

Division of Developmental Disabilities
State Operated Intermediate Care Facilities for
Individuals with Intellectual Disabilities
Governing Body Meeting Minutes

Date: June 30, 2017

Time: 9:00 a.m.

Location: Department of Economic Security
Division of Developmental Disabilities
1789 W. Jefferson Street, FSA Conference Room
Phoenix, Arizona 85007

Governing Body Committee Present

Bruce McMorran, ATPC Superintendent; Melinda Churchill, ATPC Training Supervisor; Laurie Lockyer, Chief Quality Officer; Dr. Pearlette Ramos, Deputy Administrative Director; Brian Agersea; Office of Facilities Management; Joseph Tansill, Business Operations

Visitor: Dr. Jennifer Gray, Health Services

Absent: Leah Gibbs, Director of Residential Services; Sherri Wince, Chief Compliance Officer

Governing Body Committee Joining Telephonically

Vicki Kronabetter, Phoenix State Operated Services; Maureen Casey, Interim Assistant Director; Lucy Mailloux, HR Administrator

Staff: Da'Vonna Shannon, Administrative Assistant; Adrienne McCowan, Administrative Assistant

Introductions

Bruce McMorran called the meeting to order at 9:10 a.m. and announced a quorum was present. Mr. McMorran discussed the purpose of this meeting and updated the committee that a training regarding the requirements for the Open Meeting Law will take place on Friday, July 7th in which he will be attending along with Ms. Gibbs and Ms. Kronabetter.

Ms. Casey addressed the minimum components regarding the requirements for the Open Law.

Mr. McMorran asked Ms. Casey where on the website we should post the minutes. Ms. Casey stated the *DD staff is working with the web team to post minutes and a page will be made within the site for the minutes.* Dr. Ramos requested we post the previous minutes.

Meeting minutes

Dr. Ramos asked about tracking result of the action items that come out of the meeting. Mr. McMorran suggested a tracking spreadsheet would be set up for action items. Mr. McMorran entertained a motion to approve the Governing Body minutes from May 31, 2017. Motion by Dr. Ramos to approve the Governing Body minutes from May 31, 2017. Ms. Lockyer seconded the motion. Dr. Ramos called for a vote. All were in favor, zero opposed and the motion passed unanimously.

Facility Staffing

Ms. Mailloux reported from HR that they are currently recruiting for position at ATPC. A career fair took place at the library in Coolidge in which 22 individuals attended and were interviewed. A few position are waiting for a PDQ review. She will be working with HRA to make sure they are being posted in a timely manner. The next recruiting event will take place in Casa Grande. On-site interviews will take place the second week of July.

Ms. Lockyer asked Ms. Mailloux if there has been conversation about scheduling events every 8 weeks because the turnover is so high at ATPC to get ahead of the curve. Ms. Mailloux mentioned they are working on retention because she does not want to lose staff as new ones are being brought in. HR is comparing DBME hiring practices and looking to develop a skill base model to offer Hab Techs at ATPC and a geographical stipend.

Ms. Casey asked Ms. Mailloux whether or not we had an option to do a cold mailing. Ms. Mailloux stated they are currently working with graphics to see if we can do it. Ms. Mailloux discussed the need for dialog around having a part time or on call pool. She would like to work with Mr. McMorrان next week to build structure around candidate flexibility on Sundays due to religious reasons.

A brief report was given on professional staffing. A Hab Nurse 2 will start on July 17th. A requisition was opened for a Hab Nurse 2. No current application has been submitted as of this morning. The Psychology Associate 2 position was posted and will close on July 4th.

Dr. Ramos asked Ms. Mailloux about the termination of the 12-person recruitment limit and how it will affect are recruiting efforts. Ms. Mailloux discussed a pilot that is taking place within DD where they are doing the recruiting instead of going through HRA. Ms. Lockyer asked Ms. Mailloux if the same effort is being given to Phoenix programs. Ms. Mailloux affirmed that full access is being given to the Phoenix program to post their openings.

