

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM
BOARD MEETING MINUTES**

July 30, 2015

12:00 p.m.

NCHC – Wausau Board Room

Present:

X	via phone	Jean Burgener	X	Joanne Kelly	X	Holly Matucheski
EXC		Bill Metter	X	Bill Miller	X	Ron Nye
X		Lee Olkowski	X	Dr. Eric Penniman	X	John Robinson
X		Greta Rusch	X	Laura Scudiere	X	Dr. David Tange
X		Bob Weaver	X	Jeff Zriny		

Also Present: Gary Bezucha, Gretchen Brown, Brenda Glodowski, Michael Loy, Becky Schultz, Toni Simonson, Debbie Osowski

Consent Agenda

- **Motion**/second, Zriny/Penniman, to approve the consent agenda which includes the May and June financial statements, 5/28/15 and 6/25/15 Finance, Personnel & Property Committee meeting minutes, 5/28/15, 6/25/15, and 7/9/15 Board meeting minutes, 6/9/15 Executive Committee meeting minutes, 5/21/15 Quality Committee meeting minutes, 4/24/15 and 5/22/15 Nursing Home Operations Committee meeting minutes, and the CEO report. Motion carried.

Final Strategies Report

- It was agreed that #4 Final Strategies Report with Schafer Consulting would begin at 12:30 p.m.

Chairperson’s report

- There was no quorum at the most recent Executive Committee meeting

Quality Committee report

- Committee discussed outcome data i.e. due to an outbreak of norovirus-like symptom there was an uptick in adverse events, committee felt appropriate action was taken on the sentinel events, emergency operations plan was reviewed, discussed compliance auditing to verify timely documentation and appropriate billing which will be monitored for the committee’s review.
- Jean Burgener and Laura Scudiere met with the Joint Commission reviewers during the survey. Joint Commission reviewers shared that staff were informative, enthusiastic, agreed with the mission of NCHC, and are innovative. This is a high commendation as Joint Commission is a leader in quality care for health care.
 - Two reports must now be completed and filed; one is due in 45 days and the other in 60 days. The 45 day reports have been completed and the 60 day reports should be submitted by 7/31/15.

- Joint Commission engineer returned last week and verified the corrections on the physical findings
- Organizational Quality Dashboard was reviewed
 - Days in accounts receivable are improving.
 - NCHC Access Measure has dropped due to staff vacancies affecting the ability to meet timelines on first appointments. Recruitment efforts are diligent.
 - Concern expressed about the declining percentile rank on client/patient/resident satisfaction. Senior Executive Team is working with the external vendor to better understand the survey results, how to put actions into place to drive improvement, and has launched a process improvement plan around service excellent to drive this process. Leadership has also been asked for input.
 - Quality Committee will continue to review the data, the process, the format data is being presented in, etc.
- **Motion**/second, Olkowski/Rusch, to approve the Quality Committee report. Motion carried.

Final Strategies Report with Schafer Consulting

- Steve Schafer and Neil Shapiro presented the Final Strategies Report
- The Board was asked to review the findings of the report and be prepared for in-depth discussion at the August 27 meeting of the Board i.e. align the strategies for the management team to pursue, create a 3-5 year work plan, identify strengths and weaknesses, etc.
- Schafer Consulting to provide:
 - information about how Sentara Healthcare, Virginia, uses telemedicine almost exclusively
 - All detail reports that support findings

Financial report

- June showed a gain over \$550,000.
- Revenues exceeded targets; increased \$125,000 due to reconciliation process; and revenue from hospital exceeded targets.
- Nursing home improved slightly from prior month.
- June expenses remain below target.
- Year to date shows \$1.6 million ahead of target.

Finance, Personnel & Property Committee report

- Days in Accounts Receivable continues to decrease.
- The county is changing expectations around budgeting but we will complete the budget based on historical practice and revise later if needed.
- Approved changes to the Paid Leave Time (PLT) policy i.e. currently employees have a PLT limit enforced bi-weekly which will be moved to an annual limit.
- Potential 2016 employee health insurance options were discussed. Action by the Committee will be considered with a final proposal.

Human Services Operation Committee Report

- A presentation of the Community Corner Clubhouse was provided; services provided collaboratively with staff and consumers.
- Sheriff Parks mentioned the jail has seen a benefit from services NCHC is providing and has a better understanding of NCHC services.
- Due to a system breakdown at the federal level receipt of the approved J1 Visa, necessary for our new psychiatric to begin working, has been delayed.
- Construction of a new aquatic therapy pool went through CIP last week, will be considered by the Health & Human Services Committee next. Effort is to move the design component into the CIP budget for next year. Concern expressed with the timing of the process with contingencies on several donations.

Nursing Home Operations Committee Report

- Committee is focusing on the 5 Star Rating, upcoming survey, working diligently with transparency with the county board, and the replacement of leadership staff.
- A sincere thank you to Gretchen for her time and service to the organization.
- DON vacancy will be filled following the hire of an administrator to allow the new administrator's involvement in the selection of a very important individual on their team.
- **Motion**/second, Burgener/Scudiere, to approve the 6/26/15 and 7/9/15 Nursing Home Operations Committee minutes and report. Motion carried.
- A contract with Catalyst Health care has been signed; Lori Koepfel will assist with management of the nursing home, preparations for the anticipated annual survey, etc.

Mental health services to the criminal justice system update

- Following the criticisms NCHC received several months ago over the services provided to the jail, resources have been applied in an effort to improve the services.
- Feedback provided by the Marathon County Sheriff's department has indicated they have a high satisfaction with NCHC. He indicated we have such a comprehensive array of services for inmates that probably can't be found anywhere else in the State.
- All parties have indicated we are truly making a difference and impact in this patient population and are providing services at an entirely new level.
- Being a pilot project, continued assessment will be completed, and if successful the same type of services will be provided in Langlade and Lincoln Counties as well.
- If project is to continue, costs will need to be built into the 2016 budget for all three counties.
- Mobile Crisis services will be increased in each of the counties which will also increase costs for 2016.
- It was suggested to invite Jail and Sheriff's Dept. personnel to a board meeting as a means of positive communication between organizations.
- Marathon County Board members were asked if they have heard feedback about the changes to services to the jail. Only one of three members indicated they have heard positive feedback.

- Important to note that NCHC responded immediately to concerns. Since this issue came to light in the media, it was mentioned that we also need to say what work has been accomplished.

Psychiatry residency program update

- All required stipends have been identified.
- A summit meeting of all partners is being organized for the end of August.
- Application being submitted in September.
- A site visit should occur before the end of 2015 with accreditation early 2016 in order to participate in a match in 2016.
- On track to accept the first three residents in July 2017.

Motion/second, Scudiere/Olkowski, to adjourn the meeting at 2:11 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant