

MARTHA & MARY LUTHERAN SERVICES

Board of Trustees Board Meeting Minutes

January 31, 2019

Trustees Present: Helen Stoll, Bill Baird, Alan Crain, Katherine De Bruyn, Susan Eagan, Don Lachata, Marlene LeMire, Doug Love, Jamie Mittet, Bobbie Moore, Mary Polensky and Kent Shane

Trustees Absent & Excused: Cary Bozeman, Aaron Schielke and Galen Schuler

Staff Present: Lynette Ladenburg, Chris Vernon-Cole, Sharon Christor, Jennifer Bailey, Kristine Grant, Leah Meadows, Paula Rimmer, Robin Schuman, Jessica Visserman, Diane Wasson and Anna Winney

Trustees Absent & Excused: Heather Dartt and Tammi Palodichuk

Board Education

Anna Winney, *Director of Human Resources and Organizational Development*, and Jessica Visserman, *Human Resources & Staffing Manager*, made a presentation to the Board about staff turnover and efforts focused on increasing staffing levels.

Anna reported headcount and turnover information to the Board, as well as employee termination data that reflected the reasons behind employee departures from the Organization in 2018.

Jessica explained to the Board that a small team of employees is participating in *The E Series: Culture Driven Recruitment and Retention*, a LeadingAge sponsored program designed to help long-term care providers utilize their unique organizational culture to improve recruitment practices and retention rates.

Jessica also presented information about the Martha & Mary Leadership Institute. Jessica leads this program that offers selected staff members the opportunity to participate in a 6-part educational series to acquire leadership and development skills to best meet the needs of patients, residents and children entrusted to the Organization's care.

Call to Order

Called to order at 7:45PM

Agenda Changes

There were no agenda changes

Approval of Meeting Minutes

- MOTION – Approve the November 29, 2018 Martha & Mary Lutheran Services Board Meeting Minutes. The motion carried.

Board President Report

Helen directed the Board's attention to her written Board President Report and inquired if there were questions. There were no questions.

CEO Report

Lynette began by introducing Kristine Grant, the Organization's new *Director of Marketing/Communication & Admissions*. Kristine provided highlights from her background to the Board, noting that she was an LPN with over 20 years of long-term care experience and service in a diverse number of roles. Lynette added that Kristine and Jennifer Bailey, *Marketing & Communications Manager*, might present about strategies and actions being taken by staff to improve recruitment and retention at the Organization at a future Board Meeting.

The Board was made aware of several awards that had been recently bestowed upon the Organization:

- AT HOME was named 2019 Best of Home Care / Provider of Choice by Home Care Pulse, marking the tenth year in a row that the AT HOME caregiving team has been honored with this award.
- Bay Vista Commons staff were notified that they received zero deficiencies on their recent annual state survey.
- Health Services received a "Platinum Level of Achievement" award from United Wound Healing this week. This honor recognizes the exceptional performance of the Health Services clinical team to address, treat and heal wounds at the Health and Rehab Center, based on reported wound outcome data. Of the two hundred Washington State care facilities participating in the United Wound Healing program, just one other center received a higher-ranking award than Martha & Mary.
- Martha & Mary Lutheran Services was informed that Norcliffe has awarded a \$50,000 grant of investment to Martha & Mary. This funding will be used to complete the planned Garden / Dining Room renovation

Finance & Audit Committee

Alan Crain, *Finance & Audit Committee Chair*, noted that the Consolidated Financial Report for November 2018 had been approved by the committee. He then presented highlights from the Consolidated Financial Report for December 2018, noting that Cash on Hand is now at 83 days and that Accounts Receivable / Aging was down to 16%. Lynette commented that the Organization had reviewed and "cleaned up" Assets, which resulted in \$75,000 Loss on Assets. A significant contributor to this was the replacement of the roof at the Health and Rehab Center. The prior roof had been scheduled to depreciate over 30 years when it really should have been set to depreciate over 20 years.

Development Committee

Mary Polensky, *Development Committee Chair*, notified the Board that the committee is continuing to work together with the Strategic Planning Committee on the Philanthropy Taskforce. They are currently distilling gathered information to formalize an action plan for the Board's review in the coming months.

Paula Rimmer, *Development Director*, directed Trustee attention to Gala Board Packets, which she provided at each attendee's place-setting. The packets offer Trustees the opportunity to explore ways they may participate in the Gala preparations to help make it a successful event. Paula also reported that tickets for the Gala were scheduled to go on sale beginning February 1. Lynette commented that there was already "buzz" around Kitsap about the Gala and its Western theme. Becky Erickson, *Mayor of Poulsbo*, has already indicated that she will attend the event on April 27.

Governance Committee

Doug Love, *Governance Committee Chair*, notified Staff that Trustees received Board Self Evaluation Forms during Executive Session. Doug reminded Trustees that completed forms should be provided to Jennifer prior

to the next Board Meeting. Doug also reminded the Board that the committee was still looking to fill seats on the Board and that the suggestions for qualified individuals were welcomed by committee members.

MOTION – Approve the installation of Alan Crain as Vice President of the MMLS Board of Trustees, effective immediately through April 2019. The motion passed.

MOTION – Approve the installation of Lindsey Lynn as a Trustee of the MMLS Board of Trustees, filling Tom Hawk’s vacated seat and incomplete term through April 2020. The motion passed.

Doug notified the Board that Lindsey’s installation on to the Board was contingent on her agreeing to the opportunity. Doug promised to follow-up with Lindsey and report back to Helen to confirm the installation.

Church and Community Services Committee

Pastor Kent Shane, *Church and Community Services Committee Chair*, announced only that a New Delegate & Trustee Orientation was scheduled for March 9.

Strategic Planning Committee

Helen, *Strategic Planning Committee Chair*, asked Chris Vernon-Cole, *Chief Operations & Strategy Officer*, to update the Board on the Health and Rehab Center renovation. Chris reported that the Marina Dining Room and Bay Dining Room remodels are complete and that the Marina Nursing Core reconstruction project is now underway and on schedule. Helen closed her report by reminding the Board that Mary had already given a good assessment of the Philanthropy Taskforce’s work in her Development Committee report.

Other Business

Diane Wasson, *Administrator / Home & Community Services*, informed the Board that she has recommended to Lynette that the Organization move away from the Health Home business segment of Martha & Mary AT HOME. Diane cited several challenges with the program, including difficulties with staffing and the actual work required by the employee, in addition to it continually operating at a loss.

Alan announced that the Finance & Audit Committee had two recommendations for the Board:

MOTION – Increase the credit card charge limit for Tracie Walthall, *Director of Resident Life Services*, to \$5,000. The motion carried.

MOTION – Establish a credit card for Kristine Grant, *Director of Marketing/Communications & Admissions*, with a credit card charge limit of \$5,000. The motion carried.

Adjourn

The meeting ended at 8:25PM

Respectfully Submitted:

Mary Polensky, Secretary