

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

September 28, 2017

12:00 p.m.

North Central Health Care-Wausau

Present:

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

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

Guest: Ruth Heinzl

Call to Order

- The meeting was called to order at 12:03 p.m.

Public Comment for Matters Appearing on the Agenda

- No public comments made.

Education: Medically Monitored Treatment – D. Shine/L. Scudiere

- Daniel Shine, Manager of the Crisis CBRF and MMT Program, along with Laura Scudiere, Human Services Operations Executive, provided a detailed review of the Lakeside Recovery Program (see attached).

Chairman's Report – J. Zriny

- Being a candidate for the CEO position, M. Loy stepped out of the meeting while S. Matis provided an update on the applicants and selection process. Telephone screening calls were made to nine candidates with two withdrawing due to the salary specifications recently established by the RCA. Qualifications of the remaining candidates were discussed. RCA's perspective is to have more candidates in the 'pool' with a range of experience and qualifications. NCCSP Board members expressed concern with the lack of comparable experience of the other candidates which, if selected, could be detrimental to the success of the organization as they grow into the position. J. Zriny will provide an update at the RCA meeting later today.
- The CEO Selection Committee (Executive Committee) will bring their final candidate recommendation to the Board at the October Board meeting.

Approval of 8/31/17 NCCSP Board Meeting Minutes

- **Motion**/second, Metter/Stowe, to approve the 8/31/17 NCCSP Board Meeting minutes. Motion carried.

Executive Committee Report – J. Zriny

- C. Norrbom and B. Metter joined the meeting. Committee discussed the CEO selection process at length and whether or not Policy Governance is a good fit for the organization with the current structure with the RCA. Policy Governance will be included again on a future meeting agenda.

Finance, Personnel & Property Committee Report – B. Weaver

- B. Glodowski provided a review of the August financials. The month of August showed a deficit of \$257,500. There were two driving factors contributing to the deficit this month: high health insurance claims and high costs from State Institutes. Revenue met target in August. Year to date we are ahead of target by \$1,035,254. Our leadership team continues to closely monitor revenues and expenses in an effort to finish the year strong.
- **Motion**/second, Weaver/Stowe, to accept the 8/31/17 Finance Meeting Minutes, August Financial Report, and Financial Statements. Motion carried.

Nursing Home Operations Committee Report – M. Loy

- Mount View Care Committee and the Nursing Home Operations Committee met jointly to review the operational assessment by Clifton Larson Allen (CLA). The focus currently is evaluating 3 options for MVCC:
 - 1) Continue with NCHC managing the nursing home.
 - 2) Sell the property to a developer for other than health care use.
 - 3) Have a private company manage MVCC.
- The Mount View Care Committee has directed the consultant to evaluate the technical, social, and financial impact of each option. It continues to be the goal of the MVCC Committee to make a recommendation on the future of the nursing home by the end of year.

Quality Committee Report – M. Loy

- The Dashboard and Executive Summary were reviewed. We continue to work to improve the vacancy rate and have had success in filling open positions to close the gap and improve access to behavioral health programs.
- **Motion**/second, Benson/Rusch, to accept the Quality Dashboard as presented. Motion carried.

Update on Aquatic Therapy Pool – M. Loy

- The County Board at their meeting last week voted, 33-2, in favor of supporting funding for half of the total projected cost, or \$3,000,000, toward the new Aquatic Therapy Pool Project contingent that the remaining \$3 million must be raised by community support by 3/1/18. In-kind donations are being allowed for specific items and contributions can be given through 2020.
- A Campaign Committee is organized with Steve Anderson as the Capital Campaign Chair, and includes representatives from the County Board, Warm Water Works, and NCHC.
- The North Central Health Foundation will act as the fiscal agent of grants and will also work with the Community Foundation on pledges, donations, etc.

Application for Program Creation – Linkage and Follow-up for Individuals Under Court Orders – M. Loy

- The Joint County Agreement requires that if NCHC creates, modifies, or changes a program it is to be first considered by the NCCSP Board and then presented to the RCA which then directs back to the Board for implementation if approved.
- The scope of the Linkage Program is aimed at ensuring all individuals in Langlade, Lincoln, and Marathon Counties who have an active mental health commitment or settlement agreement are case managed and/or case monitored appropriately. The program is included in the 2018 budget from a financial perspective based on direction from the RCA. Program was discussed.
- **Motion**/second, Benson/Wetzsteon, to develop the Linkage and Follow-Up Program. Motion carried.

