



**ALLEGAN COUNTY MEDICAL CARE  
COMMUNITY**  
AUGUST 2020



# OVER 150 YEARS OF CARING

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Allegan County Medical Care Community traces its roots to 1866, when Allegan County established the County Poor Farm to provide for the poor, sick, homeless, and disabled of the County and to act as a safety net for those with needs that could not be met at home. Many counties across the State of Michigan developed similar poor farms or poor houses to meet the needs of their County as well. Public Act 280 of the Public Acts of 1939 provided the statutory framework for the creation and operation of County Medical Care Facilities of the State of Michigan. The Allegan County Poor Farm was closed in 1968 as construction of the Allegan County Medical Care Facility, our current Community, began on this same property. ACMCC has been in operation since 1971.

# MISSION AND VALUES

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**Mission:** *To Serve the Aged and Disabled With Care, Love, and Dignity*

**Values:**

- ▶ *Respect*
- ▶ *Compassion*
- ▶ *Honesty*
- ▶ *Integrity*
- ▶ *Dedication*



# 2020: WHAT A YEAR COVID-19 AND IT'S IMPACT

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As the World, the United States, and the State of Michigan have responded to the COVID-19 pandemic, ACMCC, as a skilled nursing facility, has seen tremendous changes as our COVID-19 Prevention and Response Plan was initiated and then modified through the numerous changes through Executive Orders, CDC and MDHHS guidance, and regulatory changes.



**CORONAVIRUS**

# COVID-19 IMPACT: PREVENTION AND RESPONSE

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ACMCC has worked extremely hard to adopt all guidance and recommendations to maintain resident and staff safety. At this time, we have had no residents who have tested positive for COVID-19 since the pandemic began. This is due to the continuous dedication of the ACMCC team to follow the frequent policy and guidance changes that have occurred since the beginning of the COVID crisis. Some of these included:

- ❖ Restriction of all visitation to the facility, including family members, contractors, deliveries, etc. All medical visits, when feasible, are accomplished virtually. Visits for the end of life only. All other family visits via Skype or phone.
- ❖ Cancellation of all communal dining and activities for residents. Residents encouraged to remain in their rooms. Activities staff changed programming for in-room activities and “doorway” activities to help address boredom and loneliness with these changes.



# COVID-19 IMPACT: PREVENTION AND RESPONSE

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## Education

- ❖ COVID has brought many new concepts and ideas, such as social distancing, use of PPE under CDC guidance for limited supply/contingency usage, contact tracing, etc. Many other infection control standards were not new to ACMCC, as we already work with MRSA, C-Diff, Hepatitis, influenza, etc. However, with COVID, all efforts were enhanced to combat this new, not fully understood virus. Educating staff, residents, family members of new changes and guidance in many forms has been vital:
  - Staff messaging system through the Electronic Medical Record of daily changes.
  - Memos and communications on staff bulletin boards and time clock.
  - Letters and weekly Robo-Calls to all resident contacts, staff, and residents of changes and ACMCC's COVID-status, more often if any suspected or actual cases.
  - Daily Facebook updates of ACMCC's COVID status and interventions.
  - Signage and physical changes to remind and enforce policy changes.

# COVID-19 IMPACT: PREVENTION AND RESPONSE CONTINUED

- ❖ Creation of a designated, separate COVID area for confirmed positive cases and later, from additional guidance, creation of a designated hospital transfer/unknown COVID status area in our former Rehab Center.
- ❖ Addition of isolation carts at each room doorway entry with PPE and sanitation supplies, dedicated vital sign kits for each room. Full PPE for staff (masks or N95s depending on status, face shields, isolation gowns).
- ❖ Anti-chamber, quarantine walls constructed at both entrances and all room entrances. Dedicated staff changing area and entrance for an actual COVID outbreak.





# COVID-19 IMPACT: PREVENTION AND RESPONSE CONTINUED

Before  
COVID—  
Rehab  
Center  
Room  
Entry



COVID—  
Rehab Center  
Room with  
Antechamber  
at Entry to  
Reduce Air  
Flow





# COVID-19 IMPACT: FACILITY LIFE

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As an Eden Alternative Community that has prided itself on not only meeting the Regulatory Requirements of the Nursing Facility Resident Bill of Rights, ACMCC has worked on continuous improvements to make this facility closer and closer to life in one's own home. With that in mind, has been the adoption of homelike practices, such as:

- ❖ Creation of residential style kitchens and living areas to increase the look and feel of home and to be inviting to visitors, socializing with peers and caregivers.
- ❖ Expansion of activity offerings to both inside and outside the building with gardens in each household, ability to visit neighbors on other households and partake in a variety of activity options.
- ❖ Breakfast and medications upon arising to support a more normal, non-institutional home-style start to each day.

Just to name a few...



