

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

December 21, 2017

12:45 p.m.

Lincoln County Administrative
Office Building - Merrill

Present:

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

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

Guests: Nancy Bergstrom, Lincoln County District Attorney, Dan Leydet, Lincoln County Finance Director, Bob Lee, Lincoln County Board Chair, Lisa Gervais, Administrator at Pinecrest Nursing Home, Mindy Meehan, Director of Nursing at Pinecrest Nursing Home.

Call to Order

- The meeting was called to order at 12:05 p.m.
- Welcome and introductions of guests.

Public Comment for Matters Appearing on the Agenda

- None

Chairman's Report and Announcements – J. Zriny

- On Tuesday, December 19 Langlade County Board, Lincoln County Board, and Marathon County Board each approved and appointed Michael Loy as the CEO of North Central Health Care. Zriny thanked Loy for his commitment during the long period of time as Interim and is glad we can move forward with him as the CEO. Loy thanked everyone involved for the opportunity to serve as the CEO and the privilege to serve the community in this capacity.

Board Committee Minutes and Reports

- None

Monitoring Reports

- CEO Work Plan Review and Report – M. Loy
 - The organization is on a strong path to the 5 to 50 vision. Progress continues on the Master Facility Plan with an expected report in February. The Capital Campaign for the pool is making excellent progress and we are confident the \$3 million goal will be met. There is a current total of \$1.4 million in pledges. Please continue to encourage support of the project.
 - The letter is being sent to the State to decertify 20 beds in the nursing home as approved in the 2018 budget. This change was also confirmed with John Robinson, Chair of the Mount View Care Committee and in line with the recommendations of the consultants, CliftonLarsonAllen.

- Lisa Gervais and Mindy Meehan from Pinecrest were thanked for joining the Board meeting. The April Board meeting is scheduled to be held in Merrill at which time a tour of Pinecrest will be available. Pinecrest recently opened a 20 bed private bed/bath special care unit in October 2017. The unit filled to capacity immediately and currently has a waiting list. November 27, 2017 another 20 bed rehab wing opened with 10 beds occupied and 8 referrals in process. Consumers want private bed/bath and smaller dining areas. Pinecrest also completed their first survey under the new rules and received only 1 citation.
- Finance, Personnel & Property – B. Glodowski
 - November showed a gain of over \$150,000 which was better than expected. The nursing home had two significant adjustments that were better than anticipated: a new Medicaid rate received that went back to July, and, notification of the supplemental payment for July 2017 – June 2018 increasing. In addition, we received a credit from the State Institutes.
 - Expenses and benefits continue to do well. Overall expenses were under budget and revenues are exceeding targets. We anticipate December to be a good month also.
 - We are hoping to obtain an adjustment from WRS to be included in December financials to avoid an adjustment later on. Through November there is a \$1.3 million positive gain.
 - **Motion/second, Weaver/Metter** to accept the November Financial Statements. Motion carried.
- Human Services Operations Report – L. Scudiere
 - Community Treatment received a 2-year renewal following the annual survey. We have been asked to present statewide on our new onboarding procedures for training new staff.
 - We continue to wait on state approval of our facility renovations before the renovation work can begin for the MMT expansion which also delays the CBRF expansion.
 - Day Treatment and Intensive Outpatient proposals continue to be developed. Recruiting has begun for the new Crisis Assessment Response Team and the new Linkage program.
 - Staff are preparing for the Joint Commission Survey.
 - New software will be implemented in order to provide treatment metrics requested by the RCA and which supports new Joint Commission Accreditation standards.
 - Hillcrest Group Home will be closing by the end of 2017. Residents are relocating to other residential homes.
- Nursing Home Operations Report – K. Gochanour
 - In addition to the updates provided in the Board packet, a PDCA on ‘falls’ is being conducted with a report on the results in January or February.
- Quality Outcomes Review – M. Loy
 - The vacancy rate has not been able to reach the target; finding available labor force is the largest challenge. Retention rate has improved over last year. The emphasis is what we’ve been able to accomplish with the patient experience rating indicating 8 of 10 people rate their experience as top box experience at NCHC. The nursing home readmission rate is exceptional. In Behavioral Health we feel the readmission rate should stabilize with stable Physician coverage in Inpatient. Access is almost to target.
 - **Motion/second, Benson/Rusch**, to accept the Quality Dashboard and Executive Summary. Motion carried.

