



The Neighbors of Dunn County 2017-2018 Annual Report

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The Neighbors Team



The Neighbors team is comprised of 5 departments; Administration, Nursing, Culinary, Life Enrichment, and Social Services. In addition to this the Neighbors has several other contracted departments. These departments include Maintenance/Life Safety Code Management, Therapy, Physician Services, and Laboratory Services. The Neighbors currently has 170 employees across the 5 departments. All 170 of the employees play an extremely important role in supporting our resident's quality of care and life while they are with us. Pictured on the left is the leadership team at The Neighbors (from left to right, back row) Tracy Fischer, Social Services Mentor; Chris Anderson, Administrative Assistant; Brenda Ausman, Social Services Coordinator; Laura Breiesmeister, Social Services Coordinator; Carrie McKnight, Dietician;

(front row from left to right) Carmen Flunker, Community Mentor; Sue Mrdutt, Health Information; Katja Weix, Assistant Clinical Mentor; Paula McClelland, Clinical Mentor; Marcia Below, Culinary Mentor; Cathy Wheeler, Assistant Clinical Mentor; Sally Rocque Life Enrichment Mentor (Not Pictured) Tami Jackson, Assistant Clinical Mentor; Dave Taylor, Facilities Manager; and Leah Simington, Accounting Manager.

Newly Hired Employees in the Last Year

Registered Nurse	Licensed Practical Nurse	Certified Nursing Assistant	Food Service Worker	Nursing Home Administrator	TOTAL
7	3	50	5	1	66

Breakdown of Current Staff at The Neighbors

Administrative Assistant-1	Health Info Manager-1
Assistant Clinical Mentor-3	Homemaker-16
Certified Nursing Assistant-93	LPN-7
Clinical Mentor-1	Staff Coordinator-1
Community Mentor-1	RN-20
Dietician-1	Purchasing Supply-1
Director of Social Services-1	Music Therapist-1
Social Workers-2	Recreational Therapist-1
Culinary Mentor-1	Life Enhancement Mentor -
Lead Cook-1	Life Enhancement Assistant-1
Food Service Workers-12	Unit Clerk-3

TNDC Committee Members

Elton Christopherson, Chair
 Brian Johnson, Vice Chair
 Jim Anderson
 Sarah Kennedy
 Mike Kneer



Changes to The Survey Process

East Neighborhood Survey
April 2018
 Deficiency Free

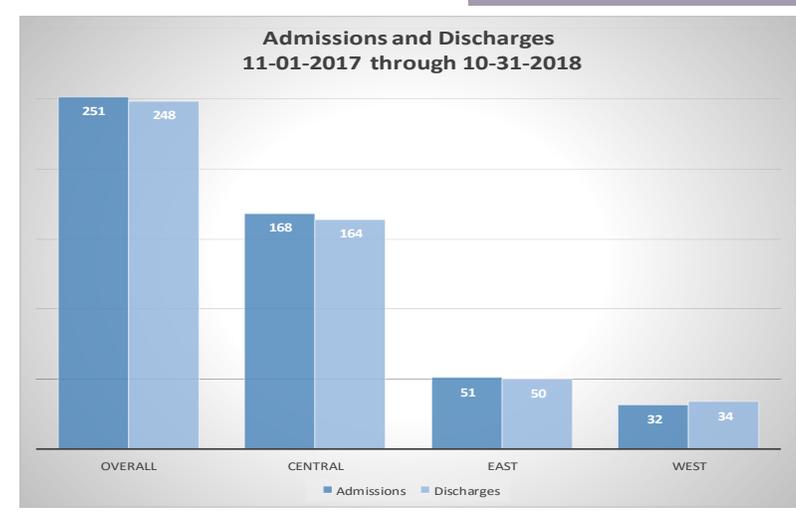
West Neighborhood Survey
October 2018
 One Minor Citation

Central Neighborhood Survey
 Currently in Survey Window

Each of the three separately licensed skilled nursing facilities that make up The Neighbors of Dunn County are surveyed annually by The Wisconsin Department of Health and Human Services. In November of 2018 the Centers for Medicare and Medicaid Services (CMS), a part of the federal government changed the process of these surveys. The surveys are significantly focused more on the resident's and their experiences, comments, concerns, opinions, and quality of life. Under the new process the survey team spends the majority of their time interviewing residents and their families.

