Board Meeting Minutes

Meeting Date 05/13/2019 Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Mark Mertens; John Lamping; Kathryn Ellis (Board Vice Chair); Alicia Towery; Beth McDaniel; Jane Sullivan; Dennis Gannon; Cliff Lane; Kelly Steffens; Martha Maxwell Dr. Caron Daughtery (Board Treasurer); Elizabeth Diveley (Board Secretary); Sylvia Daniels and Dr. Steven Crawford

Not in Attendance: Audrey Mitchell and Dr. Josh Isaacson

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Donna Harris-Brekel (VP of HR); Margo Pigg (Chief Behavioral Health Officer); Amy Rhodes (CFO); Patty Vanek (VP, Clinical Quality); Dana Silverblatt (VP of Integrated Practices and SBHC); Cindy Vessell (VP of Community Services); Rachael Bersdale (VP, Adult BH); Katy Murray (VP Corporate Compliance/QM) and Laura Bilsland

Not in Attendance: Kim Elbl (VP Capital Campaign and Fundraising); Dr. Rohatgi (Chief Medical Officer); Dr. Courtney Garland (Dir of Oral Health); Lisa Rothweiler (COO);

Sue Curfman introduced the newest TWT puppy that is being prepared for the program. Ann spoke of the nursing appreciation and what the program did last week.

1. Meeting Open
The May 13, 2019 Board Meeting was called to order at 7:37 am by Jerry Rogers, Board Chairman with a quorum of members present.

2. Approval of Agenda
The May 13, 2019 board meeting agenda was reviewed and no revisions were requested.
Recommendations: "I, Mark Mertens, move that we approve the May 13, 2019 Agenda as presented." Cliff Lane seconded the motion. The motion carried.
3. Approval of April 8, 2019 Minutes

The April 8, 2019, board meeting minutes were reviewed with no revisions requested.

**Recommendations:** “I, Kathy Ellis, move that we approve the April 8, 2019 Board Meeting Minutes.” John Lamping seconded the motion. The motion carried.

**Action Items**

➢ Sign the final approved board meeting minutes (Jerry Rogers, Chairman)

4. Closed Session / Real Estate / Legal / Personnel

The closed session opened at 7:37am. During the closed session the Board discussed Real Estate, Personnel and Legal matters. The CEO departed the closed session for the CEO Performance Review to be discussed, the approval of the review will take place in open session, and the closed session was utilized for the purpose of discussing and commenced at 7:59am.

5. Mission Statement

To lead in providing quality, comprehensive healthcare that is affordable and accessible, and to support the dedicated professionals who make caring for the individuals we serve their number one priority.

6. May Program Highlight – Patient Focus Groups

Laura Bilsland, AVP, Adult BH presented on the Patient Advisory Board which is now done as a patient focus group. The struggles were spoken of and in later March and early April there were 4 groups at different locations and times. The barriers that clients generally have were addressed, so food was provided and $10 Walmart gift cards and transportation was offered if needed. There was 20 clients that participated, the board was provided with a handout. Access was discussed along with how phone call experiences. They also discussed how easy it was to get appointments in the other disciplines. The common theme was that staff care about them at COMTREA. Laura Bilsland spoke of a client in Arnold and their experience. Clients stated that they like the calls and reminders so that they do not forget their appointments, they feel as though we want them to come back. There was some uncertainty at times on calls that came in. The wait time was another area that needs to be worked on. There was some feedback that was fixed right away and some are in the works
for plans. Laura Bilsland stated that some of the clients stated that they would be interested in a board, the plan is to do quarterly with a focus each time. Jerry Rogers spoke of two themes that have been dealt with previously have come up again. Laura Bilsland stated that the welcome center triaged and so individuals are getting in faster. The calls still need to be addressed and the new phone system may start to help. Margo Pigg stated that when it comes to providers the need is known and they are actively recruiting and telepsych is being utilized to help. Margo Pigg spoke of the cost of telepsych hours and the cost. Mark Mertens asked if telepsych reduced the list for those that are not urgent, Margo Pigg stated not necessarily, however, that they want to get clients in as soon as possible in front of a provider. There is still more clients and demand than time and a different base of clients. The telehealth gives another option and increases accessibility. Sue Curfman updated that with telepsych there is now 52 hours of child psychiatrist available per a week. Mark Mertens spoke about the article in the leader with Mercy’s outpatient center and how will that affect COMTREA. Margo Pigg stated that it will be a good balance for the community since Mercy and COMTREA do not serve the same clients and this is not seen as competition. There is also the Adult and Youth follow up on the inpatient also so the gap should be bridged.

