

Soldiers' Home in Holyoke Board of Trustees Meeting

A meeting of the Board of Trustees of the Soldiers' Home Holyoke (HLY) was held in person, virtually and telephonically on Tuesday, September 14, 2021. The meeting began at 1:10 PM.

Members Present:

Gary Keefe, Chairman: Sean Collins, Isaac Mass and Mark Bigda, Kevin Jourdain

Board Members Not Available:

Cindy Lacoste and Carmen Ostrander

Also Present:

Susan Blomquist Payette; John Cronin, Chief Financial Officer (DVS); Matt Deacon, Legal Counsel (DVS); Diane Dietzen, CMO (HLY); Robert Engell, Interim Administrator (HLY); Joseph Fazio, Construction Coordinator (DCP); Brian Fitzpatrick, Office Assistant (HLY); Debra Foley, Communications (HLY); Patti Foley, Staff Development (HLY); Stephen Giordano, Business Office Accountant (HLY); Ernest Krajcik; Informatics Coordinator (HLY); Michael Lazo, Interim Superintendent (HLY); Michael Lynch, Chief Financial Officer (HLY); Caitlin Menard, Director of Social Services (HLY); John Paradise, HSH Coalition; Scott Parker, Payette; Rich Polwrek, Director of Facilities (HLY); Cheryl Poppe, Secretary Department of Veterans Services (DVS); Bryant Watson, Payette; Gordon Wrin, Director Project Delivery (DCP); Mark Yankopoulos, Legal Counsel (HLY) and Kathleen Denner, Recording Secretary (HLY).

Roll Call:

Chairman Keefe conducted a Roll Call as follows: Sean Collins (Yes), Mark Bigda (Yes), Kevin Jourdain (Yes), Isaac Mass (Yes), Gary Keefe (Yes).

Pledge of Allegiance - All present recited the Pledge of Allegiance.

Public Comment: None Scheduled

Approval of Minutes:

Upon motion by Trustee Mass and seconded by Trustee Jourdain, it was unanimously VOTED to accept the minutes of the Board Meeting held on August 10, 2021.

Chairman Keefe conducted a Roll Call vote on the approval of the minutes of the Board of Trustees meetings on August 10, 2021. The Roll Call vote is as follows: Mark Bigda (Yes), Sean Collins (Yes), Kevin Jourdain (Yes), Isaac Mass (Yes), Gary Keefe (Yes). It was unanimously VOTED to approve the minutes.

CFO/Treasurer Report (Mr. Lynch)

Mr. Lynch reported that he will have a more formal report at the October regarding the FY22 spending plan and the most recent expenditures from the Trustees fund includes entertainment and costs of today's picnic.

Mr. Lynch will send out the NASVH conference agenda with information on the speakers and presentation. He also shared there were 60 vendors and 100 state home representatives in attendance. He stated this was the best content driven, educational and motivational conference he has attended. Best front-end education attended. He was able to meet with

vendors, connect with leaders' that we have done business with for years and see new products that could have a positive impact home such as bed lifts that would reduce staff injuries. Mr. Lynch stated we have a great opportunity coming with the construction of the new building as we start to outfit and supply the new building. He stated that the top experts were able to give detailed presentations which gave attendees 19.5 continuing educational credits and shows how important these presentations are. Mr. Lynch learned about optimizing care operations quality with vitals management program that uses a robotic nurse that works with the EMR to take vitals. They also learned about best fall and injury prevention practices and using tissue analytics for better wound care outcomes. Mr. Lynch reported on senior dining with unique ways to enhance meal presentation and creating an environment for diversity equity and inclusion which energized the whole group. Mr. Lynch shared a priority was creating a healthy environment for the future designing spaces that are optimal for veteran residents and staff, some examples were upgrades due to COVID with the HVAC systems and others were aesthetic improvements.

Mr. Lynch said they shared a new approach to employee retention by using these strategies to keep employees engaged for the first 100 days to create higher rate retention and increase their happiness. He stated that by having the opportunity to meet with other leaders of state veteran homes and learn about their operations and also met with other attendees in our regions to discuss future changes, roles and expectations. Mr. Lynch said due to travel restrictions the VA gave their update virtually. He shared the two biggest items were potential bonus applications for nurses through an RN grant and completion of the 2020 surveys. The VA survey showed that number of citations tripled due to the new surveyor provided. Mr. Lynch reported that this conference was highly valuable and recommends continuing to send representatives to this conference. He said the next conference is in February in Washington DC are, the winter location does not change but summer conference location changes every year.

