

Board of Trustees
A. Luke Crispe Room
9 August 2023
1100 hours

Present:

COL Gary De Gasta, President
 COL Peter Fagan, Vice President
 Michael Klopchin, Secretary
 SFC Clark Adams, PA-C
 Kent Butterfield

CPT Brenda Cruickshank
 Lawrence Cupoli
 Charly Dickerson
 BMCS Michael diMonda

Dr. Jacqueline Kelly
 Jamie Percey
 Joyce Scribner
 Rev. Richard Setzer
 Cathy Tester

Excused: Jennifer Carmichael
 Robert Hooper

LTC David Fabricius

Robert E. Burke, Director, Vermont Office
 of Veterans Affairs

Guests: Rep. Mary Morrissey
 Jon Endres, Environmental
 Lori Stewart (Arthur Charron Family)

Dr. Peter King
 Donna Richards, Director of Nursing
 Melinda Crowl, Marketing/Admissions

Steve McClafferty, Finance
 Mary Ryan
 Robyn Boland, Executive Assistant

The meeting was called to order by President De Gasta at 1100 followed by the Pledge of Allegiance.

Roll call was taken by Secretary Klopchin and a quorum was announced.

Motion made by COL Fagan to accept the 14 June 2023 minutes as written, second by Mr. Cupoli. Motion carried.

TOPIC	DISCUSSION	ACTION
<p style="text-align: center;">PRESIDENT WELCOME</p>	<p>President De Gasta welcomed the Board, Representative Mary Morrissey, members of the staff and thanked them for joining the meeting. He also referenced an article in the Bennington Banner reporting that Rep. Morrissey was instrumental in designating August 7 as both a Bennington and state-wide Purple Heart Day of Recognition. This being another contribution Rep. Morrissey has made to recognize the sacrifices and contributions of Vermont veterans.</p>	<p style="text-align: center;">INFO</p>
<p style="text-align: center;">PROCLAMATION FOR ARTHUR CHARRON</p>	<p>Representative Mary Morrissey read the Proclamation presented to State Legislators in Montpelier during a Joint House Legislative Session. The Proclamation was adopted by the Legislature and has been entered into the Archives of the State of Vermont. Representative Morrissey presented the framed Proclamation to Lori Stewart, stepdaughter to Art, and also presented a copy to CEO Jackson to be put on display at VVVH.</p> <p>Representative Mary Morrissey also thanked VVH staff that participated in a local fundraiser for a former employee.</p>	<p style="text-align: center;">INFO</p>

<p>INTRODUCTIONS</p>	<p>CEO Jackson introduced the new Director of Nursing Services, Donna Richards. Donna is a long-term employee of VVH, comes with a wealth of experience, and also has knowledge from having worked all 3 shifts. Donna hopes to bring more of our VVH staff in and focus on being a 5 Star facility.</p>	<p>INFO</p>
<p>RECOGNITIONS</p>	<p>CEO Jackson reported the State (VA) conducted a survey specifically on the DOM (Domiciliary) Unit in July, the first one since Covid. No deficiencies were found.</p>	<p>INFO</p>
<p>PINNACLE PRESENTATION</p>	<p>CEO Jackson distributed copies of the just-released August Pinnacle Interviews and Graphs. Pinnacle interviews family members and/or residents, 1/12 of our population, each month. When there is a score of 3 or less (out of 5), the appropriate personnel contact the family/resident and discuss their concern with them. A report is then provided to Administration to determine how the issue can be improved.</p> <p>The percentage of those interviewed that would recommend VVH to others is on the front page of the Graphs. We are usually around 98%-99% - a remarkable achievement! It also indicates our average score/ranking. CEO Jackson reviewed the other graphs which breakdown the different areas surveyed and show the national averages of other nursing homes along with our scores. The Home's ratings achieve "Best in Class" in most areas measured and much higher than most other homes using Pinnacle. CMS looks at the Pinnacle graph data for making updates to the 5 Star Rating.</p> <p>There is also a New Hire survey that we are in the process of trying to add to Pinnacle, but the Agency of Digital Services is concerned about this and wants to ensure that our data is protected on the Pinnacle website (a potential breach of the third party's system).</p>	<p>INFO</p>
<p>UPDATE ON TRUSTEE REIMBURSEMENT & MEETING WARNINGS</p>	<p>President De Gasta reported he is waiting for a written opinion from the Attorney General's office regarding the per diem rate. It is our understanding that warnings of Board meetings and committee meetings on the VVH website and on the Secretary of Administration's Public Calendar will comply with Vermont's Open Meeting Law requirement. Too, the local media will need to be notified, but proof of the publication is not necessary. President De Gasta will have a policy, with the concurrence of the Executive Committee and the Board, for both the per diem and warnings by December's Board meeting.</p>	<p>INFO</p>
<p>MS TEAMS TUTORIAL</p>	<p>Several Trustees reported they have recently been having trouble accessing the Board of Trustee Teams folder. CEO Jackson requested when/if any Trustees have trouble accessing the Board folder, to please contact her, the COO or Executive Assistant to reset their access. A request was made to have the PowerPoint Scott Betit, IT Department, previously created again be emailed to the Board. A recommendation was also made to have Scott create a PowerPoint showing how to Bookmark the Teams page and how to "Join" a Teams meeting from their Outlook calendar.</p>	<p>INFO</p>
<p>EDUCATION & TRAINING UPDATE</p>	<p>COL Fagan reported this year's Education and Training will be held October 24-25 at the Lake Morey Resort. An overview of the Agenda was presented. Trustees are encouraged to bring a guest since Resort rooms are double occupancy. Guests would only need to pay for meals and drinks. A copy of the</p>	<p>INFO</p>

