



**Detroit Long Term Care System Change Task Force  
Nursing Home Management  
Meeting Minutes**

**Date:** Friday, October 31, 2008  
**Time:** 1:00 p.m.  
**Place:** West Oaks Senior Care and Rehab Center  
22355 Eight Mile Road  
Detroit, MI 48219

**MEMBERS PRESENT**

Betsy Rust  
Elaine Hearn  
Kim Pinckney  
John Sczomak  
Bettye Cogburn  
Catherine Kiley  
Toshia DeWeever  
Carl Cottrill  
Elsie Parker

**MEMBERS EXCUSED**

Jerry Gumbleton, Chair  
Kelsey Schwartz  
Patricia Farmer

**STAFF**

Karen Watson, Facilitator  
Rachel McLaury, Recorder

**CALL TO ORDER**

Betsy Rust called the meeting to order at 1:00 p.m.

**NEW BUSINESS**

Ms. Rust explained the purpose of the Nursing Home Management subcommittee. The purpose of the committee is to focus on nursing home management, infrastructure, reimbursement and regulatory improvements to strengthen Detroit Skilled Nursing Facilities.

Ms. Rust opened the table for discussion on some of the issues impacting Detroit skilled nursing facilities.

Issues discussed are categorized into four groups: resident case mix, nursing home management, reimbursement and regulations and subcommittee suggestions.

## **Resident Case Mix**

- Facilities have complex resident populations including mentally ill, substance abusers (IV users), homeless, AIDS and HIV patients, head injuries (gun shot wounds), sexual offenders/predators and chronic health conditions
- Facilities are not set-up to treat residents 45 years and under and senior citizens
- The residents 45 years and under who are IV drug users present problems in the facility by:
  - 1) leaving the facility to use and/or bring back drugs into the facility
  - 2) being defiant and refusing to follow the rules of the facility

## **Nursing Home Management**

- Due to the complex resident case mix the facilities can not afford to provide labor intensive one-on-one care
- Administrators take residents to increase their bed census although the resident does not require skilled nursing home care causing survey results to be jeopardized and increase facility liability
- Administrators act as discharge planner
- Medicare patients discharged from a hospital are sent to suburban facilities then are sent back to City of Detroit causing transfer trauma, angry families and trauma to the resident
- Once a resident is transferred to a new nursing facility the administrator does not receive any discharge paperwork (medical assessment, lab results, or therapy progress notes)

## **Reimbursement and Regulations**

- Payer mix highly Medicaid dependent
- Low Medicaid reimbursement rate; slow eligibility determination process (case workers lose application or paperwork), slow claim processing and long delays in receiving reimbursement
- If a resident is denied Medicare/Medicaid and has treated the resident for months or leaves against medical advice the facility will not be reimbursed
- It is difficult to assist a resident in applying for Medicare/Medicaid eligibility who does not have a state ID, social security card or birth certificate
- Financial viability is difficult for nursing facilities due to lack of cash flow and can not improve their facilities and compete with nursing homes outside of the city

## **Subcommittee Suggestions**

- Single Point of Entry (SPE) program acts as long term care discharge planners to assess and determine appropriate level of care
- Hospital discharge planners need to be educated in long term care and held accountable for providing consumer driven person-centered care
- Research nursing facilities providing two levels of care basic care and skilled nursing care (Program in Ohio)
- Suburban nursing facilities have liaisons and/or working relationships with hospital discharge planners. How can Detroit nursing facilities form a working relationship with discharge planners
- Explore the idea of hospitals paying nursing facilities to act as discharge planners (paid on a per diem basis or contracting with insurance companies)

- Should it be mandated that all nursing home residents have a licensed guardian (only Medicare residents are required to have a guardian)
- Nursing facility owners should request an outstation worker. Funding is available through the federal government to speed up the eligibility determination and claim processing

### **SCHEDULE NEXT MEETING DATES, LOCATIONS AND TIMES**

The next meeting is scheduled for November 24, 2008 at Oak Pointe Senior Care & Rehab Center from 1:00 p.m. to 2:30 p.m. Subcommittee members decided not to meet in December and scheduled a meeting for January. The meeting is scheduled for January 13, 2009 at West Oaks Senior Care & Rehab Center from 1:00 p.m. to 2:30 p.m.

### **ADJOURNMENT**

Meeting was adjourned at 2:45 p.m.

Respectfully submitted by:

Rachel McLaury

*Moving Towards Enhancing the Quality of Care*