Trustee Jourdain asked Mr. Lynch to share the materials and slides with the board and staff. Mr. Lynch reported he will share the itinerary with speakers information and is working on getting the PowerPoint slides. Chairman Keefe asked if there were speakers that could sit down with and bring to the home for professional development. Mr. Lynch agreed and shared how very impressed with some of the speakers and will share their information. Trustee Mass how many in your position did you see there, Mr. Lynch replied that he was one of two finance people, the majority of attendees were home administrators or quality related personnel, we had 100 people representing approximately 50 state homes. Trustee Mass asked Mr. Lazo which members of our staff are subject to continuing education requirements and what is recommended for those who do not have licensure requirements? Mr. Lazo replied anyone with a license needs CEU's and the education office tracks, it is the responsibility of the individual to find classes with requirements. Trustee Bigda agreed stating most places it is the individual's responsibility.

DVS Staff Report (Secretary Poppe)

Secretary Poppe reminded the group that there was an internment and visitation for Sargent Johanna Rosario Ricardo who was one of the 13 service members killed in the terrorist attack in Kabul on August 26 and the flags are at half-staff in her honor today and also with last Saturday being the 20th anniversary of September 11 also a remembrance that this is September Suicide Prevention Month. She also shared the mission of the governor's

challenge to help service members and families that may be having anxiety from the events in Afghanistan. She had the opportunity to talk with someone from the construction grant yesterday and we are hoping the priority list will come out early 2022. Secretary Poppe thanked the Board and Home for supporting the efforts of hosting the medal of honor recipient Mr. Fitzmaurice and this was a great honor for the veterans.

Holyoke Soldiers' Home Administrator/Staff Report (Mr. Lazo)

Mr. Lazo reported we have been able to administer the third dose to four autoimmune compromised veterans in the home. He stated we are continuing with our standard screening of staff and visitors and with DPH guidance weekly testing for staff and Binax for unvaccinated staff. Mr. Lazo shared the home is currently at 88% vaccinated with 14 people waiting to be vaccinated at the September 15 and 16 vaccine clinic and then we will be into the 90-percentage vaccinated. He shared that the staff is continuing to work with staff who have not been vaccinated yet and educate them. Mr. Lazo is working with EOHHS regarding the ramifications if you do not get vaccinated and working through religious and medical accommodations.

He reported on September 3 and September 4 the home had positive COVID tests. First on September 3 a family member was exposed and turned positive 5 days later and based on contact tracing had no impact on the building and on September 4 a non-direct care and does not interact with the veterans. DPH and contact tracing of the individual places the department is in outbreak testing with results coming in today, if everyone negative then we can all go back to regular testing.

Mr. Lazo shared we are still following the DPH guidance and a new guideline is to conduct a pandemic planning exercise with leadership and senior staff. He said we are trying to make it very clear that we do not have COVID in the building, but we are preparing. He said we have an isolation unit identified and working on details around the process.

Mr. Lazo continued the report discussing the construction VA grant is in holding pattern, and we have met target dates and will hear from Payette and DCAMM later in this meeting for a briefing.

Mr. Lazo stated that phase 4 of the refresh for this building is now on 1North and is targeted to be completed at the end of October. He shared that when 1North is complete the entire building will be complete. He also made known that visitation for all units are open, visitors are screened, asked to Binax and have to be masked. We have shared communications to families through meetings and weekly emails. Ms. Foley has developed a community newsletter called The Front Lines through constant contact and the link went out to families so they can subscribe for free. Mr. Lazo stated that we are continuing to work with Riverside Trauma Center MASS Support. They are on site a couple of times a week and staff can visit them or find information on the MASS Support poster you can call.

Mr. Lazo made known the Outpatient Department has had five veterans' visits, there are 33 scheduled for September and October has two dates scheduled. He shared the Social Workers are very involved helping veterans make calls and work through the process. Mr. Lazo stated that we have had over 350 requests for medical records.

Mr. Lazo reported that the EMR vendor negotiation team announced the selected vendor will not be able to perform the service and the next step is to rescope the procurement and find a vendor that matches our priorities.

