

# GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE

Meeting Minutes - April 19, 2023, 9:00 a.m.

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**Attendance:** BOBBY ROSENTHAL, CHAIR  
KIMBERLY SMOAK  
DULCE CUETARA  
JUDITH PLAUT  
BRIAN MEYER  
TERESA SCOTT  
DR. KELLY SMITH  
TERRI CANTRELL  
KEN KNIPEMANN

**Guests:** ANDY ANDRE, Westminster Woods at Julington Creek  
MARK NEIMEYER, Westminster Woods at Julington Creek  
TAMMI FRISBEE, Lakeview Terrace Rehabilitation and Health Care Center  
CHRIS SEFJACK, Lakeview Terrace Rehabilitation and Health Care Center  
LESLIE VOLLMER, Health Park Care Center  
LIZ HERNANDEZ, Health Park Care Center  
MISTY DEGROSS, Westminster of St. Augustine  
BEN ANDERSON, Mayflower Health Care Center  
BRIAN DEVINE, Mayflower Hal

**Absent:** ROBERT SNYDER

**AHCA Staff:** BERNARD HUDSON  
TRACEY WEATHERSPOON  
TERESITA VIVO  
LOGAN HARRISON  
JACQUIE WILLIAMS

## Call to Order:

A conference call meeting of the Governor's Panel on Excellence in Long-Term Care (Gold Seal Award Panel) was held on April 19, 2023, at 9:00 a.m.

## Welcome New Panel Member:

The Chair, Bobby Rosenthal, welcomed new panel member, Ken Kniepmann, Agency for Health Care Administration.

## Minutes:

Kelly Smith motioned to approve the minutes from the November 20, 2022, meeting. The motion was seconded by Kimberly Smoak. All Panel members agreed.

## Review of Gold Seal Applications:

### Westminster Woods on Julington Creek, Jacksonville

Andy Andre, Administrator, and Mark Neimeyer represented the facility. The application was reviewed. Kimberly Smoak requested information on the facility's efforts to address their stability rate issue. Mr. Andre noted the facility focuses on the culture of the facility, team members meet with new staff for 5 days upon hire and formed a retention committee to address their staffing needs. Bobby Rosenthal stated the facility had a four-star ranking in the Nursing Home Guide in the Administration component. Agency for Health Care Administration staff provided survey information related to the star ranking. Mr. Andre provided details on how the facility corrected the deficiencies. Terri Cantrell requested additional information regarding the citations and the corrective actions be obtained on the site visit. Judith Plaut motioned to proceed with the application and site visit. Teresa Scott seconded the motion. All Panel members agreed.

### Lakeview Terrace Rehabilitation and Health Care Center, Altoona

Tammi Frisbie, Administrator and Chris Sefjack, Executive Team member, represented the facility. The application was reviewed. Bobby Rosenthal commended the facility for its practice of consistency in staff assignments during Covid. The facility noted Agency staff was utilized during this period as well. Dulce Cuetera motioned to proceed with the application and site visit. Teresa Scott seconded the motion. All Panel members agreed.

Health Park Care Center, Fort Myers

Leslie Vollmer, Administrator, and Liz Hernandez represented the facility. The application was reviewed. Bobby Rosenthal lauded the facility’s Targeted Inservice efforts for new employees who are trained hands-on with a mentor for two weeks after classroom training. Ms. Vollmer explained in detail how this task is accomplished. Kimberly smoak motioned to proceed with the application and site visit. Dulce Cuetara seconded the motion. All Panel members agreed.

Westminster of St. Augustine, St. Augustine

Misty DeGross, Administrator represented the facility. The application was reviewed. Bobby Rosenthal stated the facility had a four-star ranking in the Nursing Home Guide in the Quality of Care and Administration components. Agency for Health Care Administration staff provided survey information related to the star rankings. Ms. DeGross explained the steps the facility took to correct the deficiencies. Terri Cantrell requested additional information on the facility’s effort in long-term employment of nursing staff. Ms. DeGross provided insight into the facility’s staff longevity. Teresa Scott commended the facility’s dining staff dedication to quality food services. Judith Platt motioned to proceed with the application and site visit. Kimberly Smoak seconded the motion. All Panel members agreed.

Mayflower Healthcare Center, Winter Park

Ben Anderson, Administrator, and Brian Devine, director of nursing, represented the facility. The application was reviewed. Bobby Rosenthal commended the facility for its five-star ranking in all inspection categories and components of the Nursing Home Guide. Teresa Scott requested information on the facility’s new building after the hurricane disaster. Ms. Anderson noted they have settled into the new building and it’s business as usual. Ken Kniepmann motioned to proceed with the application and site visit. Teresa Scott seconded the motion. All Panel members agreed.

**Site Visit Assignment:**

| Facility   | Panel Member Assigned |
|--|-----------------------|
| Healthpark Care Center                                 | Kimberly Smoak        |
| Lakeview Terrace Rehabilitation and Health Care Center | Teresa Scott          |
| Mayflower Healthcare Center                            | Judith Platt          |
| Westminster St. Augustine                              | Misty DeGross         |
| Westminster Woods on Julington Creek                   | Terri Cantrell        |

**Old/New Business:**

Site Visit Template

Kimberly Smoak presented a draft site visit report template for the Panel’s consideration for future use for submitting site visit reports. The Panel reviewed the draft template and agreed to utilize the template for site visit reports.

Subgroup Update

Dr. Kelly Smith updated the Panel on the Stability and Staffing /Workforce subgroup. The subgroup met on March 3, 2023. The subgroup agreed to bring to the full Gold Seal Award Panel two new metrics addressing the staffing and stability criteria which will be presented and open for discussion at the May 2023, meeting. Dr. Smith stated the subgroup will schedule the next meeting prior to the May 2023 meeting.

Vice Chair

Bobby Rosenthal reminded the members of the vacant Vice-Chair position. The Chair stated panel members may self-nominate or forward nominations to the Agency (Jacquie Williams). The nominations will be placed on the floor for voting.

Public Comments

None.

The Chair thanked all panel members and Agency staff for their participation. The meeting was adjourned.