

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

December 15, 2016

12:00 p.m.

Lincoln County Administrative
Office Building - Merrill

Present:

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

Also Present: Brenda Glodowski, Michael Loy, Sue Matis, Laura Scudiere, Kim Gochanour, Jessica Meadows, Judy Rannow

Guests: Randy Scholz, Lincoln County Administrator, Nancy Bergstrom, Lincoln County Corporation Counsel

Call to Order

The meeting was called to order at 12:05 p.m. by Chairman Zriny. Guests were introduced.

Public Comment for Matters Appearing on the Agenda

No public comments made.

Educational Presentation

- Jessica Meadows, Communications and Marketing Coordinator, and Judy Rannow, Organizational Development Manager provided a condensed presentation on Person Centered Care of which all staff have received a full educational training session this year.
- Ongoing Person Centered Care training is planned in the coming year also.
- Board members asked to capture outcomes based on the results of this training and provide an update later in 2017.

Consent Agenda

- **Motion**/second, Miller/Burgener, to approve the Consent Agenda which includes the approval of the 11/17/2016 NCCSP Board Meeting Minutes. Motion carried.

Chairman's Report and Announcements

- Continues to be a challenge as it relates to the three counties to approve the new contract; work just begins in defining the details of the new agreement including the governance and interaction between the Board and the new Retained County Authority (RCA) Committee; MVCC study which is yet to be defined, and the many unanswered questions.

Committee Reports

- Executive Committee – Jeff Zriny
 - Discussed the status of the discussions and development of the Tri-County agreement.
 - Discussed the Collaborative Care Quality Committee which was convened at the request of Supervisor Matt Bootz following concerns expressed in an anonymous letter received by the Marathon County Board in September. Even after reviewing the results of multiple investigations, Mr. Bootz insisted further investigation was needed which resulted in this committee which was structured to assure compliance with HIPPA to discuss details of the letter. Atty. Fisher and staff have provided extensive review which has not resulted in any additional discoveries at this time. Legal fees for this activity will be reflected in the larger than anticipated legal bill at year end.
 - Discussed maintenance/facilities transition to Marathon County.

- Finance, Personnel & Property Committee – Bob Weaver
 - Today's meeting included review of the November financial report and financial statements; discussion of the continued decline in the nursing home census and if we do not decrease the number of licensed beds we must continue to pay for the empty beds.
 - Also reviewed is the anticipated legal bill to be estimated \$100,000 additional for 2016 due mostly to the issues related to Marathon County.
 - There continues to be many diversions and health insurance remains high.
 - Although the variance is significant, it could be much higher had we not implemented numerous strategies to improve revenue and hold expenses down. The four areas that had the greatest negative impact in 2016 are: health insurance, state institutes, crisis, and nursing home.
 - Additional discussion of locating an office area at NCHC for County Facilities Management will be placed on the next Finance Committee meeting agenda.
 - It was felt the diversion program should also be a top priority with consideration of renovating the psychiatric hospital and increasing capacity through versatility of bed utilization.
 - **Motion**/second, Miller/Weaver, to approve the November Financial Report and Financial Statements. Motion carried.

- Human Services Operations Committee – Laura Scudiere for John Robinson
 - Educational presentation on OWI was delayed as Laura Yarie was unable to attend. Will continue to look to reschedule.
 - Reviewed outcomes data. Have begun dispersing a crisis worker from the Wausau Police Department; reports indicate it is going well.
 - Since we started providing transportation of individuals utilizing crisis services 78 transports have occurred; previously law enforcement would have provided transportation requiring these individuals to be handcuffed.
 - Reviewed marketing programs i.e. where we market to, what is our plan, and how do we reach diverse populations. Received great ideas on reaching out to the Hmong population.
 - Committee will be reviewing the Aquatic Therapy consultant reports and will then bring to the Board for discussion.

- Nursing Home Operations Committee – Jean Burgener
 - In November the focus was on census and staffing. Currently staffing is driving census in that with no staff there are limited admissions. The most recent new employee orientation included 12 new team members in the nursing home; however it takes 4-6 weeks before staff are oriented on the floor. Financials will not turn around until staffing is resolved.

