Board Meeting Minutes

Meeting Date: 10/09/2017 Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair); Jane Sullivan; Martha Maxwell; Mark Mertens; Cliff Lane; Vicky James; Kelly Steffens; Ken Waller; Sylvia Daniels and Stan Stratton.

Not in Attendance: Katherine Hardy-Senkel; Alicia Towery; Dr. Steven Crawford; Audrey Mitchell; John Lamping (Board Treasurer); Elizabeth Diveley (Board Secretary); Kyle Gowen (Co-Treasurer) and Dayle Burgdorf.

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Margo Pigg (Chief Behavioral Health Officer); Amy Rhodes (CFO); Donna Harris-Brekel (VP of HR); Lisa Rothweiler (VP of ITC); Cindy Vessell (VP of Community Services); Dr. Nathan Suter (Director of Oral Health); Katy Murray (VP Corporate Compliance/QM); Patty Vanek (VP of PCHH/CDM) and Dr. Kevin Turner (Medical Director)

Agenda Item #1 Meeting Open
Jerry Rogers called the October 9, 2017 Board Meeting to order at 7:36 am.

Agenda Item #2 Mission Statement
COMTREA’s mission is to be an innovative, effective, and responsive comprehensive health center which exists to serve those in need; we believe that our clients are entitled to the best professional care, in the most comfortable surroundings, at the most reasonable price possible. This we pledge to do.

Agenda Item #3 Approval of Agenda
The October 9, 2017, meeting agenda was reviewed by the board and no revisions requested.
**Recommendations:** "I, Kathy Ellis, move that we approve the October 9, 2017 Agenda as presented." Vicky James seconded the motion. The motion carried.

**Agenda Item #4 Approval of the Previous Board Meeting Minutes**
The September 11, 2017, Board Meeting minutes were reviewed with no suggestions for corrections or additions.
**Recommendations:** "I, Kelly Steffens, move that we approve the September 11, 2017 Board Meeting Minutes." Sylvia Daniels seconded the motion. The motion carried.

**Action Items**
1. Jerry Rogers to sign the approved final Board Meeting Minutes.
   Committee member(s) responsible: Jerry Rogers

**Agenda Item #5 Closed Session**
**Recommendations:**
"I, Cliff Lane, move that the Board enter into closed session." Kathy Ellis seconded the motion. The motion was carried by a voice vote from: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair); Jane Sullivan; Martha Maxwell; Mark Mertens; Cliff Lane; Vicky James; Kelly Steffens; Sylvia Daniels and Stan Stratton.

The Comtrea Board Meeting returned to open session at 7:56 am. During the closed session there was discussion regarding the upcoming departure of Tracy Wiecking and the timeline along with the status of the contract between Comtrea and Ride On St. Louis. Two pending legal cases were also discussed in length. There was no decisions or votes made during the closed session the session was held for discussion of matters only.

**Agenda Item #6 Financial Report**
Sue Curfman stated that the financials have been delayed due to the auditors being in house, she was interviewed by them last week and they felt things were going very well. They didn't have any concerns and felt the Finance team is doing a good job and the full report will be presented to the Board.
Sue Curfman asked Amy Rhodes to give a brief update of the financials. Amy Rhodes stated that the problem is with the new system there are errors. At the close of August the revenues
are running about $4.4 million about 10% lower than budgeted but expected due to the changes and vacations. However, the expenses are running about 7% behind which is helping with the revenue being lower. The AR is higher due to the Avatar system issues. Jerry Rogers asked Amy Rhodes to give an update on the $600,000 LOC taken out. Amy Rhodes stated right now only interest is being paid on the $600,000 that was taken from the LOC. Amy Rhodes stated that once DMH billing is fixed then payments will be made on the $600,000.

Recommendations: "I, Cliff Lane, move that the Board approve the financial report for the month of August 2017." Mark Mertens seconded the motion. The motion carried.

Agenda Item #7 CEO's Report

a. Metrics Reporting
   1. Revenue Cycle Dashboard: Sue Curfman informed everyone that the Revenue Cycle Dashboard will resume next month. The new Revenue Cycle Manager starts today.
   2. Board Members using FQHC Services: Sue Curfman stated that the Board continues to be at 58% for the 24 month look back.

b. State and Federal Budget Updates
Sue Curfman provided an update the Federal side is making progress. They are expecting the cliff to be addressed and HRSA is increasing funds. It is believed that a single care health system will be moved towards however at this time this is only discussion. At a State level it is not as positive there is another cut back coming in Medicaid that will target FQHC revenues. Sue Curfman stated she hopes to find out more regarding the budgets later this week while at the MPCA conference.

c. FY 2018 Strategic Plan Q1 Update
Sue Curfman gave an update on the four pillars, there are 36 indicators and 84 action steps and 74% have steps taken on already.

d. HRSA
   1. Operational Site Visit Report and Plan of Correction: The site report of 35 plus pages was in the electronic package for review after that the plan of
correction is shown. The two requirements not met were minor regarding sliding fees and Board minutes. The plan of correction regarding this are included.

