

GRAFTON COUNTY COMMISSIONERS' MEETING
 3855 Dartmouth College Highway
 North Haverhill, NH 03774
 September 5th, 2017

PRESENT: Commissioners Lauer, Ahern and Piper, County Administrator Libby, Admin. Asst. Norcross.

OTHERS PRESENT: HR Director Clough, Nursing Home Administrator Labore

Commissioner Lauer called the meeting to order at 9:00am and began with the Pledge of Allegiance.

HR Director Clough arrived and gave the following report:

Grafton County Human Resources Report
 Karen Clough, Human Resources Director
 September 5, 2017

HR Activity Report (08/01/2017-09/01/2017)

• ***New Hires***

<u>Department</u>	<u>#</u>	<u>Position(s)</u>
Nursing Home	10 (6 FT, 2 PT, 2 Per Diem)	3 LNA, 1 Dietary Aide, 1 LPN, 1 RN, 1 Housekeeper, 1 Staffing Coordinator, 2 Unit Aides

• ***Separations***

<u>Departments</u>	<u>#</u>
Nursing Home	8 (3 PT, 1 per diem & 4 FT)
DOC	2 (FT)
Farm	1 (FT)

Reasons:

- Health/Medical -2
- Returning to School - 2
- Termination - 1
- Moving out of area - 1
- Resignation / other - 4
- Resignation - Return to previous job - 1

• ***Status Changes/ Dept transfers:***

Department:
 Nursing Home: 1 per Diem LPN to FT, 1 PT Dietary Aide to FT
 DOC: 1 PT CO to FT CO 1 Counselor transferred to Case Manager in Alternative Sentencing

Leave of Absences as of September 1, 2017

<u>Department</u>	<u>#</u>
Nursing Home - Nursing	12 (10 are intermittent, 8 for self, 4 for family)
Nursing Home - Non-Nursing	8 (5 are intermittent, 5 for family, 3 for self)

County Atty.	3	(2 Intermittent, 1 self, 2 family)
Deeds	1	(Intermittent, Family)
DOC	2	(Paternity)
TOTAL:	26	

Scheduled to orient September 6

2 FT Unit Aides
 1 FT LNA
 1 PT Dietary Aide

Current Jobs posted/advertised

Dietary Aide's
 LNA's (8.65 FTE's vacant)
 RN/LPN (4.9 FTE's vacant for LPN's and .85 vacancy for RN's)
 Asst. MDS Coordinator
 Unit Aide
 CO's
 Farm Helper (temporary)
 Counselor/HISET Instructor DOC
 Support Service Assistant

Updated Employee Handbooks have been sent out

Commissioner Ahern noted his concerns regarding the turnover in the nursing home and the lack of help on the farm.

Nursing Home Administrator Labore arrived and gave the following report:

Grafton County Nursing Home
 Commissioner's Report
 September 05, 2017

Census:

Medicare: 5
 Medicaid: 100
Private: 26
 Total: 131

Year-To-Date Numbers:

2017 Totals

Admissions (YTD) 50
 Deaths (YTD) 35
 Discharges (YTD) 11

Other Topics:

NHAC Alternative Plan Discussion: NHA Labore stated that they are moving very quickly on this.

- a. 8/31 Meeting with County Consultant – Health Management Associates. NHA Labore stated that the meeting was very beneficial. They were able to provide a lot of information to bring their consultant up to speed as to where they are at and how they got there over the past few years. It helped the consultant start the educational process for the NHAC as to different alternative plans to look at. They were there for almost five (5) hours but it was a very informative meeting.
- b. 9/5 Meeting: NHAC/DHHS/Consultants
- c. Future Meetings/Discussions - NHA Labore handed out the attached implementation timeline and discussed it with the Commissioners.

Employee Turnover/Retention Discussion: NHA Labore handed out the attached presentation and answered questions from the Commissioners.

Atty. Saffo and HR Director Clough arrived to discuss a temporary position within the County Attorney's Office.

Atty. Saffo stated that their investigator who has decades of experience has asked to be able to take a four (4) week vacation this summer. The employee gets their authority through the Sheriff's Department as he is also a Deputy Sheriff. They are paid out of the Attorney's Office investigative services line item when they are doing work for the Attorney's Office. Atty. Saffo stated that she is looking for a temporary three (3) week assignment to fill in when their investigator is out. She would submit their hours under her line item. HR Director Clough stated that her only concern is that she would have to use whatever Deputy is available, she can't designate a specific Deputy for all of those hours. She also noted to keep in mind that if they are approving extended vacation to employees and allowing other departments to cover them, that could be in the long run an issue. Commissioner Ahern asked if they need a Memorandum of Understanding between the Sheriff's Department and County Attorney's Office so there is no issue down the road. He asked if they can make it a part of the job description that the Deputies may be assigned to the Attorney's Office to do investigations. The Commissioners were all in agreement to allow Atty. Saffo to use another Sheriff's Deputy temporarily for three (3) weeks to cover for their investigator while he is out. They discussed further details regarding the position with Atty. Saffo and she answered questions.

