



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Glenclyff Home

Presented to House Finance Division III

March 8, 2023

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Agenda

1. Mission & Vision
2. Accounting Units
3. History and Overview of Care Delivery
4. Clients, Census, & Waitlist
5. Benchmarks & Staffing
6. Key Accomplishments & Challenges

Mission

Strive to provide a continuum of service to New Hampshire's developmentally disabled and/or mentally ill population in a home-like atmosphere with an emphasis on independence, dignity and acceptance.

Vision

That all Glenclyff Home residents live a full life and gain independence by overcoming their challenges and developing skills to move into their preferred community.

Glenclyff Home Accounting Units

| Activity-Accounting Unit | Accounting Unit Title | Division | Bureau | Budget Book Page # | Budget Briefing Book Page # |
|--------------------------|-----------------------|------------------------|--------|--------------------|-----------------------------|
| 9100-5710 | Professional Care | Health Care Facilities | GH | 1015 | 1 |
| 9100-5720 | Custodial Care | Health Care Facilities | GH | 1016 | 2 |
| 9100-5740 | Administration | Health Care Facilities | GH | 1016 | 3 |
| 9100-7892 | Maintenance | Health Care Facilities | GH | 1017 | 2 |

History

- Legislation passed in 1906 established Glenclyff Sanitorium.
- Glenclyff's first patient was admitted in 1909.
- For its first 50 years, Glenclyff treated more than 4,000 patients per year for tuberculosis.
- In 1970 the facility was converted into Glenclyff Home for the Elderly (Glenclyff Home in 2007) to care for elders whom have significant psychiatric conditions that prevent other facilities from being able to meet their long term medical needs.
- Glenclyff serves as a critical discharge location for New Hampshire Hospital.

Overview

- Glenclyff Home is a health care facility that provides a continuum of services for New Hampshire residents who have a developmental disability and/or a severe mental illness in a home-like atmosphere with an emphasis on independence, dignity, acceptance and, when possible, a return to the community. This program is Center for Medicaid and Medicare Services (CMS) certified to provide Nursing Home level medical care and provides any needed mental health services to individuals who meet Long-Term Care Eligibility and PASRR (pre-admission screening and resident review) approval, and who have not had their needs met at other facilities.
- Glenclyff Home is located 69 miles northwest of Concord nestled on the side of Mount Mooselauke in the town of Benton. The facility built in 1906 (opened in 1909), is a self-contained campus which produces all its electricity using a combination of hydro power and diesel generators, produces all its own hot water and steam heat using a bio-generation power plant, has its own water supply and sewage system, and maintains an independent campus.

Delivery System

Glenclyff Home provides direct services through Glenclyff Home’s 169 full-time employees with additional services provided through contracts or Memorandums Of Understanding (MOUs) with other providers.



Clients & Services

Glenclyff Home residents have a medical need that requires Long-Term Care level of service as well as a Mental Illness and/or Developmental Disability and have not been able to have their needs met by other providers.

As required by RSA 135C, and under Administrative Rules He-M 700, Glenclyff Home provides Nursing Home Facility (NF) level of medical care, and any specialized services needed to individuals who require 24-hour care. Services provided include Nursing care, Adult Daily Living needs, Recreational Services, Spiritual Services, Safe Environment (Housekeeping, Laundry, Maintenance), Dietary Services and Room and Board. Additional services include, but are not limited to: Primary Care Physicians, Psychiatry, Physical and Occupational Therapy, Podiatry, and Dental Services.

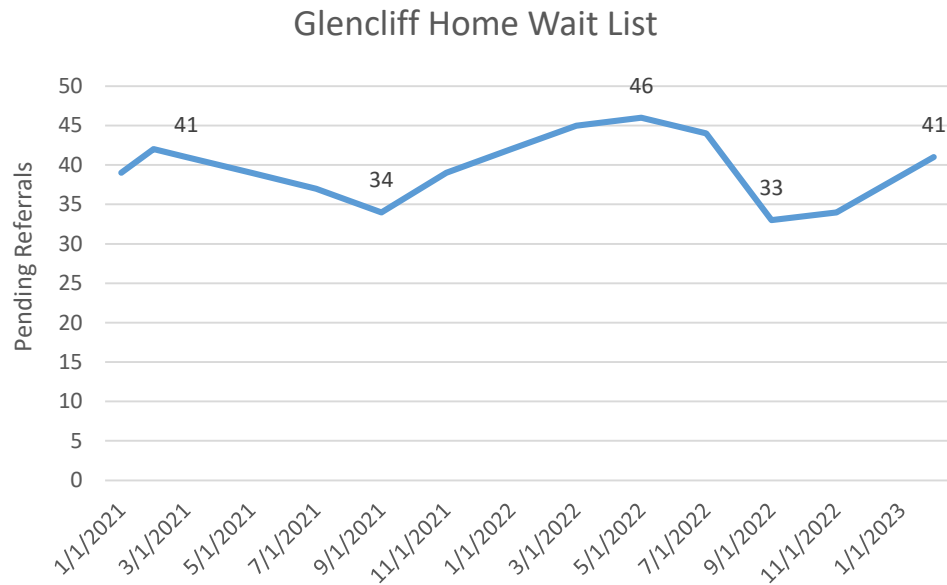
Glenclyff Home strives to use non-medication modalities and alternatives approaches, as well as training staff in behavioral interventions such as sensitivity training and nonviolent crisis intervention.

