

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

Meeting Minutes - November 17, 2023 @ 10:00 a.m.

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**Attendance:** BOBBY ROSENTHAL, CHAIR  
KIMBERLY SMOAK, VICE CHAIR(via conference call)  
TERESA SCOTT  
KEN KNIEMMAN  
TERRI CANTRELL  
ROBERT "BOB" ASZTALOS  
DR. KELLY SMITH

**Guests:** ELIZABETH SHOLAR, Vicar's Landing Nursing Home  
LILY PATTERSON, Palace at Kendall Nursing and Rehabilitation Center

**Absent:** DULCE CUETARA  
JUDITH PLAUT

**AHCA Staff:** TERESITA VIVO  
BRIAN SMITH  
JULIA SMITH (via conference call)  
JACQUIE WILLIAMS

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

A face-to-face meeting of the Governor's Panel on Excellence in Long-Term Care (Gold Seal Award Panel) was held on Friday, November 17, 2023, at 10:00 a.m. Bobby Rosenthal, Chair, called the meeting to order. The Chair, Bobby Rosenthal, called the meeting to order at 10:00 a.m. The Chair gave opening remarks and welcomed new Panel member, Robert "Bob" Asztalos, Department of Elder Affairs representative. There was a roll call to confirm Panel members' attendance.

## Minutes:

Bobby Rosenthal noted, due to a scheduling conflict, he was assigned to conduct the site visit at Palace at Kendall Nursing and Rehabilitation Center. Ken Kniepmann motioned to approve the October 18, 2023, meeting minutes. The motion was seconded by Terri Cantrell. All Panel members agreed.

## Facility Presentation and Panel Members Site Visit Report:

### Palace at Kendall Nursing and Rehabilitation Center, Miami (Renewal)

Lily Patterson, Administrator, represented the facility via conference call and provided a PowerPoint presentation. Bobby Rosenthal provided the site visit report. Bob Asztalos requested information on the facility's effort to accomplish a 71% reduction in antibiotic usage in the facility. Ms. Patterson noted the physicians were educated on the importance of reduction of use of antibiotics. Ms. Asztalos also requested information on the facility's "Employee Open Desk" program. Ms. Patterson explained their human resource staff come to the building to meet with staff anonymously requesting feedback on their likes and dislikes about their employment. It was motioned by Dr. Kelly Smith to recommend Palace at Kendall Nursing and Rehabilitation Center to the Governor to receive the Gold Seal Award. The motion was seconded by Bob Asztalos. All Panel members were in favor.

### Vicar's Landing Nursing Home, Ponte Vedra Beach (Initial)

Elizabeth Sholar, Administrator, represented the facility and provided a PowerPoint presentation. Terri Cantrell provided the site visit report. Teresa Scott requested information on the facility's bed types. Ms. Sholar stated the facility has 30 community beds and 30 skilled nursing beds. Ms. Sholar noted the facility is a Medicare provider as well as private pay. Ken Kniepmann commended the facility on its Build -A-Bond Program. It was motioned by Teresa Scott to recommend Vicar's Landing Nursing Home 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:

### Subgroup Member Volunteers

The Chair noted the vacancies on the various subgroups and opened the floor for volunteers. Below is the revised list of subgroup member assignment – revisions are in red.

Subgroup	Criteria – Statute/Rule	Chair	Panel Members:
Customer Satisfaction and Homelike Environment	Section 400.235(5)(c), F.S. Rule 59A-4.200(2)(a), F.A.C.	Kelly Smith	Kelly Smith Teresa Scott Bob Asztalos
Long-Term Care Ombudsman and Family/Community Involvement	Section 400.235(5)(d), F.S. Rule 59A-4.200(2)(a)4., a., F.A.C.	Judith Plaut	Bobby Rosenthal Terri Cantrell
Quality of Care Rating and Best Practices/Targeted In-Services	Section 400.235(5)(g), F.S. Rule 59A-4.200(2)(a)4., c., F.A.C.	Kimberly Smoak	Judith Plaut Kelly Smith Dulce Cuetara Bobby Rosenthal
Stability and Staffing/Workforce	Section 400.235(5)(e), F.S. Rule 59A-4.200(6), F.A.C.	Kelly Smith	Dulce Cuetara Bob Asztalos Ken Kniepmann

### Stability and Staffing/Workforce Subgroup Recommendations

Dr. Kelly Smith reviewed the Stability and Staffing/Workforce Subgroup's recommendations.

- *Nursing Home Administrator Screening Requirement* - The Subgroup recommended to utilize the Payroll-Based Journal (PBJ) as a threshold nursing home administrator's tenure measure and, if the applicant has more than one turnover, a short narrative explanation be included for the turnover that could overcome a score of more than one turnover. It was noted this information will be utilized as a screening tool. This information and an explanation may be reviewed on the site visit.
- *Director of Nursing (DON) Turnover*– The Subgroup recommends including a review of DON's tenure at the facility. It was noted this information will be utilized as a screening tool. This information and an explanation may be reviewed on the site visit.
- *Employee Satisfaction Survey Tool* – The Subgroup recommends an employee satisfaction survey tool. The applicant may use any mechanism for the employment satisfaction survey process.

It was motion by Bob Asztalos to review the Nursing Home Administrator and Director of Nursing turnover and if the applicant has more than one turnover within a year can be utilized as a screening tool but not a disqualifier. The motion was seconded by Ken Kniepmann. Kim Smoak requested to review the minutes and would abstain from voting. The motion was passed. The Chair stated Kim Smoak follow-up with the Agency staff to include her vote in the minutes. Ms. Smoak voted in favor of the motion.

It was motioned by Terri Cantrell for the Panel to include an employee satisfaction survey as a screening tool. Teresa Scott requested information on the recommended number of months to review this information. Teresita Vivo noted the criteria for Gold Seal is for a 30-month window and would require a statutory amendment to include these requirements for screening purposes for Gold Seal. Kim Smoak noted it was too late to include this legislative change in the 2024 legislative session. The motion was seconded by Dr. Kelly Smith.

### Subgroup Meeting Updates

- *Quality of Care Rating and Best Practices/Targeted In-Services Subgroup* - No update
- *Long-Term Care Ombudsman and Family/Community Involvement* – No Update
- *Customer Satisfaction and Homelike Environment* – No update
- *Stability and Staffing/Workforce Subgroup* – Dr. Smith reported the subgroup has made its recommendations to the Panel. The next item is to determine the next step for the subgroup.

### **Public Comments**

None

### **Final Comments**

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