

**Board of Trustees
A. Luke Crispe Room
11 December 2019
1230 hours**

Present:

Colonel Joseph Krawczyk, President	Arthur Charron	Wes Mook
Colonel Gary DeGasta, Vice President	Frederick Dunn	Jamie Percey
Michael Klopchin, Secretary	Robert Hooper	Joyce Scribner
Kent Butterfield	Dr. Jacqueline Kelly	Robert E. Burke, Director VA Veterans Serv

Excused: Jennifer Carmichael	Andrew Cotrel	Captain Brenda Cruickshank
Charly Dickerson	Michael diMonda	.

Guests: Chaplain Kenneth Coonradt	Representative Mary Morrissey	Lisa Sloan, Disabled American Veterans
Mark Rondeau, Bennington Banner	Mary Ryan	Robyn Boland, Executive Assistant

The meeting was called to order by President Krawczyk at 1230.
 All present participated in the Pledge of Allegiance.
 Roll call was taken by Secretary Klopchin and a quorum was announced.
 Dr. Jacqueline Kelly made a motion to accept the minutes from 9 October 2019 as written, seconded by Mrs. Joyce Scribner. Motion carried.

TOPIC	DISCUSSION	ACTION
PRESIDENT WELCOME	President welcomed Board of Trustees. A moment of silence was held for previous Board member and retired Finance Commissioner James Reardon and Trustee Daniel Hillard, both of whom passed away recently. President introduced and welcomed Dr. Geraldine McWilliams, the new Geriatrics Psychiatrist. Also invited any Board members that have not received their flu shot yet can do so today.	INFO
EMPLOYEE RECOGNITION	Employees were recognized for their many years of service. President read and then presented Jackolyn Sullivan with her retirement plaque with 27 years in the Activities Department, followed by a standing ovation. All staff commended for their great efforts every day.	INFO
TURKEYS FOR EMPLOYEES	Provided dates and times for the Board of Trustees to sign up for handing out the turkeys to employees as a show of appreciation for their hard work.	INFO

TOPIC	DISCUSSION	ACTION
<p>HOME REPORTS CEO</p>	<p>CEO requested approval of the Corporate Compliance, and annual approval of the QAPI (Quality Assurance Performance Improvement) Plan and the Facility Assessment that she previously supplied to the Board for their review. Motion made by Dr. Jacqueline Kelly to approve, second by Mrs. Joyce Scribner. Motion carried.</p> <p>Provided update regarding CMS Phase III - regulation updates were given but no surveyor or nursing home guidance was given with them. Guidance should be received sometime in the 2nd quarter of 2020 per CMS. VVH (Vermont Veterans' Home) has developed policies, procedures and training based on how they were written three years ago. Once we receive the surveyor guidance, then will make any necessary changes, if needed.</p> <p>FY21 budget has been written – can't speak specifically about it until the Governor releases it. Waiting on testimony dates.</p> <p>Representing NASVH (National Association of State Veterans Homes) and VVH, CEO participated in the National Veteran's Day breakfast in D.C. and was able to spend quality time with the VA Secretary. Also went to ceremonies at Arlington Cemetery and laying of the wreath at the Tomb of the Unknown Soldier. While there, met with the VA regarding the nationwide struggle with the DOM program. CEO has taken the lead on the work group to try to fix this problem, which might need federal legislation. At this time, our DOM members are not affected.</p> <p>CEO provided a Draft Work Force Report from the Vermont Health Care Association which contains factors to have a strategic plan with hiring health care workers in Vermont, and the difficulty with it. Cited many statistics from handout, including there has been a 145% increase in the use of agency nurses across the state for nursing homes. The report also includes suggestions for acquiring nursing staff, such as through nursing programs. Lack of instructors is also a contributing factor. Trying to encourage clinical sites from the colleges to have nursing students come here, but everyone else is, too.</p> <p>Announced that CEO and COO will not be here for the February 2020 Board meeting as will be attending the NASVH Convention in Washington, D.C.</p> <p>CEO provided graph on Call Out rates – there has been a dramatical drop, which is good news. Staff has done incredible job picking up shifts and switching shifts. President Krawczyk stated that the staff</p>	<p>CLOSED</p> <p>INFO</p>