Atty. Saffo noted that Northern Pass has released 29 new dates and she will talk to Commissioner Lauer regarding her testimony schedule.

Commissioner Lauer asked if everyone had a chance to read the minutes from the August 21st meeting. Commissioner Piper had a couple edits.

Commissioner Piper moved to approve the minutes from the August 21st meeting as amended. Commissioner Ahern seconded the motion and all were in favor.

The Commissioners signed check registers 11-14; 1022-1025; 1027; 1029-1033; 1035

CA Libby submitted the MS – 1, Summary of Inventory of Valuation for Livermore, for the Commissioners to sign.

Drug Task Force Grant – CA Libby submitted a Certification of Authority for the Commissioners consideration for the Drug Task Force Grant. The Certificate gives the Sheriff authority to execute all the documents associated with this grant. Commissioner Ahern moved to grant authority for this grant to Sheriff Doug Dutile, Commissioner Piper seconded the motion. All were in favor.

CA Libby submitted the BDAS Funding Grant Extension Paperwork. She stated that it is a six (6) month contract extension through the end of March. CA Libby presented the Certificate of Vote for Commissioner Lauer to sign.

Commissioner Ahern moved the following resolution: **RESOLVED:** That the County Administrator is hereby authorized on behalf of this Agency to enter into the said contract with the State and to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, as he/she may deem necessary, desirable or appropriate. Commissioner Piper seconded. All were in favor.

CA Libby stated that the Grafton County Farm Bureau Annual Meeting will be held September 20th.

CA Libby stated that the decertification vote at the Department of Corrections will be a mail vote. Ballots will be mailed September 18th and counting will be on October 4th at 11am at the PELRB in Concord. HR Director Clough will be the observer for the county.

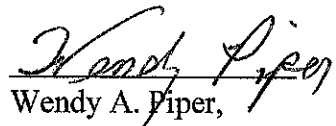
* 10:48 AM – Commissioner Ahern moved to enter into non-public session for the purposes of discussing the dismissal, promotion, or compensation of any public employee or the disciplining of such employee according to RSA 91-A:3, II (a) Commissioner Piper seconded the motion. This motion requires a roll call vote, Commissioner Lauer called the roll. Commissioner Lauer “yes”; Commissioner Ahern “yes”; Commissioner Piper “yes” Commissioner Lauer stated that a majority of the board voted “yes” and would now go into non-public session.

*10:51 AM Commissioner Lauer declared the meeting back in public session.

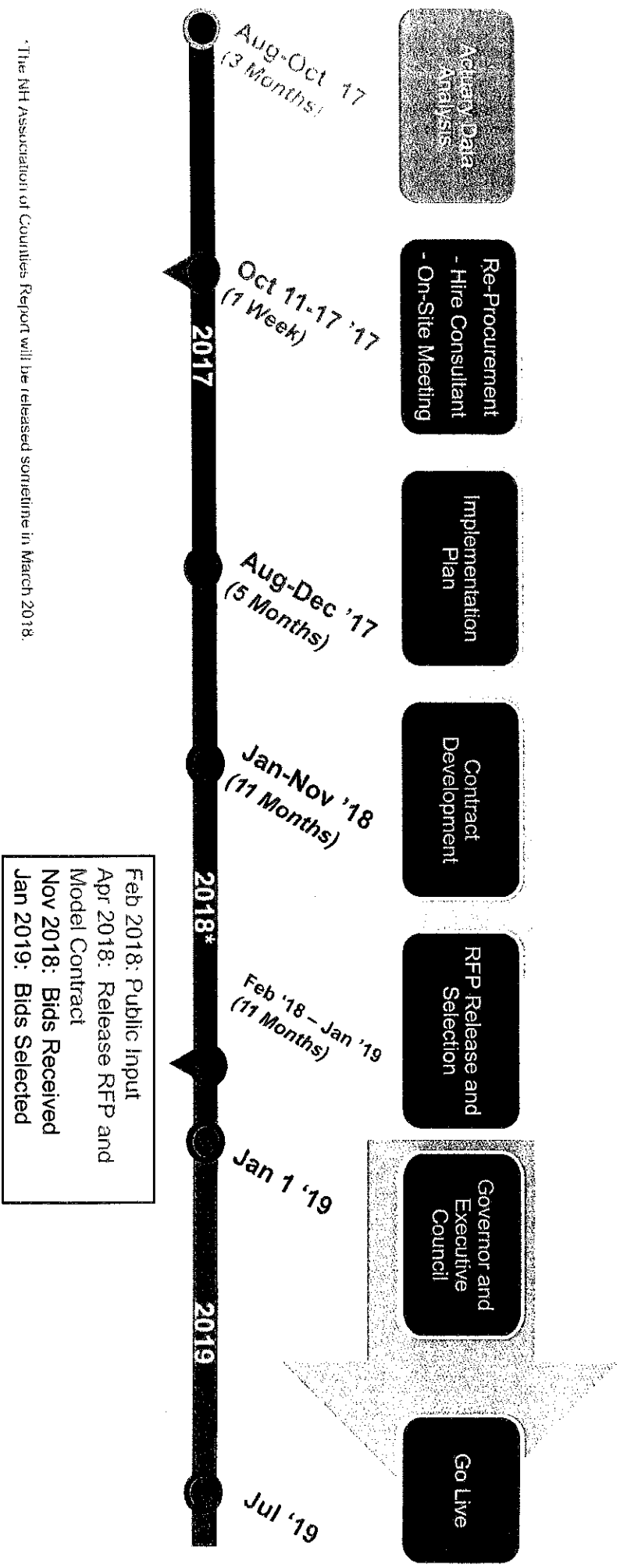
Commissioner Ahern moved to permanently seal the minutes from the just completed non-public session because they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Piper seconded the motion and all were in favor.

