

GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE

Meeting Minutes - April 12, 2024, 9:00 a.m.

Attendance: BOBBY ROSENTHAL, CHAIR
KIMBERLY SMOAK
TERRI CANTRELL
TERESA SCOTT
DR. KELLY SMITH
KEN KNIEPMANN
ROBERT ASZTALOS
DULCE CUETARA

Guests: HEATHER SNELGROVE, Tri-county Nursing Home
LESLEY MOMPOINT, Westminster Towers
SHERRY SUAREZ, The Joseph L. Morse Health Center, Inc.
LEENA GEEVARGHESE, The Joseph L. Morse Health Center, Inc.
YARLY SYLVAIN, Chatsworth at PGA National, LLC

Absent: JUDITH PLAUT

AHCA Staff: BERNARD HUDSON
DONAH HEIBERG
JULIA SMITH
BRIAN SMITH
LOGAN HARRISON
KEISHA WOODS
JACQUIE WILLIAMS

Call to Order:

A conference call meeting of the Governor's Panel on Excellence in Long-Term Care was held on April 12, 2024, at 9:00 a.m. The Chair opened the meeting with a roll call to ensure a quorum.

Minutes:

Kelly Smith motioned to approve the minutes from the November 17, 2023, meeting. The motion was seconded by Kimberly Smoak. All Panel members agreed.

Review of Gold Seal Applications:

Concordia Manor, St. Petersburg

The Chair noted the facility withdrew their application from further review by the Panel.

Tri-County Nursing Home, Trenton

Heather Snellgrove, Administrator, represented the facility. The application was reviewed. Teresa Scott requested additional information on the facility's CPAP and BiPap Program. The facility's assistant director of nursing provided information on both programs. Bobby Rosenthal noted the facility has a four-star ranking in Administration in the Nursing Home Guide. Logan Harrison, with the Agency, provided information on the citations affecting the ranking. Robert Asztalos requested information on the Home Follow-up Program. Ms. Snellgrove provided an overview of the Program. Mr. Asztalos also requested additional information on the Specialized Dementia Training Program. Dr. Smith noted the facility's consumer satisfaction surveys have a low response rate. Ms. Snellgrove noted the surveys are provided in the facility's admission packet, care plan meeting, quarterly council meetings and at discharge. Ms. Snellgrove stated some residents and family members are not always willing to submit the surveys. Bobby Rosenthal suggested during the site visit to review initiatives the facility has in place to increase consumer satisfaction survey response rate. Robert Asztalos motioned to proceed with the application and site visit. Dr. Kelly Smith seconded the motion. A roll call vote was conducted. All Panel members were in favor of the motion.

Westminster Towers, Orlando

Lesly Mompoint, Administrator, represented the facility. The application was reviewed. Bobby Rosenthal noted the facility has all five-star rankings for the inspection components in the Nursing Home Guide. Teresa Scott noted the facility has a high number of CNA turnovers. Mr.

Mompoint noted that the facility had an influx of older team members that exited the facility due to Covid-19 concerns. Mr. Mompoint noted the turnover rate has improved. Teresa Scott commended the facility on its Chaplin Program. Bobby Rosenthal requested a review of all applicants targeted in-service programs to identify information on trainings that are not required by the regulations. Robert Asztalos motioned to proceed with the application and site visit. Ken Kniepmann seconded the motion. A roll call vote was conducted. All Panel members were in favor of the motion.

The Joseph L. Morse Health Center, Inc., West Palm Beach

Sherry Suarez, Administrator and Leena Geevarghese, Director of Nursing, represented the facility. The application was reviewed. Bobby Rosenthal noted the facility is in the upper one percentile of skilled nursing facilities in the region for this period. Teresa Scott requested information on how the facility retain CNAs. Ms. Suarez noted the facility has an exceptional recruitment process, job shadow on each Unit, training preceptors, staff appreciation recognition and salary adjustments. Ms. Suarez stated all problems or concerns are addressed as an emergency. Teresa Scott commended the facility on its consumer satisfaction survey results. Bobby Rosenthal stated the facility survey results have improved since 2018 to current and requested additional information on how this was achieved. Ms. Suarez informed the Panel it is due to the longevity of staff, mentoring of staff, weekly calls to family members, individualized care plans and group efforts by all staff. Dr. Kelly Smith motioned to proceed with the application and site visit. Bob Asztalos seconded the motion. A roll call vote was conducted. All Panel members were in favor of the motion.

Chatsworth at PGA National, LLC, Palm Beach Gardens

Yarly Sylvain, Administrator, represented the facility. The application was reviewed. Bobby Rosenthal noted the facility has four star ranking in the Quality of Care component of the Nursing Home Guide. Logan Harrison provided information regarding the survey affecting the ranking and noted the facility was back in compliance upon the revisit. Teresa Scott requested information on the facility’s low turnover rate. Ms. Sylvain stated the facility has a positive work environment, employee recognition dinners, employee of the year, focus on their resident and staff and kudo cards are read at their morning meetings. Ms. Sylvain also indicated they have seven staff members who have been with the facility for 25 years or more. Bob Asztalos motioned to proceed with the application and site visit. Dr. Kelly Smith seconded the motion. A roll call vote was conducted. All Panel members were in favor of the motion.

Site Visit Assignment:

Facility	Panel Member Assigned
Chatsworth at PGA National, LLC	TBD
The Joseph L. Morse Health Center, Inc.	Robert Asztalos
Tri-County Nursing Home	Teresa Scott
Westminster Towers	Terri Cantrell

There were no volunteers for site visit to Chatsworth at PGA National, LLC.

Subgroup Update:

Customer Satisfaction and Homelike Environment

Dr. Kelly Smith provided an update and will schedule a meeting at a later date.

Long-Term Care Ombudsman and Family/Community Involvement

No Update

Quality of Care Rating and Best Practices/Targeted In-Services

No Update

Stability and Staffing/Workforce

Dr. Kelly Smith provided an update and will schedule a meeting at a later date.

Old/New Business:

None.

Public Comments:

None.

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