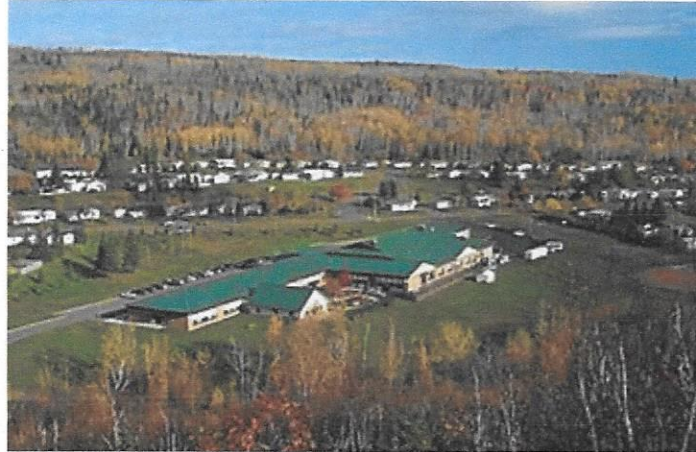




## Silver Bay Veterans Home SWS Site Visit Report



**Date:** June 11, 2018

**Location:** Silver Bay Veterans Home

**Dept.** Rehab Committee Members: Wilson Spence, Darrel Redepenning, 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 Wilson Spence, Dan Tangwall, Roy Bressler and Jeremy Wolfsteller. Administrator and Safety Officers.

## **Silver Bay Overview:**

**Services:** Residents enjoy an assortment of services designed to meet their physical, social and spiritual needs.

### Individualized Care Services

- 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
- Large Rehabilitation Gym for Specialized Programming or Independent Activity
- Mental/Behavioral Health Service
- Chaplain and Spiritual Care Service
- Nutritional Service
- Pharmaceutical Service

### Specialized Services

- Transportation Service Locally and to Duluth
- Barber and Beauty Services
- Activities that Utilize our Natural Resources
- Large Game Room
- Craft Shop
- Outdoor Activities

### Programs

- Resident Council
- Family Council
- Spouse Support Group
- Community Connections
- Volunteer Services

### Special Features

- Pontoon Boat
- Private Dining Areas
- Four Season Porch
- Garden

## Silver Bay Veterans Home 2018 System Worth Saving Site Visit

### **Meeting Minutes:**

Silver Bay recently had the Federal VA survey team visit. Their survey process takes three days, no citations were issued. The day of the Dept. Rehab meeting the Centers for Medicare & Medicaid arrived to survey the facility. Silver Bay are trying to maximize their CMS certification but only one patient qualifies Medicare A, however Medicare D has been a great option for billing.

Since 2015 the Administrator has implemented a Safety Officer position. This position helps with lowering risks of employee injuries by identifying and addressing facility hazards. When there is an employee injury an incident report is filled out, then educational training is administered to reduce injuries.

Although this position hasn't reduced workmen compensation claims simply because of the high physical requirements of the FTE. Although since ceiling lifts were installed, they reduced worker comp claims. Patient safety Officer has training coaches that help reduce the risk of injuries during shifts. There is a 25lb lifting restriction, monthly falls are between teens 10 to 20.

Current bed census is 79 of 83 because of remodeling and construction the remaining beds are unavailable. 12 single bed 35 double bed rooms

Total cost of care is different for each Veterans Home: Silver Bay cost of Care is 2<sup>nd</sup> highest to MPLS.

St. Cloud VA partnership with Silver Bay has shown success. Silver Bay is taking referrals from their "STAR" program and admitting them to the Home. 2 successes recently.

When a bed opens an average of 98% of residents are passing away. The length of stay average is 3 to 5 years at the Home.

HST travel program currently ended because NA positions are full.

Request to the Rehabilitation Committee is to assist with funding for all single bed rooms. They have a floor plan but currently no bonding request most likely because of the proposed new Veterans Homes. Veterans continue to share 1 bathroom per, two double bed rooms.

*Chairman: Wilson Spence*

*Secretary: Jeremy Wolfsteller*







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## Minnesota Veterans Home Facility Questionnaire

### Executive Leadership

- **Facility name:** Silver Bay Veterans Home
- **Wait times:**
  - What are the average wait times for veterans to get into the Home? 3-6 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?  
March 2018 information: 13 vacant nurse's aide positions.
  - How long have the positions been vacant?  
One year ago we had 40 vacant nurse aide positions.
  - Reason for vacancies?  
Nursing aide shortage, high demand for the position, etc.
  - Do you have a succession plan in place to address your current and future vacancies?  
The plan for nurse's aides is to continue to hire. In addition, we have hired more RN's to supplement the shortage. We have developed a primary care model. We also have other strategies which supplement this program.

In high level positions in Nursing we do have potential succession plans.
- **Facility Demographics:**
  - What type of care/services is unique to your Veterans Home?  
Life Enrichment Program, Sleep Program, Gemini Program, Validation Program, Music and Memory Program and Resident Assistant Program.
  - What percentage of residence are SC 70% or greater?  
We have 18 70% and 1 adjudicated resident.
  - What is your authorized and operating bed capacity? 83
  - How many admissions did you have the last fiscal year? 35



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- Please provide a breakdown of your funding allocations for the past three fiscal years. Additional years can be reviewed on site.

2018 –Funding \$12,293,030.00

52% State funds

—35% Federal Funds

—13% Maintenance funds (Residents cost)

- Of the number of enrolled veterans/spouses, please provide the number of:

- Men 73
- Women
- Spouses 7

➤ **Patient Safety:**

- If available, please provide copies of your last annual Patient Safety Reports.  
Will review on site.

➤ **Outreach Activities:**

- How many outreach events did your Veterans Home participate in during last fiscal year?  
In FY17 I attended 33 veteran and civic events.
- How many outreach events is your Veterans Home to participate in this fiscal year?  
To date in FY18 we have attended 28 veteran and civic events.

➤ **Facility Upgrades:**

- What are new remodeling projects completed or wanting to develop?  
We would like to have all single rooms similar to MPLS.  
We are repairing fire barriers and replacing windows this year.  
We hope to replace our heating/cooling system also. Pending funding.

➤ **Medicare Certification:**

- Where is the Home currently with being certified? We have been certified since 2016.
- How does the process work to receive compensation? We review residents for qualifying Medicare stays.

**Comments:**