# COVID-19 IMPACT: FACILITY LIFE

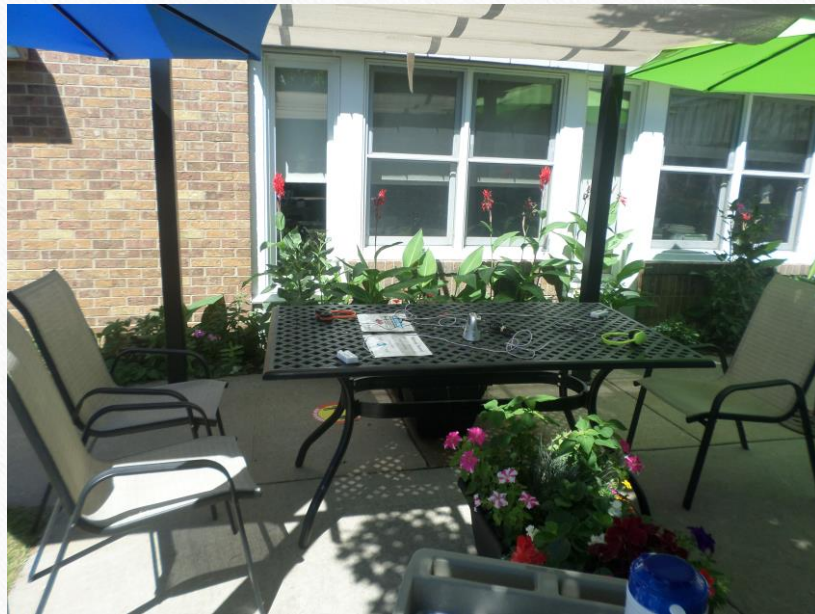
## Restrictions and the Impact on Quality of Life:

- Visitation Restrictions-still ongoing after 5 months, with some newer guidance for residents with ADL decline, significant communication deficits, and end-of-life or hospice care. The least amount of potential exposure is always followed, with in-person indoor visits for very limited circumstances such end-of-life or hospice. Outdoor visits are utilized whenever possible or window visits. Social distancing, mask use for visitors and resident, screening/temperature checks, sanitizing are all in place.





# COVID-19 IMPACT: FACILITY LIFE



# COVID-19 IMPACT: FACILITY LIFE

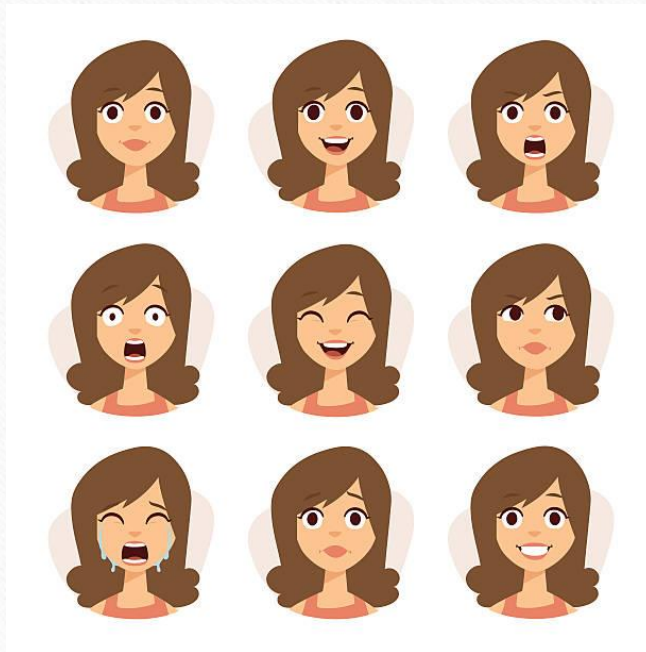
## Restrictions and the Impact on Quality of Life:

- Cancellation of all communal activities and dining.
- Restrictions to travel from resident rooms and from hallway to hallway to reduce potential spread and reduce contact.
- Access to medical appointments only for emergency needs.
- No community outings of any kind.
- Residents are to wear masks when staff are assisting with care and whenever exiting their rooms.





# COVID-19 IMPACT: FACILITY LIFE



ACMCC is extremely proud of the safety precautions that we have implemented and that we have been successful in preventing a COVID-19 outbreak among our resident population. We are, however, struggling with seeing the impact on quality of life as the pandemic has continued. A great number of our resident population is not cognitively able to understand that a pandemic is occurring. Many do not understand why they are restricted. Many do not recognize us with our masks on. Residents living with dementia use body language and facial expressions to help them to find familiarity and sense if a person is safe or not. We have had to adapt our practices to help.

# COVID-19 IMPACT: SATISFACTION

In June, per our usual annual Quality Assurance practices, we conducted our Annual Resident and Family Satisfaction Surveys. Even with COVID-19 and the lack of being able to visit, observe the facility, or interact in-person with staff, we received tremendous feedback and appreciation.

