Luverne Veterans Home
SWS Site Visit Report

Date: Nov 15, 2018

Location: Luverne Veterans Home

Dept. Rehab Committee Members: Wilson Spence, Gary Munkholm, Bill Brockberg, Roy Bressler and Dan Tengwall. Dept. Service Officer, Jeremy Wolfsteller.

RE: The American Legion Dept. Rehabilitation Committee is tasked with staying engaged with agencies that aid Minnesota veterans. The committee does this by conducting System Worth Saving Site Visits throughout the year. These locations include Sioux Falls, Fargo, St. Cloud and Minneapolis VA Healthcare Systems, St. Paul and Fargo Regional Offices, Minneapolis, Hastings, Luverne, Fergus Falls and Silver Bay Veterans Homes. Additional Site Visits are conducted at VA CBOC's, Vets Centers, and Minnesota nonprofits that serve veterans when the budget allows.

Meeting Attendance: Chairman Bill Brockberg, Wilson Spence, Roy Bressler, Gary Munkholm, and DSO, Jeremy Wolfsteller. Administrator Schryvers and Voluntary Services Director Duane Mabon.

Luverne Overview:

Luverne is just 30 miles from Sioux Falls, SD, the Minnesota Veterans Home offers three distinct living spaces to meet each Resident's unique needs, including a 17-bed special care unit for those with advanced dementia. Their staff follows the Eden Philosophy social model of care to help provide spontaneity and make life worth living for Residents in their care. Each one features a living room, dining room, kitchenette, laundry room and several sitting/conversation areas. A computer and gaming room are available for Resident use.

The Eden philosophy allows for creating a home-like atmosphere for Residents and their families. The Home is committed to creating a community where life is truly worth living - with activities and interactions that Residents find meaningful and enjoyable. Residents have access to the outdoors, to plants and animals, and to numerous opportunities for interaction with the community. Creating this Eden-centered environment is a never-ending process.

Residents are a vital part of the Luverne community. Dedicated volunteers provide special activities. School kids visit regularly in our popular Adopt a Grandparent Program. There are abundant opportunities for shopping trips, meals out, participating in the fair and much more. Luverne's internal environment is enhanced through consistent staffing and a range of small group activities.

The Home offers everything to meet Residents physical, social and spiritual needs:

- Skilled Nursing Care, including specialized Dementia Care
- Medical Service with 24-hour Nursing Care
- Social Services
- Individualized Recreational Services
- Rehabilitation Services, including Physical, Occupational and Speech Therapy
- Mental/Behavioral Health Service
- Chaplain and Spiritual Care Service
- Nutritional Service
- Pharmaceutical Service
- Medical Transportation Service, Locally and to Sioux Falls
- Barber and Beauty Service
- Wireless Internet (in portions of the building)

Luverne Veterans Home 2018 System Worth Saving Site Visit

Meeting Minutes:

- Luverne's admission wait times dropped significantly from last years average 6 to 9 months for veterans to 1-3 months. The drop in wait times is related to death rate per year. FY16 it was 25 and in FY17 Luverne had 45 past away.

- Luverne went from admitting 1 or 2 veterans a month to 5 or 6 per month in FY17. The admissions Process for new residents takes approximately two weeks; it consists of meeting with Social Services first discussing medical necessity to make sure the Home can facilitate their need. They also discuss if there is behavior altercations that would not work with the facility. Luverne has seen an increase in dementia residence over the years and it's dementia/Alzheimer Unit remains full. The Home has an 85-bed capacity consisting of 69 males, 11 female which 10 are spouses. There are 8 non- veteran beds in 4 rooms, although most rooms other than those and the dementia unit are double beds. This makes it less attractive or challenging to admit a female veteran.

- Staff vacancies consist of 5 part-time Health Service Technicians (HST) which has proved to be a challenge across all long-term care facilities because of the physical requirements and modest pay. Succession planning is in place consisting of Job fairs and flyers sent out to CNA's. (HST's) Also Luverne has created an "Ontrack Nursing on Sight Program" to become Certified Nursing Assistance (CAN/HST). A new Director of Nursing was hired earlier this year. The past DON retired March 2018. Luverne has a recruitment and retention plan and committee that meets quarterly. Total staffing is around 200, which 124 are FTE this includes a new Chaplin FTE.

- State Veteran Homes (SVH) receive a Federal VA per diem per day to cover some of the costs-of-care for its residents. There're two levels of VA per-diem, regular and higher level. The per-diem is based on a veterans service connected disabilities. A higher level is paid when a veteran has a service connected disability combined rating by the VA at 70% or greater. Currently 15% of Luverne's residents are 70% or greater, an increase from 12% in FY2017. That amount is based on the State and location of the Home. Luvernes cost-of-care is around $396 per day per veteran. The two levels are approximately $104 or $392 per day per veteran. The VA per-diem comes from the nearest VA Healthcare System which is Sioux Falls. The estimated cost-of-care VA per-diem paid to Luverne was $300,000 per month, $3,600,000 per year.

- The months of May and August tend to be survey months, both Federal VA and State. FY 2018 Luveren a couple minor facility deficiencies both on the Veterans Administration Survey and the Minnesota Department of Health Survey.

