



Fergus Falls Veterans Home FY19 Site Visit Report



Date: May 31, 2019

Location: Fergus Falls 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: Wilson Spence, Roy Bressler, Gary Mulholm and Jeremy Wolfsteller. Fergus Administrator and Leanne.

Fergus Overview:

Recognized as a leader in skilled nursing care delivery, residents at the Minnesota Veterans Home - Fergus Falls receive specialized and individualized care through a team approach. The residents and their quality of care is top priority, striving to help residents maintain the greatest possible independence in their lives by providing as much choice as possible.

The Fergus Falls Veterans Home opened a Veterans Village in 2011, which consists of two households of 10 and 11 Residents each, designed to offer medical services in a home-style atmosphere. This community approach and design creates a sense of place for dementia Residents by providing a familiar, home-like environment.

In Fergus Falls, the mission is to CARE: Creatively deliver focused care; Acknowledge military heritage; Reconnect Residents with the community; Enhance life's experiences. The Home also contains a VA Community Based Outpatient Clinic that provides primary care services.

Services

Individualized Care Services

- Medical Services
- 24-hour Focused Nursing Services
- Pharmaceutical Services
- Recreation Therapy Services
- Chaplain Services
- Dietetic & Nutritional Services
- Rehabilitation Services
- Assistance with VA Benefits
- Social Services

Specialized Services

- Barber Shop
- Beauty Shop
- General Store
- Library
- Family Inn
- Cashier
- Exercise Room
- Transportation to Medical Appointments

Overview Cont.'

Programs

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

Special Features

- Award-winning Nursing Care approaches
- Private and semi-private rooms
- Transportation to VA Medical Center
- Main Street - a trip back in time
- Interior open-air recreational area

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Meeting Minutes:

- The waiting list for Fergus averages anywhere from 8 to 12 months. There're two wait lists, one that is an active list meaning the veteran or spouse currently has a need for the Home and the in-active wait list is for those that anticipate a need soon. Fergus reaches out to those on the list around the 4-month mark to see if they're going to still be needing the care.
- Spouse are at a 2 year wait currently but the demand for spouses is very low. Currently only one couple are both residents of Fergus.
- Staff vacancies have dramatically gone down over the last year specifically in the area of HST's or CNA's. MN Veterans Homes do reimburse for the CNA's certification testing after 6 months of employment with the Home. Certification is around \$600. HST's openings went from 20 to 2 over two years. Schooling for CNA certification is reimbursed from the Home after 90 days. 70 RN's and 30 LPN's.

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Meeting Minutes Cont.

- Fergus Falls authorization operating bed capacity is 106 residents. Currently there is 105. The Home is made up primarily of double bedrooms.
- In FY18 there was 51 new admissions mostly due to veterans passing.
- Fergus has around 15% of residents that are 70% service connected with disabilities which allow the home a higher per-diem rate from the VA.
- FY18 there were 94 men, 12 women and 12 spouses.
- 9 remodeling projects completed.
- Medicare Certification completion happened July 2018. Annual CMS survey to take place soon.
- No smoking policy in effect. Previous smokers are grandfathered in. Veterans can be offered a nicotine patch
- Lake regions healthcare contract for primary care and some specialty care. A nurse practitioner is on hand every day.
- MDVA central pharmacy handles all medications although there is a local contract for small amounts of medication that may be needed in emergencies.
- Volunteer fundraising over 100,000 last year.

Chairman: Bill Brockberg

Secretary: Jeremy Wolfsteller

Minnesota Veterans Home Facility Questionnaire

Executive Leadership

- **Facility name: Minnesota Veterans Home – Fergus Falls**

- **Wait times:**
 - What are the average wait times for veterans to get into the Home?
 - 8-12 months

 - What are the average wait times for spouses to get into the Home?
 - 2 years

- **Staff Vacancies (by occupation):**
 - What is your total number of vacant positions and what are the positions?
 - 7 CNA positions
 - 3 Nurse positions

 - How long have the positions been vacant?
 - Range from recent to months

 - Reason for vacancies?
 - Staff turnover and retirements – many long term care and medical providers in our area

 - Do you have a succession plan in place to address your current and future vacancies?
 - Yes, we have an employee committee that meets monthly and a staffing meeting weekly

➤ **Facility Demographics:**

- What type of care/services is unique to your Veterans Home?
 - 21 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?
 - 106 beds
- How many admissions did you have the last fiscal year?
 - 51 new admission in fiscal year 2018
- Please provide a breakdown of your funding allocations for the past three fiscal years.

	FY16	FY17	FY18
Maintenance Charge Revenue:	\$2,964,975	\$3,261,167	\$3,300,000
Basic Per Diem Revenue:	\$3,007,572	\$3,066,688	\$3,100,000
Prevailing Rate Per Diem Revenue:	\$1,962,119	\$1,642,056	\$1,311,000
TOTAL Revenue	\$7,934,666	\$7,969,912	\$7,711,900

- Of the number of enrolled veterans/spouses, please provide the number of:
 - Men - 94
 - Women - 12
 - Spouses - 12

➤ **Patient Safety:**

- If available, please provide copies of your last annual Patient Safety Reports.
 - We had 1 deficient area on our Veterans Administration survey and we had some deficient areas on our Minnesota Department of Health Survey in 2018 (Can provide a copy of survey results when you are here if you would like).

➤ **Outreach Activities:**

- How many outreach events did your Veterans Home participate in during last fiscal year?
 - 12 formal events and other local participation throughout the year
- How many outreach events is your Veterans Home to participate in this fiscal year?
 - 12-14 formal events and other local participation throughout the year.

➤ **Facility Upgrades:**

- What are new remodeling projects completed or wanting to develop?
 - Moved our general store to a more open area
 - Moved and remodeled a number of staff offices
 - Remodeled Nutrition room on West Unit and working towards doing the same on East Unit
 - Remodeled nursing station on West Unit and working towards doing the same on East Unit
 - New flooring in 11 resident rooms
 - Re-Surfaced Parking Lot
 - 2 Eagle Scout Projects
 - Landscaping by Gazebo and Playground equipment in courtyard
 - Remodeled Women's Bathroom
 - New Dining Room Carpet

➤ **Medicare Certification:**

- Where is the Home currently with being certified?
 - We were certified in July of 2018
- 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 100 days.
 - If a resident is needing services under Medicare Part B, generally therapy, these services can be billed to Medicare for reimbursement as well