

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

July 28, 2016

12:00 Noon

NCHC – Wausau Campus

Present:

X	Randy Balk	X	Steve Benson	X	Ben Bliven
X	Jean Burgener	X	Joanne Kelly	X	Holly Matucheski
X	Bill Metter	X	Bill Miller	X	Scott Parks
X	John Robinson	X	Greta Rusch	X	Robin Stowe
X	Bob Weaver	X	Jeff Zriny		

Also present: Michael Loy, Brenda Glodowski, Laura Scudiere, Becky Schultz, Sue Matis

Guest: Judy Burrows, Program Director of Chronic Disease Programs, Marathon County Health Dept.

Meeting was called to order at 12:02 p.m.; roll call taken; a quorum noted.

Public Comment for Matters Appearing on the Agenda

- Janet Bezucha, spouse of Gary Bezucha, passed away. Funeral and visitation are tomorrow. Flowers have been sent on behalf of the Board.
- Updated list of Board and Committee meeting dates was distributed with changes highlighted in red.
- Save the Date Evening of Jazz event notecard was distributed. Event is October 6, 2016.

Consent Agenda

- **Motion**/second, Matucheski/Metter, to approve the consent agenda which includes the 6/30/16 Board Meeting Minutes. Motion carried.

Educational Presentation

- Population Health Outcomes and Collective Impact Model - Becky Schultz, North Central Health Care and Judy Burrows, Marathon County Health Department.
 - Suggestion was given to select an area to really focus on i.e. collaboration with community partners both public and private.

Committee Reports

- Chairperson's report:
 - Draft minutes of 7/13/16 Executive Committee meeting were reviewed. There was much discussion on the Morningside Report.
 - Health & Human Services meeting, August 8, will continue discussions about the upcoming vote to terminate the current tri-county agreement between Marathon County and NCHC. There is a possibility of a public hearing in August regarding this decision also.

- What is the nature of NCHC under the termination of the tri-county agreement? What becomes of NCHC, Board, etc.?
 - Would allow Marathon County to work on a plan for implementation 1/1/18.
 - This board would continue to operate for remainder of contract.
 - Lincoln and Langlade Counties may operate under the agreement.
 - Marathon County loses control of this board.
 - There is potential for continued participation but on a performance-based reimbursement for several years after 1/1/18 and then determine further outcomes.

Finance, Personnel & Property Committee Report

- Draft minutes of the 6/30/16 Finances, Personnel & Property Committee meeting were reviewed.
- Overview of the 7/28/16 Finance, Personnel & Property Committee meeting was provided:
 - Committee approved a pharmacy medication packaging system; anticipate a large return on investment ; was part of capital expenditure in 2015 and 2016
 - Reviewed monthly statements, census in the nursing home and hospital were down which resulted in lower revenues and cost overruns.
 - There is a large demand for Crisis Services but additional revenue resources are needed.
 - Making progress with Days in Accounts Receivable.
 - Investment policy is under review and will be discussing with Marathon County.
 - Discussed payment from Marathon County in reimbursement for additional services requested for mental health services in the jail and crisis services that they requested. Payment was budgeted from tax levy but set aside as a contingency. Recently learned that we have to request to obtain these payments.

Quality Committee Report

- Organizational Quality Dashboard was reviewed.
- Overview of the 7/21/16 Quality Committee meeting was provided. Quorum was present for a portion of the Closed Session only.
- Committee will meet again on August 9, 2016.

Human Services Operations Committee Report

- Draft minutes of the 7/18/16 Human Services Operations Committee meeting were reviewed.
- Hospital capacity seems to be instrumental to increase revenues if the arrangement of the facility would be improved with potential for significant return on investment. Seems it should be a high priority.
- Continue to look at needs and out of county placements.

Nursing Home Operations Committee Report

- Draft minutes of the 7/15/16 Nursing Home Operations Committee meeting were reviewed.
- Committee is meeting again on 7/29/16. All are welcome to attend.
- Very concerned about the nursing home census. Reducing bed capacity is under consideration (would reduce bed tax of \$175/bed/month), also reconciliation of loss from this year being presented.