7. Financial Review
The financial update for March 2019 was provided by Caron Daughtery. Caron Daughtery went over the cash on hand and AR amounts. Jerry Rogers asked Amy Rhodes to explain in the cash on hand which only $500,000 is actually available since the other is restricted and cash is always low after payroll. There are some outstanding payments coming in soon, there was news that DMH was holding funds there is additional information and discussion on this currently. The quality bonus payment should be coming in this month, this is about $300,000. With the AR there is approximately $1.2M in cost reports due from the state. The DMH is the reason for the high AR. Sue Curfman stated that if you add all the payments due that is a substantial amount. Jerry Rogers stated that payroll for COMTREA is roughly over $600,000 every two weeks.

Recommendations: “I, Caron Daughtery, move that the Board approve the financial report for the month of March 2019.” John Lamping seconded the motion. The motion carried.

8. CEO’s Report
a. What are our clients saying?
b. Financial Focus Update
   i. Growth Report
   For BH the production goal was met, PC was at 62% and OH hit 79% for April for Dentist and the Hygienists hit 67%. The biggest issue on production is the cancellation rates.
   c. Federal/State Associations
   Sue Curfman stated that there is not much to report there is one more week of legislation. There is some funding that may be given to health centers that is being discussed at this time.
   d. Divisional Updates
      i. Behavioral Health/Psychiatry Updates
      ii. Primary Care Updates
      Bringing into Festus for colocation and the internal referrals has nearly tripled since last October.
      iii. Oral Health Updates
      For next school year the mobile program will look at trying to focus more on the county and high need areas.
   e. HRSA
   Sue Curfman spoke of the change of scopes and what that means. The following were submitted this month and the Dunklin drug was approved. The monthly review is at 100%. The % of Board Members is 53% as of today, it’s just over 50%. Beth McDaniel stated that this number should be much higher.
      i. Change of Scope to Form 5A – add Premier Dental Column II and III
      ii. Change of Scope to Form 5C – Add Home & Community visits for Behavioral Health Consultant (to be covered under FTCA)
      iii. 340B Drug Pricing Approved for Dunklin Health Center
      iv. PR Monthly Review – Needs Assessment and Continuity of care and Hospital admitting
      v. Current % of Board Consumers
   f. Monthly Grant Update
Both of the requests to Jefferson Foundation were denied for this last funding period. Beth McDaniel asked if there was a reason why, Sue Curfman stated there was no reason and the list of approved for others has not been released. There was discussion that the oral health voucher was the only grants that have been approved in the last few years. Margo Pigg stated that all three that she has written have been denied. Jerry Rogers stated that the next round will be in September and spoke of the Mabee Grant and how the argument may be made that if they donate then those funds could double.

g. Volunteers
Sue Curfman stated that April was a strong month with the TWT coming in strong.

h. Integration Roadmap
The board members were handed the roadmap for integration, Sue Curfman reviewed this map and the integration journey that is outlined. The change in care is something that is tough for providers on the roadmap the bus will move and notes will be provided every step of the way. Sue Curfman will forward out an email on Healthcare 2040 and what is projected for the future, it is an eye opener.

9. Action Items (Anything that requires a vote)
   a. Leadership Council Reports (Month of April)

Recommendations: “I, Beth Diveley, move that the Board approve the April Leadership Council Report.” Kathy Ellis seconded the motion. The motion carried.

Margo Pigg added that they had their first BH meeting division meeting with 150 people present. Margo Pigg would like to do this twice a year.

b. CEO Performance Evaluation
The evaluation was discussed in the closed session.

Recommendations: “I, Mark Mertens, move that the Board approve the CEO Performance Evaluation on Sue Curfman that was discussed during the closed session.” Cliff Lane seconded the motion. The motion carried.

c. Approval of OHI HRSA Grant Budget
**Recommendations:** “I, Mark Mertens, move that the Board approve the Budget Justification for the OHI HRSA Grant as presented.” Caron Daughtery seconded the motion. The motion carried.

d. Approval of IBHS HRSA Grant Budget
This one is not one time funding if it was done well, Amy Rhodes stated that the budget asked for is $145,000 this will add a .5 NP to the integration team for the Festus office and an additional staff member that would be like a medical care manager. This would allow for kiosks for the waiting rooms for clients to access. Amy Rhodes stated that if goals are met this would roll into the other funding.

