Board Meeting Minutes

Meeting Date: 02/11/2019  Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson/

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

Not in Attendance: Audrey Mitchell and Martha Maxwell

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Donna Harris-Brekel (VP of HR); Margo Pigg (Chief Behavioral Health Officer); Lisa Rothweiler (COO); Katy Murray (VP Corporate Compliance/QM); Amy Rhodes (CFO); Patty Vanek (VP, Clinical Quality); Kim Elbl (VP Capital Campaign and Fundraising)

Not in Attendance: Dana Silverblatt (VP of Integrated Practices and SBHC); Cindy Vessell (VP of Community Services); Dr. Rohatgi (Chief Medical Officer) and Dr. Courtney Garland (Dir of Oral Health)

1. Meeting Open
The February 11, 2019 Board Meeting was called to order at 7:37 am by Jerry Rogers, Board Chairman with a quorum of members present.

2. 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.

3. Approval of Agenda
The, February 11, 2019 board meeting agenda was reviewed and no revisions were requested.
**Recommendations:** "I, Cliff Lane, move that we approve the February 11, 2019 Agenda as presented." Josh Isaacson seconded the motion. The motion carried.

4. **Approval of January 10, 2019 Minutes**
The January 14, 2019, board meeting minutes were reviewed with no revisions requested.

**Recommendations:** "I, Kathy Ellis, move that we approve the January 14, 2019 Board Meeting Minutes." Beth McDaniel seconded the motion. The motion carried.

**Action Items**
- Sign the final approved board meeting minutes (Jerry Rogers, Chairman)

5. **Closed Session**
During the closed session the Board discussed the current sale price of the Bridle Ridge property and whether to lower the price. The Board returned to open session at 7:43am with the discussion ending with the decision to lower the price on the Bridle Ridge property.

Jerry Rogers brought to everyone’s attention that there are new name plates for everyone with the mission statement on the back of the tent cards. Jerry Rogers stated that they would like to have the mission statement read before every meeting.

Jerry Rogers recognized Kim Elbl and her staff for the successful Mardi Gras event, the numbers so far are looking around a net profit of $48,000. Dennis Gannon was introduced as a new board member, he is the new county executive and asked everyone to introduce themselves.

6. **Financial Review**
The financial update for December 2018 was provided by John Lamping. The cash on hand is just over $1.8 M trending a little lower than usual and the AR is a little higher with $3.7M due to MIL tax not being paid and the finance team is monitoring the office billing to make sure payments are made in a timely manner. A loss was posted for December and historically December is generally one of the worst months for COMTREA. A few reasons are due to weather and the holidays with providers off and patient cancellations were higher than usual. Overall, professional fees are higher and contracted services like Netsmart and Avatar and those will level out as you go through the year. Jerry Rogers asked on the
budget. Amy Rhodes stated that the cost was not anticipated and Athena was not budgeted past January.

Amy Rhodes stated that a large payment was received on Friday of over $200,000 and she is hopeful the AR numbers continue to decrease.

**Recommendations:** “I, John Lamping, move that the Board approve the financial report for the month of December 2018.” Kathy Ellis seconded the motion. The motion carried.

7. **February Program Highlight - Board Authority Overview**

Sue Curfman noted that the program highlight will focus on board authority from February to April. The HRSA Board Authority guide was distributed to all board members for their review. The OSV will be either July or August of this year. Sue Curfman stated that when they come in OSV their three reviewers will talk with Board Members on authority and governance. They will look at how the board functions with oversight of the FQHC. The contract is between the Federal Government and the Board. Sue Curfman stated that there 18 requirements with 99 program elements, for Board Authority there are 5 program elements if one is missed you miss the entire program element. Sue Curfman went over the areas in the authority and the overview given in the packet. The scope on board authority is vast with personnel, procedures and financials. There are also separate requirements for CCBHC but HRSA is the overriding authority. At the recent MOCK survey this area was 100% compliant. Beth McDaniel asked regarding the board consumer requirement and where is that stated, Sue Curfman stated that is in the Board Composition requirement that will be reviewed in March. Jerry Rogers spoke of this requirement and how HRSA takes the percentage serious.

8. **CEO’s Report**

   a. What are our clients saying?

Sue Curfman stated that “What are our clients saying?” will be a new slide included for the Board Meeting each month featuring a statement a client has made regarding a program or service.

   b. Financial Focus Update

Sue Curfman went over the financial plans that are in place to monitor productivity. In the board packet the financial alignment plan there were two tabs the general and the dental. In January there was significant strides and there was changes made to 3 personnel roles. As the mission is discussed Sue Curfman reminded that COMTREA started 44 years ago and
then the FQHC started later which has never been profitable so the reason COMTREA is here is being looked at and how can co-location become the norm for all sites, this started in December for Arnold with bringing Primary Care and there are hopes to bring Primary Care into the Festus location. Sue Curfman stated how centralized admissions has been in place and now centralized scheduling is in the works to make every office more effective in serving the clients and integrated. Dental is progressing in production there are hours that are going to the health department through the end of March. The growth reports were provided to board members with Sue Curfman reviewing the end numbers that take out the PTO.

i. Financial Alignment Plan

ii. Growth Report

b. State Associations

Sue Curfman will be going to Jefferson City this week for meetings and make Legislative Visits on Tuesday. There is a session at noon today with a speaker presenting on capitated payments so Margo Pigg and Amy Rhodes along with Sue Curfman will attend those learning sessions.