	involved in claims—can issues be resolved internally and achieve positive outcomes. She also noted there is a sense of neutrality when HR is involved in the investigation, especially with classified employees. Discipline, if necessary, is decided by CEO and COO after an HR investigation is completed.	
TOPIC	DISCUSSION	ACTION
HOME REPORTS DONNA RICHARDS, DNS	No report at this time – getting settled into new position as DNS. “Happy to be here.”	INFO
DR. KING, PROVIDER	<p>Dr. King reported there is good news on physician recruitment. Working together, the Albany and White Rive VAMCs will be providing a physician for the VVH 2 days a week starting this fall. Dr. Salazar retires October 20.</p> <p>One resident tested positive for Covid last night so protocols are in place to limit transmission. There are no supply issues for PPE and monthly meetings continue. There will be a Covid Booster available this fall. Family meetings are now quarterly.</p> <p>Dr. King recognized what a great resource Jean Cody, QA Nurse, is to VVH. With her education, background, enthusiasm and positive approach to handling things, especially for the residents, she is a great asset!</p>	INFO
STEVE MCCLAFFERTY, FINANCE	Distributed information regarding the annual request to write off accounts. Lengthy discussion on reasons for non-payments even with concerted efforts by the Finance Department and the Social Workers to address this with residents and/or family members. Also trying to proactively work with people to ensure understanding of what their bill will likely be prior to admission. Family members not following through with providing the required information to Medicaid is another issue. Medicare and Medicaid payments are only retroactive for a certain amount of time. Mrs. Scribner made a motion to write off \$501,948.00 in bad debt, second by CPT Cruickshank. Motion carried with SFC Adams and Mr. Dickerson opposed.	CLOSED
JON ENDRES, ENVIRONMENTAL	<p>Reasons for the Assets account dropping recently is due to VVH paying for the entire Security Project—we will be reimbursed. The other significant draw has been Agency staffing.</p> <p>As of August 1, the VA will be paying Bed Hold money when a resident goes to the hospital.</p> <p>Jon Endres, Director of Environmental Services, reported the Master Electrician of 18 years retired last week but he was pleased that a replacement is starting at the end of the month. Still waiting for some backorder items for the Security Project but getting close to completion. The Medical Gas project continues. Staffing shortage is still an issue – 40% short on maintenance staff.</p>	INFO
MELINDA CROWL, MARKETING	Continue participating in many events including Veterans Summit, Military Retiree Appreciation Day, the VFW annual conference, the Rutland Fair next week, and more. VVH was voted #1 Nursing Home in Bennington by Reader’s Choice of the Bennington Banner. Sarah, Admission Nurse, is doing a great	INFO

