

Kreport@up.net

Response from Mission Point

Thank you for giving us an opportunity to respond to the report. We acknowledge that we have had staffing challenges like many of our peers and other organizations. We have also had some payment issues with vendors which we are correcting. The report you reference listed many issues. Instead of addressing them individually, we are providing a response focused on the initiatives we have put in place to ensure that we are working through these issues.

With regards to staffing:

- We are working with MDHHS to supplement staffing
- We have set up contracts with a Nursing / CNAs agency
- We continue to recruit for staff. We currently have five CNA candidates in the pipeline
- Our HR team is currently reviewing staff compensation and recognition and benchmarking it against our peers in the market to determine next steps

With regards to nursing:

- We have a new Director of Nursing. The new Director of Nursing is an RN and has her MSN.
- We are leveraging regional clinical support to ensure patients are receiving proper care.
- We are hosting daily incident command calls with executive, regional and facility leadership to ensure barriers are removed.
- We have regional clinical leadership not only at the facility but reviewing clinical charting daily to ensure the appropriate care is being provided.
- Bathing: Each resident has a plan of care, and the staff is expected to follow the plan of care. Residents do have the right to refuse showers and bathing

Vendor/Payment

- Our COO is meeting with the CFO and A/P team daily to work through all vendor issues
- Our COO has called several of the local vendors to ensure payment processing has been corrected
- Roof – There was a significant rain, and the roof did leak. Residents were relocated to other rooms and wellness visits were completed to ensure the residents were ok after the move. The contractor has already been out, and work will be starting on the roof soon.
- “flooding” – A “T” on a hose to the washer in the laundry room broke and the water flowed onto the floor in the laundry room, and out into the hall. The company that manages the washer and dietary equipment was on site and took care of the broken “T” immediately.

Food / Quality:

Mission Point of Hancock contracts with Gordan Food Services and has established seasonal menus. Each menu is calculated for the census of the facility. Leadership orders the food needed weekly and this is monitored by the regional dietitian. At no time has there been a concern

about having enough food for our residents. Note: The facility is required to have emergency backup food that can last several days. This is an emergency preparedness requirement.