Mr. Lazo shared that the Recreation Department has a great calendar for the month put together including a therapy dog that visits the veterans.

Mr. Lazo informed the Board that on September 9 at 10 am we had the DOJ in our building as part of a continuation of an investigation. They conducted three interviews and received hundreds of pages of documents and decided they wanted to come into the building to continue the process and we will receive an official report from them in about two weeks. Mr. Lazo shared that they had a small exit meeting with the DOJ and they were very impressed and complimentary; they reported that this is one of their better visits and we are on a good trajectory. Trustee Collins asked when the staff is interacting with these officials is it open dialogue? Mr. Lazo replied they were up on the units and are their goal is to identify if we are abiding by generally accepted healthcare practices. Trustee Mass asked what kind of authority do they have to do that? Mr. Yankopoulos replied they are investigation to undertake the law civil rights and institutionalized persons. Chairman Keefe stated that when the VA or, DPH come in they have a check list? Mr. Lazo replied this is an open dialogue and when they visited, they interviewed 5- 10 staff and they also went onto the floors and observed care. Trustee Jourdain asked who were some of the staff who were interviewed? Mr. Lazo said himself , nursing leadership and Dr. Dietzen. He also reported that the initial 3 interviews were with Ms. Desmarais, Director of Nursing; Dr. Higgins, Interim CMO and Kim St. Pierre, Infection Prevention Nurse. Trustee Mass asked if this was retrospective at what happened or was it all about current practices? Mr. Lazo replied that they did begin the interview by asking some historical questions for example how did I get here and moving forward what are we doing. Mr. Lazo reported it was a good experience and they were very complimentary of our staff. Trustee Mass asked questions regarding Delta breakthrough and vaccination, what percentage of staff is unvaccinated and have not applied for medical or religious. Mr. Lazo replied 10 exemptions and 15-20 accommodations. Trustee Mass asked if there a deadline from them? Mr. Lazo replied October. Trustee Mass asked if we require contractors to have proof of vaccination? Mr. Lazo replied was not sure if they had to Binax every time. Mr. Yankopoulos stated under emergency regulations we are requiring all whether student or contractors to provide proof and still working on the process. Trustee Mass are entertainers required to show proof of vaccination? Mr. Yankopoulos replied yes. Trustee Mass families are asked to Binax do we know how many decline? Mr. Lazo does not have an exact number, but most are declining to Binax. Trustee Mass asked if there is education going on with the families. Mr. Lazo replied the families fill out a questionnaire that encourages them. Trustee Mass suggested the family support reach out to the families. Trustee Collins asked if the individuals that are identified as not having a reason to vaccination do we know their job, because some hospital are having nurses decline the vaccine and they are having to close units. Mr. Lazo replied there are a few unvaccinated and we are working closely with staffing so if they chose not to vaccinated and have to be removed from the floor. Trustee Jourdain stated that some staff had tested positive and asked if any of those were previously vaccinated. Dr. Dietzen believes they were both vaccinated. Trustee Jourdain wants to confirm that we are having ongoing testing where even for those who are vaccinated, Dr. Dietzen replied yes. Trustee Jourdain asked if we ask them how they may have gotten COVID. Mr. Lazo said when contact tracing is done that is discussed.

Trustee Jourdain stated there are 11 veterans in domiciliary and asked what is that date to be out, Mr. Lazo replied March 31. Trustee Jourdain asked if we are still on track to hit that date and what is next for them, how are we doing lining them up with a place to live, he knows some will come into the Home and will they receive follow up and support? Mr. Lazo said three will probably come into the Home and Ms. Menard has sent a list to me a list of where they are all at in the process. Trustee Jourdain asked Ms. Menard is there an after-care plan? Ms. Menard replied there will be and will be support and some will be eligible for community resource services. Trustee Jourdain asked what kind of follow up will happen and that he would like monthly contact for a year.

Chairman Keefe shared the Value Victor for this month was Kim Koravae and LPN. Mr. Lazo described the program where employees nominate their peers based on list of values and a committee of staff members make the decision.

Trustee Bigda asked when the DOJ visited did they ask Dr. Dietzen clinical processes came to medicals staff meeting. Dr. Dietzen replied that they were interested in seeing what is happening and what the medical staff meetings are based on.

