

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

January 26, 2017

12:00 p.m.

North Central Health Care-Wausau

Present:

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

Also Present: Michael Loy, Kim Gochanour, Brenda Glodowski, Laura Scudiere, Becky Schultz, Sue Matis, Sheila Zblewski, Nancy Bergstrom, Lance Leonhard, Kristin Woller

Guests/Visitors: Steve Anderson, Linda Haney, Mary Ann Dykes, True Lor, Brian Kowalski

Call to Order

The meeting was called to order at 12:03 p.m. by Chairman Zriny; guests and visitors were welcomed.

Public Comment for Matters Appearing on the Agenda

No public comments made.

Introduction of Retained County Authority Committee Members and North Central Community Services Program Board Members

- Nancy Bergstrom, Lincoln County Corporation Counsel, Lance Leonhard, Marathon County Deputy Administrator, Robin Stowe, Langlade County Corporation Counsel, and County Board Supervisor E. J. Stark who wasn't able to attend, were introduced as members of the newly created Retained County Authority Committee.
- Committee is concurrent with county board terms. Chair of the committee will be determined and will be attending the NCCSP Board meetings on a regular basis. Chair Zriny and Michael Loy will also be attending the RCA meetings. The new Tri-County Agreement establishes this committee.
- The following concerns/priorities were shared:
 - Fearful that this new mechanism will cause NCHC delays in responsiveness.
 - Drivers of significant deficits i.e. pool, nursing home, human services programs diversions, changes to address physical plant and ability to accommodate programs. Concern expressed in the ability of reaching the required ¾ vote for bonding from counties in order to make physical plant changes.
 - CEO search/appointment is instrumental to the entire process and would seem most vital to address immediately. There was discussion as to whether it would be most beneficial to address a permanent CEO position now considering there are many areas in flux at this time. The members expressed high confidence in Michael Loy this past year successfully improving relationships with the counties, the tremendous positive efforts and outcomes he has developed, and the excellence in leadership and character as our current Interim CEO. Board members expressed concern about how long an interim role might run and the risk associated with both scenarios and encouraged the RCA to determine a timetable.

- Psychiatry Residency Program is vital for this facility and community, and having a CEO who is truly invested in the program is extremely important.
- Reduce the number of diversions.
- Develop an agreement for the services provided in the jail.
- Identify a process of program reporting (creating, modifications, retention, etc.) including how we move through the Board and RCA.
- Employee compensation and performance standards review.
- Policy Governance - identify CEO expected outcomes.

Approval of 12/15/16 NCCSP Board Meeting Minutes

- **Motion**/second, Burgener/Metter, to approve the minutes of 12/15/16 NCCSP Board Meeting. Motion carried.

Chairman's Report and Announcements

- No additional reports and announcements

Committee Reports

- Executive Committee – Jeff Zriny
 - No questions or comments on the draft minutes of the 1/12/17 Executive Committee meeting.
- Finance, Personnel & Property Committee – Bob Weaver
 - Discussed targeting the gap in services for youth between home, community, and inpatient services. Will continue to be a focus in future discussions with timelines and costs.
 - Committee made recommendations to move forward on the creation of a General Corporation Counsel.
 - December's financials are preliminary as auditors are in the process of their year-end audit. The audit report will be presented to the full Board in March. We have received several year-end reconciliation items that are beneficial to the revenues for December. Overages in expenses continue to be in the same areas as previous months.
 - **Motion**/second, Weaver/Balk, to accept the December Financial Report and Financial Statements. Motion carried.
- Human Services Operations Committee – John Robinson
 - There is concern about the inability to meet as a committee.
 - We continue to look for a better way to make sure there is a quorum.
 - If the dates/times of the meetings don't work please notify John Robinson.
- Nursing Home Operations Committee – Jean Burgener
 - RFP is being drafted. The feedback should help us better identify the 'right-size' of our nursing home.
 - Several residents have transitioned very well into the Legacies. Continue to work with families through the transitions so that families have a thorough understanding of how their loved one will be best served.
 - Resident Council requested a county board supervisor attend their next meeting. Supervisor Rosenberg has agreed to attend the next Resident Council meeting.

- Quality Committee – B. Schultz for B. Bliven
 - Minutes from the December and January meetings were provided. No questions or concerns.
 - 2017 Quality and Compliance Plan was reviewed. The Executive Summary indicated that we continue to struggle in several domains which have been included as an area of emphasis in the 2017 Plan. The #1 priority is patient experience i.e. incorporating the person centered care model presented at the December Board meeting. The model will be a great foundation for patient experience and improvement in employee engagement also. In the clinical domain we are ready to introduce new types of quality monitoring in patient progress in real time; we will continue to provide data and able to evaluate and continue process improvement methodology.
 - **Motion**/second, Burgener/Benson, to accept the 2017 Quality and Compliance Plan. Motion carried.
 - **Motion**/second, Metter/Rusch, to accept the Executive Summary and Quality Dashboard as presented. Motion carried.

Committee Assignments – J. Zriny

- 2017 Committee Assignments were presented.
- Robin Stowe expressed concern about continuing on Finance Committee with the addition of his involvement in the RCA Committee. The Executive Committee will be discussing his appointment.

