

**Minutes of
Green Hills Residents Association and
Green Hills Health Care Center, Inc.
Board Meeting**

Thursday, February 27, 2020

GHRA: Elizabeth Angelici, Allen Trenkle, Jerry Hall, Ann McMullin, Pamela Cain, Clete Mercier, Alan Atherly, Carol Volker and Dan Krieger
GHHCC: Pamela White, Dale Shenefelt, Peggy Cutlip, Hanna Gradwohl, Joan Mathews, Clarence Cory, and Ellie Mathews
Guests: Courtney B., Paula Toms and Joan Herwig
Absent: Clete Mercier and Alan Atherly
Staff: Kat Kilbane, Jessica Walker, Alexis H., Paige Y. and Jesse S.

A quorum was present. Allen Trenkle welcomed everyone and called the meeting to order at 8:30 AM. Allen stated that John Klein, Alan Atherly, and Clete Mercier were not able to attend the meeting.

Consideration of Agenda: There were no additions to the agenda. Ann McMullin moved to approve the agenda. Joan Mathews seconded the motion, and it was approved.

Consent Items: Joan M. moved to accept the consent items. Ann M. seconded the motion, and it was approved.

Advisory Council Update: Joan Herwig reported that the Council will be considering the proposed guidelines for Advisory Council committees from the Committee to Review Committees at their next meeting. The guidelines are expected to be considered and implemented for FY 2021 committees. The guidelines were written based on the results of the survey from the Committee to Review Committees. The Opportunities Handbook is being renamed. The Committee Fair is scheduled for April. The Council approved the updated Bus Guidelines that are included in the packet. Council members will remind residents to participate in the Resident Satisfaction Survey which will be distributed March 16. The Council approved the Food Services Committee name change to the Dining Services Committees.

Food & Nutrition Department Report: Courtney reported that there are currently 40 employees in the department (13 full time and 27 part time). In FY 2019, there was 0% turnover for full time staff. Fifteen years ago, the department had 15 employees and no restaurant for independent living, no open dining for health care, no restaurant-style service for health care, and limited catering. Courtney stated that meal counts for employees have gone down due to them utilizing Le Bistro. Meal counts listed in the report are monthly averages. Catering has nearly doubled from FY 2019 to FY 2020. Courtney recommended the following improvements: Grill and Main Dining Room remodeling; add a beverage and host station; add a bar with full bar services; expand Grill hours to accommodate later guests; and repurpose kitchen space for a dedicated bakery. Courtney stated that catering revenue has increased due to groups like Morning Rotary and residents' groups utilizing the new spaces (Community Room, Prairie Rose Private Dining, etc.).

GREEN HILLS HEALTH CARE CENTER, INC.

CQI Committee Update: Clarence Cory reported that there has been an increase in clinic visits by independent living. The new Patient Driven Payment Model has been successful, and reimbursement has been slightly higher than budgeted. The committee has been discussing the difference between Medicare and Medicaid reimbursement. Clarence recommended continuing to not accept Medicaid as the reimbursement is around one-third of what we are receiving from Medicare on average currently. The committee also discussed the Coronavirus, and that we are prepared if there is an outbreak. GHHC is still a 5-star health care center, but the quality measures recently dropped from a 4-star to a 3-star. Falls, increased ADL assistance, UTIs, and increase pressure ulcers are measures that impacted to drop in star rating. Staff is implementing corrective action to improve the measures.

Special Board Meeting Report: Ellie Mathews reported that the GHHC Board met and a presentation about ethics and compliance was given by Emily Murtha from Life Care Services. Ellie stated that a hotline is available for staff to call and report ethical or compliance issues. After a call is made, Mollie F. and Kat will investigate the report. The Board also discussed the difference between Medicare and Medicaid.

Informational Committee Report: Peggy Cutlip reported that the committee believes that increased health issues are expected in the future and wondered how to determine the difference between normal aging memory issues and signs of Alzheimer's. The committee discussed our Infection Control Program and how the Coronavirus could affect our community. Jessica stated that LCS stated that it is highly likely that the virus will enter the United States. Green Hills has a large stock of personal protective equipment in the case of an outbreak. Signs have been placed on the GHHC doors prohibiting individuals from entering the community if they have traveled to China recently. LCS will continue to provide guidance and updates regarding the virus. Individuals with Coronavirus might not start showing signs until 2 weeks after they contract the virus. Pam Cain stated that ISU has many students who travel internationally, so they are working with Risk Management to isolate the virus and keep it from spreading throughout the campus.

Administrator Report: Jessica reviewed the January Census Reports.

