

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

August 18, 2016

12:00 Noon

NCHC – Wausau Campus

Present:

EXC	Randy Balk	X	Steve Benson	EXC	Ben Bliven
X	Jean Burgener	X	Joanne Kelly	EXC	Holly Matucheski
X	Bill Metter	EXC	Bill Miller	EXC	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

Others present: Brian Kowalski – City Pages

Meeting was called to order at 12:03 p.m., roll call taken, and a quorum noted.

Public Comments for Matters Appearing on the Agenda

No comments.

Chairman’s Report

- Chief Deputy John Schunke, Langlade County, joined the committee discussion and had a productive conversation. Would expect this is how things would work i.e. if a partner has an issue, we can sit down and talk through them when they are brought to the Board’s attention.

Finance, Personnel & Property Committee Report

- The 8/28/16 meeting of the Finance, Personnel & Property Committee is cancelled.

Quality Committee Report

- Reviewed significant events in closed session.
- Committee welcomed a new member, Jeannine Nosko, Chief Nursing Officer, Aspirus Wausau Hospital.
- Organizational Quality Dashboard was reviewed.
 - Days in Accounts Receivable increased due to receipt of several payments received July 1 rather than in June. Several larger Medicare payments for the nursing home also came in several days late. Variation is entirely due to timing.
 - Percentile rank definition regarding the Patient Experience metric was reviewed noting that the rank is based on those who ranked us as a 9 or 10 on a scale of 1-10. Data base comparison is a very high mark and we are only comparing to those who also rank 9-10. This will be particularly important as Pay for Performance will determine Medicare and Medicaid reimbursement.
- **Motion**/second, Kelly/Burgener, to accept the Organizational Quality Dashboard. Motion carried.

Human Services Operations Committee Report

- Received educational presentation on Juvenile Criminal Justice by Chris Gunderson, Partnership for Youth.
- Discussed metrics and performance.
- Hoping county board will see the success in crisis and transportation services.
- Reviewing Morningside report to fill any identified gaps.

Nursing Home Operations Committee Report

- Discussed finances of the nursing home which will also be reviewed at its meeting tomorrow.
- There are six nursing home quality indicators being added by CMS. Hospitals will be joining the 5 Star process; which is new for hospitals.
- Mr. Miller was to request a 15 minute presentation for Michael Loy with the County Board to explain the financial situation at the nursing home. Have not heard if this will happen. One of the frustrations the committee struggles with in the relationship with the County Board is the inability to help educate them. It was recommended to put all requests in writing and copy the entire NCCSP Board.
- Concern expressed that decisions are being made by those who do not have a good understanding of health care issues.

Financial Report

- There was a small gain in July of just under \$18,000 with improvement in revenue in the hospital and outpatient areas; nursing home census was still low.
- Expenses were over budget but have come down from prior months. Benefits dropped \$185,000 due to a better month for health insurance expenses; we have a hold on hiring in some positions; seeing contracts for locums continue to be high; and continue to watch general expenses very closely.
- Internal Task Forces are working on expense management; most have been able to come up with savings to help throughout the year and which will be monitored for remainder of the year.
 - Overall teams have exceeded their \$250,000 target in cost avoidance and removed over \$1.5 million from ongoing budgets. Will be translating into the 2017 budget. Teams received approval to move ahead with these identified cost reductions with the approval from their senior executive.
 - No reduction in staff will be done at this time. If a position would voluntarily reduce their FTE it will be implemented; if a position is cut, staff in that position will be offered a comparable position.
 - Another component is revenue enhancements. Review of all revenue projections will be completed. The Teams will look for new revenue sources to bring into next year. Some will be difficult to implement before budget.
- **Motion**/second, Weaver/Metter to accept the financial report. Motion carried.

