

**J. Arthur Doshier Memorial Hospital
Special Need Petition – 14 Nursing Home Beds
July 2011 Public Hearing**

Talking Points

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Medical Facilities
PLANNING SECTION

Dennis Coffey, CFO

Thank you. Good afternoon. My name is Dennis Coffey, and I am the CFO for J. Arthur Doshier Memorial Hospital, which is located in Southport, Brunswick County. Doshier is a Critical Access Hospital with 36 licensed acute care beds, 50 nursing home beds, and 14 adult care beds. With me today are Ava MacDonald (Social Worker), Dr. Tom Holland (Medical Director), Edgar Haywood (CEO), Mike Ryan (community resident whose mother is in our nursing home), and Mr. and Mrs. Price (also community residents whose mother is in our nursing home).

I am here to request an amendment to the 2012 State Medical Facilities Plan to add a special need for 14 nursing home beds in Brunswick County.

Why 14? The need is there today. Doshier can respond immediately upon approval of a CON, and we have unused capacity in beds that are licensed for adult care and built to nursing home specification. We accept all payor classes, all races, religions, and except for accommodating semi-private rooms, make no distinctions with regard to sex.

- According to the methodology used to calculate nursing home bed need in the 2012 State Medical Facilities Plan, Brunswick is short 96 beds in 2015. No need shows because one nursing home facility approved in 2007 has not yet opened; and two others are chronically underused.
- The need is real, there is a waiting list. Doshier's nursing home waiting list stays at 48 to 50 people. I also understand that over 200 Brunswick County residents are in nursing homes in Pender, New Hanover and Columbus Counties.

- I understand that the state wants to be conservative, so there is no overuse and that existing facilities are not jeopardized financially.
- On the other hand, we have a unique opportunity. We have a waiting list for nursing home beds but adult care home beds are all empty, a conversion of adult care beds to nursing care beds could happen without any additional capital costs.
- Be aware that, geographically, Brunswick is a large county; but, one-third of the county is the Green Swamp and its communities are connected by a very limited road network that becomes highly congested during all the summer months. We are an hour from Wilmington and almost that far from the other hospital in Supply, especially during the summer season. Our 107,000 residents are complimented by that many more who come to the beaches and clog the two lane highways.
- We considered several alternatives:
 - Status quo makes no sense.
 - Requesting all 96 beds was considered. However, that would cause the state to consider a new home. Exactly that happened to us the last time so many beds were added to the Plan for Brunswick County. It is almost impossible to find someone to ask for 82 beds. And, if they can, the CON Section wants to approve all of the beds.
 - Moreover, when the new facility opens, it could help ease the county demand.
 - Doshier has 14 available beds that are unused, ideally located and in demand now. 14 beds would be more financially efficient and consistent with the current conservative methodology.
- Our proposal responds to the three basic principles of the Plan:
 - It will improve access. There is a waiting list today. There has been a waiting list for several years, and the Plan will not otherwise show a need. Opening these beds would instantly relieve an already high demand.
 - It will provide exceptional quality. J. Arthur Doshier Memorial hospital is the only nursing care facility in the Brunswick County area with a 5-Star Quality Rating issued by Medicare. Doshier is also a Critical Access Hospital, meaning it

has been certified by the state and federal government as an essential hospital to rural communities.

- It is an exceptional value proposition. Doshier can satisfy the need with no capital cost and no adverse impact on an existing facility or on current patients served. Our only residents are borderline nursing home residents and other adult care home beds in the county average 63 percent occupancy.
- Community is a strong supporter of this hospital.
- It is imperative to keep J. Arthur Doshier Memorial Hospital a viable resource because it is a very small community hospital and is supported by the citizens of the Smithville Township with a hospital tax.
- The board of directors and management respectfully request the State Health Coordinating Council to endorse the approval of 14 nursing care beds for J. Arthur Doshier Memorial Hospital.

I will be happy to answer any questions.

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Social Worker

Thank you. Good afternoon. My name is Ava MacDonald, and I am the social worker and discharge planner for J. Arthur Doshier Memorial Hospital, which means that I work with acute care patients seeking nursing home care and in admissions and discharge for the nursing home. I have been at the hospital for several years. We are a small facility and all of our patients are treated like family, because they are like family.

However, we also offer top notch quality. A sustained 5-star rating is achieved by hard work, dedication to detail, and high quality staff.