Mr. McMorrان asked about the BCBA and Psychologist position. Ms. Mailloux stated it was sent to Ms. Signa Moore and HRA. A lengthy discussion then ensued about job descriptions and pay grades. Dr. Gray ultimately stated the position was mirrored after her position, however, they added in additional responsibilities. Dr. Ramos also asked Ms. Mailloux about the BCBA position stating it is similar to Megan Woods. Dr. Gray stated she would be happy to work with Ms. Mailloux regarding the position descriptions and will email her.

Ms. Casey informed the committee that Ms. Mailloux and Ms. Moore have been providing daily updates to her and Dr. Ramos along with weekly updates to Ms. Gibbs. In regards to Support Staff; Mr. Agersea affirmed maintenance is fully staffed.

Physical Environment

Mr. Agersea reported on maintenance and repair items. He discussed a broad overview relating to a punch list. He reviewed the remodel at 20 Sandstone. The disability equipment has not shown up. He is working with the manager at Arjo to find out why this has happened. CMS punch list items relating around 50 Oasis and other ICFs are finishing up today. 20 Sandstone members will be relocated back to their residency once the punch list items are completed for the bathroom.

All items indicated from the CMS surveys will be applied across campus from day programs to the ICFs based on a lengthy comprehensive list discussed and put together with the help of Leah. Mr. Agersea

estimated that 2.7 million would be invested based on this comprehensive list, which includes infrastructure work to help increase reliability of the systems that support the campus.

Mr. Agersea asked Mr. Tansill for clarification on who approves the funding of these projects as they get started. Mr. Tansill replied that Ben Kaufman is his primary contact. Mr. Agersea stated that these repairs are based on his and Ms. Gibbs' interpretations of the information they received. Dr. Ramos interjected H&W a consulting firm has been retained and they will be on site at ATPC the week of July 10-14th to give specific advice or suggestion. Dr. Ramos suggested sending them the list to look at before they arrive and scheduling time to speak with them.

Mr. McMorran asked Mr. Agersea if Phoenix needed specific items addressed in their program. Mr. Agersea mentioned trip hazards on hardscapes outside the buildings should be looked at and regularly checked.

Ms. Kronabetter mentioned the bathroom remodel at Windsor and Shangri-La remodel finished, the members were able to move back into their home. Ms. Kronabetter requested Mr. Agersea send her guidelines he is using for ATPC that will be reviewed with Dan Johnson.

Ms. Lockyer suggested adding her QA staff to the H&W training. Ms. Casey and Dr. Ramos suggested required individuals in the maintenance staff identified by Mr. Agersea and Ms. Kronabetter should receive a calendar invite to the training.

Mr. McMorran also discussed the management of multiple vendors on site at ATPC will need more oversight relating to their vehicles.

Mr. McMorran reviewed one vacancy in housekeeping which raised the facility vacancy to three. He has been in touch with Corporate Job Bank and interviewed one candidate for a temporary contracted janitorial position. He asked the interviewee to use Fieldprint to expedite the finger print clearance card. Ms. Mailloux asked Mr. McMorran to share all resignation directly with her and Stacia Clark.

Policy Review

Three policies were modified, one new policy **C-170 for Active Treatment** was added. Mr. McMorran discussed we did not have a stand-alone operating procedure regarding active treatment. Mr. McMorran stated in response to feedback that will be received from H&W it may be updated. A lengthy discussed ensued regarding the C-170 policy.

Motion by Dr. Ramos to improve the standard operation procedure C-170 as recommended, seconded by Ms. Churchill. Mr. McMorran called for a vote. All were in favor, zero opposed and the motion passed unanimously.

C-010 Governing Body modified to include adding titles and additional staff to the membership. Also that the committee to meet monthly. Recommendation by Ms. Casey to meet regularly monthly at a set time.