Holyoke Soldiers' Home General Counsel Report (Atty Yankopoulos)

Mr. Yankopoulos reported that all investigations are ongoing and no litigation complaints have been filed since last meeting. Chairman Keefe asked what are the list open investigations? Mr. Yankopoulos stated that the investigations that are open are: the attorney general's investigation, inspection general and DOJ. Chairman Keefe asked are we compliant with open meeting law? Mr. Yankopoulos replied we are compliant. Mr. Yankopoulos is working with Mr. Deacon to get more training as a refresher. Trustee Mass asked if there is any information regarding the license plate program from the registry. Mr. Yankopoulos no info has not received any contact back yet. Trustee Mass asked if we need to escalate, Mr. Yankopoulos you are free to assist in anyway you can, they are looking at this as a first impression may be different for a state agency. Trustee Mass asked if we can request an application and get it in.

Trustee Jourdain asked if there were any records request and Mr. Yankopoulos replied there have been none. Trustee Jourdain asked what is our list of civil litigations, Mr. Yankopoulos replied there are approximately 4-5 claims with 2 specifically mentioning the home, the rest are against individuals and not the State or the Home. Trustee Mass asked with the DOJ are there 2 investigations on retrospective and 1 ongoing? Mr. Yankopoulos replied under that, as it was explained to us by them that their mandate is essentially not to look backward and look at what we are doing now and to make sure we are in compliance and we are respecting the civil rights so the veterans. Trustee Mass reported that Mr. Lazo said we would be receiving a report from them in two weeks, that is unheard of from the DOJ. Mr. Yankopoulos said it will not be a written report and it will be a conference call to discuss the findings and how we move forward from there.

Home's Family Advocate Committee Report (Ms. Menard/ Ms. Foley)

Ms. Menard reported that this month we had 12 families join, in person and WebEx. She shared that the families had minor concerns for example tv channels, dietary, being made aware of weekly activities so they can discuss with their veteran and they want the artwork hung back up. Chairman Keefe noted the schedule for music and performances is very robust.

Chairman Keefe can trustees do anything to help build the program? Ms. Menard replied that she will get back to them. Trustee Mass said when Ms. Liptak was here were talking about art being placed back on the walls. Mr. Lazo replied there are a large number of pictures inhouse but were waiting on hardware, but the last few rainstorms have created some water damage that needed to be handled but will be getting back to hanging the artwork. Trustee Mass when do you expect the artwork to be back up, Mr. Lazo replied some will be done this week. Trustee Mass asked Ms. Menard do you think you could convey the Binax testing to the families to promote the outreach to their peers. Ms. Menard said they do discuss COVID at the meetings and vaccine but will discuss the BINAX testing in more detail. Chairman Keefe said that last time it was identified that people were looking for information on the gift shop and the vending machines in the Canteen. Ms. Menard replied the gift shop is not open yet but Canteen is open, lottery machine is back in business and vending machines are working except waiting on ice cream machine. Trustee Jourdain asked if the religious services back, Ms. Menard replied that the Catholic services on Saturday, rosary and two other Catholic events during the week and Eucharistic Ministers walk around and offer communion and our Chaplin does reflections and is aired on the television. Chairman Keefe are plans for Veteran's Day being worked on? Chairman Keefe asked Mr. Lazo to discuss at the October meeting.

Home's Veterans Advocate Committee Report (Ms. Menard/Ms. Foley) included above

Ms. Menard shared that this was their biggest turnout in person with 13 veterans in attendance. She also shared that the president of the group took full reign of the meeting and some of their concerns are that they want to go back out on shopping trips, community support for communion and add pitch games to the recreation calendar. Chairman Keefe asked if we are out of COVID enough for them to go out. Mr. Lazo replied as long as they can keep their masks on they should be able to go out. Trustee Mass wondered if we could reach out to facilities to have an early morning trip to make it available to our veterans. Trustee Jourdain said they do have senior hours. Mr. Lazo said one of the challenges we have right now is that the volunteer program not fully up and running so it is hard to have assistance for them. Trustee Mass asked if they have guided online shopping, Ms. Menard said yes. Chairman Keefe asked before COVID how often where they getting out? Ms. Menard shared they would go to Red Sox games, shopping trips were quite a bit. VSO organizations could help be escorts suggested by Chairman Keefe.