GHHC Financials: Jessica reviewed the financial reports for January. YTD NOI is \$428,704.

GREEN HILLS RESIDENTS' ASSOCIATION

GHRA Financials: Kat reviewed the financial reports for January. YTD NOI is \$750,289.

JOINT BOARD ACTION

Investment Committee Update: Allen reported that US Equities were much higher when the committee met in January than they are now. The committee discussed that they agreed to be out of policy for the next quarter regarding how much cash we have that is not invested. In the past, the committee has discussed changing the policy to allow more flexibility. Allen stated that it would not be wise to increase equity investments due to the Coronavirus negatively impacted the

current market. Allen stated that it's important to realize that a large portion of our assets are restricted because they are needed as collateral for construction projects.

Kat stated that Group A Access individuals get a 12% discount when living at Green Hills and a \$12,000 refund when they pass away. Group A was the first GHHCC contract in 1986. Kat recommended not risking additional investments on the GHHCC portfolio while there are still Group A contracts.

Compensation Committee Update: Carol Volker reported that the committee met Friday and recommended a 3% merit increase and some increases to starting wages. Kat and Mollie are working with LMC about how to offer paid leave to supplement disability leave. Mollie will work on education staff about the benefits of Flex Spending Accounts which offer pre-tax benefits to pay for medical expenses and childcare.

The committee is meeting again today to finish matters discussed at the last meeting.

Finance Committee Update: Jerry Hall reported that the Capital Planning committee continues to work with FOX on the Hamilton Rehabilitation Project (street and drainage repair/replacement). The project will continue throughout the next 2 fiscal years and totals \$583,000. The committee also recommends doing a market study with LCS for the Maples Expansion. The committee also discussed uses for the empty room that was intended to be a salon.

Jerry stated that the Maples Expansion will provide additional revenue which could be allocated for capital replacement. Jerry shared the draft GHRA FY 2021 Capital Expenditure Plan with the Board. Jerry reviewed the current Maples Expansion floor plans. Kat will hold an all-resident meeting regarding the Maples Expansion on March 30 at 2:00 PM in the Community Room.

Jerry shared the Bistro Revenue Summary with the Board. YTD operating margin is negative \$16,917, which is more than the budgeted loss of \$15,008.

Jerry shared the draft GHRA and GHHCC Executive Summaries for the budget. Kat stated that health insurance is expected to increase by 10% rather than the 8% currently in the summary. The Finance Committee will begin meeting every 2 weeks until the budget is complete. The GHHCC budget must be approved at the April Board meeting.

Bus Guidelines: Alexis stated that the Advisory Council recommends the Board approving the updated Bus Guidelines, which state that the GH Bus will make two trips to ISU Women's Basketball games if there are more than 25 attendees, rather than staff ordering a CIT which may or may not be used. Staff has installed GPS tracking hardware on the GH Bus so residents can see exactly where the bus is on their laptop or phones. Joan M. moved to approve the updated guidelines. Carol V. seconded the motion, and it was approved.

Strategic Plan Summary: Kat reviewed the Strategic Plan Summary with the Board. Current completed or in progress action goals total 74.8%. Task Force 4 (Marketing) and 5 (Partnerships) met in the past month to revise the Strategic Plan goals.

Master Planning: Allen reported that a new Strategic Plan will need to be developed soon as our current plan only has one more fiscal year. During the process of creating a 5-year Strategic Plan, it would be beneficial to have a Master Plan that looks even further into the future. The topic will be included in the March Board meeting agenda.

EXECUTIVE DIRECTOR

Heartland Senior Services (HSS): Kat stated that HSS has been offering services every Tuesday for the past couple weeks, and mostly non-residents have been utilizing the service. HSS would like Green Hills' residents to participate. Residents can try the service for free to see if it is a good fit for them or their spouse.

Biennial Report: Kat reported that Nyemaster filed our report with the State of Iowa which occurs every two years.

Disclosure Statement and Dept. of Insurance: Kat reported that the Disclosure Statement has been updated for the year and filed with the Department of Insurance, which must occur annually.

Resident Satisfaction Survey: The independent living resident satisfaction survey will be distributed March 16. Advisory Council members will follow up with residents to ensure participation.

Board/Advisory Council Retreat: The retreat is expected to take place in August once new Board/Advisory Council members are elected. Staff is working with LCS to choose a date and time for the retreat.

For the Good of the Order: Kat stated that staff will begin sending personalized videos to residents via the OneDay application. An all-resident meeting regarding the Grounds will be held in April. Kat will be in Nashville for the Professional Development Program next week.

ADJOURNMENT

The meeting adjourned at 10:16 AM.

Submitted by Jesse S.