Census

| Year | Budgeted Average Monthly Census | Actual Billable Average Monthly Census |
|---------|---------------------------------|--|
| FY – 18 | 116 | 111 |
| FY – 19 | 116 | 114 |
| FY – 20 | 116 | 113 |
| FY – 21 | 116 | 112 |
| FY – 22 | 116 | 77 |
| FY – 23 | 116 | 67* |

* Data used is through February 2023
 * 41 individuals currently in admission process.

Glenclyff Home Waitlist



- Glenclyff’s waitlist grew through the pandemic, and remains high due to staffing limits.

Workload Benchmarks

| Metric | CMS- National Benchmark | CMS- New Hampshire Benchmark | Glencliff Performance |
|---|-------------------------|------------------------------|------------------------|
| Registered Nurse hours per resident per day | 40 minutes | 43 minutes | 68 minutes |
| Licensed Nurse Assistant hours per resident per day | 2 hours and 13 minutes | 2 hours and 18 minutes | 2 hours and 36 minutes |
| Total number of CMS survey findings | 8.6 | 4.8 | 8 |
| Percentage of residents who get an antipsychotic medication | 14.4% | 16.6% | 70.7% |

<https://www.medicare.gov/care-compare/?providerType=NursingHome&redirect=true#search>

Percentage of Residents taking Antipsychotic demonstrates the challenges of serving our population.

Full Time Staffing by Class and Designation

| Authorized Positions FY23 | Total Percent | Percent Vacant | Class | Designation |
|---------------------------|---------------|----------------|-----------------------|---|
| 31 | 18.34% | 48.39% | 5710 – Professional | DON, RN & LPN |
| 71 | 42.01% | 43.66% | 5710 – Professional | LNA |
| 14 | 8.88% | 21.43% | 5710 – Professional | Medical Records, Activities & Social Services |
| 16 | 8.88% | 25.00% | 5720 - Custodial Care | Food Services |
| 10 | 5.33% | 30.00% | 5720 - Custodial Care | Building Cleaning Workers |
| 5 | 3.55% | 20.00% | 5720 - Custodial Care | Laundry |
| 8 | 4.73% | 12.50% | 5740 – Administration | Finance, Clerical, Administrative |
| 14 | 8.28% | 7.14% | 7892 – Maintenance | Building and Grounds, Power Plant |
| | | | | |
| 169 | | 34.91% | All Classes | |

**All positions are considered direct care apart from Administration.*

Key Accomplishments

- **Glenclyff remained COVID-19 free for the first 22 months.**
- 95.7% of the residents received the COVID-19 vaccine.

- Continue to offer a NH Board of Nursing certified Licensed Nursing Assistant (LNA) program and a Medication Nursing Assistant (MNA) program. Have successfully graduated 12 LNAs and 7 MNAs since May of 2021.

- Since July of 2017, 49 residents have been discharged to alternate placements of their choice. This has allowed GH to admit patients from NHH and other facilities providing some relief within the mental health system.

- Moved forward with or completed capital projects such as the Phase II Potable Water, multiple new roofs, one new boiler, upgrading the electrical generation system, etc. to ensure continued sustainability of the campus.

GH- Key Challenges

Front Door

- Glenclyff Admissions queue growth due to low nursing staff levels
- Significant increase in referrals for patients with dementia

Back Door

- Lack of accessible and affordable housing in the community
- Lack of support staff at community providers

Operational

- Recruitment and retention in all departments.
- Aging Equipment
- Aging buildings