

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

February 23, 2017

12:00 p.m.

North Central Health Care-Wausau

### Present:

|   |               |     |                  |     |                   |
|---|---------------|-----|------------------|-----|-------------------|
| X | Randy Balk    | X   | Steve Benson     | X   | Ben Bliven        |
| X | Jean Burgener | X   | Holly Matucheski | X   | Bill Metter       |
| X | Bill Miller   | EXC | Corrie Norrbom   | EXC | Greta Rusch       |
| X | Robin Stowe   | EXC | Bob Weaver       | EXC | Theresa Wetzsteon |
| X | Jeff Zriny    |     |                  |     |                   |

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

Guests/Visitors: Steve Anderson

### Call to Order

The meeting was called to order at 12:02 p.m. by Chairman Zriny; guest was welcomed.

### Public Comment for Matters Appearing on the Agenda

No public comments made.

### Resolution Honoring John Robinson for his 10 Years of Services to the NCCSP Board

- J. Robinson was unable to attend today. A presentation is planned for the March Board meeting.

### Educational Presentation – Patient Experience Indicator and Priority Index Report – B. Schultz

- Clinical Outcomes, People Outcomes, Financial Outcomes, and our Communities are impacted by Patient Experience. Better outcomes directly and positively impact cost effectiveness.
- Our 2016 response rate was 35% or 3390 surveys which is an average response rate in the industry.
- Relationships are what is being built. NCHC continues to develop a Person-Centered Service culture.
- Resources can be maximized by focusing on the correct areas; utilizing effective tools, etc.
- Future reimbursement structures will include patient experience outcomes.

### Consent Agenda

- **Motion**/second, Metter/Burgener, to approve the consent agenda including the 1/26/17 NCCSP Board Meeting minutes. Motion carried.

### Chairman's Report and Announcements – J. Zriny

- Marathon County has appointed Theresa Wetzsteon to fill the unexpired term of Scott Parks. There will be another appointment to fill the unexpired term of John Robinson.
- The Collaborative Care Committee was formed as a means to share information confidentially. The Committee met after an anonymous letter was given to members of the Marathon County Board. NCHC has spent approximately \$30,000 in legal fees to date in the utilization and coordination with Ruder Ware on the project. The Committee has not yet come to closure on this topic but hope to have a final report to the Board next month.

#### Executive Committee Report – J. Zriny

- Nursing Home Operations Committee will continue to meet. Waiting for results of the nursing home RFP. The Committee may have joint meetings with the newly developed Mount View Care Center Committee with the initial meeting to be held at Mount View Care Center on Tues, Feb. 28 at 7 p.m.
- Lance Leonhard will be joining NCCSP Board meetings as part of the new joint county agreement and as chair of the RCA Committee. A work plan has been developed and will be updated and provided each month to the Board.
- Policy Governance pertains to how this board operates and relates to the management team. Additional education will be provided at the March meeting.
- The Marathon County Board will be receiving input from ‘pool experts’ on 3/14 and a listening session is scheduled for 3/20 which will be held in the NCHC Theater.

#### Finance, Personnel & Property Committee Report – R. Balk

- Audit is in progress. Presentation by Wipfli will be provided at the March Board meeting.
- Capital improvement budget regarding the boiler replacement was discussed.
- 2017 budget performance for January looked favorable. There was a small loss of about \$9,000 compared to a targeted loss of \$43,000. The work done by the teams on expense management last fall is seeing positive results occurring now.
- **Motion/second**, Miller/Stowe to approve the January Financial Report and Financial Statements. Motion carried.

#### Human Services Operations Committee Report – L. Scudiere

- Committee received an educational session on OWI Recidivism by Laura Yarie.
- Daniel Shine provided an educational session on the Medically Monitored Treatment program (MMT) sharing both the successes and challenges.
- Reviewed and discussed the current status of the Aquatic Therapy Pool. Moved to support the recommendation to continue the operation of the pool and to build a new Aquatic Therapy Pool. Committee requested to revisit the topic should the County not pass a successful bonding resolution.
- An update on the Human Services Outcome Reporting was provided. Refer to the ‘Changes in Crisis Services 2015/2016’ in the packet. Many community partners participated on the team which resulted in both internal and community changes. Sub-committees continue to work on specific areas of concern in the community.
- NCHC is working with AOD Partnership and other counties to strategize more treatment options including transitional housing. There continues to be high waiting lists for substance abuse services. Dr. Benson added that the needs have increased but options have decreased in the community and feels that in order to retain providers in the area there needs to be more positive coverage and communication of our community. One potential area is to build better relationships with the Universities in Madison and Milwaukee to educate students on the opportunities in Wausau i.e. wage and cost of living, etc.

