

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

August 27, 2015

12:00 p.m.

NCHC – Wausau Board Room

Present:

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

Also Present: John Bandow, Dr. Brigitte Espinoza, Gary Bezucha, Brenda Glodowski, Michael Loy, Becky Schultz, Toni Simonson, Debbie Osowski

The Board welcomed Dr. Brigitte Espinoza. Dr. Espinoza recently joined NCHC as a staff psychiatrist.

Consent Agenda

- **Motion**/second, Kelly/Metter, to approve the consent agenda which includes the July financial statements, 7/30/15 Finance, Personnel & Property Committee meeting minutes, and the 7/30/15 Board meeting minutes. Motion carried.

Chairperson’s report

- The Parliamentary Policy was reviewed.
- It was the consensus of the Executive Committee that the Board approves minutes of committee meetings even if the committee has not yet approved the minutes. Amended minutes can return to the Board for approval at any time.
- **Motion**/second, Scudiere/Robinson, to approve the minutes of the 8/3/15 Executive Committee meeting.

Quality Committee

- PDCA (Plan, Do, Check, Act) process improvement project has been initiated regarding nursing home readmission rates.
- Corporate Compliance, Ethics, and Sentinel events investigations were reviewed in closed session.
- Joint Commission accreditation was reviewed. This is a symbol of quality that reflects an organization’s commitment to providing safe and effective care. Congratulations to all the staff.
- Dashboard was reviewed.
 - A ‘benchmark’ column has been added. This provides benchmark data on a national level.
 - Target column is the target we have set for the year based on historical performance plus an expected improvement of 10-25%.

- The 'access' measure score is driven by staff shortages particularly in Aquatic Services and Outpatient Clinics. Recruitment is in process to fill the 6.5 staff vacancies in Outpatient Services and the physical therapist position in Aquatic Services.
- The benchmark for 'turnover' is for north central United States and being driven almost 100% by CNA turnover in nursing homes.
 - We are using national websites to recruit.
 - There is a finite pool when seeking dual qualified substance abuse and mental health counselors but we are offering to provide training to become dually certified.
 - We have contacted all licensed clinicians in the State of Wisconsin.
- Defined action plans are being developed and will help show accountability for the services NCHC provides.
- Communication must improve with the community and County Board.
- Quality Committee continues to work diligently on each area of the Dashboard and welcomes any Board member's participation.
- **Motion**/second, Scudiere/Olkowski to approve the report and 7/23/15 Quality Committee meeting minutes. Motion carried.

Financial report

- July shows a loss of just over \$427,000. Driven mainly by high expenses.
- Revenues are near target.
- Two significantly high expense areas are health insurance and state institutes.
- Overall, the organization is ahead of target by \$958,049.

Finance, Personnel & property Committee

- A request for approval of a new pharmacy packaging system was reviewed.
 - Initially, the request for \$210,000 was incorporated in the 2015 budget. Revisions to the system would increase the amount an additional \$293,000.
 - After considerable discussion, the purchase of the new pharmacy packaging system will be included in the 2016 capital budget and will carry the \$210,000 approved in the 2015 budget into 2016.
- A joint meeting of the NCHC Finance Committee with the Finance Committees and Finance Directors of the three counties will be organized as soon as possible. Purpose: to discuss policy items, capital requests, any concerns, and promote communication. All Board members will be notified and are welcome to join the meeting. John Robinson will initiate the contacts to organize a joint meeting.

Human Services Operations Committee

- A presentation was received from Community Corner Clubhouse.
- Mental health services in the jail were discussed at length
 - We are providing more services at a higher level than ever before received in the jail i.e. crisis workers are called in on a daily basis, tele-psychiatry hours are expanding

from 4 to 8 hours per week starting in October, onsite part-time forensic counselor is in place, etc.

- Meetings with jail personnel began July 1 and occur every other week and include Chad Billeb, Michelle Hubbard, Paul Mergendahl, Deb Hager, Ronda Zastrow, Sandra LaDu-Ives, Gary Bezucha, Toni Simonson, and Laure Blanchard.
- To clarify any misunderstanding about adding an additional forensic counselor in the jail, this position is a specific specialty which means limited availability of applicants. We are diligently working to fill this position and requested a meeting with County personnel to develop a plan until the position was filled. County staff have indicated they will not accept anything less than a full-time forensic counselor who is to be in place no later than Nov. 1.
- Personnel in the jail have expressed positive comments regarding the results of the services being provided including positive feedback from Sheriff Parks stating he felt this could be a pilot for the State.
- An action plan has been developed which includes expanding services for the jails in the other two counties.
- City Pages article, communication from Marathon County staff and Board members, and accusations toward NCHC were discussed; the many inaccuracies in the communication were reviewed.
- OWI assessment payment process changed several years ago due to a recommendation in our annual audit; these changes were not communicated clearly enough to the County which has resulted in recent negative comments.
- Improved communication with County Board members was requested. Board members were also encouraged to contact Gary or any member of the Senior Executive team if questions or concerns arise.
- **Motion**/second, Robinson/Rusch, to approve the 7/16/15 Human Services Operations Committee report and minutes. Motion carried.

Nursing Home Operations Committee

- An interim administrator is in place; she has helped us through the nursing home survey.
- Discussed staff turnover; CNA's as a group tend to turn over quickly.
- Communication was also discussed.
- **Motion**/second, Robinson/Olkowski, to approve the 7/24/15 Nursing Home Operations Committee meeting minutes.

Medical Staff

- **Motion**/second, Scudiere/Zriny to approve appointments for:
 - Brian D. Smith, M.d., Medical Director
 - Jean Lee Baribeau-Anaya, PA-C, Mid-Level Provider, Locum TenensMotion carried.

Mental health services to the criminal justice system update

- Our commitment is to provide a full-time forensic counselor i.e. we have one forensic counselor in place now but the concern is to have a back-up for her when ill or on vacation.

- We are currently providing services far better than ever before; Robinson noted that jail staff and the Oversight Committee have recognized that services are quality services and we are making a positive impact on the inmates and seeing benefits.
- We have an opportunity to lead the nation in this area.
- A detailed action plan is in place; challenge is to reduce recidivism rate.
- Bandow noted that the county board is only hearing the bad news; communicating the positive is needed.
- Our staff is doing an excellent job!
- Need to look for positive opportunities to continue to invite the County Board and community members into this facility, have clients talk about meaningful experiences, etc.

Psychiatry Residency

- Anticipate submitting application in a few weeks.
- Expect site visit by the end of this year.
- A series of meetings are being scheduled with all involved partners.

Strategic Plan

- Suggested to delay further conversations to next month.
- Only 5 of 11 responses were received on the external stakeholder survey and it was felt this was not a meaningful response. Board agreed to redo this portion of the survey and provide the survey to all county board members from the three counties in an effort to obtain a more significant response.
- It has been suggested a Mental Health Summit be organized through the Board of Health and include issues of shortage of psychiatry, childhood trauma, proper resources, etc.

Discussion: Developing formal process for communication with marathon, Lincoln and Langlade Counties

- Defer discussion to next month

Discussion: Access to services

- Defer discussion to next month

Future meeting agendas

- Board training

Motion/second, Olkowski/Scudiere, to adjourn the meeting at 1:27 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant