

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

January 30, 2014

12:00 p.m.

NCHC – Wausau Campus

Present:

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

Also Present: Gary Bezucha, Brenda Glodowski, Becky Schultz, Toni Simonson, Gretchen Brown, Paula Hawkins

The meeting was opened at 12:10 pm. Roll call was taken; no quorum present.

Chairperson's Report

- Executive Committee met with the CEO to review his annual evaluation. Nineteen of 24 evaluations were returned. The committee commended the CEO on good responses and comments.
- Annual Board Retreat is March 27th from noon to 8:00PM at the Westwood Center.

Resolution Honoring Gretchen Thuot

- A resolution honoring Gretchen Thuot was shared, thanking her for her services to the board and the clients we serve.

Membership

Ray Bloomer has been replaced by the Lincoln County Board; Jeff Hatfield has been appointed in his place. Gretchen Thuot's position will be replaced by a community member. Gary Gisselman will be replaced after the April elections, with a member of the Marathon County Board of Supervisors.

Quality Committee

- The Quality Committee met and approved the 2014 Quality Plan, including the 2014 quality dashboard measures.
- We did not meet our target on the employee engagement partnership percentile rank. It is a high priority for 2014. It will be shared with Leadership, along with exploring trends and plans for improving the results. We have an opportunity presented to improve the communication on the front line leadership level. A detailed presentation will be presented to the board at the February meeting. Suggestion on getting feedback on physician relationships with staff.

- Targets in the Financial domain have been revisited for 2014.
- Nursing home readmission rate includes the vent unit. Including the vent unit will drive the rate up. However, we still have the lowest readmission rate in the area.
- Outcomes of Quality plan for 2013 drove the plan for 2014
 - 2014 has specific initiatives in employee engagement.
 - In the 2013 plan there were 176 outcome measures; 123 were met or exceeded.
 - Quality teams will not change as they do drive improvements.
 - In the Inpatient Service Line there are opportunities for employee engagement.
 - Human Resources Department – we brought in a consultant to look at the HR process to improve results.
 - Focusing on leadership development.

Financial Report

- December ended with a loss of \$341,000. However, included is \$803,000 accrued for the employee incentive program. Prior to that we showed a gain for the month of \$462,000.
- Preliminary results show a year end gain of \$1.9 million. This will be audited; the process begins next week, with a presentation to the board in March.

Finance, Personnel & Property Committee

- Included in the key priorities for 2014 is revenue growth. We will be concentrating on Post Acute Care, OP Mental Health/Substance Abuse, and Day Treatment Program.

Nursing Home Operations Committee

- Master Facility Plan is on the agenda for the January 30th H&HS Committee meeting, with a resolution to give its blessing to the County Board. It then goes from County Board to the Marathon County Finance Committee.

Human Services Operations Committee (HSOC)

- Needs and concerns with children presenting in schools with behavior problems was the focus of the discussion at the 1/9/14 meeting.
- Several members of the HSOC met with the Early Child Coalition on 1/20/14 to determine what services are available and assess gaps.
- There is a lot of willingness to work together, to get to the bottom of the issues, and find ways to improve early intervention efforts and outcomes.

Nursing Home Operations Committee Membership

- We altered the three county contract, which was approved by Langlade and Lincoln Counties.
- Marathon County raised the question of how the contract deals with the management of the nursing home. One of the issues was a concern that the NHOC membership includes members who are not Marathon County residents. There needs to be education on the historical basis of the arrangement so there is understanding of it.

Otherwise the contract may need to be altered to restrict membership on the NHOC to residents of Marathon County. The contract is very specific on the financial aspects of the differences between the counties; i.e. the nursing home and aquatic program are strictly Marathon County's responsibility financially.

Multi-County Human Services Model Update

- The feasibility task force met and approved the final amendments to the study. Changes were made and sent to all members.
- It will now go to the three county boards for approval of the study and to go forward with a business plan. This will be very detailed with organizational impact and financial impact. A RFP to hire a consultant to take us through the next step will happen.
- Three people were appointed to develop the RFP over the next month, with representation from each county: Brad Karger, Robin Stowe, and Nancy Bergstrom. It will then go to then to the three county boards.
- At today's Marathon County Health & Human Services Committee meeting they will discuss how Marathon County will proceed.

CEO's Report

- TIER – Go-live date was delayed from January 6th to April 1st. Data migration is going well. Interfaces are being tested. A mock go-live will occur on February 10th. Billing is still the biggest work in process. We are making significant progress. The Marathon County Social Services Department will be seeing a demo of the system because of its applicability to Social Services programming.
- Our press release on our 5-star rating of Mount View Care Center generated interest. Channel 12 is doing an in-depth program on it, interviewing staff and Dr. Smith.
- Merritt Hawkins (M-H) (recruiting firm) update: we have hired a nurse practitioner who will begin in July. M-H is still working on finding psychiatrist candidates. We are meeting needs in Lincoln County on site and via telepsych with Dr. Cullen. In Langlade County we lost Dr. Carrigan as of the end of December. He has been replaced by Dr. Tasch providing telepsych one and a half days a week. Marathon County is using a variety of local practitioners: Dr. Schell, Dr. Garvey, Dr. Obasi, Ellen Barker NP, Dr. Dennison, Dr. Rich Minnihan, and Dr. Fernandez. We recently found several locum tenens psychiatrists willing to provide telepsychiatry services. We continue to recruit a full-time psychiatrist.
- United Way LIFE Report for 2013-2015 is available. Indicator 23 - Mental Health notes that suicide is the 10th leading cause of death in the nation. Since 2008 the rate in Marathon County has steadily declined; this is encouraging, and a testament to the quality of mental health services we provide.

Coordinated Service Teams (CST)/Comprehensive Community Services (CCS)

- CST is a wraparound program for children, similar to our CSP Program. There are admission requirements to enroll. The application is due by February 15th.

- Langlade and Lincoln Counties have already approved a resolution to approve this. Marathon County still needs to approve a resolution to approve.
- The Board directed the Executive Committee to meet the week of February 3rd to approve a resolution to appoint NCHC as the administering agency for CST, to be forwarded to the Marathon County Board.

Future Meeting Agendas

- All actions needing approval – postponed from this meeting due to lack of quorum
- Employee engagement partnership report

The meeting ended at 1:18 p.m.

Respectfully submitted,

Robert Weaver, Secretary
pdh