- We are seeing the largest revisions in regulations in the nursing home since 1987. The Committee feels a half-day education/training would be important for the 51.42 board, county board, area hospitals, and clinics. However, we are waiting on the direction from Marathon County as to the future of the nursing home.
- If they want to pursue a sale, the value of Mount View Care Center is based on licensed beds and if the bed capacity decreases the value decreases also.
- Quality Committee – Becky Schultz / Michael Loy
 - Organizational Quality Dashboard was reviewed.
 - The status of the Tri-County agreement has had a negative effect on recruitment and retention. Our competitors are not only other nursing homes but all other health care providers. We have made great strides on improving compensation for this work force however there is still much competition. We have also made a lot of positive changes in improving onboarding and training, have increased media presence which has had a positive impact on recruitment. Continuing to look at creative ways to be competitive.
 - The comparative data base is volatile in that it can shift quickly in the percentile ranking. Many providers in the data base have relatively the same score so that a one or two point change in score can make a significant change in the rank within peer group. Therefore we will be moving away from the percentile rank comparison. Although our overall top box dipped slightly we saw significant improvement in key areas: crisis and inpatient, and patient experience in Behavioral Health Services.
 - Outpatient Services has done an excellent job to improve their return rate which has also resulted in an improved experience score.

Medical Staff Credentialing – Becky Schultz

- **Motion**/second, Stowe/Rusch, to approve the appointment of Terry Gander, PAC as recommended by the Medical Staff. Motion carried.

Designate \$500,000 of Assets for Contingency from the Unrestricted Fund Balance and Require Board Authorization for Access to Contingency Funds and Designate Assets Limited as Funds for Approval Capital – Michael Loy

- From last month’s discussion the Board expressed concern that there was no contingency fund built in the 2017 budget and suggested that we designate cash for this item.
- After discussion with our auditors it was determined that the items in question did not meet the definition of ‘restricted’ and it was suggested to break out the fund balance having a designation below unrestricted with an amount for contingency. It was also recommended we do the same with assets limited as to use.
- This will add another line for contingency for \$500,000 under the current assets and the unrestricted fund balance would indicate the two items separately.
- Our audit firm asked for formal board approval on these changes.
- **Motion**/second, Weaver/Rusch, to: 1) Designate \$500,000 of Assets for Contingency from the Unrestricted Fund Balance and Require Board Authorization for Access to Contingency Funds, and 2) Designate Assets Limited as to Use from the Unrestricted Fund Balance. This does not have to be reauthorized each year and is not subject to approval by the new RCA Committee as we are currently operating under the existing Tri-County Agreement. Motion carried.

Facilities Management Services Transition and Implementation Plan

- We continue to work on the transition agreement for facilities management as the current agreement states that Marathon County is ordering NCHC to transition maintenance of the facilities.
- Even though we are an extension of the county we need an agreement as a separate legal entity.
- We are planning to make the transition but need to work through the agreement before signing.
- The Executive Committee expressed the importance of clear language indicating responsibilities of all parties.

Approval of Capital Expenditure for Marathon County Facilities Office

- This item was deferred by the Finance, Personnel & Property Committee. No action needed.

Update on Tri-County Tentative Agreement Discussions

- Agreement has been made on a fundamental relationship.
- All three counties received the tentative agreement for review with a vote to approve the agreement scheduled with each county board on 12/20/16. We anticipate adoption with all three counties.
- The Marathon County Health and Human Services Committee was concerned about the structure of the RCA committee which is the fundamental change in the agreement. Marathon County wanted to retain additional authorities and decision-making in the agreement. 51.42 Statutes indicate counties in this relationship can choose to retain certain decision-making authorities and Marathon County is exercising their right.
- Term of the agreement is 5 years.
- A chart of action items identified in the new agreement was distributed and reviewed.
- The Board questioned who is going to support the RCA, develop measures of success, etc.
- Mr. Metter commented that there seems to be so much emphasis on the political side and the people we are taking care of are forgotten; this is complicating the mission of NCHC which is to meet needs of our communities; and concerned we do not lose focus so we can carry out our main function.
- Mr. Loy added that the RCA is an extra layer of governance; if we can clarify expectations to work with and live up to there may be a time when the RCA is not needed. While this will be a large quantity of work for the Board and operationally, we want to have the opportunity to have a new start, build trust, and grow stronger.

CEO Report

- Census in the nursing home is a major concern. We are working on an RFP to look at the operational and strategic relationship with Marathon County; working to make the nursing home as stable as possible.

Discussion and Future Agenda Items for Board Consideration or committee Assignment

- Michael Loy and the team at NCHC was commended and thanked for all the work done and for staying focused on those we serve while working through the political challenges this year.

Motion/second, Stowe/Weaver, to adjourn the Board meeting at 1:43 p.m. Motion carried.

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