The change in the survey process came with a learning curve for us and the surveyors. The process has a much different feel, and the survey team spends a lot less time communicating with the facility leadership. So far the team at the Neighbors has taken this change in stride and has had two very successful surveys in the new process.

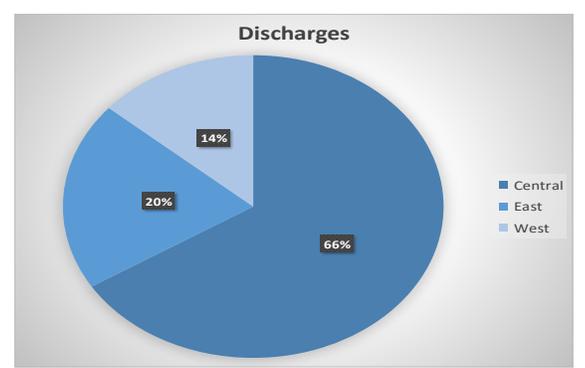
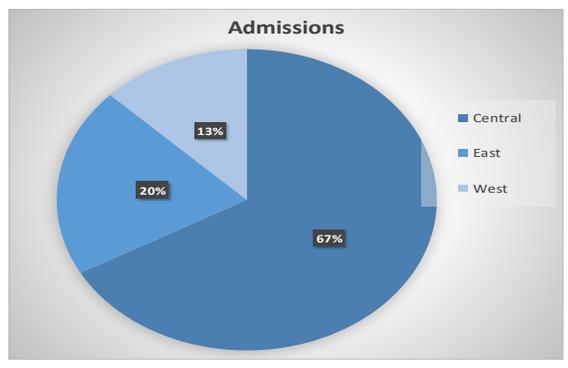
Admission and Discharge Activity



When it comes to admissions The Neighbors is a very busy place. From November 1, 2017 to October 31, 2018 The Neighbors had 251 admissions. Of these admissions 168 went to the Central Neighborhood, 51 went to the East Neighborhood and 32 went to The West Neighborhood. On average one admission takes five hours to process; three hours of nursing time based in assessments paperwork, and medication reviews, and two hours of social services time in paperwork and assessments. In total for the year that equals 1255 hours in admission processing, not including therapy and other ancillary assessments that are triggered by admission.

With so many short term rehab admissions this also means a significant amount of likely discharges. In the past year the neighbors has processed 248 discharges. Similar to admissions there is a lot of time and energy put into discharging a resident. On average two hours of nursing time and one to two hours of social services time go into one discharge. This does not include the entirety of discharge planning that is required to begin upon admission and continue through the entirety of the resident's stay.

Of these discharges 66% discharged home or to another facility and 34% expired at the facility.