Presentation of Discussion Regarding Marathon County Health and Human Services Committee's Recommendation *'Marathon County shall terminate the existing tri-county agreement with the intention that Marathon County seek to contract for behavioral health and AODA services with service providers through its standard procurement process. For the first three years following the effective date of the termination (calendar years 2018, 2019, 2020), North Central Health Care would be the provider of these services unless equal levels of services can be contracted for at a lower cost. In the event equal levels of care and equal levels of service quality can be obtained at a lower cost from a provider other than North Central Health Care, Marathon County is free to contract with said providers.'*

- Distributed and reviewed a 'Policy Briefing' booklet prepared by Michael Loy and Jeff Zriny which describes the course of events over the last 8-9 months.
- Marathon County has not engaged its partners, Langlade and Lincoln Counties, and has adopted a resolution that they are taking steps to withdraw from the Tri-County Agreement which has consequences for the other two partners. This needs to be expressed at the public hearing.
- Option 2 should be removed as there has to be a vehicle to manage the services which they would contract for.
- There cannot be both a single county human services department and NCHC. Marathon County would need to add substantial staff or contract in order to develop this department.
- Compromise continues to be referred to but we feel there is no compromise in option 2 as it stands.
- Initially there was a 3-year guarantee of services but has more or less been removed.
- Both Langlade and Lincoln Counties have adopted nearly identical resolutions to continue their relationship with NCHC which may not include Marathon County. The two counties have reached out to Marathon County administration but have not made much progress to date.
- Who are the competitive bidders and where is the analysis? This is an underserved high need area according to the DHS and the National Institute of Mental Health (NIMH).
- The Psychiatry Residency Program will not exist if this withdrawal happens. The Medical College of Wisconsin requires a full-time psychiatrist on staff. Psychiatrist candidates have shown interest in NCHC; however the current unstable relationship with Marathon County is hindering successful recruitment.
- Contacting county board representatives:
 - Questions/statement for county board to consider:
 - How will this structure improve the services of Marathon County?
 - How will this affect quality and cost?
 - NCHC provides quality, cost effective services; NCHC is willing to change, to better meet the needs of the residents i.e. crisis and transportation
 - NCHC employees are vital assets of NCHC, who passionately serve their clients and who have been disregarded.
 - What happens come 1/1/18? Who will people be calling when in need of services? What is their plan? Shouldn't there be a plan first?
 - Where does that leave NCHC and its employees?
- Criticism is that NCHC is institutional-based not community based, is isolated from the community, and mental health/AODA needs are the largest contributing factors with the criminal justice system.
 - We must show that we are part of the community, responding to needs, working with partners, etc. We are held captive of the picture painted by the Sheriff's Dept. and Law Enforcement and we must refresh that canvas and draw a new picture.

- What would it take Marathon County to keep this partnership of over 40 years, with which they have had controlling interest? Have they identified their expectations? What additional services are they referring to from the Morningside report? Once there is a list or menu of options, budgetary controls can be put in place and decisions made based on those options.
- What will it take in the criminal justice system to work better?
- The needs in this community are growing at a time when we should be building services and working together in partnership rather than breaking things down.
- Marathon County's comprehensive plan, recently approved, includes one of their values: work collaboratively with the community. Marathon County is refusing to have discussions and work together.
- Engaging the community is vital.
- Our approach is not about self-preservation but about what we truly believe we do for this community.

CEO Report

- Busy in psychiatry recruiting. There are five individuals interested in NCHC; offer has been extended to one; a child psychiatrist is visiting this week; others coming 9/12, 9/19, and 9/30.
- Strategic cost reduction planning and implementation is in progress. Will continue to provide updates.
- Have received disappointment from Marathon County Sheriff's Office since releasing the letter from the Department of Health Services. Public Safety Committee discussed the issue.
- Met with Congressman Duffy. Purpose was for introduction and to make him aware of the current issues and need for additional AODA and mental health and funding.
- Jeff Zriny expressed his appreciation for Michael and how he has grown in his role as Interim CEO, stepped up at a difficult time, and is doing an extraordinary job; not without much sacrifice to his personal and family life.
- John Robinson expressed, as a member of the Marathon County Board, his appreciation for everyone at this organization. NCHC does an outstanding job in all aspects and provides a critical role in this community.

Discussion of Future Agenda Items for Board Consideration

- Next meeting currently scheduled for 9/29 however the Board agreed to hold a special meeting immediately prior to the Marathon County 9/20 vote as well as a meeting immediately following that vote. A poll will be completed to identify two meeting dates.
- A substitute amendment with a different resolution.
- Better cost accounting as it relates to the upcoming budget, what it means and how to present the information i.e. if 10 more crisis workers are requested in Langlade County there is a price and should let the policy makers make this decision.
- Mandated standards of care.

Motion/second, Metter/Stowe, to adjourn the meeting at 1:45 p.m. Motion carried.

dko