CEO Work Plan Review and Report – M. Loy

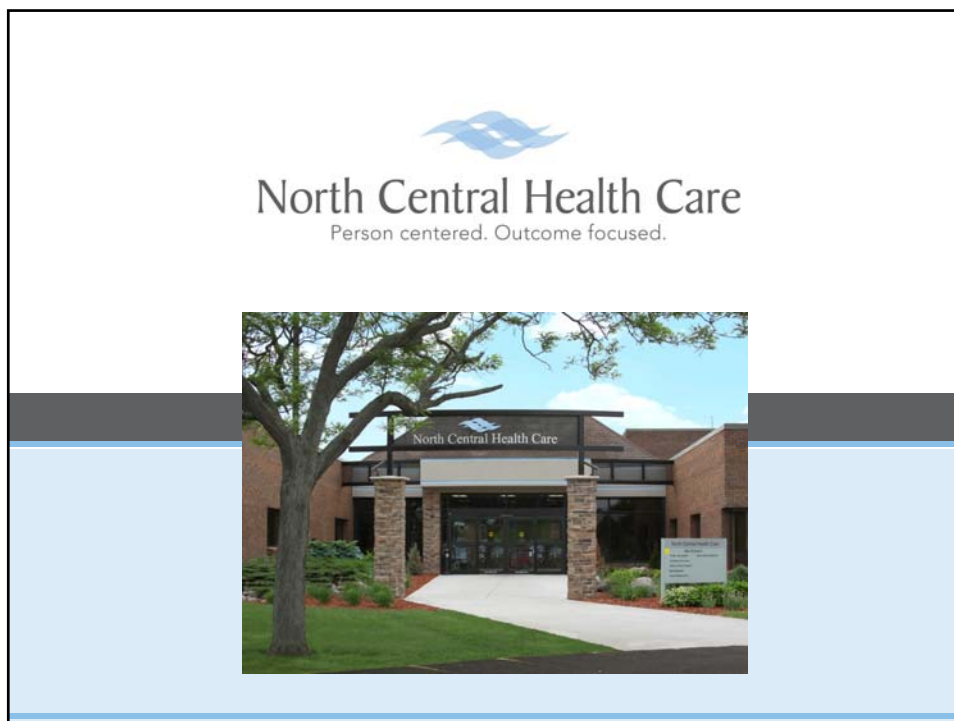
- Last month the Board approved a request to modify the Joint Commission Accreditation in the upcoming re-accreditation process by including only the Behavioral Health Inpatient Hospital. We have learned since then that the Accreditation cannot be divided, therefore, all of the human services operations programs will be included in the upcoming application process.
- The Master Facility Planning process has begun. The Board approved \$175,000 for this project. An RFP was completed and vendor, HGA, selected. Deliverable is anticipated in January. Presentations will be provided to the Board as well as the County Board for immediate and intermediate plans for NCHC.
- Policy Governance discussion will continue next month.
- 2018 Board Meetings will continue on the last Thursday of the month; from an interest standpoint a poll will be completed to see if there may be a better time to accommodate people's schedules.
- Psychiatry Residency Program candidate interviews will begin in October and wrap up in January. A physician's lounge is near completion. Dr. Krall joined the meeting and provided a brief update on the current residents in the program. Feedback from physicians and facilities indicates we are off to a great start. The quality of teaching and interaction with Dr. Dibala has been outstanding. Residents are learning a lot about clinical services, Chapter 51, jail system, etc. The first three months has been beyond expectation. The second round of interviews for the next 3 residents in the program has begun. After reviewing 725 applications, 50 applicants will be interviewed, and 3 'matched' for the next program. The support from this Board is incredibly important to the success of the program. NCHC is the 'jewel in the crown' of the program with the training, programs, resources, and involvement from M. Loy and the rest of the staff.
- Dr. Krall is also in conversation with the Medical College in Milwaukee to see about providing a Fellowship opportunity at NCHC for individuals interested in child psychiatry.
- A child psychiatrist candidate interviewed recently at NCHC. We were also able to connect him with Dr. Dodson and Dr. Krall of the Medical College as he had expressed interest in teaching and research. His decision is pending.

Discussion of Future Agenda Items for Board Consideration or Committee Assignment

- None

Adjourn

- **Motion**/second, Metter/Miller, to adjourn the Board meeting at 1:39 p.m. Motion carried.



