



The Neighbors of Dunn  
County  
2018-2019 Annual Report

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## Mission of The Neighbors

Our kind and caring staff promise to provide this community with efficient, quality nursing and rehab services within a safe and comfortable environment. Whether returning home or making this facility your home, we encourage family involvement and community activities. Recognizing that each resident is unique, we dedicate ourselves to their highest level of comfort and well-being.

## The Neighbor's Team

The Neighbor's team is comprised of five departments that work together to provide care and a high quality of life for the residents. The five departments include Nursing, Culinary, Social Services, Life Enrichment and Administration. The Neighbors also provides several other services that are contracted either by outside companies or other departments of Dunn County. This includes Therapy (Physical, Occupational, and Speech), Maintenance/Life Safety Code management, Physician services, and Laboratory services.

### TNDC Committee Members

Elton Christopherson, Chair

Brian Johnson, Vice Chair

Jim Anderson

Sarah Kennedy

Mike Kneer

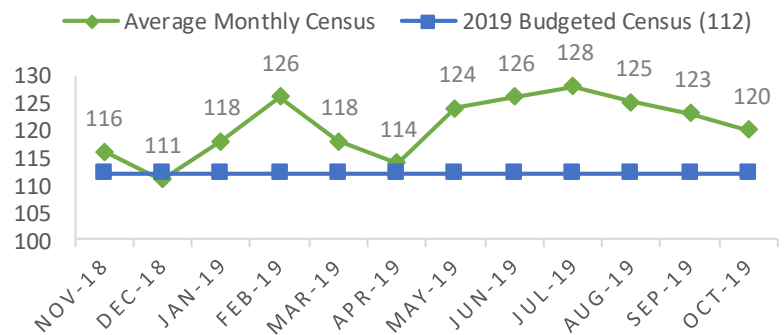
### Current Staff

Administrative Assistant-1	Health Info Manager-1
Assistant Clinical Mentor-3	Homemaker-16
Certified Nursing Assistant-87	LPN-6
Clinical Mentor-1	Staff Coordinator-1
Community Mentor-1	RN-16
Dietician-1	Purchasing Supply-1
Director of Social Services-1	Music Therapist-1
Social Workers-2	Recreational Therapist-1
Culinary Mentor-1	Life Enhancement Mentor –1
Lead Cook-1	Life Enhancement Assistant-1
Food Service Workers-8	Unit Clerk-3

## Census

Due to the timing of this report, the report's data spans over two fiscal years (the last two months of 2018 and the first ten months of 2019). The budgeted census for 2019 was 82% which is an average of 112 residents per day. Since the beginning of 2019 the average monthly census has not dropped below this point. The twelve month time frame for this report has had an average census of 121 which is equivalent to 88% occupancy. The month with the highest average census was July 2019 with a census of 128, which is 93%. The census peaked at 132 for several days at the end of June. 132 is equivalent to 96% occupancy. During this twelve month span all nine households have remained open. This is largely due to the amount of referrals and admission that The Neighbors has received.

### AVERAGE CENSUS NOVEMBER 2018-OCBTOBER 2019



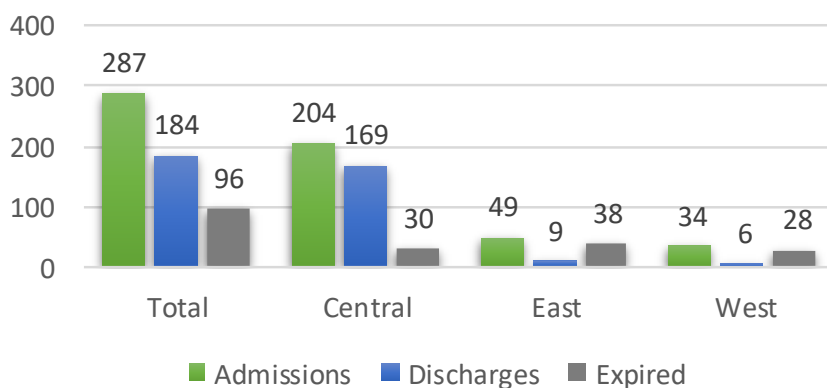
## Admissions and Discharges

The process required for a resident to be admitted is not an easy task. It requires the input and work of many departments including, but not limited to, social services, nursing, and billing/finance. The process of accepting a referral can take up to 4 hours of staff time. In the past twelve months The Neighbors has received a total of 626 referrals. If every one of these referrals took a total of four hours this equals 2504 hours of staff time, and this is just the work before a resident is admitted. In the past twelve months The Neighbors has admitted 287 residents. The admission process takes an additional five hours of time between nursing staff and social services staff. If you combine

the referral and admission processing times it equals on average 9 hours of staff time from start to finish, multiply that by the 287 admission is 2583 hours.

A significant part of what we do at The Neighbors is helping residents rehabilitate so they are able to go home, or to a lower level of care. Granted we hate seeing resident's leave, but a successful discharge is truly a positive event. In the past twelve months The Neighbors team has successfully discharged 184 residents.

