

# **Grandvue Medical Care Facility**

## **2020-2021 Annual Report**



Grandvue thrives under the governance of the Department of  
Health and Human Services Board of Charlevoix County:

**Mary Jason, Board Chair**

**Paul Andrews, Vice Chair**

**Rose Rau, Board Member**

**Bob Draves, Commissioner Liaison**

# Administrator's Message

As we are currently in the midst of deer hunting season, I am pleased to announce that our CNA transporter recently "got her buck," and shared the experience with a Grandvue Resident, a former hunter. Unfortunately, their encounter with the 9-point occurred during a routine hospital transport and came at the expense of our Grandvue van. While we first and foremost give thanks that all human lives were free from injury, we are faced with the task of looking for a new transport van in a time when vehicles are in short supply. Although I don't like the loss of a resource, I will always remember the smile on our Resident's face and how joyfully he shares his "hunting experience" with everyone he encounters.

I can't help but see this story as a metaphor for working in long term care during a pandemic: despite all of our preparations, sometimes the best that we can do is mitigate damages and celebrate moments of joy when we least expect them.

Grandvue has experienced many changes in 2020-2021, one of the most noticeable being the signature at the bottom of this page. Carol Timmer, Administrator for ten years, retired in June and the Board selected me to step into her role. This set off a chain reaction of leadership changes: my Assistant Director of Nursing (ADON) Shannan Butler was awarded my former position of Director of Nursing, and Care Coordinator Scott Southwell is our new ADON. When our Executive Chef resigned in September 2021, 30+-year Grandvue veteran and Certified Dietary Manager Teri Looze became our new Food and Nutrition Services Director. Teri is joined by Registered Dietitian Ellen Boyer, and we anticipate our restaurant style dining program to continue strong as we expand in-house clinical nutritional services. We have also experienced a change in maintenance leadership, with Neil McDonald our new Maintenance Director and Patrick O'Connor stepping into the Maintenance Coordinator position previously held by Neil. Although this team is relatively new to their current duties, they have the experience and knowledge of both long term care and Grandvue's culture to help us navigate our way through the pandemic, staffing shortages and rapidly changing regulations.



Despite our stringent safety measures, COVID-19 breached our facility walls, first in March 2021 when one Resident became ill, and again in October. While the first case had the best possible outcome, with the Resident fully recovered and no further spread, our most recent outbreak unfortunately resulted in the loss of four of our beloved Residents. Even as we mourn, we are doubling down on our safety measures, led by Infection Preventionist Danielle Karlosky, RN. I applaud staff members who quickly converted shared facility spaces into isolation zones, endured long shifts with multiple layers of PPE, took on additional caregiving duties, and still managed to do those little extras that put smiles on Residents' faces.

Like other businesses across the nation, Grandvue is experiencing a staffing shortage like we have never seen before. Despite referral bonuses, sign-on bonuses, a vaccination bonus and a retention bonus, as of November 2021 Grandvue's staffing is less than 80 percent of pre-pandemic numbers. The mandatory COVID-19 vaccination for health care facilities accepting Medicare and Medicaid is decreasing this percentage even further. We are grateful to our core team players who have dedicated so much to our Residents, diligently showing up for work, covering for absent team members, working outside of their roles and comfort zones, and doing whatever must be done for the safety and comfort of those around them. I am also grateful to our generous community members who have never forgotten Grandvue. Cards, letters and donated gifts for Grandvue's staff go a long way to reminding caregivers that the importance of their work extends beyond our walls into the greater community.

In a year full of pandemic fear and anger, loss of life, and attrition of staff, I appreciate our Grandvue family and the support our members show to one another. When challenges seem insurmountable, these are the times that we step in and rally to find ways to make the best life possible for each other and the Residents in our care. It takes a special team to find rewards in road kill; I am honored to be a part of such a team.