North Central Health Care | Lakeside Recovery MMT

Lakeside Recovery – Medically Monitored Treatment



- Provides services for 6 up to adults
- Medically-monitored means having physician oversight with ability to monitor physical health of a client 24/7 while receiving treatment
- State-certified treatment services in a safe, sober environment that supports substance abuse and addiction recovery.
- 21-day duration of structured programming


North Central Health Care
Person centered. Outcome focused.

Treatment programming includes a multi-disciplinary approach to recovery including techniques such as:

- Interactive Journaling
- Group Therapy
- Individual Therapy
- Substance Abuse Education (Alcohol and Other Drugs)
- Co-Occurring Education
- Guest Speakers
- Dietitians
- Activity Therapy
- Introduction to Community Based Recovery Groups
- Community Reintegration



Criteria for Admission (WI UPC)

Meet all of the following:

- Willing to voluntarily participate in treatment
- Willing to voluntarily participate in detoxification services if under the influence upon admission
- Agree to abstain from all addictive substances during treatment and follow treatment recommendation

Qualifying Criteria Domains:

1. Individual has recently experienced negative educational/vocational consequences that are linked to a substance use disorder.
2. Individual has recently experienced negative physical/mental health consequences that are linked to a substance use disorder.
3. Individual has recently experienced negative financial consequences that are linked to a substance use disorder.
4. Individual has recently experienced negative legal consequences that are linked to a substance use disorder.
5. Individual has recently experienced negative personal relationship consequences that are linked to a substance use disorder.
6. Individual has recently experienced impairment in his or her role as a caregiver and/or homemaker that is linked to a substance use disorder



North Central Health Care | Lakeside Recovery MMT

Daily Schedule


8:30am-9:00am	Lakeside Community Meeting (Goals & Thought of the day) Staff Led
9:15am-10:00am	Goals & Daily Treatment Planning
10:15am-11:45am	Dimensions of Recovery
12:00pm- 1:00pm	Lunch Served Family Style
1:00pm- 2:00pm	Pool/AA Speaker/Healthy Activity
2:15pm- 3:30pm	Lakeside Recovery Skills Group
3:30pm- 4:00pm	Free time
4:00pm-5:00pm	Dinner Server Family Style
5:00pm-6:00pm	CBRF/MMT Exercise Group
6:00pm- 7:00pm	Lakeside Community Meeting(Review Journals and Daily Goals)
7:00pm- 8:30pm	AA Meeting Meetings/Journal Work
8:30pm-10:30pm	Medication pass/Progressive Muscle Relaxation/Free Time




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North Central Health Care | Lakeside Recovery MMT

Quick MMT Facts



- Served over 231 clients as of 9/25/2017
- Received a 94.2% client satisfaction score since opening in July 2015
- Had 80% of clients successfully completed (graduated) the program in 2017
- Successfully transitioned 65% of clients into continued outpatient treatment in 2017
- Helped 88% of clients secure housing after graduation in 2017
- 91% of clients had no law enforcement contacts after discharge in 2017




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North Central Health Care | Lakeside Recovery MMT

Since opening in July 2015, Lakeside Recovery has:

- Developed peer support groups and opportunities to address continuous need of recovery support
- Worked with Families, Employers and the Department of Corrections
- Created career opportunities for Substance Abuse Counselors In-Training and Interns from local colleges
- Built relationships with recovery organizations and the sober community to cultivate change
- Worked with Wausau Comprehensive Health Services for medication assisted clients



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North Central Health Care | Lakeside Recovery MMT

Expansion Plans

6 Beds to 15 Beds


- Neighborhood Model
- Gender-divided groups (best practice)
- Home-like environment
- Including family in groups and education



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North Central Health Care | Lakeside Recovery MMT

FAQ's



What is the waitlist for the program?


- 77 waiting for a start date
- All referrals linked to services immediately

What is the average wait time?

- Approximately 2-3 months based on need


What substance dependencies can be treated at Lakeside Recovery?

- Alcohol, opioids, amphetamines, benzodiazepines, THC (Marijuana), hallucinogens and other party drugs


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North Central Health Care | Lakeside Recovery MMT

FAQ's




Do all people need inpatient residential treatment?

- No. Not all individuals require MMT's level of treatment.

Is a 21-Day Program long enough?