2. NoA’s

Sue Curfman provided updates on the following NoA’s.

i. Patient Centered Medical Home – the funding for this has closed.

ii. Festus Dental Clinic – opening of Festus Dental clinic and is now on scope

3. HRSA Service Area Competition Application Update

e. Medical Legal Partnership

Sue Curfman informed the Board of a Medical Legal partnership MPCA has been working on. This would allow ComtreA to work with attorneys and give clients legal services that have no charge. This partnership has been strong in other states. Sue Curfman stated that ComtreA was selected to participate by MPCA.

f. Grants

1. Dental Telehealth: Sue Curfman informed the Board that this will allow $280,000 paid over 2 payments and telehealth started last week.

2. Delta Dental Award (September 23rd): The Award gives $100,000 each over 5 years and will go to SBHC with Dunklin and Desoto schools.

3. QI Award of $70,000: Sue Curfman stated that HRSA awarded Health Centers that have improved and performance it has to be used for quality initiatives. Leaning towards purchasing equipment for telehealth.

4. NAP Application: ComtreA submitted their application for this program, would allow businesses to get a higher tax credit ComtreA will find out by the end of December whether selected for this.

g. Telehealth Conference

Sue Curfman informed the Board that she attended a TeleHealth Conference along with Lisa Rothweiler, Dr. Turner, Dr. Suter and Dana Silverblatt. They were able to learn a lot and realized that ComtreA is behind with this initiative. Jerry Rogers asked how telehealth works. Sue Curfman stated that you have a patient navigator and a
MA along with a room and a web cam. The MA does the exam and it then allows the patient to access the Primary Care.

h. Integration Focus
   1. Restructure: Sue Curfman stated that they will be looking at a practice manager for BH and duplicating the way Dental and PC works. This will be in line with integration and having the same across the divisions.
   2. Care Coordination across divisions
   3.

i. Volunteers
   Sue Curfman presented the September Volunteer report with a total of 365 hours in September.

<table>
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<tr>
<th>Location</th>
<th>JULY</th>
<th>AUG</th>
<th>SEPT</th>
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<tbody>
<tr>
<td>Bridle Ridge</td>
<td>68</td>
<td>102</td>
<td>24</td>
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<tr>
<td>A Safe Place</td>
<td>5</td>
<td>38</td>
<td>6</td>
</tr>
<tr>
<td>CAC</td>
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<td>164</td>
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<td>Employees</td>
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<td>Board Members</td>
<td>78</td>
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<tr>
<td>Adult and C&amp;Y Div.</td>
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<tr>
<td>Tails with Tales</td>
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<td>Community Events</td>
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<td>216</td>
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<tr>
<td>Job Shadowing</td>
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<tr>
<td>TOTAL Hours:</td>
<td>284</td>
<td>641</td>
<td>365</td>
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Agenda Item #8 Action Items
   a. Leadership Council Reports
      The reports were emailed out earlier for the Board Members to review.
Recommendations: "I, Stan Stratton, move that the Board approve the September 2017 Leadership Council Report." Kelly Steffens seconded the motion. The motion carried.

b. Policies for Approval
Sue Curfman stated there are a number of policies for approval the write ups were included in the electronic packet sent out last week. Sue Curfman summarized the changes made within each of the policies to the Board.

1. Human Resources Policies
   i. 10.1.3 Guidelines for appropriate conduct (Solicitations/Fundraising)
   ii. 12.10 Short-Term Disability
   iii. 12.13 Birthday Leave Policy
   iv. 13.2.1 Spending Leave prior to Resignation
   v. 15.5 Holidays
   vi. 15.11 Retirement

Recommendations: "I, Mark Mertens, move that the Board approve the HR Policies, 10.1.3 Guidelines for appropriate conduct (Solicitations/Fundraising), 12.10 Short-Term Disability, 12.13 Birthday Leave Policy, 13.2.1 Spending Leave prior to Resignation, 15.5 Holidays and 15.11 Retirement as presented." Ken Waller seconded the motion. The motion carried.

   i. Outage Policy
Recommendations: "I, Kathy Ellis, move that the Board approve the Health and Safety Manual Outage Policy as presented." Jane Sullivan seconded the motion. The motion carried.

   i. 340 B Program Policy and Procedures
Recommendations: "I, Ken Waller, move that the Board approve the 340 B Program Policy and Procedures for the Financial Management Manual as presented." Stan Stratton seconded the motion. The motion carried.
ii. Risk Management Plan

**Recommendations:** "I, Ken Waller, move that the Board approve the Risk Management Plan for the Financial Management Manual as presented." Kathy Ellis seconded the motion. The motion carried.

iii. Fees and Sliding fee Discount Program

**Recommendations:** "I, Ken Waller, move that the Board approve the Fees and Sliding fee Discount Program for the Financial Management Manual as presented." Mark Mertens seconded the motion. The motion carried.

