

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

January 28, 2016

12:00 p.m.

NCHC – Wausau Board Room

Present:

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

Also Present: Gary Bezucha, Brenda Glodowski, Kim Gochanour, Michael Loy, Becky Schultz, Laura Scudiere, Craig McEwen, Debbie Osowski, Ashley Williams

Meeting was called to order at 12:01 p.m.

Welcome and introduction of Randy Balk, new board member.

A brief presentation was provided: 'Telling Our Story'. A method NCHC can use to let the community know about NCHC, provide employer awareness, and engage with staff through this video. The video was developed in collaboration with U.S. Workstories. Staff involved in video were recognized and presented with a Certificate of Appreciation.

Consent agenda

- **Motion/second**, Nye/Matucheski, to approve the consent agenda which includes the December financial statements, 12/17/15 Finance, Personnel & Property Committee meeting minutes, 12/17/15 NCCSP Board meeting minutes, and the CEO Report.
- **Motion/second**, Metter/Burgener, to pull the CEO Report from the consent agenda for discussion on the Psychiatry Residency program. Motion carried.
- Clarification was provided on the financial statement relating to the new requirement from GASB 68. The audit report will provide additional information about this latest requirement.
- Motion carried to approve the consent agenda.

CEO Report

- Concern expressed that the current issues with Marathon County will have an impact on the progress being made with developing the psychiatry residency program.
- NCHC will do everything possible to keep this important program from be stalled. It is important to the community to develop this residency program not only to help fill the need for psychiatry services, but many families stay in the community after completing the residency program. We do not want to jeopardize this valuable resource.

Chairperson's report

- **Motion/second**, Burgener/Miller, to approve the 1/12/16 Executive Committee meeting minutes.

- Question asked about the purpose of having the Board approve committee minutes. Noted that Executive Committee has been empowered to act between Board meetings however the Board can ratify those actions if necessary.
- A legal opinion on whether the Board is to approve Committee minutes was requested.
- Until a legal opinion is received it was recommended that members of the committee should move and second the motions to approve the minutes of that committee.
- Motion carried to approve the 1/12/16 Executive Committee meeting minutes.
- Marathon County Resolution #R-8-16 passed unanimously by the Marathon Board on 1/19/16.
 - Mr. Zriny met with NCHC Leadership Team and Leadership on 1/20/16; provided a brief presentation; responded to many questions.
 - The commitment of the staff was very apparent; they are not defeated, they are focused on our mission, and they want to know what they can do to demonstrate the success of NCHC.
 - Mr. Zriny and Ms. Burgener are committed to participate in management meetings whenever possible to show support and commitment to the staff, answer questions, etc.
- Marathon County 2016 Work Plan was approved by Marathon County having been identified as the most important issues for Brad Karger to work on in 2016 and include: 1) Support the NCHC Task Force in Defining the Relationship the County wants with NCHC; 2) Oversee the Aquatic Therapy Study Designed to Produce a Cost Estimate Sufficiently Specific and Reliable to Base a Borrowing Resolution Upon; 3) Oversee the Nursing Home remodel; 4) Develop and implement innovative approaches, which improve the adult and juvenile justice systems, as a means to creating Marathon County as the safest county in Wisconsin. Mr. Karger will be involved in the human services model study and the designated resource person.

Quality Committee report

- Organizational Quality Dashboard was reviewed.
 - **Motion**/second, Nye/Burgener, to approve the Organizational Quality Dashboard. Motion carried.
- 2016 Quality Plan was reviewed and recommended for approval by the committee.
 - Structures in the plan have been in place for over 3 years; committee feels structures are serving us well; no recommendations to major changes to the quality structure.
 - Pages 9 -11 are recommendations which mirrors operational priorities previously shared.
 - Recommendations on focus areas to drive results include:
 - Raise our levels of integration of process improvement methodology i.e. trained group of advanced facilitators to drive this process who will be leveraged on key process improvement projects.
 - Patient Experience: Satisfaction Percentile Ranking. Every month all employees will own this item and anticipate it will drive performance for very best experiences.
 - Four community measures are noted – one specific to crisis treatment; one pertaining to criminal justice outcomes-working with Deb Hager to determine specific measure.
 - **Motion**/second, Miller/Nye, to approve the 2016 Quality Plan. Board is ultimately responsible for quality of services which is delegated to the Quality Committee. Targets get changed as we look to improve measures and based on benchmark data; critical to be at state and national targets as a minimum. Motion carried.
- 2016 Compliance Plan
 - Plan specifies how we will monitor plans of NCHC to adhere to professional and licensing requirements, billing standards, etc. A Compliance Plan is required to be reviewed annually.
 - Only minor grammatical changes have been made.

- **Motion**/second, Kelly/Rusch to approve the 2016 Compliance Plan.
- Board members expressed concern with the need to investigate the use of pictures as protected health information following a recent meeting at the county board level with law enforcement. Corporate Counsel determined the picture was taken during the law enforcement visit, and not a health care visit, therefore was not violating HIPAA. Board felt it is important to determine whether this is a reportable incident to the Office of Inspector General. Motion carried.
- Crisis Process Improvement Update
 - Laura Scudiere, Becky Schultz, and Ashley Williams provided an update on the Crisis Process Improvement team meetings.
 - NCHC staff is committed to resolve concerns.
 - Quality Committee recognized the opportunity for improvement in this area last year and launched the process improvement effort.
 - Service delivery model and possible long term solutions are being evaluated; a financial plan would be developed incorporating any changes.
 - Identified that there is an increasing trend of the number of individuals needing mental health services; number of advanced level providers is decreasing.

Nursing Home Operations Committee

- **Motion**/second, Burgener/Metter to approve the 12/18/15 NHOC minutes. Motion carried.

Presentation on Dementia Care

- NCHC staff Cagney Martin, Activity Therapist of 13 years, and Merry Wimmer, Social Worker of 25 years, provided a presentation on dementia care that was also provided to the State Task Force on Dementia Care. The goal is to refocus or change our focus on how we look at dementia care.

Marathon County Agreement for Mental Health Services to Marathon County Offenders

- **Motion**/second, Metter/Rusch, to request the management team and the Executive Committee to work together on recommendations on how to make this agreement better. This document raises concerns that criminal justice takes priority over the mental health needs of the community. Motion carried.

Mr. Zriny asked to change the process and not move into closed session. Executive Committee recommends the following actions based on Marathon County's Resolution R-8-16:

- 1) Pause CEO search with Witt Kieffer
 - 2) Name an interim CEO and negotiate a contract
 - 3) Establish transitional role for Gary Bezucha
 - 4) Establish a 28 week plan to meet needs of three counties while informing them of operational gains and successes
- **Motion**/second, Zriny/Burgener, to approve the recommendations of the Executive Committee. Following discussion motion carried.

Future agenda items

1. Understanding 51.42 system and 3-county contract with Attorney John Fischer
2. Marathon County Sheriff's Dept. RFP for new medical staff in jail

Motion/second, Metter/Matucheski, to adjourn the meeting at 2:28 p.m. Motion carried.