

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

September 22, 2016

12:00 Noon

NCHC – Wausau Campus

Present:

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

Meeting was called to order at 12:05 p.m., roll call taken, and a quorum noted.

Public Comment for Matters Appearing on the Agenda

- No public comment made.

Consent Agenda

- **Motion**/second, Metter/Stowe, to approve the Consent Agenda which includes the 9/15/16 NCCSP Board Meeting Minutes. It was noted that a correction of the 9/15/16 minutes be made to reflect the public hearing was held on 8/22/17. Motion carried to approve the minutes with the noted correction.

Chairman's Report and Announcements

- At the Marathon County Board meeting, following a short discussion on the Resolution to Withdraw from North Central Health Care, was unanimous approval of the revised resolution. All three counties will meet to revise the Tri-County Agreement to be presented for approval in December, 2016. Health & Human Services Committee will be apprised of the progress.

Executive Committee Report

- Committee prepared for the Sept. 20th meeting of the Marathon County Board of Supervisors.

Finance, Personnel & Property Committee Report

- The budget was discussed; a new investment policy was approved; collateralizing investments was discussed; and financial statements for August were reviewed.
- Committee feels converting to private rooms in the hospital would improve revenues and is a top priority to be addressed. Average daily census in the hospital is higher than average.
- Committee also discussed the possibility of decertifying some nursing home beds; tax levy from Lincoln County may increase for crisis services with no increase in Langlade County.
- Still working to balance the budget; one of the greatest expenses is health insurance which leads to considering different options in the health plan for next year.

- Wisconsin changed the law to bill other counties for care of their residents by creating commissions. Not all counties have county nursing homes therefore we could admit individuals from other counties as a potential new revenue source. We would be able to bill between the Medicaid rate and the full cost of care; potential revenue of \$100/day. As more counties become part of the health commission there will be more discussion on these charges, etc. Additional information will be brought back as it becomes available.
- Mobile crisis services will change in 2017 for Langlade County from 24/7 to general business hours. NCHC continues to work with Langlade County to improve mobile crisis services; will be reviewing calls and services in 2016; and working with our stakeholders.

Human Service Operations Committee Report

- Committee discussed the Counseling in Schools Pilot Program; 11 schools participate in Lincoln and Marathon Counties and we are working to develop a more robust program.
- Discussed behavioral health needs and approaches i.e. Marathon County Life Report and Collective Impact.
- Discussed data and outcomes in the crisis program; MMT continues to have a long wait list and is a major need in the community. Dr. Ticho moved from inpatient to outpatient which has increased access to outpatient services but poses unique challenges to inpatient also. There is a new forensic counselor to provide additional services in the jail.
- Crisis Process Improvement team is continuing to work on the transportation program and will begin to meet again on a weekly basis starting in October.
- Working through deficiencies identified in the Morningside report.
- Diversions to other facilities are at a cost of \$1,000/day. Committee feels having more private rooms would help offset this cost. Legislation is coming before the Federal Government on remodeling/redefining the IMD (Institute for Mental Disease) which would allow us to increase our bed capacity.

Nursing Home Operations

- Committee discussed the financial situation including revenue difficulties, high cost of health insurance, reduction in costs, etc.
- Annual survey is expected at any time. A mock survey has been conducted; we will be working with Pine Crest Nursing Home of Merrill in a cooperative agreement beginning in 2017 to conduct mock surveys.
- Will be reviewing and potentially recommending to decertify beds.
- Considering the challenges we are facing with health insurance, the committee is concerned about the impact it will have on employee premium contributions and co-pays.
- Most nursing homes are struggling with the similar staffing concerns.
- Question was asked and clarified that there is a specific agreement between NCHC and Marathon County to operate the nursing home but there is not a specific agreement to operate the therapeutic pool.

Quality Committee Report

- Committee met August 9 in closed session to discuss significant events.
- Committee also met September 15 and reviewed the outcome data particularly with patient experience; the inpatient behavioral health unit has struggled, however they have recently moved from a percentile rank of 1 to 56 with even greater success being seen this month. Leaders have been asked to identify specific action plans in this area.