4. New Position Approvals

Jerry Rogers stated that new positions are being presented that are not in the current budget and require Board approval.

i. Clinic Manager for Fox (not in budget)

Sue Curfman stated that there used to be an office manager in the Fox location that oversaw the front. With Dr. Garland needing to provide more clinical services they are in need of someone to administer the office and assist with the tooth titan’s administration. Dr. Suter stated that already this school year there has been over 500 kids seen in three schools. Mark. Mertens asked the salary for the position. Amy Rhodes stated the starting rate for the position.

**Recommendations:** "I, Mark Mertens, move that the Board approve the unbudgeted position of Clinic Manager for Fox as presented." Cliff Lane seconded the motion. The motion carried.

ii. VP, Integration and SBHC (not in budget)

Sue Curfman informed that they would like to take the Outreach Manager for Dental and make the position agency wide which will expand it out. We currently do not have this role in BH and Medical. The budget impact would be a cost savings some of that savings will go to Dr. Garland and some to Dana Silverblatt as she expands to the new role.
Recommendations: “I, Mark Mertens, move that the Board approve the unbudgeted position of VP, Integration and SBHC as presented.” Ken Waller seconded the motion. The motion carried.

iii. IT Clinical Support (not in budget)
Sue Curfman stated that IT is overwhelmed with Netsmart and help tickets. There is a need for additional support. The position will be paid by the meaningful use attestments which Comtreo will get.

Recommendations: “I, Ken Waller, move that the Board approve the unbudgeted position of IT Clinical Support as presented.” Cliff Lane seconded the motion. The motion carried.

iv. Case Manager – Telehealth (not in budget)
Sue Curfman stated that after attending telehealth conference it was evident that Comtreo needs to expand in this area as a result a case manager for telehealth is needed. The revenue generated from telehealth will pay for this position. Mark Mertens asked to discuss the telehealth initiative. Sue Curfman stated that telehealth is being done with Dental and would like to expand to PC at Arnold and Festus but the primary telehealth will be with BH. Dr. Suter stated that teledentistry started last week and was able to do 23 exams from home over the weekend. Jerry Rogers stated that telehealth will be in all three divisions. Dr. Suter stated this is a diagnostic type of service. The equipment needed for each division will vary for each division, Sue Curfman explained as Comtreo moves towards integration this will be huge. Mark Mertens asked regarding the policies. Lisa Rothweiler stated that there will be some policy changes with the start of telehealth.

Recommendations: “I, Ken Waller, move that the Board approve the unbudgeted position of Case Manager – Telehealth as presented.” Mark Mertens seconded the motion. The motion carried.

5. Friends of ASP Board Nominations for Approval
Jerry Rogers stated that there are several nominations to Friends of ASP, this Board requires at least 51% of it to be Comtreo Board members. The executive board and board for ASP nominated the three individuals listed below, two would be community members and one a Comtreo Board member. Jerry Rogers stated that Josh Earls is
from Faith Community. Ben Wanner was recently VP of Hillsboro and Kelley Steffens is a current Board Member.

i. Josh Earls
ii. Ben Wanner
iii. Kelly Steffens

Recommendations: “I, Stan Stratton, move that the Board approve the nomination of Josh Earls to the Friends of ASP Board as presented.” Mark Mertens seconded the motion. The motion carried.

Recommendations: “I, Stan Stratton, move that the Board approve the nomination of Ben Wanner to the Friends of ASP Board as presented.” Ken Waller seconded the motion. The motion carried.

Recommendations: “I, Mark Mertens, move that the Board approve the nomination of Kelly Steffens to the Friends of ASP Board as presented.” Ken Waller seconded the motion. The motion carried.

