

**Minutes of Meeting  
Health Services Council  
Project Review Committee-II**

**DATE: 26 August 2004**

**TIME: 3:00 PM**

**LOCATION: Health Policy Forum**

**ATTENDANCE:**

**Committee II: Present: Victoria Almeida, Raymond C. Coia, Catherine E. Graziano, Robert J. Quigley (Chair), DC, Larry Ross, Reverend David Shire**

**Not Present: James Daley, Rosemary Booth Gallogly, Maria R. Gil, Wallace Gernt, Denise Panichas**

**Staff: Valentina D. Adamova, Michael K. Dexter, Joe Miller**

**Public: (see attached)**

**1. Call to Order and Approval of Minutes**

**The meeting was called to order at 3:00 PM. Staff noted that conflict of interest forms are available to any member who may have a**

**conflict.**

## **2. General Order of Business**

**The first item on the agenda was the application of Enable Home Care Services, Inc. for initial licensure of a Home Care Provider Agency at 1441 Park Avenue in Cranston. Staff stated that at a previous meeting the Committee requested a Business Plan and Quality Assurance Policy which have been provided. Staff noted that two comments were received in opposition to the application, from Capital Home Care and Health Care Services. Staff stated that subsequently the applicant submitted a response to the items addressed by the objectors. Staff noted that the applicant provided information that the proposed administrator for the facility, Ms. Ciampanelli, is no longer with the agency and a new person has been identified on the organization chart as, Ms. Sousa. Staff stated that today a notice was received from the legal counsel to the objectors stating that the objectors are withdrawing their objections.**

**The Chairman stated that because there has been many changes to this application the Committee is going to approach this as a new application. Mr. Rameaka, legal counsel to the applicant, stated that an investigation was conducted as a result of the complaint against Ms. Alexander and that the conclusion of the investigation was that the complaint was unsubstantiated. Staff stated that in the mailing the**

**Committee received a memo from Chief of the Office of Facilities Regulations with respect to this complaint, which states that the complaint was found to be unsubstantiated. Mr. Rameaka introduced Ms. Alexander, Mr. Jalette, Ms. Sousa and Mr. Richardson, an accountant. He stated that a Business Plan and Quality Assurance Policies have been submitted.**

**Ms. Alexander stated that in regards to the changes in the organizational chart for the proposed facility, Ms. Ciampanelli is no longer with Enable Home Care Services, Inc. (“Enable”) and that Ms. Alexander would assume the role of administrator and Director of Nursing. She stated that Ms. Sousa is a lawyer and planning on attending nursing school starting in January 2005. She stated that Ms. Sousa would be an assistant to herself and Mr. Jalette.**

**Mr. Ross stated that based on the information provided in the Business Plan, the proposed facility would primarily provide services, over 90%, to the Medicaid clients. He inquired as to how the applicant anticipates achieving such projections and what is the underlying analysis of the need within the Medicaid population for such services. Mr. Jalette stated that the projections are based on 1 visit equaling 2 hours and it is a general projection.**

**Mr. Ross stated that this seems to be a large number and he is concerned whether the facility will be able to achieve such volume and inquired as to what is there is sufficient need is out there within**

**the Medicaid population and if Medicaid covers such services. Ms. Alexander stated that Medicaid does reimburse for home health and homemakers. She stated the proposed facility would also provide services to self-paying clients. Mr. Ross noted that self-pay projections are very small and only account for 5% of the business.**

**The Chairman requested that the representatives of Enable discuss their home health experience. Ms. Alexander stated she has 1 ½ years of home health experience. She noted that she was director of Nursing Services at Health Care Services and case manager for Capital Home Care. She stated that with Health Care Services she was responsible for all the field employees and organized and directed tuberculosis and flue clinics. She noted that with Capital Home Care she was involved with admissions and discharges.**

**Mr. Jalette stated that he has no home care experience.**

**Ms. Sousa stated that she has no home care experience. She stated that she planning on attending the nursing program at CCRI in January 2005.**

**Ms. Alexander stated that both Mr. Jalette and Ms. Sousa would be taking a certified nursing course from Cranston Tech beginning in October of 2004.**

**Ms. Graziano inquired as the experience background of Ms. Sousa**

and asked where she is licensed as a lawyer. Ms. Sousa stated that she is not a licensed attorney because she has not taken the licensing exam. Ms. Graziano stated that the proposed former administrator, Ms. Ciampanelli, had strong computer skills and was going to handle the business management of the office. She stated that now Ms. Alexander is proposing to become both the administrator and the Nursing Supervisor. Ms. Graziano stated that Ms. Alexander would be responsible for oversight of all of hired employees and be in charge of running the entire operation with which the applicant confirmed.