Tri-County Contract Implementation and Work Plan – M. Loy

- The new Tri-County Agreement and Work Plan documents are provided for your information and as reference tools. There will be a lot of areas to cover throughout the year and these documents should be helpful.

Consideration of NCCSP's Ongoing Management of the Aquatic Therapy Pool with or without a New Aquatic Therapy Pool – M. Loy

- The purpose of this discussion is to frame a decision on the ongoing management of the pool by the Board. To re-build the pool had been pushed to Marathon County and has been studied extensively.
- Would like a robust discussion of this Board on the future of the pool in February.
 - Do you have enough information to make a recommendation?
 - Is there value for NCHC to operate the pool and therapy services?
 - If Marathon County chooses not to invest in the pool, how long is the NCHC Board willing to manage the pool in its current state?
 - NCHC Board has been a participant in these discussions but the Board should be more involved and take a position in the direction of the pool i.e. Marathon County should build a pool and NCHC will operate it.
- Representatives of the Warm Water Works were invited to comment. Steve Anderson spoke to Marathon County Board last week and were provided background information; Brad Karger's work plan has the pool on his timeline for the first quarter of 2017. Two years ago about \$600,000 was promised from local Foundations in support of the construction of a new pool but due to the Marathon County issues the 'ask' was suspended. Anderson indicated he would be willing to ask again but needs to know specifics on the amount needed. Also, the focus on payer mix includes those from low income and seniors who are the most vulnerable in our communities. What is the County's mission for healthy seniors, health care, who are we serving and who are we leaving behind?

- Haney and Dykes affirmed that the Warm Water Works has been working for 8 years and they will not abandon their efforts.
- Having community conversations will be key and assistance will be needed from everyone. It will be important to connect with each County Board member.
- The pool operates under the hospital license in order to receive reimbursement.
- Marathon County Health and Human Services Committee will discuss the pool at its Jan. 31 meeting.

Overview of the Current Nursing Home Management Agreement – M. Loy

- NCHC is working within the current management agreement of 1999.
- The new Tri-County Agreement identifies that Marathon County commits to making a decision on the future management of the nursing home including the management continuing with NCHC.
- The Board is being asked to take a position on how NCHC will manage the nursing home and what is needed to be successful in managing it on the County's behalf.

NCCSP Bylaw Update Discussion – M. Loy

- With the new Tri-County Agreement the NCCSP Bylaws need to be updated. They haven't been overhauled for a long time with the exception of adding the Collaborative Care Committee last year.
- The Policy Governance memo explains the delegation of board and management focusing on end statements; an opportunity to determine how we can best govern moving forward and have clear delineation of authority. The Executive Committee will discuss further and prepare a presentation for the Board.
- **Motion/second**, Burgener/Stowe, to approve the NCCSP Bylaw updates. Motion carried.

Consideration of the Creation of a General Corporation Counsel Position – M. Loy

- We continue to experience high legal expenses, especially during this last year.
- Hiring our own general corporation counsel could also be used for assistance with our hundreds of contracts, compliance, regulatory issues, etc.
- An alternative option would be creating a retainer with Ruder Ware and Atty. Fisher, who is a health care-specific attorney. Ruder Ware is interested in exploring the possibility of establishing office hours at NCHC. The Finance Committee suggested to pursue this method.
- **Motion/second**, Weaver/Burgener, to accept the Finance Committee's recommendation on pursuing the addition of General Corporation Counsel either on a full-time basis or by retainer. Motion carried.

CEO Report

- Identifying facility capital management office space at NCHC was deferred last month. After further discussion we agreed to provide office space that is currently being occupied by nursing home administration. This will create a short term problem but will be the best option when looking at the long term capital facility plan.
- Weekly meetings are being held on a long term facility plan. Next month a request will be made for a master facility plan.
- Dr. Dibala's contract is being finalized. We anticipate her arrival in early March.
- Psychiatry Residency Program will begin in July. 65 high quality residents were interviewed; 3 will be selected. Moving forward to have a 'home' here and creating a plan.
- New members of the Executive Team were introduced: Sheila Zblewski, Information Services Executive Team and Sue Matis, Human Resources Executive.

- Update provided on the Informal Dispute Resolution in that there will be a minor penalty of around \$6,000 which allows us to continue providing the nurse training program. Still waiting to hear if there will be a requirement of recoupment of claims. Star rating has improved.
- The Board was reminded that we were not able to budget for merit increases for staff in 2017 as they are only available when financial and performance measures are met. We did not meet either of these measures in 2016 and will be communicating these results with the staff soon.

Discussion and Future Agenda Items for Board Consideration or committee Assignment

- Creating a 'Welcoming Committee' for the first group of psychiatry residents to organize a celebration fitting this inaugural event. Communication is needed both internally and externally as this is a community event.
- Consideration for the people using the former ADRC space after 2016. Is this a NCHC or Marathon County issue?

Motion/second, Stowe/Metter, to adjourn the Board meeting at 1:53 p.m. Motion carried.

dko