Trustees' Finance Committee Report (Trustee Jourdain)

Trustee Jourdain stated the only matter was the membership dues for the chamber of commerce we had tabled it to do an inquiry on the ROI on our membership and is the Chamber supportive of the Home and it has been. He also shared the Ornament proceeds come to the Home. Trustee Jourdain made a motion to continue the membership of \$290, motion, Chairman Keefe seconded. Mr. Lynch replied that the amount is \$209 for the membership. Trustee Jourdain amended the motion to reflect the amount of \$209 the motion was seconded by Trustee Mass. All in favor, motion passes.

Trustee Mass asked do we have to vote on the steaks for the picnic since it was over \$2000. Trustee Jourdain made a motion to approve all of the spending for the trustee picnic. The numbers were approximately \$2100 steaks, \$800 miscellaneous, \$400 DJ and \$300 for extra grill and it was seconded by Trustee Bigda. All in favor, motion passes.

Trustee Jourdain shared that it was nice to have the tradition back. Chairman Keefe asked Ms. Menard and Mr. Lazo to get the Board any holiday request.

Trustees' Operations Committee Report (Trustee Collins)

Trustee Collins shared the Operations Committee has been working on dashboards and he is very proud of staff on the great work in short period of time. The Committee reviewed the elopement policy. Trustee Collins said at the last board meeting he requested all the credentialing providers and expiration dates so we can track and the next one is the contracted dentist coming up in November. Trustee Collins worked with Dr Dietzen on the scope of policy item 6 address the issue of recommending providers to the board for approval and the subcommittee will continue to track providers. He received a list of committees in the Home and there are 26 committees. Trustee Collins reported that the employee evaluations are at 99% done for nonclinical and 89% clinical are completed.

He shared the KPI chart looking great in regards to what they are tracking and holding themselves to certain benchmarks. He reported a few items discussed were what qualifies as a restraint and antipsychotic medication use and addressing the issue, then behavioral will have some issues but with quality care will work to correct. He pointed out the quality department. and the podiatry quarterly report.

Trustee Collins reviewed the Pinnacle report summary pointing out that the written overall everything is getting better except communication is falling. He said they are being more focused on communication and Mr. Lazo is very specific on how they are moving forward with that. Chairman Keefe asked what is good benchmark for good communication, Trustee Collins when you look at the trend lines and you ss the national average you strive for lines at the top. Chairman Keefe asked what drives that. Trustee Collins replied that very specific questions are asked of the family members. Mr. Lazo how Pinnacle works the group with identify a group and reach out to those families so if families have issues calling in and veteran may not pick up. He continued with the responses you are given a 1-5 scale and don't always fill in the comment area. Trustee Collins stated that Pinnacle is patient satisfaction in the industry.

Trustee Collins reported the admission discharge policy being tracked and clarified. He shared that the committee discussed the Ombudsmen program and Patty Spirito joined the meeting. Trustee Jourdain asked if the Ombudsmen will give the Board a report. Trustee Collins replied that they will be asked to join the October meeting.

Trustee Mass asked why are we below the goal for laundry service? Mr. Lazo replied we have a service that picks up and sometimes they come back in the wrong bag. He will ask what the questions are complaints. Trustee Mass asked if there an action plan we can put in place and do we need an outside consultant to help us align expectations and find out why we are not being successful and identify ways to put that back in balance. Trustee Mass also asked about the consistent problem of staffing related to agency hours and staff hours, he is concerned we do not have an action plan in place for staffing, short and long term. He also stated it may require action by HHS, legislature and we should be advocating on behalf of the Home. Looking for a plan in place to evaluate and maybe we need help. Mr. Lazo getting support form HHS , weekly phone meeting with HR to review open status positions, infinity,