10:51 PM with no further business the meeting adjourned.

Respectfully Submitted,


Wendy A. Piper,
Clerk

IMPLEMENTATION TIMELINE – RFP AWARD 6 MONTHS PRIOR TO GO-LIVE



*The NH Association of Counties Report will be released sometime in March 2018.

IMPLEMENTATION TIMELINE – RFP AWARD 6 MONTHS PRIOR TO GO-LIVE

Activities	Dates	2017				2018				2019				
		AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Actualy Data Analysis	Aug. - Oct. 2017													
Re-Procurement Consultant on Board	Oct. 11, 2017													
On-Site Re-Procurement Meeting	Oct. 12-17, 2017													
Implementation Plan	Aug. - Dec. 2017													
Contract Development	Jan. - Nov. 2018													
RFP Public Input Period	Feb. 2018													
RFP and Model Contract Issued	Apr. 1, 2018													
RFP Bids Received	Nov. 1, 2018													
RFP Bids Selected	Jan. 1, 2019													
Contract Approved by Governor and Executive Council	Jan. 1, 2019													
Go-Live	Jul 1, 2019													

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Grafton County Nursing Home Turnover Report

By Craig J. Labore

Grafton County Nursing Home's Turnover Rates

- January, 2017 to July 2017:
 - Licensed Nursing Assistants
 - 18%
 - Registered Nurses(RNs) and Licensed Practical Nurses(LPNs)
 - 16%

Reasons For Turnover:

- Based on exit interviews conducted with Human Resources:
 - Lack of teamwork
 - Lack of communication
 - Going on to further education
 - No twelve (12) hour shifts offered
 - Negative attitudes
 - Lack of accountability
 - Relocating outside the area

*****2016: 30% of turnover was within first 6 months*****

Measures Being Taken To Address Turnover

- On-unit staff meetings
 - Attempting to increase communication and problem solving
- Encouraging participation from staff in decision-making
 - Roommate changes
 - Developing solutions to resident behavioral concerns
- Seeking feedback regarding effectiveness of products
- Attempting to implement twelve hour shifts

Measures cont.

- Increasing staff accountability
 - Callouts
 - Conduct concerns (staff-to-staff negativity)
 - Emphasizing role of the “Charge Nurse”
- Increasing number of staff appreciation events
 - Free barbeques
 - Recognition of special events
 - Acknowledgment of difficult events

Is This Enough?

- Changing face of workforce
- Wages/Benefits

Comparison To Other County Homes

- Eight of ten responded to request for statistics
- Respondents turnover percentages consistent with Grafton County Nursing Home
- County Homes experiencing:
 - Staff-to-staff negativity. One respondent stated they just lost a nurse after only two days of work due to negative treatment by co-workers
- Charge Nurse Leadership

National Turnover Percentages

- 2012 American Health Care Association Survey:
 - Licensed Nursing Assistants(LNA)
 - 51%
 - Registered Nurse (RN) and Licensed Practical Nurse(LPNs)
 - 44%