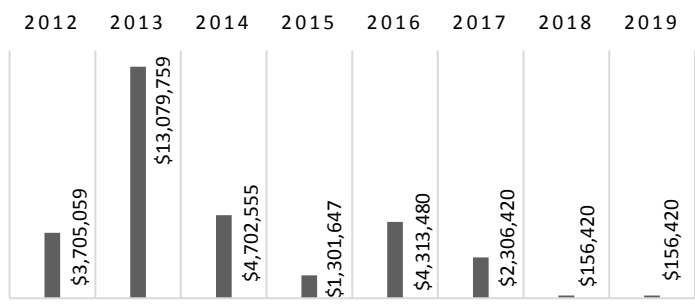


ALBANY COUNTY NURSING HOME

6020

6020 - COUNTY SHARE



MISSION STATEMENT

The Department of Residential Health Care Facilities provides excellence in long term care services to the people of Albany County and surrounding areas. The Department will provide a nurturing atmosphere staffed by qualified and compassionate individuals who are able to offer innovative health care through complex medical services and a comprehensive approach. The Department's vision is a community integrated health care continuum in which every individual is a valued member.

WHO WE SERVE

The Nursing Home serves residents of Albany County and the surrounding areas in need of placement in a skilled nursing facility. Historically, the Nursing Home has established a niche in the marketplace by serving those residents traditionally defined as "hard to place." "Hard to place" residents are those not normally considered for nursing home admission in the private sector nursing homes and include, but are not limited to, those with mental health diagnosis, those with behavioral problems, those with advanced dementia, and those with clinically complex conditions. While the Facility cannot have an "open" admission policy and must be discretionary with those that it agrees to admit, the Nursing Home makes every effort to accommodate these kinds of applicants (as well as other more traditional nursing home residents) for admission. The nursing home does give preference in admissions to Albany County residents during the placement process.

ABOUT OUR DEPARTMENT

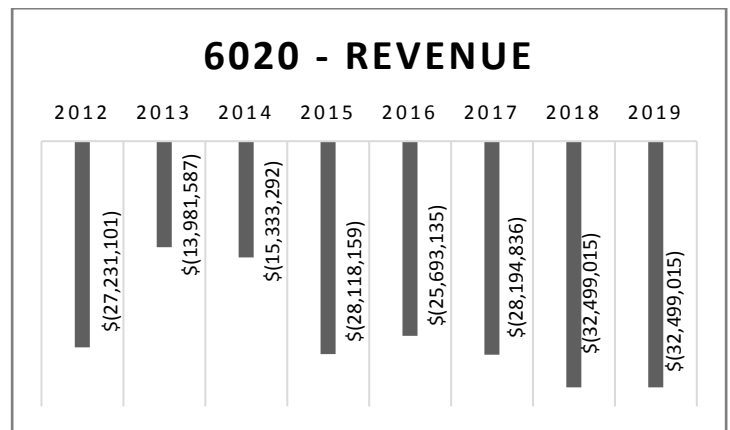
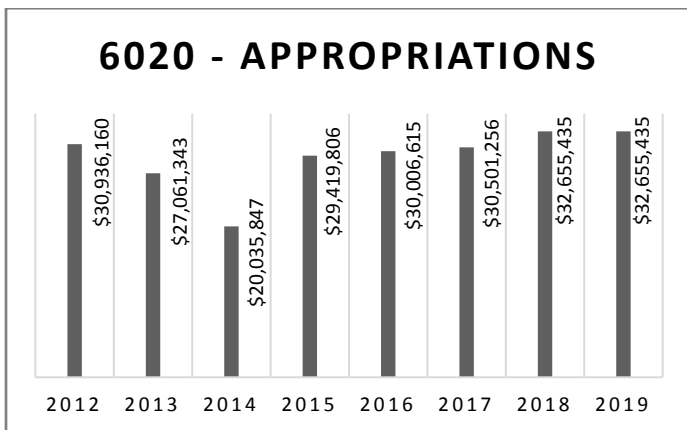
The Nursing Home provides skilled nursing services at the highest possible level of quality for those it is privileged to serve. The Facility is licensed by the New York State Department of Health and is certified for Medicare and Medicaid. The Facility also has a number of provider contracts with third party insurers including Empire Blue Cross, Fidelis Care, VNA Home Care Options, CDPHP, MVP, and Optum. The Nursing Home also contracts with the Veterans' Administration for the provision of long term care for veterans who qualify for such services. Organizationally, the Nursing Home consists of twelve interrelated departments to either provide care and clinical services to the residents and/or to provide supplementary services and support to those departments who do provide care. These departments are Nursing, Physical, Occupational, Speech and Respiratory Therapy, Food and Nutrition, Social Work, Therapeutic and Leisure Time Activities, Medicine, Environmental Services, Administration and the Business Office. Currently there are approximately 275 employees who are employed at the Nursing Home.

2018 ACCOMPLISHMENTS AND CHALLENGES

- Clinical staff collaborated with the Minimum Data Set (MDS) Consultants to ensure that the care being provided to our residents is being captured into the medical record and is being properly reimbursed; this coordinated effort allowed us to increase our case mix index to over 1.07. This score has increased greatly over the past several years.
- Organized clinical care staff and created Registered Nurse Supervisor positions for resident units to achieve quality outcomes and governance of workforce.
- Recruitment of experienced and knowledgeable nursing personnel continues to be a challenge. With the approval of the Albany County Legislature and the County Executive, we created a partnership with a local nursing school, underwriting the participants educational tuition, providing they commit to a two year employment agreement.
- Revised our Quality Assurance program to reflect the changes made by CMS Final Rule utilizing Quality Assurance Performance Improvement (QAPI) practices.