Financial Report

- Struggling with census in the nursing home which decreases the revenue perspective; also experienced a decrease in the hospital census. July census is showing a slight increase.
- The lower revenue in some outpatient areas is not unusual in summer months.
- High expenses continue in health insurance, state institutes, and the crisis program.
- Showing a loss of \$490,000 in June.
- **Motion**/second, Weaver/Metter, to accept the June financial statements. Motion carried.

Review of 2016 Financial Performance Analysis and Forecast

- Financial Performance Analysis and Forecast handout was reviewed.
- Board asked for clarification on who pays for the individuals at Winnebago when going through the criminal system (state or county).
- Psychiatry recruitment should see better success when connecting with individuals while in medical school. The Psychiatry Residency Program cannot be supported with contracted psychiatrists. Recruitment for open positions continues.
- Finding new revenue sources is a priority.
- Looking for \$750,000 in reductions in expenditures through the end of the year; also set target of \$1.5 million cost reductions over 2017.
 - Leadership teams are engaged as they are managing programs on a daily basis. Each team has been asked to identify \$50,000 in cost avoidance and \$250,000 in ongoing reductions for next year.
 - Will bring recommendations to be implemented as of 9/1.
 - Non-negotiable to reduce patient quality and satisfaction.
- **Motion**/second, Miller/Kelly, The NCCSP Board directs and fully supports administration to continue with high priority, the Strategic Cost Reduction initiative to attain the goal of achieving at least \$750,000 in reductions in 2016 and \$1,500,000 in 2017. The Board requests a final implementation plan at its August meeting and will require monthly progress updates based on the approved action plan. The Board understands the challenges facing the organization and challenges the organization will face as recommendations are implemented from this process. Discussion included:
 - Not looking at reducing direct staff.
 - Revenue streams will be included in budget process as it would be difficult to include in this year's budget.
 - The Board expressed a 'Thank you' to staff for taking this difficult task on.
 - Expressed frustration that the outcomes currently being experienced may be directly linked to the negativity in the county by portraying negative image of NCHC.
- Motion carried unanimously.

Operational Plan Update

- Update on crisis process improvement initiatives provided.
- The internal process improvement team has an action plan identifying 64 items of which 60% have been completed.
- Phase 1 has been completed, phase 2 is in progress, and phase 3 will be a change in the model of treatment within the crisis center.
- The pilot program to assist law enforcement in the transportation of individuals to out of county facilities will begin August 1, 2016. There was a delay from the original date to the hiring of qualified drivers, etc. NCHC has been working with law enforcement in the development of this pilot.

Discussion of Morningside Report

- Operational committees have reviewed and discussed.
- Morningside Report is still a draft document; anticipate finalized document in August.
- Michael will continue to strongly encourage not withdrawing from the tri-county agreement and will work with the county on performance measures.
- Felt the commission was not fully grasped by the consultant and should be explored further.
- Mr. Metter shared his opinion on a recent county board meeting where the Morningside report was presented. Option 1 is not status quo with the major changes recommended in the relationship between Marathon County and NCHC. NCHC has indicated willingness to do the hard work but not sure the county is willing. Had not been contacted as a Board Member previously that there were any concerns with NCHC.
- Lincoln County representatives stated NCHC has incredible merit, are very satisfied with services from NCHC, and that they will be passing a resolution about NCHC.
- Langlade County representatives indicated they are not looking to get out of the partnership. Langlade County is extremely frustrated with Marathon County, even before the resolution. Langlade and Lincoln County leadership met with Marathon County where they were told this would not happen and if it did they would be partners in the process. There needs to be mending of this partnership.
- Mr. Robinson indicated that many support continuing the current multi-county arrangement but want more accountability. Difficult to hold NCHC accountable when metrics are not identified.

Update on Policy Question, Transition Oversight Task Force and Decision Making Process for Marathon County

- Health & Human Services Committee meets on Aug. 8 to discuss the various options and will then be sent to Executive Committee.

CEO Report

- Sen. Tammy Baldwin was at NCHC regarding the impact of opioid addictions in communities and attended a MMT session where she was visibly moved by the stories of those who are currently in program and those who have graduated.

Discussion of Future Agenda Items for Board Consideration

- None noted.

Motion/second, Metter /Burgener, to adjourn the NCCSP Board Meeting. Motion carried. Meeting adjourned at 2:10 p.m.

dko