- Committee also discussed the process for when we have a significant event i.e. how it is reported, analyzed, and determining corrective action.
- Reviewed the Organizational Quality Dashboard. Discussed turnover in the nursing home as well as access. Will be talking about recidivism rate with Laura Yarie, Marathon County Justice System.
- **Motion**/second, Kelly/Weaver to accept the Organizational Quality Dashboard. Motion carried.
- **Motion**/second, Bliven/Metter, to move into closed session pursuant to Section 19.85(1)(c) and (f) Wis. Stats. For the purpose of considering employment and performance evaluation of any public employee over which the governmental body exercises responsibility, and preliminary consideration of specific personnel problems, which if discussed in public, would likely have a substantial adverse effect upon the reputation of any person referred to in such problems, including specific review of performance of employees and providers of service and review of procedures for providing services by Agency. ROLL CALL VOTE: Ayes = 10, Nays = 0. Motion carried.
 - Board was apprised of and discussed a report on a recent corporate compliance issue.
- **Motion**/second, Miller/Weaver, to come out of closed session. Motion carried.
- No announcements made regarding issues discussed in closed session.

Financial Report

- August showed a gain of just under \$128,000, Revenues showed improvement; Outpatient Services is busier now that summer is over.
- Program Leaders were given an assignment last month to identify cost avoidance and reductions; positive results are being seen already in August.
- Health insurance costs continue to be high.
- Salary increases for next year is under review. Board members expressed concern that employee work performance is not equal and should not be treated as such.
- **Motion**/second, Weaver/Miller, to accept the financial report and financial statements. Motion carried.

Medical Staff Credentialing

- **Motion**/second, Metter/Weaver, to approve the reappointments as recommended by the Medical Staff. Motion carried.
 - Debra Ciasulli
 - Brian Smith
 - Betsy Bittman
 - Brigitte Espinoza
 - William Nietert

Update on Marathon County's Decision Regarding the Future of their Relationship with North Central Health Care – Discuss Go Forward Strategy

- Meetings will begin next week to discuss the revisions to the Tri-County Agreement.
- Collaborative Care Model information has been provided to include in the discussions; we hope the Collaborative Care Model becomes a key piece of the agreement.
- NCHC has not yet been invited to the meetings but hope that they will be included and have input in future meetings.
- Meetings are not noticed or being made public at this time. Bill Miller will ask Scott Corbett about others attending the meetings.

Presentation of 2017 Operational Objectives

- Our goal is to have strategic plans and objectives approved prior to the budget, endorsed by board, and incorporated in the budget document.
- 2017 objectives are in three broad areas: Advanced Service Excellence, Complex Care Delivery; and Electronic Medical Record Interoperability. Work plans will be created for next year. An update on 2016 Operational Objectives will be provided at the next meeting of the Board.
- **Motion**/second, Metter/Weaver, to approve the 2017 Operational Objectives. Motion carried.

Adopt the Collaborative Care Quality Charter and Amend NCCSP Bylaws Article 7 Section 7.1 to Add (f)(1) Collaborative Care Committee as a standing committee of the NCCSP Board

- A review of the Collaborative Care Quality Charter was provided; this structure provides protection to discuss sensitive issues between parties.
- Request is being made to amend the Bylaws and insert Article 7 Section 7.1 adding the Collaborative Care Committee as a standing committee of the NCCSP Board.
- **Motion**/second, Stowe/Balk, to adopt the Collaborative Care Quality Charter and Amend the NCCSP Bylaws Article 7 Section 7.1 to add (f)(1) Collaborative Care Committee as a standing committee of the NCCSP Board.
 - Responsibility will be to have framework to oversee performance and quality along with a mechanism to discuss issues, etc.
 - Motion carried.

CEO Report

- An anonymous letter expressing care and leadership concerns was provided to the Marathon County Board this week. We will investigate as we do when any information like this is received and within 7 days we will provide a report to the state.
 - Members of the Board highly encouraged that the investigation is handled by a third party; staff agreed.
 - It was noted that none of our internal processes for reporting the concerns were utilized i.e. occurrence reporting, whistleblowing, an anonymous hotline.
 - Michael will speak with Brad Karger about whether the Marathon County Board should receive an update following the investigation.
- Aging and Disability Resource Center (ADRC) will be moving to a new location from this campus which will have a financial impact. Brad Karger and Lance Leonhard toured the space. We anticipate all community programs currently using space at the ADRC will continue next year.
- Nursing Home Operations Committee will be discussing staffing challenges and strategies at their next meeting.
- An inpatient psychiatrist has been hired, Dr. Dibala. She has over 30 years of experience. We anticipate a start date in January or February 2017. We have extended an offer to another psychiatrist and another physician is coming next week.
- Applications received for the psychiatry residency program exceeds 500 with only three spots to fill.

Future agenda items

- No new items noted

Motion/second, Metter/Miller, to adjourn the meeting at 1:30 p.m. Motion carried.

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