monster, linked in, virtual hiring events, career centers, and the biggest impact by being more efficient with the hiring process. Great tool we started relationship with schools. Trustee Mass were they in place prior to Bennett Walsh. Mr. Lazo, we have support HHS applications can, run 6 months or greater. Trustee Mass according dashboard it is not working. He would like to see a plan put in place by the team so that the board can adopt. On board of Greenfield community college and started nursing and he will help make a connection. Secretary Poppe said this is across the board a national issue, glad to hear Greenfield is increasing their nursing also working with talent acquisition unit to make sure we are getting more permanent staffing in place and DVS is participation in a job fair in Gillette Stadium. Trustee Collins UMASS facility and Baypath with their program and will. Trustee Jourdain asked observation on agency if we are on red in both but because we are using too much agency. Agency takeaway from COVID the dynamic of the board members we all said don't worry we have all agencies to help staff, agencies bailed because COVID in the building. When you are in need they are not going to help. If we have another situation what reflections from the agencies that they cannot do this again. What assurances do we have they that they will show up. He feels if you bailed on us, he would not do business with them again. Chairman Keefe could make, and Mr. Deacon drew up an abiding agreement, if they bail on us if you are a contractor and fail. Mr. Deacon state contracts do have termination clause. Chairman Keefe work with Mark for next meeting and educate us next month. Trustee Mass asked interest in why we are not converting these staff into full time employees, Dr. Dietzen said they make so much more money. Trustee Mass then we need to address with EOHHS, need to make sure compensation is there. He understands we are a state org and need to be fiscally responsible, but we need to be competitive. Trustee Jourdain we have vulnerability from these numbers and what can we do to let these contractors know they need to show. Up. Trustee Jourdain high evaluation rate 100% would be ideal of that Mr. Lazo do we have to improve the numbers. Do we feel we have a good arm around that. Mr. Lazo will look at the and send to the board. Trustee Jourdain asked Trustee Collins approved on the sheet an one person currently a social worker, Trustee Collins said the operations committee reviewed and approved. Trustee Mass evaluations asked Mike what is the plan for getting you evaluate, Secretary Poppe does. Secretary Poppe will that be shared with board. She will ask Human Resources if that can be shared due to privacy issues. Trustee Mass the board is the hiring and firing of superintendent and would like to have the evaluation by the EOHHS and the board should be doing their own independent evaluation. We cannot be in a position of hiring and firing if we do not know how they are performing. Please look into this and so we can set the stature straight. This has nothing to do with current super but the actual process. Chairman Keefe asked Secretary Poppe in exec session and go through evaluation and allow board to add feedback to evaluation and CMO and treasurers. And should do on a reoccurring basis.

Trustees' By Laws Committee Report (Trustee Lacoste)

Chairman Keefe Trustee Lacoste no in all set

Old Business

Update on VA state home grant application (Sec Poppe)

Secretary Poppe all documents are submitted, 100% of design doc have been submitted, next step hoping to come out earlier. Trustee Mass grant application is have we made any effort for earmark separate from traditional process. Secretary Poppe we do not request from legislature

from state level. VA home constructions grant is fully funded for all projects being put further. Trustee Mass ask A&F for earmark. Secretary Poppe not aware of that. Trustee Mass legislature that represents the home, malpractice not to ask. Asked for earmark is done all over the country. May not be perceived well by VA this project because of national attention and infrastructure bill. Please reconsider bringing to A&F. Secretary Poppe never saw an earmark for construction program will put back and ask. Trustee Mass this is an extraordinary time. Chairman Keefe we need to identify an org that can reach out to Congressman Neal. Chairman Keefe and Secretary Poppe will discuss.

Update of admissions based on Refresh Program Completion (Mr. Lazo)

1 north in refresh, back ordered materials so a little delay and then will review admissions. Approx. 90 on waitlist. 1.2 prior to COVID. 101 is current occupancy. Trustee Jourdain how can we admission. Mr. Lazo, we have an admission committee that are reviewing. Trustee Jourdain when will admission be open. Mr. Lazo probable beginning of the year. Why so long, Mr. Lazo COVID plan and get everything settled.

Update of EMR vendor contract (Ms. Rego A&F/DVS)

Mr. Deacon we have cancelled the prior procurement. A lot of teams came together the current path was not invested in the Commonwealth. RFR request for recommendation will go up in October. Documents have been sent out to review to the team. Trustee Jourdain we are into year 6 ½ what happened? Mr. Deacon it is a protected procurement process, we were not satisfied once the answers were evaluated to not move forward. Trustee Jourdain if we were to have an procurement in October what is the new process looking like. Mr. Deacon we are going to work hard to get the timeline and waiting on a letter from VA to arrive soon and will give us selection of a vendor in 6 months.