	job keeping our census full and she has a great relationship with local agencies and the hospital. We have a waiting list.	
TOPIC	DISCUSSION	ACTION
COMMITTEE REPORTS	President De Gasta announced new Committee assignments: Mrs. Scribner recently resigned as Chair of the Budget and Finance Committee after 11 years of faithful and dedicated leadership. She will continue to serve on the Committee. COL Fagan has been relieved of his Quality Assurance assignment and has been appointed as Chair of the Budget and Finance Committee. His budget experience will supplement and complement the work of the Committee. SFC Adams has joined the Quality Assurance Committee where his Physician Assistant background will be a great asset to the Committee and VVH.	INFO
BUDGET AND FINANCE	Mrs. Scribner, Chair, requested to amend the Budget and Finance Committee Report - Under Findings and Recommendations would like to add “Continue in confirming with Steve, Finance Director, we need to revisit this recommendation at a future Committee meeting”.	INFO
BUILDINGS & GROUNDS	Committee meeting not held, therefore no report.	INFO
OUTREACH & MARKETING	Committee meeting not held, therefore no report.	INFO
QUALITY ASSURANCE	Committee meeting not held, therefore no report.	INFO
EXECUTIVE	Committee meeting not held, therefore no report.	INFO
STRATEGIC PLANNING	Provided a brief summary of the Report previously submitted.	INFO
NOMINATING	Mr. Dickerson reported that no Trustee expressed a desire to be nominated as an Officer of the Board, and the current incumbents expressed their intent to continue in their roles. Mr. Dickerson made a motion to cast one ballot to include Gary De Gasta for President, Peter Fagan for Vice President, Michael Klopchin for Secretary/Treasurer, Brenda Cruickshank and himself as an At Large member of the Executive Committee. Second by Mrs. Scribner. No further discussion. Motion carried unanimously.	CLOSED
	Mr. Percey’s term as the (classified) employee-elected representative on the Board expires January 31, 2024, and he indicated that he would not seek re-election. The election process for the employee-elected position has begun. Mr. diMonda has offered to open the polls at 5am on election day, August 30, and polls will remain open until 3:15pm to allow all three shifts the opportunity to vote. The candidate elected by the classified employees for the three-year term will need to apply for the position and be appointed by the Governor. Three candidates are in the process of obtaining their 15 Signatures of Support and then the 2-week campaigning process will begin. A recommendation was made to invite	INFO

BY-LAWS	<p>the newly-elected Trustee to the October Education and Training.</p> <p>Prior to the meeting, Mr. Dickerson, Chair, Nominating and By-Laws Committee, provided Trustees with proposed changes to the By-Laws. Mr. Dickerson again reviewed the changes. It was recommended that the “Space Force” be added to page 13 in section (d) in the list of Armed Forces of the United States. A motion to accept the proposed By-Law changes with the addition of “Space Force” was made by Ms. Tester, second by CPT Cruickshank. There was a brief discussion on whether to use the designation of “U.S. Space Force” or “Space Force”. Since “U.S.” is currently not used in the language with the other branches listed, it was decided to add “Space Force”. The motion carried unanimously. The new By-Laws will take effect at the end of today’s meeting. The updated version of the By-Laws will be provided to the Trustees once re-written.</p>	CLOSED
TOPIC	DISCUSSION	ACTION
PUBLIC COMMENTS	<p>Representative Mary Morrissey expressed her thanks for all we do.</p>	INFO
OTHER	<p>A recommendation was made to send thank you notes to Niles Callanan and the local businesses he solicited to sponsor the recent cookout for staff, residents and family members and also the Bingo for the residents. The donations and proceeds went to our Resident Council. CEO Jackson reported thank you notes have already been signed for those donations.</p> <p>A request was made to look into a new and improved sound system to be used in the Crispe Room. CEO Jackson will start the process.</p>	INFO
TOPIC	DISCUSSION	ACTION
EXECUTIVE SESSION	<p>A motion was made by Mr. Percey to enter into Executive Session to discuss a personnel matter. The motion was seconded by CPT Cruickshank. No discussion. The motion carried unanimously and the Board entered Executive Session at 1458. Attendees during the Executive Session included the Board members, and invitees Melissa Jackson, CEO, and Asa Morin, COO/CO.</p> <p>A motion was made to exit the Executive Session by Mr. diMonda, second by SPC Adams. The motion carried with none opposed and the Board returned to its open meeting at 1523. There were no motions or recommendations resulting from the Executive Session.</p>	CLOSED
TOPIC	DISCUSSION	ACTION
ADJOURNMENT	<p>The meeting adjourned at 1524.</p>	CLOSED

Meeting adjourned at 1524. Next Board meeting is 13 December.