### Admission and Discharges 11/01/2018-10/31/2019

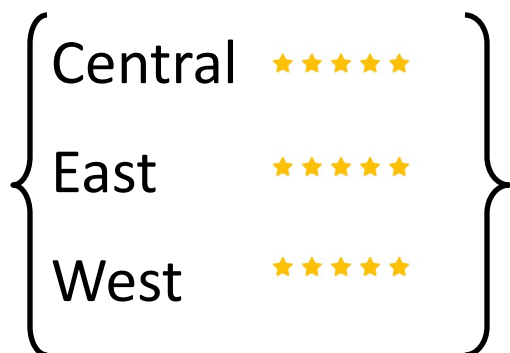


## Surveys

Each of the Neighborhoods are separately licensed, and therefore separately surveyed by the State of Wisconsin annually. The state surveyors show up unannounced anywhere between nine and fifteen months after the completion of the previous annual survey. The surveys typically last three days and are extensive reviews of the care that is provided over the past year. The surveyors interview each resident, families, and staff regarding resident care. Over the past twelve months all three of the Neighborhoods have had an annual survey. Central's was at the end of December 2018, East's was in mid June, and West's was in early September. The

Neighbors has traditionally had excellent survey history, and we are proud to say that has continued this year. Central received 3 minor citations, East received 5 minor citations, and West received a deficiency free survey. According to Medicare.gov the state average number of citations per survey is 6.3 and the national average is 8.2 citations. In conjunction with the health survey we are also surveyed by the state of Wisconsin in regards to life safety code (LSC). The Neighbors has also had excellent results for these surveys. In the past twelve months; Central received a deficiency free LSC survey, East received two minor citations for LSC, and West received one minor citation for LSC. Skilled nursing facilities can also receive additional surveys that are triggered by either complaints or self reports. In the past twelve months East and Central both had one complaint survey each. The complaint surveys were both found to be unsubstantiated with no citations.

Surveys are an extremely important part of the operation of a skilled nursing facility for many reasons. They are a basis for assessing the facilities quality, they directly effect the five star rating, poor surveys can have financial implications/fines, and survey results are public knowledge that can be found online. Good survey outcomes are imperative to the success of a skilled nursing facility, and the Neighbors strives to continue to meet this expectation.



## Star Ratings

Skilled nursing facilities are rated on a five star rating system. Each facility receives a rating for their health inspection (survey), their staffing, their quality measures, and an overall rating. The overall rating starts with the health inspection rating. If the staffing rating is a 4 or a 5 a star is added to the inspection rating (if staffing is higher than inspection). If staffing is a 1 star, a star is removed from the inspection rating. Finally a star is added if the quality measure rating is a 5 star, or a star is removed if it is a 1 star. All three of the Neighborhoods are currently 5 stars.

## What's New at the Neighbors

### New Leadership



In January of 2019 we welcomed Lisa Blakley, RN into the role of Assistant Clinical Mentor of the Central Building. Lisa has a long history working in Dunn County. She worked at the Dunn County Health Care Center as a LPN from 2006-2011. In 2013 Lisa came back to Dunn County as an RN. She worked both as an MDS nurse and a RN on the floor, until the Central ACM position became open. The Neighbors is very happy to have her, and she is an excellent addition to our management team.

### New Partnerships

Over the past twelve months The Neighbors has made a couple of new partnerships. One of which is the Memory Café. This past year The Neighbors became a sponsor for the local Memory Café. The Memory Café is a group that offers a fun and safe place for people suffering from memory loss and/or Alzheimer's and their caregivers to socialize, learn, do activities, and connect with others in similar situations. The other partnership that The Neighbors has joined in the last few months is being the host for Community coffee. This is a group that meets monthly for educational events, crafts, performances, and to socialize. The Neighbors is very proud to offer our space to this great group, as well as provide some of the programming. The Memory Café and the Community coffee groups' missions align well with the mission of the Neighbors. We all share a common goal of improving the lives of Dunn county's senior population, and The Neighbors is extremely excited to be working with both of these groups.



<http://clipart-library.com/clip-art/coffee-clipart-transparent-11.htm>

## Changes in Payment Model

October 1, 2019 brought a big change for the skilled nursing facility world. Medicare as we knew it was gone and Patient Driven Payment Model (PDPM) was here. PDPM is a new payment model for Medicare Part A residents (primarily post acute rehab). PDPM replaced RUGs IV and brought on a new way of looking at reimbursement. PDPM focuses on residents as a whole, as apposed to the amount of therapy minutes they are capable of completing. Though PDPM adds many different variables to the reimbursement equation it's purpose is good; to reimburse skilled nursing facilities appropriately for the level of care they are providing for residents. The focus of this payment model is to look at the whole picture of a resident; their nursing needs, comorbidities, and therapy. Transitioning to a new payment model is not simple and took many months of preparation by the entire team.

## Medicaid Reimbursement Rate



2019 was an exciting year for skilled nursing facilities. The state budget gave the biggest increase to Medicaid reimbursement in decades. This is an excellent feat and will have a positive impact on the financial picture of The Neighbors. The team at The Neighbors would like to thank the Dunn County Board of Supervisors for their advocacy on this issue. This has been a long, drawn out initiative, and the work that the County Board has done to push this forward is greatly appreciated.

It is extremely refreshing to see the State of Wisconsin recognize the need of the health care industry. The increase that was written into the biannual budget will make a major difference in the lives of many people in Wisconsin. Even though this is excellent news, the issue is not solved. The Neighbors would greatly appreciate your continued advocacy to make increases to the Medicaid reimbursement rates a regular initiative, and not only a one time occurrence.

## The Reason We Do What We Do



The pictures on this page are a very small sample of the wonderful people The Neighbors is fortunate to care for. It is extremely important to re-

member why we do what we do. At the Neighbors our “why” is the folks pictured here, as well as all the residents we are so lucky to serve. Over the past twelve months we have been a part of 407 resident’s lives. These residents and their families have become a part of our family and we could not be more grateful for each and every one of them.

Respectfully submitted by:

Carmen Flunker, LNHA

Community Mentor/  
Administrator