<p>PATRICIA CROSSMAN NURSING</p>	<p>need to be congratulated on their efforts and for their dedication in taking care of our Veterans.</p> <p>In regard to the staffing issue, also working with Marketing doing “A day in the Life” segments and social media. Trying to work within a 72-hour window for turnaround time of contacting/interviewing potential candidates since this is such a priority.</p> <p>The next Clinical Education focus subject will be Sepsis and will be using the mannequin in the simulation lab.</p> <p>Continue to focus on Behavioral Health-looking at all aspects-individualizing activities, putting an aide on evening shift, interactions (with tools or movie night) so they are engaged before going to bed.</p> <p>Next year will also focus on Falls although meet state, federal and national percentages, but still want to reduce them as much as possible. Will perform a Root Cause Analysis.</p>	<p>INFO</p>
<p>DR. PETER KING MEDICAL DIRECTOR</p>	<p>Announced that Dr. McWilliams started today. Adding Geriatric Psychiatry to our resources is a big help and may also aid in avoiding hospitalizations by intervening early. Will also be utilizing Telehealth.</p> <p>Currently at 74% with Flu vaccinations. Also working on pneumonia vaccines, acute care and pharmacy.</p>	<p>INFO</p>
<p>COO</p>	<p>Reported Daniel Hillard had called last week as wanted us to know how impressed he was with the Veterans’ Home-with the staff and with the Home itself.</p> <p>This weekend is Wreaths Across America at noon on Saturday. Started as 7 wreaths and a handful of people, now up to 500 wreaths and almost 500 people.</p> <p>The staff here at VVH makes this a home for our residents versus a standard nursing home setting-from the decorations, special meals, family attending meals, music, clean, nurses know the residents-all departments contribute. These are things to keep in mind with Strategic planning and why VVH is</p>	<p>INFO</p>

<p>ADMISSIONS/MARKETING</p>	<p>different. All staff should be thanked when handing out the turkeys next week.</p> <p>Recommend the Board continue to think about what marketing works in your area, and get that information to Melinda Crawl, Marketing Director.</p> <p>Requested any ideas that the Board may have to please contact her. Currently have advertisement on the pharmacy bags at Rutland Price Chopper. Attended the Vermont Association of Area Agencies on Aging Benefits and Resource training with the CEO in Randolph, during which the CEO did a presentation on the VVH and its connections and disconnection with the VA. Also working on LNA recruitment videos, A Day in the Life videos, rehab video and social media. Received good feedback from the Veteran Voices for the Veterans Day sponsorship. Have an upcoming ad in the Vermont Maturity Magazine, based in Chittenden County-free publication that goes out to people over 50 and also goes to senior businesses (doctor offices). Attended the Digital Marketing Seminar-very informative. Working on updating the pamphlet/brochure, and then next will work on the Viewbook.</p> <p>Provided current Census and then discussion regarding the reasoning for holding admissions and steps trying to take to deal with behaviors. We are learning how to manage behaviors in our environment. Focus is to provide residents and staff a safe environment. Dr. McWilliams will be able assist with determining which residents to admit and with getting treatment later, if needed. Bedford has been wonderful assisting with taking care of our veterans and we are able to handle them when they return. Starting to accept admissions now.</p>	<p>INFO</p>
<p>TOPIC</p>	<p>DISCUSSION</p>	<p>ACTION</p>
<p>OTHER BUSINESS MR. WES MOOK</p> <p>MR. ROBERT HOOPER</p> <p>MRS. SCRIBNER BUDGET AND FINANCE</p>	<p>Reported that The Friends of the Vermont Veterans' Home voted to supply the funds for a pinball machine as listed in the Buzzword in the Wish List.</p> <p>Extended thanks to Robert Burke's office for their participation and facilitation with the Rutland Veteran as the Governor's office has agreed to display the flag in his Ceremonial Office in the State House for a time and then hope to permanently install on the wall in the Committee Room.</p> <p>Requesting consideration on two items to transfer funds. First item is per October's request from the Executive Committee for a synopsis of the Endowment Accounts in preparation of the Strategic Plan</p>	<p>INFO</p> <p>INFO</p> <p>CLOSED</p>

	<p>contract. The Common Trust account income was \$40,513 from last year. Request a motion to transfer \$36,500 of that amount to go to the Strategic Plan Donation Account to pay for invoices as they come in from the vendor. Mr. Wes Mook made said motion, second by Mr. Jamie Percey. The motion carried.</p> <p>Second item was regarding setting up a Vouri Needy Veteran Account that would pay for hearing aids, dentures, wheelchairs, etc. Presently there is a Members Assistance account that does assist with such things. After discussion, it was decided to table this for now and will re-address if funds are needed, as done in the past. A motion was made by Dr. Jacqueline Kelly to table this discussion, second by Mr. Jamie Percey, motion carried.</p>	CLOSED
TOPIC	DISCUSSION	ACTION
BOARD ED & TRAINING	<p>Chair of the Education and Training Subcommittee, Col. DeGasta, requested each of the committee Chairs to fill out a form that he has provided to them regarding the role of the Board, the Board Chairs, and the Board Committees. This information will be used for a workshop at the 2020 Education and Training. Deadline to return completed forms to him is December 15th. This will be important for addressing vacancies, committee organization, and members on multiple committees.</p>	INFO
TOPIC	DISCUSSION	ACTION
PRESIDENT STRATEGIC PLAN	<p>President Krawczyk went around the table asking each Board member their thoughts on how the morning session with Strategic Plan went and with using consultants for the Strategic Plan. Each Board member responded with their opinion.</p>	INFO
TOPIC	DISCUSSION	ACTION
ADJOURNMENT	<p>Motion to adjourn the meeting made by Mrs. Joyce Scribner, second by Mr. Wes Mook. Motion carried.</p>	CLOSED
TOPIC	DISCUSSION	ACTION

Meeting was adjourned at 1351. Next Board Meeting 12 February.