- Evidence-based practice suggests that the longer you stay in substance abuse treatment the better your outcomes
- Individuals continue treatment through Outpatient Substance Abuse Treatment Program options after graduation.


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FAQ's



Why does the dashboard measurement vary from month to month?

- Approximately 6-8 people graduate in a month
- 1 person who does not remain sober will greatly impact the dashboard measurements
- Difficult to follow up with clients because they move away from their environment
- Clients don't have cell phones or change their phone number after discharge
- Sobriety measures are being used less and less to determine the efficacy of recovery programs

Quality of Life Measures



- After-care attendance
- Housing
- Employment
- Law Enforcement contacts
- Support group attendance
- Service follow-through
(women with dependent children or pregnant)

NCHC's Substance Abuse Continuum of Care

Upon initial assessment with certified counselors and therapists, individuals will have a customized care plan that may incorporate other programming within the North Central Health Care continuum of care to ensure successful recovery.



NCHC Options

- 24-7 Crisis Services
- Ambulatory Detoxification
- Lakeside Recovery MMT
- Substance Abuse Day Treatment
- Relapse Prevention Groups
- Outpatient Services
- Community Treatment
- Community Corner Clubhouse
- Sober living groups
- Peer mentor opportunities



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Thank you for your time today.
For more information, please visit us online at
www.norcen.org



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Lakeside Recovery

MEDICALLY MONITORED SUBSTANCE ABUSE TREATMENT

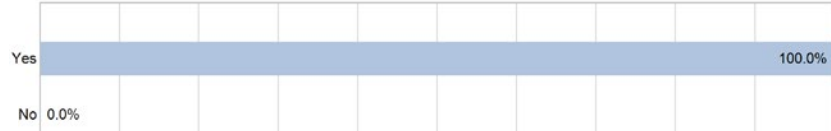
PATIENT INSIGHTS

The responses below are from 58 clients that completed the HealthStream Insights survey at their time of discharge.

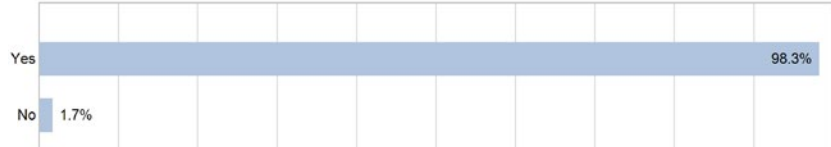
The opinions of all those cared for in North Central Health Care programs are very important to our staff and organization. Regular feedback is requested from patients when they complete satisfaction surveys. This information is used to shape and develop programming and ensure that our services are meeting the constantly evolving needs of those that North Central Health Care serves.

The data included here was collected during surveys administered from January 1, 2017 through September 27, 2017 of patients receiving care in the Lakeside Recovery Medically Monitored Treatment Program.

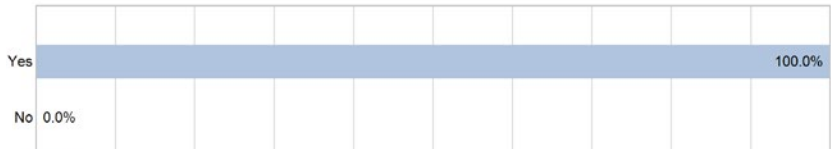
Lakeside Recovery patients were told about self-help or recovery groups.



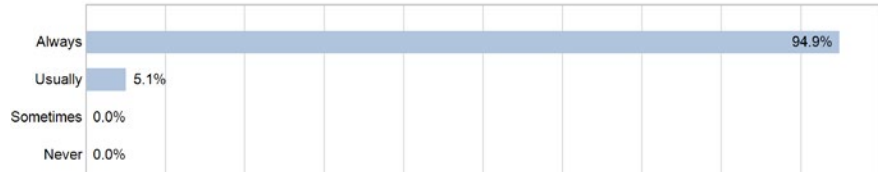
Lakeside Recovery patients given enough information on managing condition.



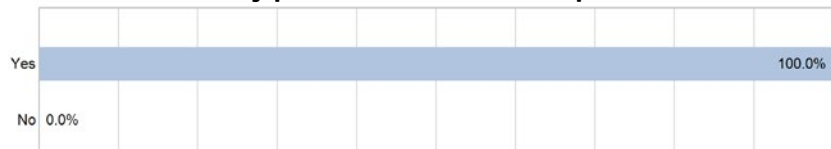
Lakeside Recovery patients discussed whether to include family or friends in treatment.