Sincerely,

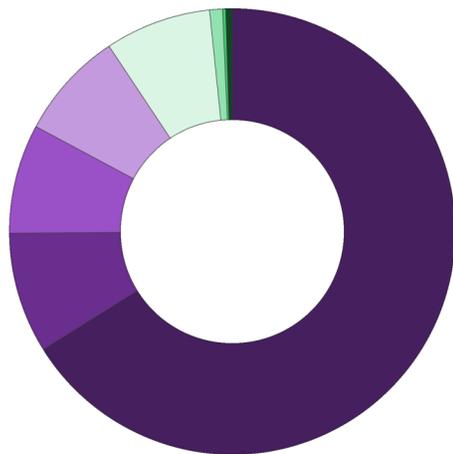
A handwritten signature in black ink, appearing to read "Joe Taylor". The signature is fluid and cursive, written over a light-colored background.

Joe Taylor  
Administrator

# 2020 Financial Information

from independent audit prepared by Plante Moran

## Revenue and Income

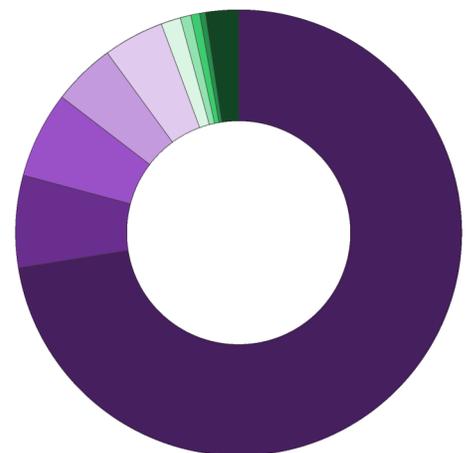


Net Service Revenue	\$12,280,709	66%
Tax Revenue	1,629,572	9%
Quality Assurance Supplement	1,473,377	8%
Certified Public Expenditures	1,457,275	8%
CARES Act Funding*	1,431,711	8%
Quality Measure Initiative Revenue	173,157	1%
Interest Income	41,833	0%
Contributions	2,625	0%
Other Income	86,100	0%
<b>Total</b>	<b>18,576,359</b>	<b>100%</b>

\*Includes CARES Act Provider Relief Funds and revenue from the Michigan Department of Health and Human Services, mostly related to COVID-19 testing reimbursement and direct care wage reimbursement. Requirements for the uses of the CARES Act Funds are subject to change and are open to interpretation and clarification and, therefore, may result in changes. Any changes in amounts recognized as a result of new guidance, interpretation, or clarification will be recognized in the period in which the change occurred.