Update of positive recommendation to the Full Board to resolve to request Secretary Poppe convey to the Governor the “express will of the Board of Trustees of the Holyoke Soldiers Home is that the cost of out of state travel for staff attending the NASVH Conference be allowed to be paid from the operating budget” and to send a copy of said resolution to the Chairman of the Chelsea Soldiers Home. (Sec Poppe)

Secretary Poppe spoke with EHS the travel policy stays that no out of state travel. Trustee Mass asked if there are federal funds that the home receives, Lynch thru state appropriated funds and at this time we do not receive. Secretary Poppe for example when the substance abuse or DOD something they will pay for your travel. Trustee Mass appreciates the information, is the license plate money we receive or do we have discretion. Lynch state appropriated. Secretary Poppe we do appreciate the board gives for these developments and we discuss on the federal funding. Trustee Jourdain said no one. Chairman Keefe when TA form needs to be filled out when out of state travel occurs.

Update on possibility to research and adopt Management Advisory Council (MAC) as used by US Dept of Veterans Affairs as template for Veterans Organizations/Volunteer organizations and Community advocates Committee to further promote HSH Initiatives. (Trustee Collins/Mr. Lazo)

Mr. Lazo has traded emails. meet quarterly they are just advisors around policy. Groups like veterans, DAV, VFW would be a similar process. Who the board decides who they want to hear from. Trustee Collins more for the home not for the board. Chairman Keefe thinks it came out of the family committee Ms. Menard meeting. Mr. Lazo would like to think about it a little more. Chairman Keefe take a look at prior to COVID and what is out there now and is there redundancy would it absorb the VA. Mr. Lazo probably family would be absorbed. Trustee Mass suggested look into Friends of Soldier Home for sending to training

Status of Morris & Mahoney Council contract (Trustee Keefe/Ms. Boyle)

Chairman Keefe contract coming up to be renewed. Have board to look at it and send comments, and he will send to Sharon to renew the next contract. Trustee Jourdain suggested the board lean on council to Mr. Bagley and Mr. O'Connor, they have outstanding bills and he feels they should be paid. Chairman Keefe Sharon stated they are no outstanding bill; she should review with Mr. Bagley and Mr. O'Connor. Chairman Keefe asked Mr. Deacon to research and he will discuss with Sharon Boyle. Trustee Mass this should be discussed in executive session anything related to contract contradicted with Morsiy and Mahoney be discussed in executive session.

New Business

Payette new building presentation

Scott Parker opened with Susan Blomquist and gave a presentation of the new building. Trustee Jourdain please send copy of presentation and other renderings to Mr. Lazo possible put on website. Trustee Jourdain asked if Chapel do you consult with religious community to be religiously sensitive. Ms. Blomquist stated they have met with current Chaplain with very specific integration designs. Trustee Mass dentistry what floor, first floor Trustee Mass asked flexibly for changes. Ms. Blomquist said most floors, but areas are still being updated for the most part the planning is complete. Trustee Mass disappointed has not been the board requested the single to doubles to increase bed. Why cannot increase doubles, Ms. Blomquist replied that there is not enough clearance for a double room and the end of unit has more room. Mr. Parker said The VA program providing substantial privacy. Trustee Mass before you made this decision regarding singles did you not come back to the board, Mr. Parker said when discussing with VA it deviated from small house model. Trustee Mass asked why they did not come back to the board, Mr. Parker replied that this is the first time scheduled to discuss with the board. Chairman Keefe we understand adhering to the small homes VA guidance, we are looking to see where the communication break down occurred. Secretary Poppe feels DCAMM and Payette, so why does Trustee Mass feel double rooms when it would go away from the small home model. Trustee Mass great community involvement up to this point and then after the participation of the community at large was not involved in this process. Question is not the decision that is made but the process. Chairman Keefe when we talked about this and there was a lot of discussion on the adult health day care program taking up bed space and that led to the additional floors. Chairman Keefe would like a once a quarter update would be appreciated. Trustee Bigda asked if governor has seen it, Secretary Poppe believes he has but will make sure.

Status Update on Superintendent Position and potential courses of action to advertise & hire (Ms. Starr HHS/HR)

Ms. Starr pulled into a meeting. Chairman Keefe Ms. Starr has been working a program and process to turn over 95% to the board. If anyone on the board is interested on being on the 3 person subcommittee please email Chairman Keefe. Position desc will be forwarded to the subcommittee when created, posting will be updated the salary range increased this year to \$87,579- \$174,000. The board will decide what talent acquisition team, Ms. Starr will make sure it is on mass careers. Trustee Mass asked salary. said at that point the different levels will be discussed with Catherine. The contracted company will advertise, screen qualification, provide mass careers link to applicants, attend every board meeting, only most competitive candidates, board finalist, HRHS complete background check. Trustee Mass the process he would like to file a RFP for search firms and then bring them in and interview with the board.

