

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

September 26, 2013

12:00 p.m.

NCHC – Wausau Campus

Present:

X	Ray Bloomer	X	Ron Nye	EXC	Gretchen Thuot
X	Jean Burgener	X	Lee Olkowski	EXC	Joanne Kelly
X	David Tange	X	Laura Scudiere	X	Robert Weaver
X	Gary Gisselman	X	John Robinson	EXC	Holly Matucheski
X	Bill Metter				

Also Present: Gary Bezucha, Brenda Glodowski, Becky Schultz, Paula Hawkins

The meeting was opened at 12:05 pm. Roll call was taken and a quorum declared.

Consent Agenda

- **Motion** Kelly, 2nd Nye, to approve the consent agenda, which includes the August financial statements, the 8/29/13 Finance, Personnel & Property Committee and Board meeting minutes, and the CEO's report. Motion carried.

Chairperson's Report

- The annual Board Retreat will use the same format as previous years, from 12:00-8:00PM, with lunch and dinner.
- Agenda suggestions:
 - Detailed education on the psychiatry program, funding, outcomes, etc.
 - Healthcare reform: Where is healthcare going? Do we understand what is coming (i.e. bundled payment) and what it has to do with mental health, nursing home.
 - Focus on what is critical to the organization to ensure its success and success in the community.
 - More education than policy making. Education as it relates not to current programming but things that are changing in the environment and what we need to do to meet the new environment.
- Committee is having ongoing discussion on replacing the vacant board member position.
- **Motion** Burgener, 2nd Bloomer, to approve the report and minutes of the 9/16/13 Executive Committee meeting. Motion carried.

Financial Report

- August ended with gain of just over \$337,000. We continue to see revenue volumes down; however, expenses are also down to cover shortfalls.
- Year to date we are \$1.5 million ahead of targets.

Finance, Personnel & Property Committee

- Banking services – the committee approved the recommendation to transition our banking services from BMO – Harris to Associated Bank.
- To help in cleaning up old account balances before the computer system switchover, we offered a discount to 51 system self-pay customers with outstanding account balances. We had several people so far take advantage of the discount.
- The committee discussed upcoming budget assumptions and program changes.
- **Motion** Nye, 2nd Kelly to approve report. Motion carried.

Nursing Home Operations Committee

- The nursing home annual survey was the first week in September.
- The SOD (Statement of Deficiencies) was received this morning. We received one citation at the G level and nine at the D level. We are working on our Plan of Correction (POC) and will submit it by the end of next week. The number of citations is about the average result nursing homes are seeing in the state; nursing homes are seeing higher level and larger number of citations.
- Citation levels are based on severity and how widespread the incident(s) is.
- Quality Committee could provide an education on levels in a survey.
- Implications to 5 star rating: we will probably not be able to maintain a 5-star, but should be able to be rated at a 4-star.
- The master facility plan was presented to the Marathon County Board on 9/17/13 for information only. It appeared to be well received. The Marathon County Board will take it up for action at either their October or November meeting. They are meeting here October 10th at 7PM for their information meeting, and touring the nursing home and Aquatic facility.
- We have been successful in recruiting and hiring for the Inpatient Service Line Director position. Gretchen Brown will be here beginning November 11th. She has been a regional administrator for a Lutheran health care system in Illinois and Indiana. The Nursing Home Operations Committee has scheduled a breakfast meeting with her. She will be present at the November Board meeting.
- **Motion** Weaver, 2nd Robinson, to approve the report and the minutes of the 7/19/13 and 9/20/13 meetings. Motion carried.

Human Services Operations Committee

- The committee had discussion surrounding when as a community we need to intervene in a child's mental health issues. What role would the community play in assessments to try to keep children out of the criminal justice system? What role does this committee have in that process?
- The committee requested staff to look at dissatisfaction with mobile crisis services in particular, and to look at customer satisfaction in all areas.
- For the board retreat, look at how we measure customer satisfaction, how we determine what measures to use and who do we measure.
- **Motion** Robinson, 2nd Matucheski, to approve the report and minutes of the 9/4/13 Human Services Operations Committee meeting. Motion carried.

Organizational Expansion Sub-Committee Report

- Next meeting is scheduled for October 1st.

Quality Committee

- The Committee will begin meeting more frequently (going to bi-monthly).
- The outcome dashboard was reviewed.
- Have taken some vent patients who we were not made aware of how really ill they were. These are from non-local hospitals.
- We continue to work on employee turnover. A new orientation process has been implemented that should improve that.
- The past two months we have been below targets in outpatient access days to service.
- Over the next few months we will be determining what belongs on the dashboard that is shared with the board. Much more than what is reported is actually measured.
- Future agenda item: what does the board want to see measured/reported on in the dashboard. Are there any measures in the community? Explain how criteria as to how targets are set and how it is measured.
- **Motion** to approve the report and minutes of the 9/10/13 meeting by Thuot, 2nd Scudiere. Motion carried.

Nominating Committee

- The committee will have its first meeting immediately following the board meeting, to establish a charter and discuss a slate of officers for 2014.
- If any board members are interested in any office, please share with Ron Nye.

Psychiatry Recruitment

- The request for today is the beginning of a plan to increase psychiatry services overall.
- NAMI (National Alliance for the Mentally Ill) reports that more than half of all counties in the nation have no psychiatrist.
- The request for increasing psychiatry services includes 1 FTE Psychiatrist and 1 FTE Nurse Practitioner, for a net cost of \$455,000.
- **Motion** Weaver, 2nd Burgener, to approve the inclusion of these two positions in the 2014 budget for \$455,000, and for recruitment to begin immediately. Suggestion to look at a Geriatric Psychiatrist (Gero-Psych) in the 2015 and 2016 budget years. We will make the psychiatry expansion work regardless of whether the counties approve any requested increase in county levy. Motion carried.

Multi-County Human Services Feasibility Task Force

- The consultants held multiple focus groups in all three counties for partners, law enforcement, employees and consumers. Findings were presented at the meeting last week.
- They found a significant level of dissatisfaction surrounding our mobile crisis program. Staff have already begun visiting with those partners to find out specifics of dissatisfaction so we can create an action plan to address this and meet the needs of

partner agencies. The target is to have the first round of all face to face meetings done by the end of next week. An action plan will be developed, communicated back to stakeholders, and reported back to the Human Services Operations Committee.

- The task force narrowed options to three: 1) status quo; 2) an informal collaboration committee between the three counties; and 3) building a multi-county Human Services Model on the NCHC 51.42 platform.
- The committee is not interested in option 2. Most members of committee feel the primary option is option 3.
- All three counties have been charged to go back and ask a series of questions provided by the facilitators and report back to the consultants.
- It is difficult work to build consensus across three counties. The do nothing option is not viable with declining resources. There are many hurdles to overcome.
- Two representatives from the state participate. They have indicated it would take time if we go forward.

Future Agendas

- Pool report of the county task force
- Education from quality committee on survey levels for citations
- What the board wants to see measured/reported on for the dashboard

Motion Tange, 2nd Thuot, to adjourn. Motion carried.

Respectfully submitted,

Robert Weaver, Secretary

pdh