

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

March 31, 2016

12:00 p.m.

NCHC – Wausau Board Room

Present:

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

Also Present: Kim Heller, Kristi Kordus, Gary Olsen, Gary Bezucha, Brenda Glodowski, Kim Gochanour, Laura Scudiere, Debbie Osowski

Board meeting was called to order at 12:03 p.m.

The Board agenda has a small change in that the board will be reviewing draft minutes of the committees and will not be approved at the Board level. Chairpersons of committees will keep the Board apprised of committee discussions.

Consent agenda

- **Motion**/second, Nye/Metter, to approve the consent agenda. Motion carried.

2015 Audit Presentation (Joint with NCCSP Board)

- Kim Heller, Wipfli, presented the 2015 audit.
- Wipfli felt it was a very good audit; Brenda Glodowski, Kim Wieloch, and staff are very detail oriented; Kim thanked them for their excellent work.
- One of the biggest challenges has been in the high levels of accounts receivables and noticeable aging in the nursing home area.
- Recommendation is to improve the system used in posting and generating reports in the accounts receivable system.
- There was decreased revenue due to billing system conversion; considering changing the system for nursing home billing.
- Uninsured unguaranteed cash deposits seem high. Finance Committee continues to review and have conversations with banks to collateralize the funds. The funds are still considered safe at the banks.
- Following discussion, **motion**/second, Miller/Nye, for Finance, Personnel & Property Committee to accept the 2015 audit and forward to the Board with recommendation for approval. Motion carried.
- **Motion**/second, Miller/Balk, to adjourn the Finance, Personnel & Property Committee meeting. Motion carried.
- **Motion**/second, Burgener/Metter, for Board approval of the 2015 Audit Report. Motion carried.

Chairperson's Report

- On 3/8/16 the Executive Committee met in joint session with the Finance, Personnel & Property Committee to discuss the presentation of the 2015 audit report, and discussed the work being done with Marathon County Administrative Planning Work Group. The Executive Team is doing an excellent job.

Finance, Personnel & Property Committee

- Committee met in joint session with the Executive Committee on 3/8/16 to discuss the presentation of the 2015 audit report.
- The Committee met prior to this Board meeting in which the financial statements were reviewed in depth.

Financial Report

- There was a small gain in February.
- Higher expenses in February due to an increase in employee benefits i.e. health insurance usage; revenues are at target but YTD we are slightly behind.
- **Motion**/second, Burgener/Balk, to accept the February Financial Statement. Motion carried.

Quality Committee Report

- Committee reviewed the Organizational Quality Dashboard in depth, received a Crisis Services Process Improvement Project update; and deferred some of the emergency operations discussion to next month.
- Organizational Quality Dashboard was reviewed:
 - Progress has been seen in the decrease of the vacancy rate.
 - We continue to work with leadership on the patient experience score which is obtained from all services based on the one universal question of 'overall satisfaction'. February volume of returns increased considerably.
 - Tremendous improvement noted in the nursing home readmission rate which was cut in half.
 - Work continues on improving scores in the psychiatric hospital and AODA areas.
 - We are working with community partners to identify a measure we can share equally.
 - Access to behavioral health services continues to be a focus area. Recruiting continues for counselors. A clinical coordinator for Outpatient Services has recently been hired after being vacant for two years.
 - Progress is being made in accounts receivable.
 - **Motion**/second, Miller/Burgener, to approve the report and Organizational Quality Dashboard. Motion carried.
- Crisis Process Improvement update:
 - Two action plans currently in progress: internal and external.
 - External plan is owned by the Crisis Process Improvement Team. Presentations are being made in the community to county boards and committees, non-profit groups, Noon Optimists, etc. engaging them on what a community can do around 'crisis'. Team is gathering information on crisis services in different communities and working with Chief Deputy Chad Billeb in this effort. Chad Billeb is also leading a crisis intervention program which is a class to assist law enforcement with dealing with mental health issues. Crisis workers will be attending the class, meeting with law enforcement, so both can better understand each other's roles.

- Transportation of NCHC clients to other facilities is also being reviewed. Marathon County has donated a van with the appropriate mechanisms for transporting individuals, are in process of recruiting drivers who are former law enforcement officers.
- Working on developing medical clearance protocol at NCHC.
- Internal Crisis Process Improvement team is being led by Pat LuCore, acting Behavioral Health Director. She has identified a list of 44 action items with the top three being: communication, onboarding process, and consistent documentation.

Nursing Home Operations Committee

- Two documents were distributed (from McKnights) as it relates to changing rules and expectations in nursing homes today. Many changes have occurred in just the last five years.

2016 Operational Plan quarterly update

- Agenda item tabled until next month.

Life Report Review – J. Kelly

- Value of report is the ownership of the communities.
- Page 70-71, 74 reflects NCHC services.
- Issues are intertwined in many community services; many opportunities to make a difference.
- Report can be accessed online at: <http://www.unitedwaymc.org/lifereport.htm>

Consideration of Appointment of Committee Vice-Chairs and Additional Committee Membership

- Current committee assignments were distributed.
- Committee chairs will be asked to identify a vice-chair for each committee.
- Quality Committee has few members. Dr. Penniman has accepted position in Tennessee. Would like to replace him with another physician. Dr. Penniman's work on our Board and in the community will be greatly missed.

CEO Report

- Dr. Masood, psychiatrist, will be visiting in April. She is interested in inpatient and outpatient psychiatry and is available for employment in one year.
- Oversight Task Force wrapped up their work. Approved report can be found on the Marathon County website. Still looking for a decision on the pool, needs of psychiatric hospital, and resource needs of outpatient.
- Administrative Work Group continues to meet weekly. Most discussions have been to understand operations, statutory requirements, financial indicators, and human services model.
- Will be announcing an Interim Human Resources Executive soon.
- Recruitment is in progress for a court liaison due to recent resignation.
- Hospital continues to be busy; at capacity with 20 individuals at other institutes. Doing as much as we can to control costs, less restrictive areas of care.

Motion/second, Robinson/Miller to adjourn at 1:53 p.m. Motion carried.