**100% expressed Overall Satisfaction**  
**100% would recommend ACMCC to others**

Hard to improve on excellence!

The respect and care is excellent. Communication is proactive. The staff is empathetic and provides individualized care.

ACMCC has a long history and excellent reputation as a nursing/long term care facility. Administration & care staff take a genuine interest in the residents and do their best to provide quality care and show compassion to the residents...

My good first impression has not worn off.

Throughout COVID you have done an exceptional job of keeping us as active as possible and in a safe environment.



# COVID-19 IMPACT: QUALITY

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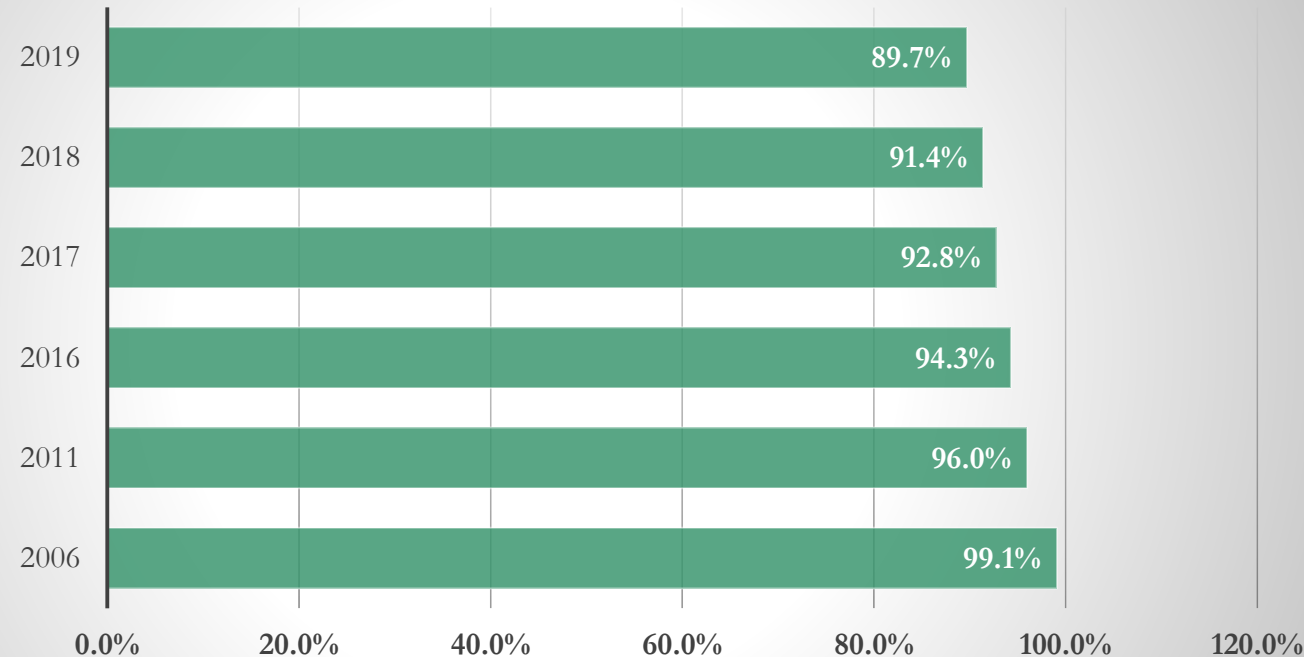
Five Star Rating on Nursing Home Compare continues: This designation is based on the CMS Quality Measures, Staffing Levels, and State/Federal Inspection Results. New methods are being added related to COVID-19 from daily reporting and CDC reporting that we provide, as well as Infection Control-Focused Survey results.

**Medicare.gov | Nursing Home Compare**  
The Official U.S. Government Site for Medicare

ACMCC was surveyed by two surveyors from LARA for an Infection Control-Focused Survey on June 18-19. We received no deficiencies and the surveyors shared very favorable comments regarding our COVID-19 measures.

# OCCUPANCY

Average Daily Occupancy Percentages



	2006	2011	2016	2017	2018	2019
■ Average Daily Census	99.1%	96.0%	94.3%	92.8%	91.4%	89.7%

With COVID-19, census has been impacted with hospitals closed to elective surgeries impacting rehab stays, restrictions to visitation and resident lifestyle, and general fear of COVID in any facility.



# FINANCES

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With the impact of COVID-19 and its impact on census and reduced referrals, nonuse of 6 available rooms for potential admissions to create the COVID designated space, increased costs related to PPE, and reduction in the offerings of the Generations program, ACMCC has received CARES Act assistance and a long-owned State MIP Program Reconciliation that have been our saving grace in these difficult times.

