



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF VETERANS SERVICES  
Massachusetts Veterans Home at Chelsea  
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**MAURA T. HEALEY**  
GOVERNOR

**JON SANTIAGO, MD, MPH**  
SECRETARY, EOVS

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**CHRISTINE BALDINI**  
EXECUTIVE DIRECTOR

## Board of Trustees Meeting Agenda

Meeting Information	
Meeting date & time	January 28, 2025 / 1:00pm – 2:00pm
Location	Long Term Care Facility Trustees' Conference Room 1 <sup>st</sup> Floor Room N1106

### Meeting Details

Description	Presenter
Call to Order	Thomas Lyons
Approval of Minutes Board of Trustees Meeting – December 23, 2024	Thomas Lyons
Executive Director's Report	Christine Baldini
Department Reports: <ul style="list-style-type: none"><li>○ Deputy Executive Director</li><li>○ Director of Nursing (Christine to present)</li><li>○ Medical Director</li><li>○ Director of Facilities Management</li><li>○ Ombudsperson</li><li>○ Communication/Admissions</li><li>○ Director of Quality Management</li><li>○ Quality and Standards Manager</li><li>○ Director of Social Services</li></ul>	Jessica Rogers Louis Ford Dr. Jed Barash Scott Consaul Marc Silvestri Jessica Rogers Kristine Smith Chad Morin Valerie Brathwaite
Financial Report <ul style="list-style-type: none"><li>○ Donation Fund</li><li>○ Legacy Fund</li><li>○ Special Funding Requests</li></ul>	John Couillard
Other Business	Thomas Lyons
Adjournment: Next meeting date: February 25, 1:00pm	Thomas Lyons

If you wish to attend the meeting via phone call, please call 857-327-9245  
and use Phone Conference ID 933 749 304#.

Thank you.

**Massachusetts Veterans Home at Chelsea  
Board of Trustees Meeting Minutes  
December 23, 2024**

**In Attendance:**

**In Person:**

Tommy Lyons  
Ira Novoselsky  
Dawn Slaven  
Christine Baldini  
Jessica Rogers  
John Couillard  
Scott Consaul  
Valerie Brathwaite  
Janieka Jones  
Kristine Smith  
Marc Silvestri  
Patrica Famolare

**Virtual:**

Janet Hale PhD, RN  
Mark Yankopoulos  
Robert Engell

Reviewed 11/26/24 Minutes – Approved

**Christine Baldini, Executive Director:**

- VA Recertification Survey for SNF and DORM (Dec 2-6).
- Department of Public Health Survey Updates.
- Implementation of EMR action items.
- Pinnacle Quality Insight Report.
- Recruitment.
- Focus areas for remainder of 2024:
  - Maintain compliance with corrected deficient practices.
  - Continued recruitment key leadership roles.
  - Employee appreciation during holiday season.
  - Holiday celebrations with residents and families.
- Focus areas/goals 2025:
  - Labor management.
  - Employee engagement.

- Workforce stabilization.
- Increased utilization and confidence of end user for EMR.
- Regulatory compliance and documentation management.

## **Executive Team Reports:**

### **Deputy Executive Director:**

- Orientation for December and January.
- Hiring updates.
- New positions posted or posting soon.
- Reviewed applications in process.
- Currently interviewing.
- Continuous postings.

### **Admissions/Communications:**

#### **Census:** November 2024

- November Admissions – LTC: 2
- November Admissions – Domiciliary: 1
- November Discharges – LTC: 4
- November Discharges – Domiciliary: 3
- Current Waitlist – LTC: 95
- Current Waitlist – Domiciliary: 16

#### **Census:** December 23, 2024

- LTC: 125
- Domiciliary: 107

### **Communications:**

- Residents enjoyed holiday celebrations held on each neighborhood.
- Working to maintain updates on communication monitors.
- Family Council store in process.