Ms. Graziano inquired as to who would serve as the proposed office manager as identified on the organizational chart. The applicant stated that presently there has not been anyone hired but Ms. Sousa would be in training for that position. Ms. Graziano stated that Ms. Sousa would be busy if she proposes to attend nursing school at the same time. Ms. Graziano stated that it appears that currently there are three people involved with the proposed facility. She also noted that based on the organization chart, it appears that Ms. Sousa would be an assistant solely to Mr. Jalette and not Ms. Alexander, who is going to have the other two jobs. Ms. Alexander stated that she had no problem in managerial experience before.

Ms. Graziano stated that she is trying to understand how Ms. Alexander proposed to serve as both the administrator and the Nursing Supervisor of a large agency at the same time. Mr. Jalette

stated that the proposed staffing levels for the first full year of operations are based on a monthly average and the facility would not be as large at the beginning.

Ms. Graziano stated that she is a nurse and has been a nursing educator for a long time. She stated that she knows that hiring new people requires orientation and supervision. She stated that her concern is how could a single person taken on all of these responsibilities. Ms. Alexander stated that additional office staff will be hired eventually but the facility would not grow that quickly. She stated that she has always juggled a few things at once and sees no problem with performing both roles. Mr. Rameaka stated the applicant is still in the licensing stage and as the business grows the organization will grow to match those needs.

To the question of how many courses Ms. Sousa would be taking in January, she stated that it would be 6 credits or 2 courses. She noted that she has not yet enrolled in the courses. Ms. Graziano stated that it would take 5-6 years to complete the nursing program at CCRI because one would need to finish their preliminary courses and then be placed on a waiting list for clinical exposure for which the waiting list is 2 years. Ms. Sousa stated that she has been on the waiting list for over 1 year. Ms. Graziano stated that before being placed on the waiting list, the preliminary courses have to be finished. Ms. Sousa stated that she had no laboratory exposure.

**The Chairman stated that the combined home health experience of Mr. Jalette, Ms. Sousa and Ms. Alexander is 1 ½ years. Ms. Alexander noted that she has been a RN for over 10 years.**

**Mr. Ross stated that in light of this changes to the organizational chart the applicant should resubmit the projected financials and verify the accuracy of the projections. He noted that based on the projection the proposed facility would have a large number of visits and he was concerned about whether there exists such need. Staff noted that this question related to the financial viability of the proposal. Mr. Ross stated that is not confident about the reasonableness of proposal and accuracy of the information. He requested that the applicant submit the supporting documentation used to achieve the projected volumes.**

**The applicant noted that employees would be working on a per diem basis and that there would not be guaranteed hours.**

**Ms. Almeida inquired as to Mr. Jalette's duties at the proposed facility. Mr. Jalette stated that he would be overseeing day-to-day operations, and doing anything to help. Ms. Almeida stated that she would like to know his specific daily duties. Mr. Jalette stated that he would handle employees, problem solve, conduct assessment and surveys, and make sure the facility is on course towards quality of excellence. Ms. Almeida asked if Mr. Jalette would determine whether protocols are accurate, with which Mr. Jalette agreed.**

To the question regarding her duties, Ms. Sousa stated that she would serve as an assistant to Mr. Jalette. Ms. Almeida inquired if Ms. Sousa had such previous experience to which Ms. Sousa answered yes.

Ms. Almeida stated that running a home care facility is not the same as running a regular business. She stated she is less concerned about marketing and networking, but is concerned about people who can understand and embrace all of the issues that go with providing quality health home care services. She stated that the Ms. Sousa would be dealing with frail and vulnerable people, while at the same time trying to pursue a nursing career, and getting up to speed. She stated that she is not confident at this point, that the applicant has the infrastructure, the work experience, the protocols and general understanding that the Committee expects to make sure that the public is going to be safe. She stated that is not sure that Ms. Sousa and Mr. Jalette understand what the present standard of care is and not knowing, understanding, accepting and embracing that, creates a recipe for disaster.

Mr. Rameaka requested that the Committee schedule another new hearing date to give the applicant an opportunity to address these issues.

Ms. Graziano inquired as to how the applicant anticipates achieving

**the projection of \$662,000 net revenue income in the first year and improving on that in years 2 and 3. Mr. Jalette stated that the goal is to open the facility in January 2005 and in the months before that looking for potential clients. To the question regarding the proposed services area, the applicant stated that it would be Providence, Cranston, Warwick, North Providence, Pawtucket and Johnston. Ms. Graziano requested that the applicant provide detailed position descriptions for the staff.**

**Mr. Shire stated that other new agencies' first year projections are modest and grows in the following years and inquired to the staff as to the accuracy of that statement. Staff stated that many application of this type show more of a ramp up from the first year. Staff stated that the minimum-filing fee is based on projected revenue of \$500,000 and many applicants pay the filing fee of \$500 even though the projected net income is below that. Staff stated that it is not usual to get filing fees above the minimum for this type of an application.**

**The Committee agreed to schedule another meeting for this application.**

**There being no further business the meeting was adjourned at 3:45 PM.**

**Respectfully submitted,**

**Valentina D. Adamova**