

Coös County Commissioners  
Special Meeting  
Coös County Nursing Hospital - W. Stewartstown, NH  
May 18, 2018

Present: Commissioners Tom Brady, Paul Grenier and Rick Samson; County Administrator Jennifer Fish; Nursing Hospital Administrator Laura Mills; and Administrative Assistant Linda Harris.

1. Commissioner Brady opened the Commissioners' meeting at 8:00 a.m. and welcomed everyone to the meeting.
2. Approval of the Agenda: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to amend the agenda to include the discussion of a proposed letter to the Governor in regards to SB577. All approved 3-0. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the agenda, as amended. All approved 3-0.
3. Approval of the Minutes of the May 8, 2018, regular meeting, as presented: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the minutes of the May 8, 2018, regular meeting, as presented. All approved 3-0.
4. Other Business:
  - a. Discussion of Nursing Hospital Policies: Commissioner Brady stated that he had questions on exactly what procedures are followed in the Nursing Hospital. He has been a commissioner for several years and was not sure of the procedure in regards to admissions, care team, how are complaints handled, etc.

Laura Mills, Nursing Hospital Administrator, provided the following information:

- Admissions: An inquiry comes to the Social Services Director. Several documents and information are needed and gathered for this part of the process. PASAAR, a government required form, determines diagnosis conditions and the State determines the level of care. Several department heads review the application and a pay source is also determined. If the individual qualifies, a packet containing several documents is provided for signature on admission day. The charge nurse evaluates the resident and the MDS Coordinator evaluates the individual for a baseline care plan within 48 hours for the initial guide of care that may be needed. After two weeks the initial MDS (a 36-page document) is submitted to the State.
- Complaints: Initial complaints are investigated by the charge nurses and evaluated. If a family member feels the issue is not resolved, a meeting is set up with the family and possibly the Ombudsman. Commissioner Brady asked if all unresolved issues are reported to the Ombudsman's office. Ms. Mills replied that only abuse issues are required to be reported. Family members have the Ombudsman contact information and may file a report or complaint at any time. Commissioner Brady directed County Administrator Jennifer Fish to obtain from the nine counties their policies regarding reporting to the Ombudsman and how conflicts are resolved. He also asked if there was a policy for a Commissioner to sit in on a care team meeting. As the governing body, the Commissioners should investigate complaints that are directed to them. Ms. Mills questioned the request because of HIPAA. Ms. Mills also stated that she has a good working relationship with the Ombudsman office as well as the state surveyors.

Commissioner Grenier stated that he could see both sides' concerns. However, if an incident draws a complaint, the Chair should be notified and involved in a meeting. Commissioner Brady noted that the family would need to sign off in order for the Chair to sit in on the meeting. He believed that if the Commissioners receive a complaint, it's incumbent that the Board investigates. The Board needs to make sure that the situation is rectified. Ms. Mills inquired if all issues should be reported. Commissioner Brady replied only when controversial with family members. Commissioner Grenier stated that if a situation arises with a family bring in the Chair. No minutes will be required if only one member of the commission is in attendance. Ms. Mills noted that in this particular instance she did not think that the Board needed to be aware.

Commissioner Grenier added that once the information is received from the other counties it will provide the Board an idea of when to step in. Commissioner Samson asked about Berlin's procedure. Commissioner Brady stated that he would request the same information from the Nursing Home Administrator at the next meeting.

Commissioner Brady asked if an interdisciplinary team meets either daily or weekly. Ms. Mills replied that a team meets on a daily basis to review and discuss all issues over a period of 24 hours; however one day per week only the clinical team will meet.

Commissioner Brady asked when an individual is admitted, how often the care team meets with the family within the first month. Ms. Mills replied that there was no set scheduled time in the first three months. Each department will meet with the family member as needed. Several families do not live in the area.

Commissioner Brady asked what happens when a situation occurs with a resident that needs to be handled by a doctor. Ms. Mills replied that the charge nurse would be in contact with the doctor who is available 24/7 via telephone. The care team does not decide, the charge nurse makes the determination. The charge nurse also notifies the responsible party.

Ms. Mills corrected that a resident care meeting is held within two weeks of admission and noted that the Board's request will change the current process.

- b. Discussion of proposed letter to the Governor in regards to SB577: Commissioner Grenier asked if the Board would support sending a letter to the Governor to sign SB577. Commissioner Brady agreed. Commissioner Samson had an issue with the letter but agreed to after some discussion. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to authorize to send a letter signed by the Chair to the Governor to urge the signing of SB577. All approved 3-0. Commissioner Grenier offered to supply further information to Commissioner Samson.
5. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to enter into non-public session per RSA 91-A:3 II (c) at 8:42 a.m. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to come out of non-public session at 9:06 a.m. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to allow the donation of time to two ill employees. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to authorize the County Administrator to open all mail delivered to Coös County Commissioners. If at any time it is time sensitive, the Chair shall be notified. All approved 3-0.

Commissioner Samson inquired from Ms. Mills if anything had been presented to the nurses on Nurses' Day. She replied Dunkin Donuts gift cards.

A card of sympathy to the Suffolk County Commissioners was signed by the Board.

A motion was made by Commissioner Brady, seconded by Commissioner Samson to authorize Commissioner Samson sign the Cell Tower Site Easement document granting Northern New England Telephone Operations LLC d/b/a Consolidated Communications and Public Service of New Hampshire d/b/a Eversource Energy to run and maintain a line for services at the cell tower site on county property. All approved 3-0. Commissioner Samson signed the document.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to adjourn the meeting at 9:15 a.m. All approved 3-0.

Respectfully submitted,

Rick Samson, Clerk