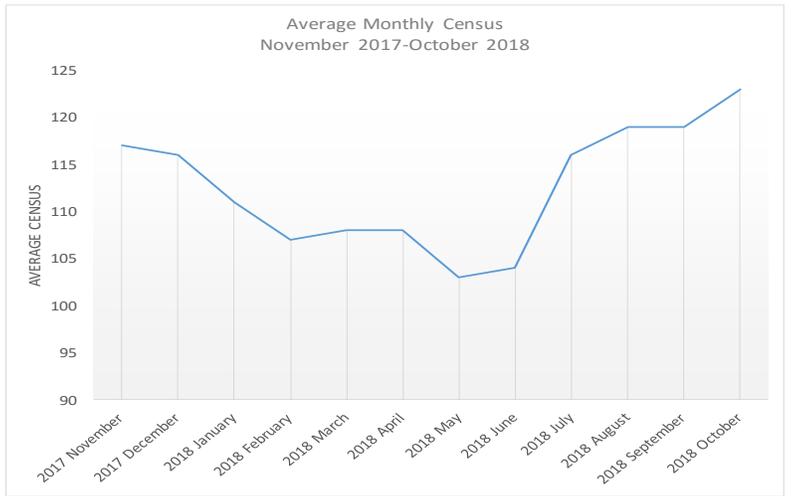


Census and The Reopening of Arrowhead

Census has always been the key focus point for skilled nursing facilities. As the market gets tighter it is becoming increasingly important and difficult to keep facilities full. The Neighbors has had a trying year when it comes to census; the census has fluctuated greatly over the past 12 months. Part of this fluctuation included closing one of the nine households at the Neighbors last fall.

Over the past few months The Neighbors has seen an huge uptick in referrals and admissions, subsequently raising census back to and above budgeted levels. On October 11, 2018 the closed household Arrowhead Lodge was reopened, and has remained open since.

The goal is to continue to maintain higher census and continue to operate 9 households across The Neighbors' campus.



Central's 5 Star Ranking



East's 5 Star Ranking



West's 5 Star Ranking



Highest performing Quality Provider in the Area

Like most industries skilled nursing facilities are ranked on quality. CMS ranks all skilled nursing facilities on a five star rating scale. The overall five star rating is derived from three categories; health inspection (the survey process), staffing levels, and quality measures. The ratings are publically distributed on CMS' website. Currently all three Neighborhoods hold a star rating of five out of five stars. According to CMS only the top 10% of facilities in each state receive a five out of five star rating.

Skilled nursing facilities are also one of the industries that U.S. News & World Report assesses and ranks. According to US News' press release on their newly released list of "Best Nursing Homes for 2018-2019" 2,975 skilled nursing facilities in the country were ranked as "Top Performer's." The Neighbors of Dunn County is proud to say all three of the Neighborhoods were on the list of "Top Performers." According to U.S. News and World report only 19% of Nursing Facilities in the country received this distinction.

Partnership With Senior Dinning Program

In February of 2018 The Neighbor's began a partnership with Dunn County's Senior Dinning Program. The Culinary Department at The Neighbor's now prepares the food for the Meals on Wheels Program. Our Culinary Mentor and Dietician have worked closely with the Senior Dining Program to work through the logistics of this partnership. The menu for Meals on Wheels is aligned with the menu for the residents at The Neighbors, allowing the culinary department to streamline production and limit waste and excessive cost. So far we have received positive feedback and plan to continue to prepare the Meals on Wheel food at The Neighbors.

Citations: "U.S. News Names Best Nursing Homes for 2018-19." U.S. News & World Report, U.S. News & World Report, www.usnews.com/info/blogs/press-room/articles/2018-10-30/us-news-names-best-nursing-homes-for-2018-19.

CMS. "Design for Nursing Home Compare Five-Star Quality Rating System: Technical Users' Guide." CMS.org, July 2018, Design for Nursing Home Compare Five-Star Quality Rating System: Technical Users' Guide.

WisCaregiver Careers Program

It is not new knowledge that the workforce pool as a whole is dwindling, this is hitting the nursing market particularly hard including nurses but specifically certified nursing assistants. To combat this the state of Wisconsin has initiated a program called WisCaregiver Careers. The Department of Health and Human Services (DHS) and the WisCaregiver Careers Program has partnered with nursing facilities and associations to produce more certified nursing assistants (CNAs) to satisfy the growing need that is spreading across the state. The program offers a free CNA class as well as a free examination after completion of the class. After the class is completed and the test is passed the new CNA must work in a skilled nursing facility that is partnered with the WisCaregiver Careers Program for a minimum of six months. If all of these requirements are completed the CNA will receive a \$500 bonus. If any of these requirements are not met the state expects the CNA to repay the cost of the class and examination, and they will not receive the bonus. The program was anticipated to bring thousands of new CNAs into the workforce. So far the Neighbors of Dunn County have had three new employees that are part of this program.