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Meeting Minutes Cont.

- Recently the MN Dept. of Veterans Affairs started offering dental treatment for their veterans residing within their Homes. The Dental program is through Elder Care Dental – Dr. Gustufson makes rounds per month and brings his own equipment. The Homes will remodel a space for dental exams. Dental care is in high demand from veterans because the Veteran Heaths Administration only covers dental treatment for 100% SC veterans which only 2 in Luverne qualify. Veterans that do not have private insurance, MNDVA with be the payer for preventive services only. Residents will be approved for two preventative visits per year. Restorative care is not covered, and grant programs would have to be used like State Soldiers Assistant Program (SSAP).

- Luverne Veterans Home contracts with Sanford for their MD to treat their residents.

- August 2016 Luverne Veterans Home became CMS certified. Since then only 6 residents were eligible under Medicare Part A (Physical Therapy) services.

- MDVA partners with the MPLS VA Healthcare Pharmacy for a subsidized rate on medications. The Minneapolis Veterans Home houses the centralized pharmacy for all 5 Homes. Medications are distributed weekly.

- A new smoking policy will be implemented at Luverne January 1, 2018. The policy will not allow staff or visitors to smoke on the Homes Campus. This is a move from the Deputy Commissioner to make the Home's a healthier environment for its residents.

Chairman: Bill Brockberg
Secretary: Jeremy Wolfsteller

The American Legion

Minnesota Veterans Home Facility Questionnaire

Executive Leadership

- **Facility name: Minnesota Veterans Home - Luverne**

- **Wait times:**
  - What are the average wait times for veterans to get into the Home? 1-3 months
  - What are the average wait times for spouses to get into the Home? 1-2 years

- **Staff Vacancies (by occupation):**
  - What is your total number of vacant positions and what are the positions?
    - 5 part-time HST positions
  - How long have the positions been vacant?
    - 30 days
  - Reason for vacancies?
    - Staff retirements and staff turnover
  - Do you have a succession plan in place to address your current and future vacancies?
    - Yes, we have a facility assessment in place. Facility has an active Recruitment and Retention Committee in place. Facility is hold a job fair on November 7th for prospective staff members.

- **Facility Demographics:**
  - What type of care/services is unique to your Veterans Home?
    - 17 bed special care unit for our dementia/Alzheimer residents
  - What percentage of residence are SC 70% or greater?

- 15%

- What is your authorized and operating bed capacity?
  - 85

- How many admissions did you have the last fiscal year?
  - 42 new admissions in FY18.

- Please provide a breakdown of your funding allocations for the past three fiscal years.

	FY1	FY18	Projected FY19
Maintenance Charge Revenue:	**$2,222,942**	**$2,119,468**	**$2,122,341**
Basic Per Diem Revenue:	**$2,200,856**	**$2,247,574**	**$2,292,525**
Prevailing Rate Per Diem Revenue:	**$1,501,181**	**$1,614,569**	**$1,614,569**
TOTAL Revenue	**$5,924,979**	**$6,016,737**	**$6,029,435**

- Of the number of enrolled veterans/spouses, please provide the number of:
  - Men - 75
  - Women - 7
  - Spouses - 7

➢ **Patient Safety**:

- If available, please provide copies of your last annual Patient Safety Reports.
  - 2018 Veterans Survey – 2 deficient areas (Generator Test, Environment)
  - 2018 MN Department Survey – 3 deficient areas (Bed Hold, Lab Draw, Pharmacy)

➢ **Outreach Activities:**

- How many outreach events did your Veterans Home participate in during last fiscal year?
  - 10 formal events and other local participation throughout the year.

- How many outreach events is your Veterans Home to participate in this fiscal year?

- 10 formal events and other local participation throughout the year.

- **Facility Upgrades:**
  - What are new remodeling projects completed or wanting to develop?
    - AC Chiller Replacement (in progress)
    - Generator Electrical Upgrade (in progress)
    - Interior Door Replacement (in progress)
    - Green Wing Dining Room Remodel (in progress)
    - Resident Shower and Tub Rooms (complete)
    - Interior & Exterior Handrail Replacement (complete)
    - Front Patio Remodel (complete)
    - Public Bathroom Remodel
    - Ceiling Lift Additions

- **Medicare Certification:**
  - Where is the Home currently with being certified?
    - Certified in August of 2016
  - How does the process work to receive compensation?
    - When a resident qualifies for a Medicare stay after having a 3 day hospital stay and is needing skilled services the facility bills Medicare instead of the resident for as long as that resident needs those services up to 120 days.
    - If a resident is needing services under Medicare Part B, generally therapy, these services can be billed to Medicare for reimbursement as well

Comments:

MINNESOTA VETERANS HOME
LUVERNE

Resident Data

November 15, 2018

Men	75
Women	07
Army Veterans	42
Marine Veterans	07
Navy Veterans	18
Air Force Veterans	08
Coast Guard Veterans	00
Spouses of Veterans	07
WWII Veterans	14
Korean War Veterans	31
Vietnam War Veterans	21
Peacetime Veterans	09
Spouses of Veterans	07
Youngest Resident	62 years old
Oldest Resident	100 years old

(82 Residents)