**Recommendations:** “I, Mark Mertens, move that the Board approve the Budget Justification for the BHI HRSA Grant as presented.” Caron Daughtery seconded the motion. The motion carried.

e. New Position Approval – Pre-Authorization Specialist
Sue Curfman stated that there has been effort not to ask for positions that are not in the budget there is a pre-authorization specialist position that needs approval, at this time office associates cannot keep up with the pre-auth and then the claim might be delayed or denied. The request would hire a person that is devoted to getting these authorizations done. Beth McDaniel asked if the role is specific to oral health, Amy Rhodes stated that it will be primarily oral health. This person will be in the back office and will meet with patients to help with payment plans if needed.

**Recommendations:** “I, Kathy Ellis, move that the Board approve the unbudgeted position of pre-authorization specialist as presented.” Caron Daughtery seconded the motion. The motion carried.

f. Quarter 3 Strategic Plan Update
Sue Curfman stated that this is the 3rd quarter report and most have been achieved.

**Recommendations:** “I, John Lamping, move that the Board approve the FY2019 Q3 Strategic Plan Updates as presented.” Beth Diveley seconded the motion. The motion carried.
g. Quarterly Risk Management Update

Sue Curfman stated there have been no critical incidents and the following was reviewed with the board:

- Discussions this quarter revolved around release of records/information under federal guidelines and changes to COMTREA guidelines.
- No official patient grievances or employee grievances
- Minor patient complaints handled directly and promptly
- Review of Health & Safety incidents indicated additional training may be needed for needle sticks and possibly some safe driving training.
- Malpractice training was completed by March 31, 2019 for all providers. This is a FTCA requirement and we have met 100%.

**Recommendations:** "I, Mark Mertens, move that the Board approve the Quarterly Risk Management update as presented." Caron Daughty seconded the motion. The motion carried.

h. Credentialing & Privileging

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<tr>
<td>Jessica Armbruster</td>
<td>Dental Hygienist II</td>
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<td>Danielle Hawkins</td>
<td>Nurse Care Manager</td>
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<td>Samantha Mueller</td>
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<td>Dawn Ortega</td>
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<tr>
<td>Sandra Holifield</td>
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<td>Krista Hutson</td>
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<td>Jennifer Loretta</td>
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<td>Jessica Thomas</td>
<td>Therapist I - NCAT</td>
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<tr>
<td>Shelby Wilfong</td>
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There was 5 new staff and 5 current staff.

**Recommendations:** "I, Kathy Ellis, move that the Board approve the March Credentialing and Privileging Report as presented." Beth Diveley seconded the motion. The motion carried.

i. QIQA Monthly Report
Beth McDaniel gave the QIQA report. There is a BP testing that will be implemented at all locations. The Diabetes A1C numbers have increased. Patty Vanek also went over the MPCA Quality Report the A1C improved by 10% for last month and hopefully that will continue to increase. Sue Curfman stated that there is a lot of green in the quality report.

Mark Mertens would like to see some of the patients from the focus groups added to the board.

**Recommendations:** “I, Beth McDaniel, move that the Board approve the QIQA Report as presented.” Mark Mertens seconded the motion. The motion carried.

10. Discussion Items (Informational; no action taken)
   a. Subcommittees of the Board
      i. Building and Grounds
Lisa Rothweiler was in DC, Jerry Rogers provided the update on the progress of B Building. Tuck Pointing also started last week. The transitional housing progress is continuing.

      ii. Fundraising & Capital Campaign
Sue Curfman spoke of a fundraiser with Twin City Toyota regarding the Supra (limited edition) there will be tickets available for sale and the additional ticket sales after the car value is paid will go to Mary’s House of Hope. Jerry Rogers stated that they wanted to do something that would help raise money. Mark Mertens spoke of the Fashion Show this summer and sponsorships are needed for this event. Sue Curfman added that Lexi (Mary’s daughter) wanted to do this event before going off to college. Sue Curfman stated that there is now $200,000 in tax credits available.
Sylvia Daniels stated that there will be a golf tournament in Eureka in September and there will be a phone call this week to discuss.

11. Board Member Information
   a. Board Recruitment
Jerry Rogers stated that if you know someone that would be interested in serving on the board to let him know.

12. Old Business

13. Next Scheduled Board Meeting
   a. Strategic Planning & Budget Overview – Thursday, June 13, 2019 8am – 11am
   b. Full Board Meeting & Annual Approvals - Monday, June 17, 2019 at 7:30am

14. Adjournment
There was no further business to discuss.

Recommendations: With there being no further business to discuss, Beth Diveley moved for adjournment. Kathy Ellis seconded the motion. The motion carried.

☐ Minutes approved  

(Signature of Committee Chair)  

(Date)