

GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE

Meeting Minutes - May 17, 2023 @ 12:30 p.m.

Attendance: BOBBY ROSENTHAL, CHAIR
KIMBERLY SMOAK
TERESA SCOTT
KEN KNIPEMAN
TERRI CANTRELL

DR. KELLY SMITH
DULCE CUETARA
ROBERT SNYDER
JUDITH PLAUT

Absent: None

AHCA Staff: TERESITA VIVO
BERNARD HUDSON
DONAH HEIBERG
JULIA SMITH
JACQUIE WILLIAMS

Location: Agency for Health Care Administration Field Office
400 West Robinson Street
Hurston South Tower, Suite S309
Orlando, Florida 32801

Guests: TAMMY FRISBEE, Lakeview Terrace Rehabilitation and Health Care Center
GWEN MERRILL, Lakeview Terrace Rehabilitation and Health Care Center
CHRIS SEFJACK, Lakeview Terrace Rehabilitation and Health Care Center
MISTI DEGROSS, Westminster St. Augustine
LESLIE VOLLMER, HealthPark Care Center
LIZ HERNANDEZ, HealthPark Care Center
MARK NEIMEYER, Westminster Woods at Julington Creek
TAYLOR HANDLEY, Westminster Woods at Julington Creek
ANDY ANDRE, Westminster Woods at Julington Creek
BEN ANDERSON, Mayflower Healthcare Center
BRIAN DERREL, Mayflower Healthcare Center
MARCUS HODGE, Mayflower Healthcare Center

A face-to-face meeting of the Governor's Panel on Excellence in Long-Term Care (Gold Seal Award Panel) was held on Wednesday, May 17, 2023, at 12:30 p.m. Bobby Rosenthal, Chair, called the meeting to order. The Chair welcomed the Panel and meeting participants. There was a roll call to confirm Panel members' attendance.

Minutes:

Judith Plaut motioned to approve the minutes from April 19, 2023, meeting with a correction. The motion was seconded by Dr. Kelly Smith. All Panel members agreed.

Facility Presentation and Panel Members Site Visit Report:

Lakeview Terrace Rehabilitation and Health Care Center, Altoona (Initial)

Tammi Frisbee, Administrator, represented the facility and provided a PowerPoint presentation. Teresa Scott provided the site visit report. There were no follow-up items or questions from the Panel. It was motioned by Ken Kniepman to recommend Lakeview Terrace Rehabilitation and Health Care Center to the Governor to receive the Gold Seal Award. The motion was seconded by Dulce Cuetara. All Panel members were in favor.

Westminster St. Augustine, St. Augustine (Initial)

Misti DeGoss, Administrator, represented the facility and provided a PowerPoint presentation. Ken Kniepman provided the site visit report. Kimberly Smoak requested information on the applicant's use of agency staff. Ms. DeGoss stated the facility utilizes the same agency staff when additional staff is needed. Terri Cantrell commended the provider on the Westminster Olympics. Dr. Kelly Smith also commended the facility on their "Happy to Work Here" program. It was motioned by Judith Plaut to recommend Westminster St. Augustine to the Governor to receive the Gold Seal Award. The motion was seconded by Dr. Kelly Smith. All Panel members were in favor.

HealthPark Care Center, Fort Myers (Initial)

Leslie Vollmer, Administrator, represented the facility and provided a PowerPoint presentation. Kimberly Smoak provided the site visit report. There were no follow-up items or questions from the Panel. It was motioned by Dulce Cuetara to recommend Health Park Care Center to the Governor to receive the Gold Seal Award. The motion was seconded by Ken Kniepman. All Panel members were in favor.

Westminster Woods at Julington Creek, Jacksonville (Initial)

Mark Neimeyer, Andy Andre, and Taylor Handley, independent living resident, represented the facility and provided a PowerPoint presentation. Terri Cantrell provided the site visit report. There were no follow-up items or questions from the Panel. It was motioned by Teresa Scott to recommend Westminster Woods at Julington Creek to the Governor to receive the Gold Seal Award. The motion was seconded by Dulce Cuetara. All Panel members were in favor.

Mayflower Healthcare Center, Winter Park (Initial)

Ben Anderson, Administrator, Brian Derrel and Marcus Hodge represented the facility and provided a PowerPoint presentation. Judith Plaut provided the site visit report. Teresa Scott commended the facility on their hurricane recovery. Bobby Rosenthal commended the facility for its stringent employee orientation and training. It was motioned by Dr. Kelly Smith to recommend Mayflower Healthcare Center to the Governor to receive the Gold Seal Award. The motion was seconded by Terri Cantrell. All Panel members were in favor.

Old/New Business

Panel Vice Chair

The Panel reviewed the nomination received for the Panel's Vice Chair position. Teresa Scott motioned to approve the nomination for Kimberly Smoak to serve as Vice Chair of the Gold Seal Award Panel. The motion was seconded by Terri Cantrell. All Panel members were in favor of the motion.

Subgroup Meeting Updates

Dr. Kelly Smith, Chair of the Stability and Staffing/Workforce Subgroup provided an update. The subgroup met and voted to recommend the Panel use the Payroll Based Journal (PBJ) measure regarding nursing home administrator turnover. The Panel discussed criteria for assessing nursing home administrator turnover as a screening tool. Dr. Kelly Smith moved to utilize the PBJ as a threshold nursing home administrator tenure measure and, if the applicant has more than one turnover, a short narrative explanation be included with the cause for turnover that could overcome a score of more than one turnover. The motion was seconded by Bobby Rosenthal. All panel members voted in favor. The subgroup also discussed an employee satisfaction survey tool. Kim Smoak noted an applicant may use any mechanism for the employment satisfaction survey process. Dr. Kelly Smith noted there are no specific criteria for employee satisfaction surveys in the process, and it will be utilized as a screening tool. It was motioned by Dr. Kelly Smith to utilize an employee satisfaction survey tool as an additional screening tool. The motion was seconded by Ken Kniepman. All Panel members voted in favor. There was further discussion to include director of nursing tenure in the nursing home as well. It was motioned by Teresa Scott to include the director of nursing's tenure in the screening tool. The motion was seconded by Dr. Kelly Smith. Bobby Rosenthal noted the rule language should reflect these two metrics are screening tools. Bernard Hudson noted the Panel should note if there is a cost to the provider to for these metrics, the rule will have to be ratified by rulemaking.

Subgroup Meetings

The Panel Chair reminded the Panel of their subgroup responsibilities and encouraged meetings to move forward with updating the Gold Seal award criteria.

Rule Processing Overview

Teresita Vivó, Senior Attorney, AHCA Office of the General Counsel, presented to the Panel an overview of rulemaking from Rule Development to Adoption.

Public Comments

None

Final Comments

The Chair thanked the Panel and Agency staff for their work. The meeting was adjourned.