### **Nursing Department: (Christine Baldini provided report for Pat Falomare, Acting Director of Nursing)**

- Follow through with post DPH Survey requirements.
  - 100% compliant with medication observations.
  - 100% compliant with obtaining laboratory values post hospitalization.
  - 100% compliant with heel protector orders.
  - 100% compliant with pacemaker documentation and care plans.
  - 100% compliant with badge access process and procedure.
  - 96.7% (n=20/29) compliant for staff knowledge regarding definition of elopement and understanding that leaving campus with badge access requires a separate consent.
    - Re-education completed as indicated.
    - Demonstrated significant improvements from previous month.
- EMR Go-Live effective 11/13/24.

### **Facility Operations/Capital Projects:**

- VA Life Safety Survey updates (December 2-6)
- Headquarters Kitchen updates
- Pennrose updates
- Project updates

### **Ombudsperson:**

- Ombudspersons from Chelsea and Holyoke collaborated on establishing a grievance process that requires clear documentation, timelines for resolution, and documented accountability. This process has inspired confidence in the residents for grievance resolution.
- The goal of the program is to recognize that filing grievance is not perceived as a negative action; instead, it serves as a valuable tool for enhancing the quality of life for the residents of Chelsea.
- Tracking and trending of grievances supports the efforts in the Quality Assurance and Performance Improvement Process.
- Example provided, how a grievance was filed from a resident whose blanket was missing. The grievance process was followed, and the blanket was located successfully.
- Our commitment to continuous improvement and timely follow-through remains essential for the delivery of care and services to the veterans we are privileged to serve.

### **Medical Director (Christine Baldini presented on behalf Dr. Barash Medical Director):**

- The providers successfully transitioned to the electronic medical record.
- Hires: Speech Language Pathologist started on 12/16/24.
- Recruiting: one additional physician with an interview scheduled in December, continued recruitment for an occupational therapy assistant (OTA) and physical therapy assistant (PTA).
- Pending posting: one rehabilitation aide.

### **Social Services:**

- Completed five tours of the SNF and one tour of the DOM.
- Facilitated a group meeting for female residents in the DOM.
- Began training on the WellSky electronic medical record system – Go live scheduled for January 15<sup>th</sup>, 2025.
- Coordinated meetings between Veterans' Legal Services and four residents.
- Coordinated meetings between the VA for service-connected disability claims and three residents.
- Facilitated grief group.

Motion to accept the Executive Director report – motion approved.

### **John Couillard, CFO:**

- Donation and Legacy fund update.



- Funds supported resident holiday parties, renovations of the kitchen at the Domiciliary, transportation to community outings, residents book club, and resident music therapy program.
- Request for an increased quote on the purchasing of the new equipment for the gym in the domiciliary.

**Thomas Lyons, Chairman:**

- Chairman Lyons questioned the reason for the increased cost for the gym equipment for the domiciliary from previous month.

**Christine Baldini, Executive Director:**

- Explanation provided: there are currently two gyms in the domiciliary, after review of the timeline of the renovation project with DCCAM, it was determined the Keville building was a better location to establish the new health and wellness center. In addition, the square footage of this physical space supported additional equipment requested by residents.

**Thomas Lyons, Chairman:**

- Chairman Lyons, inquired on the process of donation tracking and was curious if donations increased during a particular time of year.

**John Couillard, CFO:**

- Explanation provided: There are consistent donations received from Kearsage Lodge every month. We also receive donations from the Disabled American Veterans (DAV) and the Veteran Foreign Wars (VFW). In addition, we receive donations from families in honor of their loved ones following their passing.

**Christine Baldini, Executive Director:**

- Highlighted that in addition to receiving cash donations, we receive donations of clothing and toiletries for the residents who reside in the domiciliary.

**Thomas Lyons, Chairman:**

- Chairman Lyons made a motion to accept John's Financial Report – Approved. There were no special funding requests.
- Other business, Chairman Lyons on behalf of the Board of Trustees attended Linda Sullivan's retirement party to thank her for 46 years of support and service to the veteran residents, and the Board of Trustees.
- Chairman Lyons, on behalf of the trustees, wished everyone a Happy Holiday season and the trustees are looking forward to working and supporting the team in 2025. Chairman Lyons made a motion to adjourn the meeting. The next meeting is scheduled on January 28, 2025 – motion approved.

Respectfully submitted,



Thomas J. Lyons, Chairman