6. Credentialing & Privileging

Kathy Ellis stated that there were 11 new individuals during September and 2 existing. The new staff for privileging in September are listed below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Div</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christine Begley</td>
<td>Dental Assistant</td>
<td>OH</td>
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<tr>
<td>Sarah McGrath</td>
<td>School Liaison</td>
<td>BH</td>
</tr>
<tr>
<td>Paige Sielfleisch</td>
<td>CSS</td>
<td>BH</td>
</tr>
<tr>
<td>Donald Burgett</td>
<td>SNTP CSS</td>
<td>BH</td>
</tr>
<tr>
<td>Rod Campbell</td>
<td>AVP- Adult Behavioral Health</td>
<td>BH</td>
</tr>
<tr>
<td>Sarah Withouse</td>
<td>CSS</td>
<td>BH</td>
</tr>
<tr>
<td>Jesse D. Helton</td>
<td>Primary Care Physician</td>
<td>PC</td>
</tr>
<tr>
<td>Ivy Alwell</td>
<td>Advanced Nurse Practitioner</td>
<td>BH</td>
</tr>
<tr>
<td>Ellen Stueckroth</td>
<td>Case Manager</td>
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</tr>
<tr>
<td>Tom Mazuranic</td>
<td>Dentist II</td>
<td>OH</td>
</tr>
<tr>
<td>Sophia Matthews</td>
<td>CSS</td>
<td>BH</td>
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</table>
Existing staff needing re-privileging consists of:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Div</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amanda Yochum</td>
<td>Case Manager</td>
<td>BH</td>
</tr>
<tr>
<td>Adrienne Birge</td>
<td>Case Manager</td>
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</table>

**Recommendations:** "I, Kathy Ellis, move that the Board accept the September 2017 credentialing and privileging report and staff as presented." Mark Mertens seconded the motion. The motion carried.

Mark Mertens asked to discuss why Dr. Helton was on the list. Sue Curfman stated that Dr. Helton will come on board fulltime in December as a primary care doctor. Mark Mertens expressed some concerns regarding Dr. Helton's previous employment with Cotre and departure. Jerry Rogers stated in the past Dr. Helton was in the Medical Director role and that will not be the case when he comes on Board later this year.

**Action Items**

1. Kathryn Ellis sign the HR Credentialing and Re-Privileging Report  
   Committee member(s) responsible: Kathryn Ellis

7. **QIQA Monthly Report**  
   Dr. Turner presented that the measures for QIQA noting that BMI measures were achieved for the month of September. The goal is to try and improve on all the measures.  
   **Recommendations:** "I, Vicky James move that the Board approve the September 2017 QIQA report as presented." Ken Waller seconded the motion. The motion carried.

**Agenda Item #9 Discussion Items**

a) **Annual Board Review of Program Requirements**

1. **PR #18**: Sue Curfman reported that the annual review was completed and it was in good standing.
b) Subcommittees of the Board

1. Building and Grounds: Tracy Wiecking updated the Board on a new billboard that has been put up advertising pediatric care. Ken Waller asked how much the billboard costs. Tracy Wiecking stated that it is $600 a month for a year. The billboard on the highway 30 stretch will be replaced out soon. Jerry Rogers asked for an update on the Valley. Tracy Wiecking stated that it is a few weeks from being completed. Jerry Rogers added that NW school district is receiving a Jeffersonian Award and a large part of that is for recognition for the in school counseling.

2. Community Relations/Fundraising & Capital Campaign: Tracy Wiecking updated on behalf of Kim Elbl stating that the ASP Board has been making presentations. Tracy Wiecking stated that the save the date cards for the Mardi Gras event have gone out. Tracy Wiecking also showed the Board a new shirt that will be available for A Safe Place. Mark Mertens stated that Kim Elbl is still looking for a major sponsor for the Mardi Gras event. Ken Waller added that Friday he has his annual golf outing and one of the holes they are raising funds for Mary’s House of Hope. Mark Mertens stated that he and Jerry Rogers have been trying to get to the Board Members regarding pledge sheets. The Capital Campaign Brochure is at the printer for printing.

Agenda Item #10 United Way Campaign
Tracy Wiecking handed out United Way brochures to all the Board Members since Comtrex is part of the United Way family. Tracy Wiecking is presenting to various companies regarding the campaign. Tracy Wiecking stated that is the Board has any questions please contact him.

Agenda Item #11 Board Member Recruitment
Jerry Rogers stated that we can have 21 members we currently have 19 members. Ken Waller stated that Stan Stratton has offered his resignation for JCCMHFB. Ken Waller stated that Stan Stratton recommended Dr. Isaacson the Desoto School Superintendent and Ken Waller will work on the County approval. Mark Mertens stated that Stan Stratton has been a voice of reason and thanks him for his service. The expected resignation date for Stan Stratton is December 31, 2017, with his replacement coming on Board January 1, 2018.
Agenda Item #12 Old Business: Margo Pigg reported that the DMH audit went great and the best audit in 15 years and in the adult division there was less than $100 taken back from a result of the audit.

Agenda Item #13 Adjournment: There was no further business to discuss.
Recommendations: With there being no further business to discuss, Mark Mertens moved for adjournment. Stan Stratton seconded the motion. The motion carried.

Notes: FY17, the Board will meet every 2nd Monday of the month at 7:30 am in the Arnold Suburban Office, Anderson Building.

Next Meeting Date: 11/13/2017 Time: 7:30 am Location: Arnold Suburban Office

☐ Minutes approved  
(Signature of Committee Chair)  

(Date)