

AGENDA NILMA MEETING

NOVEMBER 12, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order

Len Green

Approval of October 8, 2015 Meeting Minutes

Report by the Medical Practices Committee

Gerry Berenholz

& Linda Bleakney

Old Business

New Business

Adjourn

Call to Order

Len Green

Meeting was called to order at 2 PM by Len Green, President.

Present: NILMA council members: President Len Green, Betty Rosencranz, John Averell, Gloria Lerner, Howard Cohen, Sue Waxman, Nancy Kummer, Jay Berkson, Betty Taymor;
with Steve Colwell, Executive Director NBOC
Absent: Arnie Heiger, Murray Staub
Guests: Gerry Berenholz and Linda Bleakney

Approval of October 8, 2015 Meeting Minutes

The minutes of the October 8, 2015 NILMA meeting were approved unanimously as published.

Len introduced Gerry Berenholz, chairperson of the Medical Practices Committee, and Linda Bleakney, the Health Center Coordinator.

Gerry reported as follows:

Since I last reported to NILMA, the Medical Practice Committee has been quite busy. In August, we met with Scott Ariel, the Executive Director of the NBOC Rehabilitation Center, Tara Fleming-Caruso, the Collaborative Care Advisor here at NewBridge and Janet Gottler, who is the Community Care Advisor in order to get a clearer picture of the transition between levels of care on campus. Tara has arranged for committee members to visit the Assisted Living facility. It is an unofficial consensus that much more information about transitioning should be included in the handbook, as well as made available to prospective residents.

At the October meeting, Sheila Waxman, Director of Sales and HSL Internal Sales, joined us, as members had expressed an interest in knowing what new and prospective IL residents are being told about IL, AL, Rehab, and the transition across levels of care.

As part of a large on-going project, the committee prepared a survey of CCRCs in the area having the approximate same number of residents as NBOC. These are:

Lasell Village	210
Newbury Court	222
Fox Hill Village	326
Brookhaven	238
Edgewood	219
Orchard Cove	260 IL
NewBridge on the Charles	325 IL;

Our intent was to determine how each of these facilities provided for or arranged for medical care for their residents.

The Executive Directors of each facility were contacted to inform them of our survey and to request the name of the appropriate person to contact for information. Telephone interviews were conducted, and we are now in the process of mailing our charts of the information we received in order to have them approve or correct our interpretations. Once this is done, a composite of the responses from all of the facilities will be drafted, and as promised, we will share the results with each of them.

In addition, committee members are working on a synopsis of medical services available to all residents, whether or not they are members of the Medical Practice. Even though this information is in the Member's Handbook, it is our feeling that a one page summary on card stock, which can be kept near the telephone, may make it easier for residents to reference.

Jamie Goldstein, the Clinical Supervisor of Outpatient Rehabilitation for HRC Roslindale and NBOC tendered her resignation, and Heather Margulis, MSPT, Associate Director of Rehabilitation Services, Hebrew Rehabilitation Center sent us an update, which Linda Bleakney will share with you.

Our next meeting is December 17, 2015

Respectfully submitted,
Gerry Berenholz, RHIA, MPH
Chairperson, NBOC, Medical Practice Committee

Len asked Linda Bleakney if she has additional comments.

Linda announced that we have a new doctor, Doctor Nadya Davila Lourido, a geriatric internist. We also have a new Nurse Practitioner, Liz Keane coming from B.U. geriatrics.

In Physical Therapy, Sara Charest is now the Rehab Manager for Long Term Care and Outpatient P.T. and O.T. Tanya will be team leader. P.T. is now fully staffed.

Linda presented two questions submitted to her for discussion.

1-Please describe the services available to IL residents who are not members of our Medical Practice.

If you have a minor service issue, you may make an appointment for service, based on availability. Otherwise you should contact your own PCP (Primary Care Physician). For non-members, you can also use the Podiatrist, the Dermatologist, Acupuncturist, Dental, and Rehab services. These points will be in the Members Handbook.

2-What is the protocol if there is no practitioner available?

From 8-5, Monday through Thursday, and 8:30 to 3:30 on Friday, there is somebody here. For members of the practice, call your usual contact number, and an on-call person will get back to you.

John stated, with respect to the first question, that it has been established that as a non-member of our Health Care, I am responsible for the cost of any service, no matter how small. Either my primary insurance or Medicare directly, must have OK'ed that service, or I will pay out of pocket. In the case of Tufts HMO, prior referral must have notified NewBridge that Tufts will accept the bill for payment.

Linda agreed that no matter what the extent of service you seek here, if you are not a member, you should call your PCP and ask for a referral to NBOC Health Center from your insurance plan. If Medicare is your primary insurance, you probably only need to check if the service is covered.

Betty Rosencranz reported that twice she used podiatry here and was charged \$50, despite having Medicare. Linda stated that Medicare only covers podiatry if it is medically necessary. For example, you are diabetic. She verified this from the *Medicare and You* book for 2016, where such routine foot care is excluded specifically.

After further discussion on whether Medicare covers cutting nails, Gerry Berenholz said she would look into this in more detail before the Members handbook is published because of the complexity.

Nancy Kummer asked if the report on medical care when transitioning between IL and AL could be made available to residents. Gerry felt that she needs to go back to the committee and discuss this before releasing now. Len thanked Gerry and Linda for their presentation.

Betty Taymor offered compliments and thanks to NBOC staff for the excellent care and response to a medical emergency she had recently.

Len introduced Roz Holt for some comments (not on the published agenda).