Financial Improvement

The financial status of The Neighbors is a pressing topic. The highlight of the current financial status is that we are seeing continuous improvements. The most recent financial reports were completed for year to date (YTD) as of month end September 2018. The YTD net income/loss with accrued expenses was (\$103,238). This number is slightly skewed due to the land sale, YTD net income/loss with accrued expenses was (\$333,516) as of month end July. This is a vast improvement from recent years. YTD as of month end September 2017 showed a net income/loss with accrued expenses of (\$860,850). YTD as of month end September 2016 showed a net income/loss with accrued expenses of (\$943,784). Though the Neighbors is still not where it would like to be yet when it comes to financials, we are moving in the right direction.

Reimbursement Challenges

One of the major challenges facing all nursing facilities, especially the ones in Wisconsin, including The Neighbors of Dunn County is the Medicaid reimbursement rates. Nursing facilities function on managing payer mixes. One of the primary payers is the state funded program, Medicaid. Currently Medicaid rates do not cover the cost that it takes to care for a resident living in a nursing home. Wisconsin in particular has the lowest Medicaid rates in the country. This encompasses both the daily rates for residents as well as rates for things such as transportation. The result of the rates being so low is nursing facilities consuming the additional cost and needing to make up for it in other ways, either by cutting expenses or increasing their rates for other payer sources.



This has become increasingly detrimental to nursing facilities, and has caused facilities, healthcare organizations, municipalities, and long-term care associations to put increasing the Medicaid rates on their legislative agendas. The challenges are so severe that some entities are putting this at or near the top of their agendas, and putting a extensive effort into lobbying to change the current situation.



Training Center For Future Health Care Professionals

The Neighbors is proud to support the education and advancement of future healthcare professional. Throughout 2017 and 2018 The Neighbors have and will continue to welcome several students, interns, and even Resident Physicians into our buildings. This is an excellent opportunity to promote and grow the field of long-term care, as well as gain new and exciting insight from fresh eyes that are eager to make a difference in the lives of our residents. Here at the Neighbors of Dunn County we are extremely fortunate to have great partnerships with local educational programs.

Over the Summer of 2018 we were lucky to have two Social Services interns. They worked on special projects throughout the summer, and learned what the role of Social Workers is in a skilled nursing facility. The Social Services department also had an intern start in September who is still currently working at The Neighbors. The Neighbor's Dietician has also been a preceptor to a Dietetic Intern starting in October of 2018.

Over the past year The Neighbors has also served as a clinical rotation site for several classes of nursing students from CVTC. This has been a long standing partnership and we could not be happier to play a role in training the nurses of tomorrow.

Finally The Neighbors is extremely proud of the partnership with Mayo Clinic Family Medicine Residency Program of Eau Claire. The Neighbors of Dunn County is honored to be the sole Nursing Facility that the Resident Physicians do a rotation at. The physicians round with Dr. Brown, our Medical Director, and gain valuable experience with geriatric medicine. Our first Resident Physician, Dr. Ben Ayotte was with us for the month of August. In total we will have five Resident Physicians do a roughly four-week rotation here at The Neighbors.

Looking Toward The Future

Though some industry, legislative, and labor force restrictions make nursing facilities difficult to operate the team at The Neighbors of Dunn County is prepared to take the challenges in stride. We plan to continue to serve the residents of Dunn County with the highest level of quality care, while continuing to improve financially. As more regulatory and market changes are implemented The Neighbors will continue to first and foremost strive to meet and exceed the needs and wants of our residents and their families.



Respectfully submitted by:
Carmen Flunker, LNHA
Community Mentor/
Administrator