Board Discussion and Action

- **Motion**/second, Metter/Stowe, to approve the 11/30/17 NCCSP Board Meeting Minutes. Motion carried.
- **Motion**/second, Weaver/Seefeldt, to recommend changing the meeting Per Diem rate to \$100 for all non-county supervisors and employees. Discussion followed. Motion carried. M. Loy was asked to verify policy for county supervisors and employees with Marathon County Corporation Counsel.
- **Motion**/second, Weaver/Burgener, to approve the 2018 Board-CEO Work Plan. Discussion followed. Motion carried.
- **Motion**/second, Metter/Rusch, to approve medical staff privileges of She-Teen Chiu, D.O. as recommended by the Medical Staff. Motion carried.

Policy Development – M. Loy

- K. Day led the discussion on the CEO-Board Relationship Policies and Board Governance Process Policies:
 - Q1. To whom is the NCHC Board accountable?
 - Policy Governance only speaks to the relationship of this Board and does not usurp the Retained County Authority (RCA), Joint County Agreement or NCCSP Bylaws.
 - CEO would bring items to the Board Chair if there is interference from board/members.
 - Board can adjust policies as needed.
 - Board identified the following as those the Board is accountable for: community/residents of 3 counties and all 3 county boards ultimately ownership is the three counties.
 - Q2. What does the Board expect its primary responsibilities to be?
 - Ensure quality of care is provided.
 - Financial viability.
 - Understanding community needs.
 - Capture programs that are funded.
 - Synthesize the talents of the Board each with own perspective (Board development).
 - Monitor CEO performance.
 - Staying informed of county needs.
 - Monitoring organizational performance.
 - CEO succession.
 - Q3. Does the Board agree it wants to go forward without standing committees and with the ability to create committees as required to focus on specific issues which will assist the full board with its work?
 - If a good monitoring process is provided for the Board, there will not be a need for committees, however, committees can be created at any time.
 - The MVCC committee will become a permanent committee of Marathon County which will oversee the management agreement for the nursing home.
 - Q4. The Board President is charged with creating the Board meeting agenda. What process if any does the Board agree to follow in order that the Board member have the ability to request an item(s) be included on the Board meeting agenda?
 - Any individual can request items on the agenda and they will be placed on the agenda.

- Q5. How does the Board wish to pursue individual Board member development? How does the Board wish to approve expenses associated with individual Board member development i.e. attendance at conferences, enrollment in programs, site visits, etc.?
 - The entire Board should authorize if time allows otherwise Board Chair.
- 2018 Board Calendar
 - The 2018 Board activity outline was provided. This is a document to reference as agendas and discussion are identified for the Board during the year. The calendar will be included in each Board packet and modified on an ongoing basis.

MOTION TO GO INTO CLOSED SESSION

- **Motion** by Stowe, 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 exercised 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, to wit: Report of Investigations. Second by Miller. Miller expressed his opinion that the members of the RCA should be present for the Report of Investigations. Consideration to include the RCA members in future meetings will be discussed at another time. Confidentiality forms would need to be signed first. Roll call taken. Motion carried.
- **Motion/second**, Weaver/Benson, to reconvene in open session at 2:10 p.m. Motion carried. No Report Out or Action needed from the Closed Session.

Discussion of Future Agenda Items for Board Consideration or Committee Assignment

- None

Adjourn

- **Motion/second**, Metter/Norrbom, to adjourn the Board meeting at 2:12 p.m. Motion carried.