Motion by Dr. Ramos to approve the amendments to standard operating procedure C-010. Seconded by Ms. Lockyer. Mr. McMorran called for a vote. All were in favor, zero opposed and the motion passed unanimously.

C-129 Abuse, Neglect and Exploitation. Mr. McMorrان reviewed an edit on page 1, section 4.0, page 5 adding section 24.0 with special brackets to section 24.6 regarding client on client. Mr. McMorrان stated these changes came out of discussions with the CMS surveyors. A lengthy discussion ensued with Dr. Gray regarding identifying specifically client on client, self-harm that can constitute neglect and its definition.

Motion by Ms. Casey to approve with an amendment to address self-harm and the lack of staff response constituting neglect. Seconded by Ms. Lockyer. Dr. Ramos called for a friendly amendment to correct formatting inconsistencies in the SOP presented. Mr. McMorrان called for a vote. All were in favor, zero opposed and the motion passed unanimously.

C-131 Medication Administration Mr. McMorrان stated it is an update and modification of a prior SOP. Ms. Casey asked Mr. McMorrان about the revision. Mr. McMorrان and Ms. Kronabetter clarified that the revision to this SOP were Preparation of Medications in section 3.1.3 – Select drug and compare to medication record. Mr. McMorrان also noted revision to Types of Orders in section 3.5 which gave clarification on procedural aspects for the nurses and updating the medical record.

Motion by Ms. Casey to approve the revision given the SOP will reflect a revision date and not as a new policy. Seconded by Dr. Ramos. Mr. McMorrان called for a vote. All were in favor, zero opposed and the motion passed unanimously.

Dr. Ramos made a motion for reconsideration of C-010. She noted that Joanna Kowalik, the Chief Medical Officer is not included as a member. Motion by Dr. Ramos to revise 5.1.10 listing the Chief Medical Officer. 5.1.10 which is written, “Other medical and/or management staff as appointed by the Director of State Operated Service or designee” will become 5.1.11. Seconded by Ms. Casey. All were in favor, zero opposed and the motion passed unanimously.

Budget Review

Mr. McMorrان reported on the approval received to contact AtWork Group and Concetric Healthcare Solutions to provide contracted CNA and Hab Techs. Mr. McMorrان shared both companies assured him they have plenty of workers for both locations. Concetric will coordinate with their Tucson office to get workers to ATPC.

Dr. Ramos asked Mr. McMorrان about clarify “plenty” used to describe the availability staff. Mr. McMorrان noted AtWork has over 100 on staff in Phoenix. Dr. Ramos asked how many of the hundred would be used. Mr. McMorrان indicated AtWork will survey their employees to see about interest in the Phoenix locations. Mr. McMorrان said Concentric had 200 in the Phoenix area. Both companies send out announcements about interest. Dr. Ramos inquired as to when AtWork and Concentric will determine their polling results.

Ms. Casey respectfully requested Mr. McMorrان to give both companies a deadline and suggested a regular check-in with them to identify numbers and training. Mr. Tansill requested a staffing plan for each site and shift and to coordinate with the vendors. Ms. Kronabetter replied staffing needs are during pm, noch, and weekends. Ms. Kronabetter needs at least 15 staff to coordinate with her team.

Dr. Ramos noted a plan is needed due to the significant amount of overtime. Dr. Ramos asked Mr. McMorrان about the need to develop a plan quickly. Mr. McMorrان will submit and identify a plan to Dr. Ramos and Mr. Tansill by Wednesday, if not today. Ms. Kronabetter will prepare the same plan to submit by Monday to Mr. Tansill and Dr. Ramos.

Mr. McMorran inquired about administrative assistant help for his department. Dr. Ramos stated record keeping is a need for ATPC. Mr. Tansill stated Mr. McMorran should check-in with Tina LeFlore about tracking the temporary administrative paperwork. Mr. Tansill mentioned looking at the organizational structure in general.