#### Nursing Home Operations Committee Report – J. Burgener

- Mount View Care Committee meets for the first time on 2/28 in the Terrace Room at MVCC. Members include: Supervisor John Robinson as Chair, Supervisor Katie Rosenberg as Vice-Chair, Supervisor Allen Drabek, Supervisor Tim Buttke, and supervisor Jack Hoogendyke, as well as Deb Hager and possibly another non-County Board member. NHOC members will be in attendance also.
- Downsizing of the long term care unit will be completed today ahead of schedule.

#### Quality Committee Report – B. Schultz

- The Organizational Quality Dashboard was provided in the Board Packet; there were no questions.
- **Motion**/second, Stowe/Bliven, to approve Organizational Quality Dashboard. Motion carried.

#### General Counsel Role and Fee Proposal with Ruder Ware

- Direction at the February Board meeting was to establish a retainer with Ruder Ware for legal services but if unsuccessful to pursue the search for a staff attorney. A retainer has been developed for 15 hours/week which will provide a significant increase in legal support. There is no long term commitment and the agreement can be reevaluated at the end of the year.
- **Motion**/second, Balk/Benson, to accept and approve the Agreement for General Counsel with Ruder Ware as presented. Motion carried.

#### Resolution of the North Central Community Services Program Board in Support of the Construction of a New Warm Water Aquatic Therapy Pool

- Marathon County Board Members have received calls which have been very positive.
- At the February meeting the Board asked management to provide a position statement for review and consideration at today's meeting which was distributed and reviewed.
- We have received about 100 referrals last month for 1 physical therapist. We were unsuccessful in recruiting another therapist due to the uncertainties of the future of the pool.
- It is felt the investment in the pool would be open to other service areas and increase usage.
- **Motion**/second, Metter/Burgener, to approve the resolution as provided. Discussion followed:
  - An individual with Multiple Sclerosis would not be walking if not for the therapy pool; another would not manage pain without the use of the pool.
  - Majority of users are seniors; options for seniors are limited in the area.
  - We have the only therapy pool in the area; nearest therapy pool is in Madison.
  - The North Central Health Foundation will be discussing opportunities for matching funds, etc.
  - The resolution expresses that it is in the best interest of Marathon County for NCHC to continue to manage the pool and that there be a new structure. A Management Agreement would provide details clarifying financial support.
  - Marathon County requires a super majority to pass the bonding.
  - Nursing home would benefit with the pool closer; improved traffic flow for increased utilization.
- Motion carried.

#### Consider Amending the 2017 NCCSP Capital Improvement Budget to Reflect the Modified Cost of the Mount View Care Center's Boiler Replacement Project

- After discussion and additional information provided at the Finance Committee meeting this topic will be placed on next month's agenda. The original cost of the project was miscalculated plus new Life Safety Codes became effective 11/1/16 causing additional costs for the project.

#### Overview of Youth Crisis Group Home Program Service Line Expansion – M. Loy

- Program is specifically for addressing diversions and meeting the needs of adolescents with mental health issues with a targeted start date of 7/1/17.
- Governor's budget includes money for this type of program.
- Key to success is for families to be involved; having youth out of community makes success extremely challenging.
- NCHC would make a recommendation to the RCA to determine future programming.

Update on Long-Term Facility Master Plan – M. Loy

- Long Term Facility Master Plan is delayed as the County Board Chair indicated he wants to wait for the results of the nursing home study. However, we will continue to pursue minor programs in the 51.42 systems and will be working with Capital Facilities Management to move programs around in order to enhance programs and reduce diversion issues. Michael indicated he would meet with the County Board Chair to discuss further.

CEO Work Plan – M. Loy

- Each month the Work Plan will be included in the packet.
- Will continue to work with the RCA on the Work Plan.

Consideration of Modification to NCHC's Mission, Vision and Core Values Statements – M. Loy

- Presentation provided by M. Loy asking approval to modify the Mission, Vision and Core Values Statements as provided.
- Suggestion made to include statutory requirements and retain corporate and fiscally responsibility in addition to person-centered.
- **Motion**/second, Bliven/Burgener, to approve the modified NCHC Mission, Vision and Core Values Statements. Motion carried.

Discussion and Future Agenda Items for Board Consideration or Committee Assignment

- None noted.

**Motion**/second, Burgener/Metter, to adjourn the Board meeting at 1:51 p.m. Motion carried.

*dko*