

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

June 28, 2018

12:00 Noon

Wausau Board Room

**Present:**

X	Norbert Ashbeck	X	Randy Balk	X	Steve Benson
X	Ben Bliven	X	John Breske	EXC	Jan Gulsvig
EXC	Meghan Mattek	X	Bill Metter	X	Corrie Norrbom
EXC	Rick Seefeldt	X	Romey Wagner	X	Bob Weaver
EXC	Theresa Wetzsteon	X	Jeff Zriny		

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

Call to Order

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

Public Comment for Matters Appearing on the Agenda

- None

Chairman’s Report and Announcements – J. Zriny

- Jon Krueger, retired Human Resources Executive, was unable to assist us in developing a CEO evaluation process but recommended Todd Penske who has agreed to assist with this process. The Executive Committee will meet with Mr. Penske in July.

Board Committee Minutes and Reports – J. Zriny

- In June, the Executive Committee met in closed session to discuss pending litigation regarding a lease agreement. The committee talked with Attorney John Fisher who is exploring options.

Consent Agenda

- **Motion**/second, Metter/Weaver, to approve the Consent Agenda.
  - The grand opening of the newly remodeled location for the expansion Medically Monitored Treatment Program (MMT) was held; we are waiting yet for the site visit.
  - Question was asked about revenue stream for the counselor in the Antigo School. The position would be supported through new billing revenue.
  - Request was made to add green and red colors to the Dashboard indicating monthly scores are above or below target.
  - Motion carried.

## Board Education

### Transition to Patient Experience Survey Tool – Jennifer Peaslee

- J. Peaslee is the project coordinator in the transition from HealthStream to Press Ganey for the Patient Experience Survey Tool.
- J. Peaslee acknowledged and thanked Laura Scudiere and Sheila Zblewski for their assistance with this project.
- An overview of the tool was provided and samples of the survey tools were shared.
- Questions and discussion included tracking response rates and survey methodology.
- Follow-up procedures between surveys without creating survey fatigue were discussed.
- Concern was expressed with collecting background/demographic data on client surveys being perceived as identifiable and chill response rates. This will be discussed with Press Ganey on how the details impact responses.
- Comparison peer group data is with like facilities i.e. number of people served, demographics, etc.
- Dr. Benson expressed concern that we may be asking for data without informing recipients what the data is being used for and feels people need to understand what they are agreeing to when completing the survey while ensuring maximum ability to maintain confidentiality.
- The transition to a new survey tool may reflect a change in scores. Data will be analyzed closely for any significant changes. Survey data results will be frozen until data collection has been stabilized.
- Staff are being educated as to the appropriate way to convey the importance of completing surveys.

## Monitoring Reports

### CEO Work Plan Review and Report – M. Loy

- Master Facility Plan has been approved by the Marathon County Board for approximately \$70 million in bonding by Marathon County over the next five years. The Request For Proposal (RFP) for architectural design has been issued. A pre-bid walk through was provided. Interviews are scheduled for 7/27/18 with final selection in August. Ten firms have shown interest including the firm that assisted with the Master Facility Plan conceptual design.
- Waiting for the final inspection for the expansion of the MMT program.
- The second Psychiatry Residency Program Welcome Event was held June 25 with three new residents joining the program. Staff were acknowledged and thanked for all of their work in putting the program together. J. Zriny noted that the Medical College of Wisconsin expressed their excitement about North Central Health Care's involvement in the program and they have been very pleased with their experience.

### Nursing Home Operations Report – K. Gochanour

- Initial interviews have been completed relating to the RFP for electronic medical record (EMR).

### Chief Financial Officer's Report – B. Glodowski

- May saw a small gain. We continue to stay ahead of target. The nursing home is showing improvement and the hospital is stable. The MMT and CBRF programs are running behind in revenue which is attributed to delays from the State in processing our application and the onsite inspection. Expenses for programs are at full capacity as staff are hired and trained while we wait to start the programs.
- Health insurance increased through May to approximately \$500,000 above target.
- June financials will include another CD that has been purchased which is contributing to reaching our cash on hand targets.

- The 2019 Budget process is in full swing. Updates will be provided regularly with a final presentation in August. Several questions were asked about health insurance contribution levels, open enrollment timeframe, co-pays, etc.
- **Motion**/second, Bliven/Balk, to approve the May Financial Statements. Motion carried.

#### Board Discussion and Possible Action

- The Executive Committee, in serving as the Nominating Committee, is recommending Dr. Corrie Norrbom be appointed as a member of the Executive Committee. The previous structure of the Committee has changed i.e. the vacant 'Past-President' position and the departure of Robin Stowe who was also a member of the Retained County Authority (RCA).
- Mr. Zriny called three times for other nominations from floor. No other nominations were presented.
- **Motion**/second, Weaver/Balk, to appoint Dr. Corrie Norrbom as a member of the Executive Committee. Motion carried.

#### MOTION TO GO INTO CLOSED SESSION:

- **Motion** by Metter to adjourn into closed session 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 exercises 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 Ashbeck. Roll call. All ayes. Motion passed 10-0.
  - i. Corporate Compliance and Ethics
  - ii. Significant Events

#### RECONVENE to Open Session and Report Out and Possible Action on Closed Session Item(s)

- **Motion**/second, Benson/Wagner. To reconvene into Open Session. All Ayes. Motion passed 10-0. No action or announcements on the Closed Session Item(s) were made.

#### Review of Board Calendar and Discussion of Future Agenda Items for Board Consideration

- At the July meeting of the Board, Sue Matis will provide an update on employee compensation, benefits, retention strategies as well as an overview of current Human Resources practices.
- In July the RCA will be reviewing performance measures implemented this year, our progress in getting operationalized, and where we are going next year.
- B. Weaver will be chairing the Board meeting in July as J. Zriny and S. Benson will not be available for the 7/26/18 meeting.

#### Assessment of Board Effectiveness: Board materials, Preparation and Discussion

- Dr. Benson commented that it is good to see new members participating.

#### Adjourn

- **Motion**/second, Metter/Norrbom, to adjourn the Board meeting at 1:26 p.m. Motion carried.