

GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE

Meeting Minutes - November 19, 2024, 9:30 a.m.

Attendance: BOBBY ROSENTHAL, CHAIR
KIMBERLY SMOAK, VICE CHAIR
ROBERT ASZTALOS
JUDITH PLAUT
MELISSA VERGESON
TERESA SCOTT
DR. KELLY SMITH
TERRI CANTRELL

Guests: JACQUELINE SAHHAR, Westminster Palms
AL JOHNSON, Westminster Palms
ALEX MALIWACKI, Sunnyside Nursing Home
CYNTHIA AYALA, The Manor at Carpenters
TASHA WEST, The Manor at Carpenters
DANIEL GOMEZ, Premier Place at the Glenview
Ana Marques, Premier Place at the Glenview

Absent: DULCE CUETARA

AHCA Staff: BERNARD HUDSON
TRACEY WEATHERSPOON
TERESITA VIVO
LISA SMITH
BRIAN SMITH
KEISHA WOODS
LOGAN HARRISON
JACQUIE WILLIAMS

Call to Order:

A conference call meeting of the Governor's Panel on Excellence in Long-Term Care (Gold Seal Award Panel) was held November 19, 2024, at 9:30 a.m.

Welcome New Panel Member:

The Chair, Bobby Rosenthal, welcomed new panel member, Melissa Vergeson, Agency for Health Care Administration representative.

Minutes:

Kimberly Smoak motioned to approve the minutes from the May 17, 2024, meeting. The motion was seconded by Judith Plaut. All Panel members agreed.

Review of Gold Seal Applications:

Westminster Palms, St. Petersburg

Jacqueline Sahhar, Administrator, and Al Johnson, facility's director of nursing, represented the facility. The application was reviewed. Bobby Rosenthal noted the facility has a two-star ranking in the Nursing Home Guide in the Decline inspection component. Logan Harrison, with the Agency for Health Care Administration provide information on the deficiencies from the May 2022. Mr. Rosenthal requested, during the site visit, a review of the applicant's QAPI minutes to ensure trainings were incorporated to address the concerns identified during the survey. Mr. Rosenthal also noted the facility provide a thorough overview of their process to identify their targeted in-service training needs. Teresa Scott noted the applicant's consumer satisfaction survey responses had concerns with the inability to move freely or go where they would like on the spur of the moment. The facility provided an explanation on how the facility addresses the survey concerns identified and information on the baseline intervention score to focus on the concerns by selecting and concentrating on three items with the most rapid decline in the satisfaction scores. Robert Asztalos motioned to proceed with the application and site visit. Teresa Scott seconded the motion. A roll call vote was conducted. All Panel members agreed. Dr. Kelly Smith abstained from the review and voting for this applicant.

Sunnyside Nursing Home, Sarasota

Alex Maliwacki, Administrator represented the facility. The application was reviewed. Bobby Rosenthal complimented the facility on their five-star ranking in all components of the Nursing Home Guide. Teresa Scott stated the facility's consumer satisfaction survey results were not for the 30-month period. Ms. Maliwacki responded the next consumer satisfaction survey is scheduled for January 2025. Ms. Scott commended the applicant on their resident engagement survey scores. Dr. Kelly Smith motioned to proceed with the application and site visit. Judith Plaut and Teresa Scott seconded the motion. A roll call vote was conducted. All Panel members agreed.

The Manor at Carpenters, Lakeland

Cynthia Ayala, Administrator, and Tasha West, the facility’s director of nursing, represented the facility. The application was reviewed. Bobby Rosenthal lauded the facility’s Targeted Inservice efforts in identifying areas of improvement. Teresa Scott requested information on the long-term care residents’ satisfaction surveys and noted the low response rate for the short-term care residents. Ms. Ayala specified the facility initiates the surveys quarterly and addresses concerns identified in the resident council meetings. Ms. Ayala stated the low response rate concern has been acted upon by surveying the resident prior to discharge. Judith Plaut motioned to proceed with the application and site visit. Robert Asztalos and Dr. Kelly Smith seconded the motion. A roll call vote was conducted. All Panel members agreed.

Premier Place at the Glenview, Naples

Daniel Gomez, Administrator and Ana Marques, facility’s director of nursing, represented the facility. The application was reviewed. Bobby Rosenthal complimented the facility on their five-star ranking in all components of the Nursing Home Guide. Teresa Scott stated the facility had three months of no turnover in the licensed nurses and certified nursing assistants (CNAs); however, April 2024 there was a large turnover of nursing staff. Mr. Gomez explained the facility’s director of nursing (DON) separated from the facility for higher pay at a local hospital and an interim DON was hired. Many of the nursing staff left the facility to work with the former DON at the hospital. Mr. Gomez confirmed the facility currently has two open positions and utilizes minimal agency staff. Terri Cantrell inquired about the facility’s Admission Protocol and the positive impact of this process. Ms. Ana Marques relayed the facility staff, and the medical team work together to review and identify the high-risk residents at the admission to create a pathway to obtain a positive outcome for the resident. Ms. Marques noted this procedure has proven to be very successful. Dr. Kelly Smith motioned to proceed with the application and site visit. Bobby Rosenthal seconded the motion. All Panel members agreed.

Site Visit Assignment:

Facility	Panel Member Assigned
The Manor at Carpenters, Lakeland	Teresa Scott
Premier Place at the Glenview, Naples	Terri Cantrell
Sunnyside Nursing Home, Sarasota	Dr. Kelly Smith
Westminster Palms, St. Petersburg	Robert Asztalos

Old/New Business:

The Chair requested subgroup chairs provide an update on their activities:

Subgroup Update

- Customer Satisfaction and Homelike Environment – Dr. Kelly Smith, Chair
 - No Update. Chair will schedule a future meeting.
- Long-Term Ombudsman and Family/Community Involvement – Judith Plaut, Chair
 - No Update.
- Quality of Care Rating, Best Practices and Targeted In-Services – Kimberly Smoak, Chair
 - No Update. Chair will schedule a future meeting.
- Stability and Staffing/Workforce – Dr. Kelly Smith Chair
 - No Update. Chair will schedule a future meeting.

The Chair invited new panel member, Melissa Vergeson to consider joining a subgroup.

Public Comments

None.

The Chair thanked all panel members and Agency staff for their participation. The meeting was adjourned.