Ms. Casey stated it has been her charge to leadership that all org charts are accurate, up to date and to look at staffing. Ms. Casey stated the questions that need to be asked and answered sufficiently when seeking additional staff revolve around organization, process improvements implemented, and resources. Additionally the permitted number of staff is 2,065 and current number reflect 2,035. Ms. Casey assured Ms. Kronabetter and Mr. McMorran that they are currently working with JLBC and OFPD around increasing the rate around direct care workers and QIDP Service Coordinators. Ms. Casey restated what Dr. Ramos pointed out to stop using overtime to cover staffing for direct care workers in the long term solution is to have permanent staff.

Dr. Ramos noted ATPC needs administrative support. Ms. Mailloux stated the administrative position for ATPC is on the list to be posted. Mr. McMorran noted ATPC needs two Administrative Assistant and an Administrative Secretary. Ms. Casey mentioned it might be necessary to cross train or change position.

Training Resources Review

Ms. Churchill reported for the month of May, totaled trained was 106, sessions offered was 25 and every month two new employee orientations will be offered. Other courses will be offered for recertification and a schedule will be produced. New courses will begin on July 3rd and 17th and continue with the double NEO schedule.

Dr. Ramos asked about a training in a response to a notice from CMS abuse. Mr. McMorran discussed LRA being put in an RFP. Ms. Casey noted LRA did a one-time training for serious incidents and CMS was concerned that every new employee should receive that training. Ms. Casey mentioned we do not have the in house resources to develop that type of training along with revising active treatment and developing client on client trainings required per CMS. OPD will develop active treatment training.

Ms. Churchill stated she inquired with Angie about the LRA training and it is being researched. Ms. Casey asked Ms. Churchill to get an update from Angie on current trainings in development, resources available, and current ongoing trainings. Ms. Casey stated this group needs to be aware of all trainings in development to support the planning for this group because there is also the AHCCCS NTC which has training needs. Ms. Casey wants a global look at the training to utilize internal and external resources appropriately. Ms. Churchill asked for a deadline, Ms. Casey stated by next Friday.

Ms. Lockyer added when the investigation training is being developed it needs to be broader than just State Operated Facilities because QA departments along with QOC conduct investigations. Mr. McMorran added DHS and CPS expressed interest in LRA because they all have investigators.

Active Treatment Equipment Review

Mr. Agersea reported on a new therapeutic Arjo Parker Tub sitting in a warehouse at ATPC scavenged for parts but repairable. Ms. Casey mentioned a conversation with Ms. Gibbs about the tub not working at 50 Oasis. Dr. Ramos interjected that the repair of the Parker Tub is included in the renovation that were expecting. Mr. McMorran mentioned the tub at 50 Oasis has a history of breaking down, but is operable. Mr. McMorran mentioned he will meet with the family member who brought up the tub at 50 Oasis. Ms. Casey would like to see a recommendation from Mr. Agersea or Mr. McMorran to replace or

repair the tub. She would like to make sure members have regular access when desired or needed. Mr. McMorran mention 10 Sandstone bathroom equipment needs to be looked at for replacing. Mr. Agersea stated it's a program decision. Dr. Gray mentioned checking with physical therapy regarding the tub. Dr. Gray suggested identifying members who could use the tub for therapeutic needs.

General Operation Review

A discussion ensued about a member's dental experience. Cecilia Robles is working with the family. Mr. Tansill discussed the use of non-contracted providers and believes a fee for service basis with this particular dentist discussed can be billed. Mr. McMorran mentioned the dentist did not find the reimbursement fees suitable. Mr. Tansill stated anything above and beyond gets charged to the general fund. Ms. Casey mentioned the need to address the fiscal impact on this case once the member's work is done. This issue will be addressed on the next agenda.

Ms. Casey asked Mr. McMorran to coordinate on the procedures to address the needs for dental service within the SOPs. Ms. Kronabetter mentioned we have a broader issue because there is only one contracted provider and we are obligated to provide dental care or an alternative to members. Ms. Kronabetter included stepping up the bids to increase the capacity for dental options. Mr. Tansill agreed that we should have more choice.