- I can confirm what the CFO said. We sustain an active waiting list of as many people as we have nursing home beds. Today, the nursing home is full. We have a waiting list because the county does not have enough quality beds and because Doshier is the best in the county.
- It usually takes 48 hours to fill a vacancy, only because of the amount of paperwork involved in a nursing home admission.
- Because beds stay full, we are constantly looking for new resources. Unfortunately, the choices are not good. People either stay at home and cobble together a temporary solution, or they go out of county, or they get lucky and a good bed opens up.
- Unequivocally, our patients object to being referred to the chronically underused facilities. It is not fair to ask people to settle for low quality.
 - One other facility is old.
 - Another facility is having a hard time with care program.

- By contrast, Doshier has had 2 years of deficiency-free surveys. Anyone working at nursing homes knows how hard that is to acquire. The only way to achieve this is having excellent and safe working facility.
- If you let us have these beds, we cannot solve all the problems. We could, however, make a major impact and we can do it immediately, letting a future Plan provide for another facility in the county.
- It breaks my heart to see these people that cannot get our help although we have several unused beds that could be used with only administrative approval.
- I will be happy to answer any questions.

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Tom Holland, Medical Director

Thank you. Good afternoon. My name is Tom Holland, and I am the Medical Director for J. Arthur Doshier Memorial Hospital Nursing Center.

I am here to endorse the request for an amendment to the 2012 State Medical Facilities Plan to add a special need for 14 nursing home beds in Brunswick County.

As a Medical Director for J. Arthur Doshier Memorial Hospital, I am responsible for the oversight and quality assurance of the medical component of the hospital's patient care program. I also serve as the physician member of the interdisciplinary team at Doshier Hospital, as well as the medical liaison for outside physicians and community representatives.

I can't stress enough how important it is to the community to receive these 14 additional nursing care beds. With a real need, demonstrated by our waiting list of 40-50 people at Doshier, it is imperative to meet the needs of our patients.

At Doshier we strive to maintain the highest quality care to our local community and comfort and care of our patients is our major goal.

- I will reiterate the fact that we are the only facility to achieve a five-star rating out of the five nursing care facilities in Brunswick County, a fact that I am extremely proud to report.
- However, since we are the only top notch facility in the county, many patients that cannot be placed at our facility due to the lack of nursing care beds, choose to go outside Brunswick County to receive care.
- About 288 Brunswick County residents choose to go to surrounding counties (Columbus, New Hanover, and Pender).
- With the addition of these 14 beds we could start to provide better access for our own county residents.
- Additionally, these beds would also provide significant health care delivery system cost savings.
- About 25 percent of Doshier nursing home residents are short-stay, using the nursing home rather than the hospital for post-surgical recovery.
- This means that local residents who are under 65, or covered by a private retirement insurance plan and who are paying out of pocket deductibles and coinsurance on their private coverage are moving out of expensive hospital stay into less expensive nursing home beds.
- The need for these beds is clearly there, and I strongly urge the committee to endorse the approval of 14 nursing care beds for J. Arthur Doshier Memorial Hospital.
- I will be happy to answer any questions.

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Edgar Haywood, CEO

Thank you. Good afternoon. My name is Edgar Haywood and I have been the CEO of Doshier Hospital since 1992. In 1999 Doshier Hospital submitted a CON application for 60 SNF and 4 HA beds available to Brunswick County. Although there was a significant amount of competition for these beds the CON was ultimately awarded to Doshier. A post-award appeal pressured Doshier to transfer 10 of the SNF beds to satisfy the appellant thus keeping the CON Section out of litigation. A final CON awarded Doshier 50 SNF and 14 HA beds with an understanding that when available, Doshier would receive 10 future SN beds. Unfortunately the appellant's project was never constructed and those 10 beds just disappeared from the plan and Brunswick County. During the past decade our SNF beds have been routinely filled however very few of the HA beds have ever been in use. In fact, currently we have no HA beds occupied while we have 40 people waiting for a SN bed to become available. I want to remind everyone that Doshier Hospital never requested 14 HA beds however our support for the CON Section's actions in 1999 came at a cost of 10 SNF beds which has never been rectified. I urge you to amend the State plan to enable Doshier Hospital to meet its obvious SN demand. Doshier got "bullied" a bit during the initial appeal and our follow up 2008 CON application received minimal support. It is time for fairness to prevail and the issues related to the initial award be corrected. Your action to amend the current plan will insure that an additional 14 people will have access to a 5 star facility while, at the same time, 14 HA beds will no longer be empty. This win-win scenario becomes a "win-win-win" when one considers no capital costs are needed to make it happen!