Roz addressed the need to help new residents in their assimilation into their new experiences at NBOC. To that end she asked the floor reps, in their floor meetings, to encourage their members to invite people to host a table when she sends her email out each month. Roz said that, like her own experience, many people will not come to eat alone for dinner. The sign-up book makes it easy for people to find dinner companions whom they would not proactively call.

John asked that the full information on new people -- names, addresses, and phone numbers, be published in a way that everyone has access to the information. Currently only partial information is posted at the Concierge desk.

Next, Len now urged all members to attend the NILMA meeting on December 10 to hear Paul Hardiman give a financial report on fiscal year end 2015 to supplement his previous preliminary report in October. However, several people reported that they could not understand the earlier report. Len has asked Paul to deliver a simple report, understandable by all.

In addition Paul will explain the basis for retention of entrance fees when transitioning from IL to another venue within the NBOC campus. This seems to be a continuing source of misunderstanding or consternation for some IL residents. If you have any questions, please forward them to your floor rep for presentation at the meeting.

Len announced another item for discussion are some comments on Information Technology support (IT). There continue to be anecdotal reports of dissatisfaction with service from IT and/or associated charges. To that end Len had extended a last minute invitation to Bob Pierce, IT Service Manager for HSL, to join us for discussion and comments. Unfortunately he was booked and unable to attend today. Bob however agreed to the following procedure for residents:

- 1) Request help on your I.T. problems (computer, phone, TV) through one-stop shopping on 4-9500.
- 2) If you are not satisfied with service, results, or charges, contact Bob Pierce either by phone (617-971-5705) or email (RobertPierce@hsl.harvard.edu). Include specific details of request and of your complaint.

Steve agreed and added that as a last resort, you can contact Steve.

John added that you may be well-advised to contact the WizeGuides or the Geek Squad for software and hardware help.

Old Business

No Old Business

New Business

Sue Waxman reported that at her last cottage meeting, three of the newer residents were unhappy with the lack of sufficient guidance and orientation when they first moved in. In further discussion with Steve, he agreed that the process needs enhancement. She asked if others have found this to be a problem. Howard recalled extensive help when he and others moved in years ago; now only Nancy Sullivan is there to help. Sue pointed out that there were many fewer residents at that time, while we are full now, with no more staff than then. Now we just get the book with appliance information.

Nancy Kummer reported that this was discussed in her floor meeting, and there was general agreement that there is a serious lack of welcoming help. They discussed setting up something on their floor, a buddy system or similar, or coordinating with Roz and the Welcoming Committee.

Steve gave some general comments. The reason you do not see maintenance, IT, engineers, housekeepers in an orientation role is that the early feedback was there was way too much information, which was confusing to residents. So Nancy was asked to coordinate those efforts. Most of that info is done prior to moving in. Post moving-in things like hanging paintings and other things will be re-introduced shortly.

Steve is in the process of listing in detail what needs to be done. 138 things have to be done before move-in by all offices in NBOC. Prospective residents will get a checklist before

move-in that they can what changes they may want in the residence. This should reduce the post-move-in work that now consumes a lot of time and work.

After move-in Steve sees Roz's team, as well as all residents, as collaborators in getting new people on board. Everyone wants to feel welcomed. Steve is just starting this phase, and hopes to implement a program by the end of December.

Len noted from many sources a lack of indoctrination, including basic questions like where is the bank, dining room, trash room, Great Meadow Hall? Apparently this is not happening.

Steve said that basically they are trying to do this now. A big problem is that when you are moving in and getting settled, you mind is not on these details until they are needed. There is too much information presented at the wrong time to remember it all. He would like to improve the system. Nancy Sullivan can be contacted anytime with questions, and new residents should be encouraged to ask her for help when they need it. They have not solved the problem of when to offer indoctrination programs.

John suggested that we are missing a relatively long term resource available for help when needed over a six-month or so period. For example, when we arrived, our floor rep Marilyn Stone had a buddy system in place for the floor. A specific person or couple was assigned to make sure a new person could call whenever questions came up. This was raised in Roz's Hospitality Committee as a suggestion. Specific people volunteer to contact a specific resident for as long as needed. In our case this was taken on as a floor buddy system, basically through floor reps. Whether this is the best way long term is a question. Steve approved of using a residence resource. Nancy Kummer stated that is pretty much what her floor is suggesting.

Nancy also noted her floor felt strongly that the Concierge Desk is unattended too frequently. Steve responded that Rhetta is often doing errands for other residents. One example was someone who complained about this called Rhetta to ask her to pick up her laundry. Steve is strongly telling Rhetta to stay put and not to leave to do favors, like copying or running errands. That is not her job, although her nature is to be helpful to people. She does have some break duties to cover front desk occasionally and have lunch.

Sue Waxman again brought up pre-move-in. Originally they had a walk-through of her cottage with her sales-person. They made notes of things that needed to be done, or improvements. Three people have told her that they did not have a walk-through. Steve agreed that if this is not happening, it is wrong and he should be notified.

Steve reported on a previous issue from the previous NILMA meeting concerning restoration of apartment furnishings. He has received only two responses from the other CCRC's contacted. In both cases they said they do nothing extra. They only do renovations on apartments that become vacant.

Steve addressed the suggestion of straight-line depreciation for refurbishment. If this were implemented, people could choose to replace the entire rug because of a small wine stain. The residents would end up paying half the price of a new rug. NBOC should pay for reasonable wear-and-tear on a furnishing, but not for a wine stain or damage.

He has started honoring the proposed policy. Two residents have submitted bills for replacement that are being honored by NBOC. To Len's question, Steve will supply a chart of the proposed policy on replacements.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting was adjourned at 2:50 PM.

Respectfully submitted, John Averell, Recording Secretary