Ms. Lockyer asked if the dentist mentioned in question with the member's previous dental experience has had his credentials checked lately. Mr. Tansill stated he does not believe that is a routine function operated out of contracts to check the status on the providers. Ms. Lockyer will add the dentist in question to a credentialing check. Ms. Casey stated the **action items** are:

1. Cecilia to get back with the response from the AG's office.
2. Mr. McMorran will look SOP to address how we are addressing dental services.
3. Mr. Tansill will ensure Julius Johnson's team will look at the contract again for dental services.
4. Sherri Wince's team will look at credentialing.

Ms. Casey recommends that Mr. Tansill have contract look to see if there needs to be an amendment placed in the contract addressing concerns about interventions, guardian consent before dental procedures are performed.

McIntyre Account funds was set up 50 years ago as a charitable foundation to support the facility when it was stand alone. Families and guardians would make contributions for the purpose to allow the facility to address needs. In most recent years guardians would donate excess funds after a member's death to this account.

A visit was made months ago by Georgia Merz, a member's guardian or family member. The family donated funds after the member's death with a specific request to plant a grove of trees to be planted in her memory. In research, Mr. McMorran and Lori Key discovered that the trees were never planted. The donation made by the family amounted to \$2,000.

Mr. McMorran asked to utilize the funds to buy benches to be placed around campus as agreed upon by Ms. Merz. Mr. Tansill asked for the fund balance. Mr. McMorran confirmed the balance is \$28,000. Ms. Casey asked who agreed to the switch of trees to benches. Mr. McMorran indicated the family member who donated the money to the fund 12 years ago. After stopping by the campus, the member realized the trees did not exist. Mr. McMorran stated the guardian asked him to get back to her about it. Further discussion lead to the benches. Ms. Casey asked if we have anything in writing agreeing to that request. Mr. McMorran stated an email was sent on June 2nd that "park benches are a great idea."

Ms. Casey stated if the benches are moved the family should know the location of the benches. She added it's regrettable that the trees were not planted because they are a permanent fixture. Ms. Casey asked will the park benches be used by the residents. Mr. McMorran stated this account was outside the normal budgeting procedures because it was created many years ago. DES never incorporated it into the process. No money has been spent out of this account for over a year after being brought to Ms. Gibbs attention.

Mr. McMorran entertained a motion. Motion by Dr. Ramos to spend no more than \$2,000 on park benches to include a plaque noting Loretta and/or Don's information. Before a bench is purchased that it should come back to this body to look at the proposal. Seconded by Ms. Lockyer. Mr. McMorran called for a vote. All were in favor, zero opposed and the motion passed unanimously.

Additional Data

Dr. Ramos shared information about the SharePoint site created and accessible through the DDD intranet site. An email will be sent out to let everyone know documents are housed there.

Dr. Ramos called for continued improvement on the process of these meetings.

1. Notices need to be really clear where we are meeting for the public who might want to attend along with directions.
2. The minutes and agenda with attachments being available and getting them on the website.
3. Clear responsibility on who should be doing the scheduling of the meeting. Please come with a recommendation on how this process should be laid out.
4. The response that was submitted to CMS needs to be looked at before we meet so all can come prepared for a discussion.
5. Project management how we are going to facilitate governing what is happening at ATPC specifically related to the response. Tracking and keeping up, reporting back to this body on the progress being made.

Mr. Tansill asked are we notifying the guardians of the members at ATPC. Additionally, how is notice being sent and who the targeted audience is. Dr. Ramos let him know it was our first public post. The staff has been notified internally in the past. Mr. McMorran stated we will have a better understanding after the Open Meeting Law training. Ms. Casey asked Ms. Churchill to look into the Open Meeting Law training so it can be on the list of trainings.

Next Meeting Date and Time

Thursday, July 27th at 3–5 p.m.

Motion by Dr. Ramos to adjourn at 11:57 a.m. Seconded by Mr. Tansill