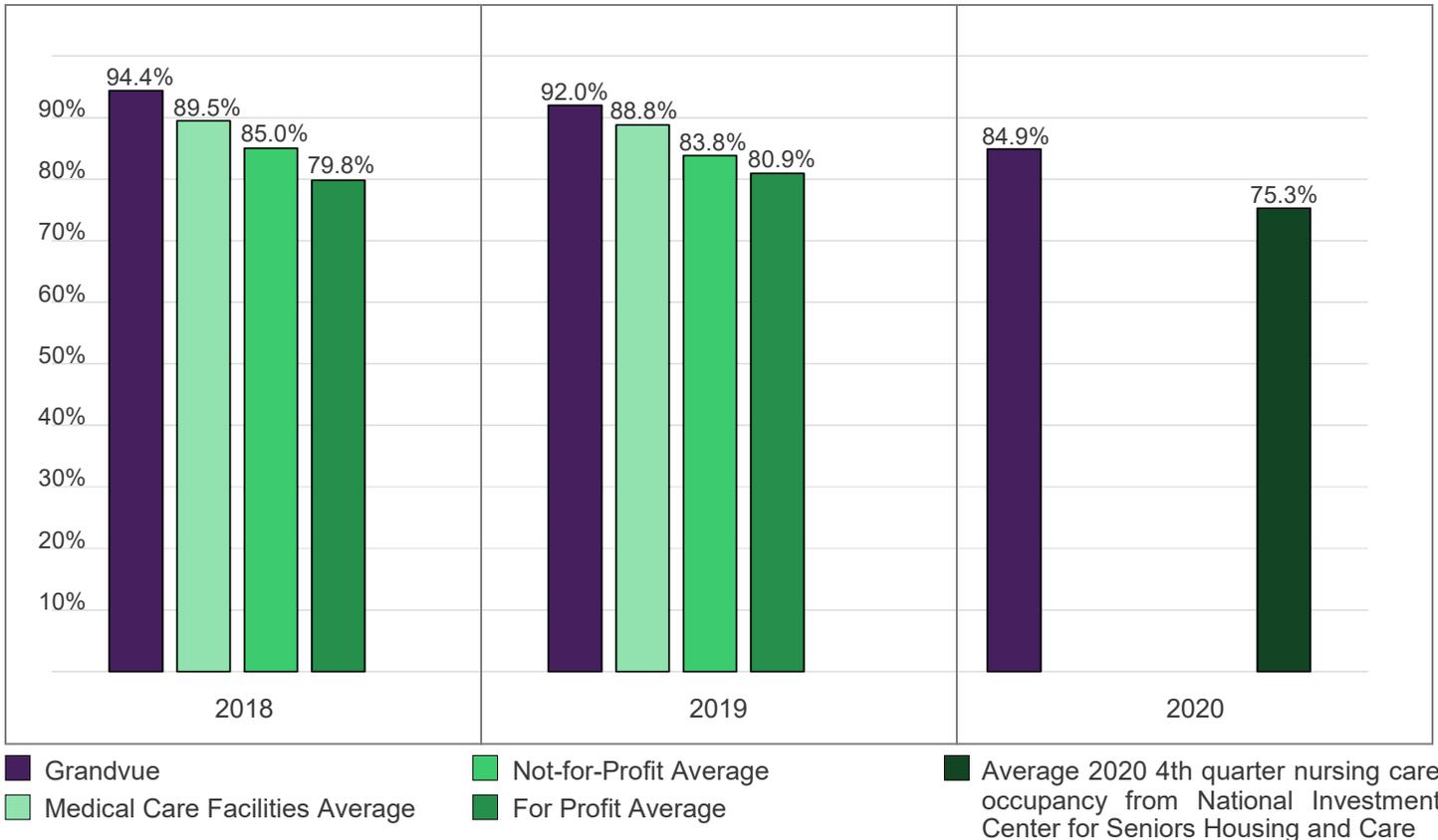
## Expenses

Salaries and Related Costs	\$13,256,608	72%
Professional Services	1,224,215	7%
Operating Supplies and Expenses	1,145,856	6%
Quality Assurance Tax	831,287	5%
Depreciation	803,271	4%
Utilities	259,844	1%
MOE	141,601	1%
Quality Measure Initiative Provider Tax	116,947	1%
Repairs and Maintenance	77,605	0%
Other	435,902	2%
<b>Total</b>	<b>\$18,293,136</b>	<b>100%</b>



# Occupancy

Information pulled from Plante Moran EDGE benchmarking report, derived from Medicaid cost reports filed for the period identified above.



# Community Support

In a year filled with the challenges associated with changing rules, staffing shortages and supply chain interruptions, we are grateful for the constant support of our generous northern Michigan community. From the kindergarteners who filled our walls with their artwork to every family member who took the time to write an encouraging word, the outpouring of caring has been a force of positivity that has motivated our care partners and brightened the lives of our Residents.

We are grateful for the generous donors in our community who have helped to improve the lives of Grandvue's Residents. Through charitable donations, Grandvue is able to invest in educational opportunities for staff, purchase equipment for the benefit and comfort of Residents and their guests, and support improvement projects like the Grandvue Terrace and Recreation Park. There are several ways you can contribute to Grandvue:



A Gift to the Grandvue Endowment Fund at the Charlevoix County Community Foundation is invested for the long-term and provides for annual distributions in support of Grandvue's operations and capital projects. Because only a portion of the fund balance is distributed each year, the Fund grows over time through investment income and additional contributions. For more information or to make a donation, please visit [www.c3f.org](http://www.c3f.org) or call the Charlevoix County Community Foundation at (231) 536-2440.



A gift to Grandvue is put to work today by supporting operational costs that allow us to fund special programs such as tuition reimbursement and wellness activities through the Grandvue Memorial Fund. If you are interested in learning more, please contact the facility at (231) 536-2286.

**Thank you for your support.**