**CARES Act:** \$26,297.29 received 4/1/2020  
\$54,392.98 received 4/28/2020  
\$111,940.37 received 5/1/2020

**MIP Reconciliation:** \$547,000 received 6/4/2020 (Owed for over a year to ACMCC from the State Medicaid program)

With these funds received in 2020, we are currently seeing a small amount of black ink on our ledger.

There is a potential for additional CARES Act funding for facilities that complete CMS/CDC Trainings. We are, of course, already working on the weekly trainings to be eligible.

# FINANCES CONTINUED

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The financial challenges of ACMCC remain unchanged and the highlights are below. COVID-19 feels as if it has put the world, in general, in limbo. ACMCC shares this feeling as we have worked through the day to day changes in life during a pandemic, while striving to keep our eyes of the future. As our millage campaign also is in a current state of limbo, our finances remain a large concern.

- ❖ Uncollectable resident accounts as we act as the Safety Net for Allegan County seniors needing our care but are unable to pay or qualify for Medicaid assistance.
- ❖ Aging building in need of repair and the need to ensure that we are able to continue offering high quality services and an environment that support them.
- ❖ Unstable governmental funding sources that account for 90% of ACMCC's revenue.
- ❖ The need to progress in our Strategic Plan to bridge any gaps in the Allegan County senior service care continuum as the County's Medical Care Community.



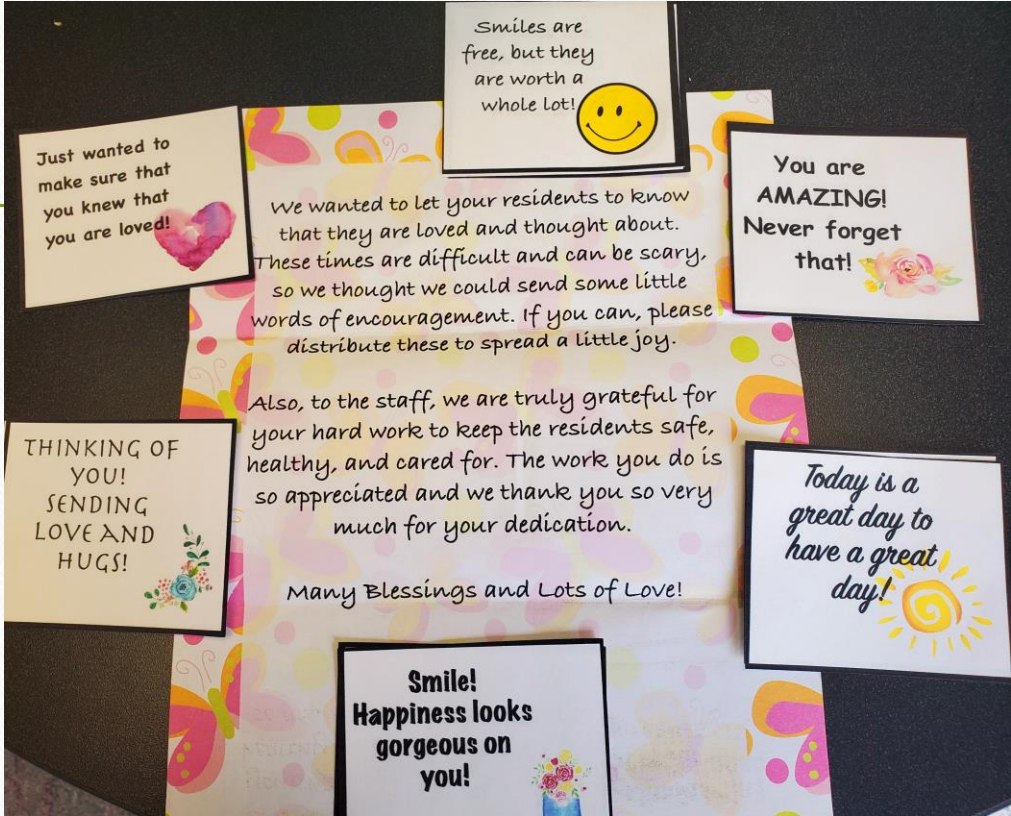
# SUMMING IT UP

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ACMCC has worked through the newest major challenge of the COVID-19 pandemic, continued financial and reimbursement issues. We have worked with our DHHS Board, our amazing staff team, supportive family members, County partners to be innovative and work through these issues while maintaining 5 STAR Quality Ratings, Award Winning Customer Satisfaction Scores, and having remained free of a COVID-19 outbreak.

Times continue to change more rapidly than ever before. We appreciate the ability to continue to serve as Allegan County's Medical Care Community.







# THANK YOU!!

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**The Support of our Allegan County partners,  
the DHHS Board, the Allegan County Board  
of Commissioners, and the Community of  
Allegan County is so appreciated!**