state found 5 instances that were not documented
- Discharge Planning - charts require written reconciliation of medication and a doctor's recapitulation of their stay and the state found one summary missing
- Comprehensive Care Plan - each resident requires an individual map of care with measurable goals and 2 residents were missing measurable goals
- Quality of Care - cited again for the 5 instances for monitoring hyper or hypoglycemia; and a case with a lack of documentation between the hospice nurse and our nurses for dispensing a medication
- Pressure Ulcers - cited for a resident with boggy heels because the pillow was not fluffy enough
- Ambulation - 2 residents had measurable goals of walking a certain amount of feet on a daily basis and the nurse wrote "0" on the chart with no explanation
- Free from Unnecessary Drugs - we are required to monitor psychotropic drugs and administer AIMS (Abnormal Involuntary Movement Scale) testing before starting the drug to determine the patient's baseline and there was one case where this was not done
- Meal Times - there is a federal law that requires no more than 14 hours between dinner and breakfast the following day unless a nutritious snack is offered except if it is customary and the annual Resident Council minutes reflect approval
- Pain Management - a hospice resident did not have a pain scale rating before medication was administered

- Food Procurement - there was a box of nuts and a box of vanilla wafers that were opened, unsealed and not dated; they found food debris on the bottom of the can opener; and a worker did not wear a beard guard
- Infection Control - the laundry room had a door propped open between the soiled and clean area; and a worker was observed changing gloves, but she did not wash her hands before donning the new gloves
- Anti-biotic stewardship - due to the proliferation of superbugs, criteria must be met before dispensing antibiotics to make sure the infection is bacterial and not viral and the physician must adhere to the criteria

Annette said that the plan of correction must be submitted by November 14<sup>th</sup>. She reported that our current rating is 4 stars, but she is hoping that with 2016 survey dropping off and 2019 being added, we may achieve 5 stars.

### **Chuck:**

Chuck reported that the Fire Marshall came for the annual survey and there were no deficiencies.

He further reported that he had 215 work requests during the month of October, of which 212 were completed.

### ***Status of old PMI's:***

- *Flooding/standing water* - **Update** -An engineer looked at the trenches and drains and concluded that they needed to be dug up and replaced. Chuck is waiting on quotes from some vendors.
- *Bike Shed* - **Update** -The shed is completed and will be arriving on Monday, November 11<sup>th</sup>.
- *Concrete tripping hazards and cracking driveway* - **Update** -Engaged a vendor who will be on-site on November 18<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> to cut down all of the tripping hazards. Chuck will send out a schedule and a map of the areas to be done.
- *Sound Equipment needs replacement* - **Update** - The new system has been installed and is working well.

### ***New PMI's:***

- *Can we add flavored creamers to the hospitality station in the Bistro?* Annette agreed that Mary could order a supply with the next cycle.
- *Can carts be signed out? The last grocery shopping day there was only one cart available.* Annette said the sign out would be not manned, so it would still

depend on the honor system. She stressed to everyone to please return the carts when they are finished with them.

- *Can non-slip strips be installed in the men's locker room?* Chuck will look at this for both locker rooms.
- *Can the Bistro hours be extended?* Annette said there was no detail on this card, so she wasn't sure what the writer meant by this. The staffing is based on the hours, so until a new Director is hired, she did not want to offer an opinion on this. If the person who wrote this would provide some more details, she would be willing to discuss further.
- *The digital piano in AL makes a humming noise and is out of tune.* Lauri answered that she is working with a company to service the device.
- *Thank you to the staff for dressing up on Halloween. The costumes were creative and the day was fun.*
- *Thank you to Joann for finding my two lost credit cards in the bushes and to Carl for sealing them up in an envelope and returning them to me.*
- *Thank you to the kitchen and dining staff for a terrific dining experience in the Chart Room last week. The staff was attentive and worked together as a team, the food was delicious and the linen was crisp and clean. It was truly fine dining.*

## **QUESTIONS:**

*Could someone please tell the vendors not to park in the 15 minute parking spaces?*  
Yes, we will speak with them.

*Could we add handicap curb cuts in addition to those that exist? The existing ones are not convenient.* The existing curb cuts are in compliance with regulations and code. To add additional cuts would require a substantial amount of the existing sidewalk to be removed and graded. It would be very expensive, but if residents would like to pursue this, it could be looked at for the 2021 capital expense budget.

## **Annette:**

Annette reported that census in Independent Living is 115, Assisted Living is 39 and Skilled is currently 37. She then asked if there were any other questions.

Annette thanked everyone for coming.