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- In an effort to improve Quality Outcomes, we have entered into a contractual relationship with National Research Corporation that will survey our residents, families and staff to determine their satisfaction with the services being provided by trending results that will create a planned approach to improve Quality of Care and staff relationship.
- Received New York State Department of Health approval to renovate the existing nursing home and add 125 replacement beds. This renovation and new construction project commenced in July of 2018 and is expected to conclude in the summer of 2020. When completed, the nursing home will conform to all Federal, State and ADA requirements.
- Implementation of a new Electronic Medical Record system that will enable the clinical staff to electronically document and maintain medical information. This system will permit us to interface with outside company's software programs including pharmacy, laboratory and radiology.
- In an effort to alleviate the challenges of billing to third parties, such as Medicare, Medicaid and other managed care organizations, we have outsourced receivables.
- We have completed the integration of hardware and software to the Kronos Time clocks, Simplex Grinnell-Tyco Fire and Monitoring system, Telephone system, Jeron Resident Call Bell System and Stanley Secure Locking and Entry system.
- Completed the installation of the two passenger elevators and one service elevator to current life safety and NYSDOH regulations and standards.
- Worked on staff culture change and accountability that is still a work in progress.
- Monitored internal financial data for revenue and expense run rates to budget.
- Replaced our intercom communication system and equipment and back office software.
- Created clinical driven programs with the Medical Director and the Director of Nursing Service that have minimized the use of psychotropic and antibiotic medications, reduced resident falls and injury, increased attending physician visitation to residents, admitted residents with high acuity medical needs and provided daily monitoring to residents that require acute medical interventions and was able to reach our goal of 3 Stars in Quality Centers for Medicare & Medicaid Services Measures.
- Implemented, successfully, a smoke free nursing home, both internally and externally.
- Created internship programs with local Colleges and Agencies that include Glenmont Job Corps, DeVry University, the College of St. Rose, Schenectady County Community College and BOCES for Certified Nursing Assistants, Licensed Practical Nurses, Dieticians, Therapists, Medical Records, Security, Cooks and Maintenance.
- Created and implemented a new Emergency Preparedness Plan.
- Coordinated consulting services with the nursing home's accounting firm, which enables us to monitor receivables and expenses against Budget on a monthly basis.



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2019 GOALS AND PERFORMANCE TARGETS

- Create educational programs to improve the skills and knowledge of staff that will mandate positive resident outcomes and compliance to NYSDOH and CMS Final Rule regulations. These programs will result from the findings/conclusions of the Advanced Training Initiative and the Foundation of Quality Care Resident Survey Program. With the retention of qualified staff and program conclusions, it will be our goal to improve the quality of care and reduce the number of deficiencies.
- The nursing home will work toward maintaining a staff compliment that maximizes efficiencies and productivity while reducing overtime.
- Improve customer service to residents, families and the public through customer satisfaction surveys.
- Create monitoring systems that govern time abuse and compliance to personnel policies.
- Evaluate and implement government changes to IDC-10 and e-prescribing.
- Evaluate primary care services through a third party arrangement at the site of the Albany County Nursing Home that will include dialysis, well care, podiatry, dentistry alternative medicine and other specialty services.
- Complete a portion of the renovation/construction project to enhance the resident environment and achieve maximum licensed capacity of 250 beds.
- Continue to work with clinical staff and MDS (Minimum Data Set) consultants to ensure that the care being delivered to our residents is being properly reimbursed with the goal of increasing case mix index by 5%.
- Evaluate and revise Civil Service Job descriptions with the cooperation of department heads so job duties and qualifications reflect the work that needs to be performed.
- Collaborate with our consulting nursing quality company, recently retained to enhance knowledge, skills and management governance of the nursing staff.
- Continue our participation with Albany Medical Center and the Alliance PPS's to transform the Medicaid delivery system.
- Create a workable plan that will allow us to utilize the Highrise for Albany County Services once patients are moved to new, ground-level rooms.
- Create a Capital Request that will replace all nursing home vehicles over a period of 2 years.
- Create improved Therapeutic Recreational Programs with the oversight and coordination of Occupational Therapy that will understand the needs of our residents, utilizing modalities to ensure resident independence.

SUMMARY OF BUDGET CHANGES

The Albany County Department of Residential Healthcare Facilities will continue its efforts to maintain a balanced budget. This goal, through the construction project, will be challenging, but we will endeavor to meet this challenge. With the implementation of Electronic Medical Record and outsourcing our receivables, will allow us to provide a monthly detailed cost analysis that will meet the needs of our daily operation. The Collective Bargaining Agreements in place for NYSUT through 2022 and 1199 SEIU through 2023, we will be able to plan for balanced budgets through the end of our construction project. This renovation, once complete, will provide for a modernized and compliant nursing home with a Quality of Life environment fitting for Albany and surrounding area residents and our staff. It will also permit us to operate at full license capacity, maximizing case mix and create acute care clinical programs that are not currently available at the nursing home. We will continue to monitor industry norms to ensure that our salary structure permits us to be competitive in the health care market place, understanding our obligation to budget and the Albany County taxpayer.

Albany County Nursing Home participated in the Glenmont Job Corps Center Community Relations Council. This Council is representative of community members, organizations, business owners and elected officials who share in making our community a better place. Through this partnership, we provided educational programming on the topics of Culinary Arts and Workforce Development. We are also an active participant in their Training and Placement Program. This relationship has strengthened our commitment to the Albany community.