Establishment of 3 person Superintendent Search Sub Committee from BOT**HHS/HR Plan for the advertisement/Hire process****More direct BOT involvement****Status of Outpatient Clinic**

Sharon Boyle emailed Chairman Keefe guidance on the role for the Board of Trustees regarding the Outpatient Department. See attached.

Trustee Mass asked did we act within our authority, to get clarity on outpatient be adult day care and can we completely get rid of outpatient department. He feels there is a conflict of interest. He stated that when we voted to adopt adult day care we are not starting March of 2022 and does not remember the ending of all outpatient services in 2022. He would like to provide some type of outpatient. Trustee Mass would like an opinion from Morris and Mohoney regarding the timing and process. Chairman Keefe stated if we are going to take a look at this then the board will need to vote on it and we need to look at other factors i.e. not making money and if adult day care meets the criteria of outpatient service. Trustee Mass would like to have an opinion on closing rules. Trustee Bigda stated that legally are we allowed to do this. Chairman Keefe said we voted to move it forward. Trustee Mass said he has want to hear from outside groups that there is a need or not where the public is engaged and gives feedback. Trustee Mass wants to keep responsibilities for setting reasonable rules and regulations for the new building. He would also like to have legal counsel consult. Trustee Mass feels offering Outpatient service till the new building is built and needs to be a full discussion of the board. Trustee Bigda asked if we could get an analysis, Mr. Lazo said Ms. Liptak had done one. Chairman Keefe said he will resend the analysis to the board. Mr. Deacon said the regulatory DPH set of facilities with nursing home care the current outpatient could not meet, the VA outpatient regulatory piece that the board should look at if you are asking these questions. Secretary Poppe shared that when Chelsea closed in 2009 and the veterans have adjusted, and we were grandfathered and the best position in the past year focused on the veterans in the home. Chairman Keefe stated that we made the decision, but he understands Trustee Mass concerns and placing the veterans with a good PCP issues will be addressed. Trustee Mass said if we do not rebuild the relationships with providers to have adult day care.

A motion was made by Trustee Mass looking for opinion that we have the authority to close for indefinite period of time with a minimum, and that a three-year period of time from our council and if that is what we are going to do then we need to vote. No Second. Motion dead.

Trustee Mass stated we did not vote to close, Chairman Keefe said we did vote for the Payette process. Chairman Keefe will put vote on the agenda for the next meeting

Monthly updates provided to Board on progress of Out Patient Clinic patients placed with newly assigned Primary Health Care providers (Mr. Lazo)

Chairman Keefe continue updates above and domiciliary also.

Monthly Update to Board of Trustees on closure of Domiciliary by March 31, 2022
Letter from Dignity Alliance Massachusetts and Disabled American Veterans Dept of Massachusetts requesting Board advocate for a “comprehensive demand analysis to determine current & future needs of veterans and families”, and “a planning process actively involving veterans, families, and persons with expertise in long term services, support and care should be initiated’. Process should consider the results of the demand study and analysis contained in GAO report; Veterans’ Use of Long Term Care Is Increasing and VA faces Challenges in meeting the Demand”. (Trustee Keefe Submit letter for the Record/Minutes)

Chairman Keefe read the letter. See attached.

Executive Session: No Executive Session scheduled at this meeting.

Adjourn:

Chairman Keefe made a motion to adjourn and it was seconded by Trustee Bigda to conclude the meeting. The Roll Call vote is as follows: Mark Bigda (Yes), Sean Collins (Yes), Kevin Jourdain (Yes), Isaac Mass (Yes), Gary Keefe (Yes). It was unanimously VOTED to conclude the meeting at 4:42 p.m.

Next meeting is October 12.

Respectfully submitted,

Kathleen Denner
Acting Secretary for the Board of Trustees

Attachments:

BoT-Minutes-20210810-Draft for approval

Email from Ms. Boyle

Dignity Alliance Massachusetts and Disabled American Veterans Dept of Massachusetts - letter