

GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE

Meeting Minutes - May 17, 2024 @ 10:00 a.m.

Attendance: BOBBY ROSENTHAL, CHAIR
KIMBERLY SMOAK, VICE CHAIR
TERESA SCOTT
KEN KNIEMAN
TERRI CANTRELL
ROBERT "BOB" ASZTALOS
DR. KELLY SMITH
JUDITH PLAUT

Guests: LESLY MOMPOINT, Westminster Towers
DAVID RANDAZZO, Westminster Towers
YARLY SYLVAIN, Chatsworth at PGA National, LLC
MARIE MONBESIR-PIERRE, Chatsworth at PGA National, LL
HEATHER SNELLGROVE, Tri-County Nursing Home
KEITH MYERS, The Joseph L. Morse Health Center
LEENA GEEVARGHESE, The Joseph L. Morse Health Center

Absent: DULCE CUETARA

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, May 17, 2024, 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. There was a roll call to confirm Panel members' attendance.

Minutes:

Ken Kniepmann motioned to approve the April 12, 2024, meeting minutes. The motion was seconded by Judith Plaut. All Panel members agreed.

Facility Presentation and Panel Members Site Visit Report:

Westminster Towers, Orlando (Initial)

Lesly Mompoint, Administrator, and David Randazzo, Executive Director, represented the facility and provided a PowerPoint presentation. Ken Kniepmann provided the site visit report. Kim Smoak requested additional information on the facility's Gardening Program. Judith Plaut requested additional information on the facility's Life Loop Program which is a virtual reality program for seniors. Kim Smoak requested information on the number of agency staff utilized at the facility. Mr. Mompoint noted the facility utilizes .9% of agency staff. He also noted due to Covid-19, the facility staffs above the minimum required staffing ratio. It was motioned by Judith Plaut to recommend Westminster Towers to the Governor to receive the Gold Seal Award. The motion was seconded by Ken Kniepmann. The Chair called for a roll call vote. Dr. Kelly Smith abstained from voting. All Panel members were in favor.

Chatsworth at PGA National, LLC, Palm Beach Gardens (Initial)

Yarly Sylvain, Administrator represented the facility and provided a PowerPoint presentation. Terri Cantrell provided the site visit report. Bobby Rosenthal commended an employee for her 12-year journey from a licensed practical nurse to director of nursing. Kim Smoak requested additional information on the facility's Holistic Assessment program. Ms. Sylvain explained the assessment consist of identifying the resident's preferences, learn who each resident is and build and approach for each resident. Kim Smoak requested information on the facility's Vigil System. Ms. Sylvain stated the system monitors how long call lights are answered by staff. Bob Asztalos noted the facility has a four-star ranking in the Quality of Life (QOC) component of the Nursing Home Guide. Teresa Scott requested information on the facility's census for long-term care versus short term care. Ms. Sylvain stated the census is 40 short terms to 60 long term care residents. It was motioned by Terri Cantrell to recommend Chatsworth at PGA National, LLC, to the Governor to receive the Gold Seal Award. The motion was seconded by Terri Cantrell. The Chair called for a roll call vote. All Panel members were in favor.

Tri-County Nursing Home, Trenton (Initial)

Heather Snellgrove, Administrator, represented the facility and provided a PowerPoint/video presentation. Teresa Scott provided the site visit report. Kim Smoak requested information on the number of agency staff utilized at the facility. Ms. Snellgrove noted the facility utilizes 1.25% nursing agency staff. Kim Smoak requested information on the facility's COPD/CPAP Program. It was motioned by Bob Asztalos to recommend Tri-County Nursing Home to the Governor to receive the Gold Seal Award. The motion was seconded by Terri Cantrell. The Chair called for a roll call vote. All Panel members were in favor.

Joseph L. Morse Health Center, Inc., West Palm Beach (Initial)

Keith Myles, Administrator, represented the facility and provided a PowerPoint presentation. Bob Asztalos provided the site visit report. Bobby Rosenthal commended the facility on their 40 points score in the Medicaid point system which gives point as a measure on the quality of care provided by the facility. Bobby Rosenthal noted this is the highest score in the state. Kim Smoak requested additional information on the Room Champion Program. Mr. Myers explained this new admissions program involves quality assurance staff members to visit residents twice per week to identify improvement opportunities and to meet regulatory standards. It was motioned by Bob Asztalos to recommend Joseph L. Morse Health Center, Inc., to the Governor to receive the Gold Seal Award. The motion was seconded by Dr. Kelly Smith. The Chair called for a roll call vote. All Panel members were in favor.

Old/New Business:

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* – No update

The Chair requested the Panel subgroups give thought to future activities to improve the Program. Judith Plaut stated she has concerns with the current Long-Term Ombudsman criteria and will offer feedback to the subgroup. Bobby Rosenthal noted the number of Gold Seal Awardees are low and the Panel should review the benefits of the Award. Teresa Scott suggested the Program needs promotion in the industry. Kim Smoak indicated the various Associations should promote the Program. Bobby Rosenthal suggested the financial criteria be reviewed for the cost of audited financials for the award. Ken Kniepmann suggested the Panel should revisit the program standards on relevance and updating of the overall process. It was agreed to add these criteria to the Quality of Care Rating and Best Practices/Targeted In-Service subgroup review. Judith Plaut recommended reviewing terminations of the Gold Seal Award.

Public Comments

None

Final Comments

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