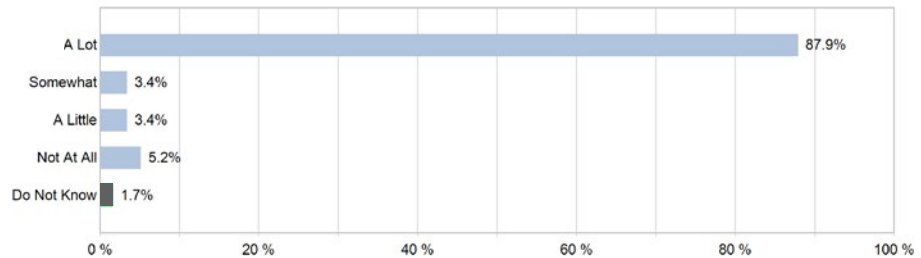
Lakeside Recovery patients felt safe with providers.



Lakeside Recovery patients felt care was responsive to needs.



Lakeside Recovery patients felt they were helped by treatment.

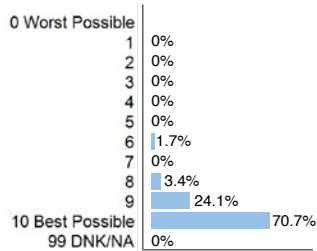


Lakeside Recovery patients are likely to recommend program to others.



Lakeside Recovery Counseling/Treatment Overall Rating by Patients

January 1, 2017 – Sept 27, 2017



94.8% of Lakeside Recovery patients in the MMT Program felt their counseling and treatment rated a score of 9 or 10, or the Top Box Score. Compared to other organizations across the United States providing similar care and services, this ranks Lakeside Recovery MMT in the 98th percentile*.



North Central Health Care has received Behavioral Health and Hospital Accreditation from The Joint Commission – The Gold Standard in Health Care.

Patient Insights - Inpatient Behavioral Health Data Collected 1/1/2017 - 9/27/2017 through HealthStream®. For a copy of the complete report, please email info@norcen.org. *Comparative national data is from HealthStream database.





Lakeside Recovery

MEDICALLY MONITORED SUBSTANCE ABUSE TREATMENT

RECOVERY & QUALITY OF LIFE OUTCOMES

North Central Health Care administered a survey to all patients that completed the Lakeside Recovery MMT 21-day program between January 1 and September 27, 2017. 80% of clients that entered the treatment program during this time, completed all requirements for graduation. Upon completion of program, **77% of clients responded to the follow-up survey.** From those responses, NCHC received this feedback:

- **91% report being able to stay sober for 7 days after discharge.**
- **75% report attending their first Outpatient appointment.**
- **90% report having a stable housing arrangement 30 days after discharge.**
- **38% report having stable employment 30 days after discharge.**
- **92% report no contacts with law enforcement 30 days after discharge.**
- **61% report attending AA or NA on a regular basis (at least 1x per week)**

For more information, questions or referrals, please contact North Central Health Care:

**NCHC Wausau Campus
Lakeside Recovery
715.848.4355
1100 Lake View Drive
Wausau, Wisconsin 54403**

Our Philosophy

We believe that alcoholism and chemical dependency is a primary, progressive, predictable and chronic illness. We believe that unless this illness is intervened upon it will cause significant problems in all areas of life – emotional, physical, spiritual, social, familial, educational, and vocational. It is our goal to provide the best possible intervention and treatment of this disease. It is also our goal to provide a continuum of care that will best address the needs of every individual at each level of their recovery process. We intend to accomplish this in the most professional, efficient, and cost effective manner available to us.

As a multidisciplinary team we will evaluate, share our knowledge, strength, and support to provide a positive healing environment for each individual and his or her family. Every person will be treated as an individual with unique and varying problems that will be worked on throughout treatment. Through this experience, we hope to empower individuals and their family to fully participate in the program. Through this participation, we hope to improve the quality of their lives through the use of education, group therapy, family program, individual session, process groups, and therapeutic recreation.

We believe that each individual has the ability to learn to manage this disease and to achieve better balance in their lives through healthy, sober living.

We believe that we need to bring this philosophy to our community and will do so whenever possible. In doing so, there will be a better understanding of this disease, the effects on the individual, on the family, and on the community as a whole.



As long as I draw breath,
recovery is possible.