d. Divisional Updates

Sue Curfman stated that the updates were given in the weekly email to the Board that goes out every Friday and spoke of the food collection being done internally to assist with the food stamp shortage. Jerry Rogers asked regarding the free or reduced lunch percentages which Josh Isaacson stated that Dunklin and DeSoto are around 50%.

i. Behavioral Health/Psychiatry Updates

ii. Primary Care Updates

iii. Oral Health Updates

e. HRSA

i. PR Monthly Review

The monthly review was shown and Sue Curfman stated that one of the areas is being worked on at this time to make sure COMTREA has adequate interpreter services for any afterhours calls that come in. In addition the intake packet needs to be updated in Spanish.

ii. HRSA MOCK Survey Results and Follow-up

The MOCK Survey was completed last month and as a result a list of action items was created to ensure any areas that were not in compliance can be worked on.

iii. Current % of Board Consumers
The current 41% of Board Members that are consumers continues to be below the 51% minimum. Sue Curfman stressed that if a board member has not had a visit in the past 2 years to make an appointment,

f. Monthly Grant Update

Sue Curfman stated that as a result of the HRSA Mock it was decided that a new slide would be reported to the board every month on grants. This slide will detail those active grants along with mention grants that are being applied for or pending.

g. Locations, Services Lines and Hours of Operation

Sue Curfman stated in the HRSA requirements the Board is to know of every location and service line along with the hours of operation. As a result, this information will be reported to the Board every six months. In addition to the information being included in the packets, a current pamphlet was provided for all board members with the detail in it.

h. Volunteers

The volunteer hours were reported for the month of January 2019. Sue Curfman pointed out that the Board and Tails with Tales continue to lead in the most hours donated. For the month of January the Board donated 56 hours and TWT 55 hours.

i. Brag Moment

Sue Curfman stated to the board that when possible, a “brag moment” will be included in the presentation monthly. Patty Vanek spoke of the brag for Primary Care. For the last three weeks Primary Care (1/6 - 1/26/2019) has been leading the way, among the other reporting FQHCs in the state, with closing patient care gaps or Point of Care Alerts. Point of Care Alerts are defined as any alerts that are able to be closed by the end of the visit. Alerts requiring an outside test, procedure/action, or lab result that take longer than the day of the visit to be completed (i.e. colorectal cancer screening, diabetes eye exam,) are not considered POC alerts and are not included in this measure. The Board Powerpoint shows the graph of all FQHC’s with COMTREA leading at the top.

Sue Curfman stated that with integration she would like BH and Dental to take closing the care gaps and see how they can be the best. Sue Curfman reminded everyone that last year COMTREA received the gold and BH and Dental received awards for excellence also.
9. Action Items (Anything that requires a vote)
   a. Leadership Council Reports (Month of January)
   The January leadership reports were emailed out to all board members earlier this month. Jerry Rogers asked if leadership had any additions.
   Recommendations: "I, Beth Diveley, move that the Board approve the January Leadership Council Report." Kathy Ellis seconded the motion. The motion carried.
   
   b. Approval of New Fee Schedule
   The updated Fee Schedules were provided in the Board packet for review. Amy Rhodes stated that in January of every year the poverty levels are changed and fee schedules are reviewed. The fees were adjusted based on this and then an in-depth review was done and fees adjusted based on the marketplace to cover additional cost. Mark Mertens asked what the range of increase was on the fees. Amy Rhodes stated that some fees doubled and some increased just 5%.
   
   Recommendations: "I, Mark Mertens, move that the Board approve the updated Fee Schedules as presented." John Lamping seconded the motion. The motion carried.
   
   c. Approval of Bridle Ridge Property Sale Changes
   The sale price for Bridle Ridge was discussed during the closed session, it was decided to lower the sale price to $1.29M. The Board previously authorized the sale of the property no additional authorization needed.
   
   d. Approval of Q2 Strategic Plan Update
   Sue Curfman discussed the Q2 Strategic Plan Update which was included in the full board packet. Out of the 99 action steps, 95% have been initiated or completed on those goals. The integration and financial sustainability has been focused on more. The issues on the funding is more serious than it has ever been.
   
   Recommendations: "I, Mark Mertens, move that the Board approve the Q2 Strategic Plan Update as presented." John Lamping seconded the motion. The motion carried.
   
   e. Approval of Quarterly Risk Management Report
   Amy Rhodes presented the quarterly report of Risk Management. There have been 2 potential critical incidents since November, one in dental where the patient was referred to an
oral surgeon during a procedure this may not of been a provider mistake but a condition of
the patients health and one in medical from a patient that ended up in the hospital and Dr.
Rohatgi has reviewed and the care was appropriate a letter was sent to the client that could
potentially be a claim against COMTREA. Mark Mertens asked regarding if it was a nurse or
doctor. Amy Rhodes stated that it was a team approach.

Recommendations: “I, Jane Sullivan, move that the Board approve the Quarterly Risk
Management Report as presented.” Kathy Ellis seconded the motion. The motion carried.

f. Approval of nominations for ASP Committee

Jerry Rogers stated that ASP Foundation Board was dissolved last month and now will be a
committee instead of having their own tax ID. The board will now be a subcommittee of the
Board and would like approval of the current individuals to be part of the committee. Sue
Curfman stated that the name will probably change for the committee in the near future. Beth
McDaniel asked regarding dissolving the 501c. Sue Curfman stated that it was done to
separate from COMTREA and during the recent audits it was suggested to dissolve and just
have under COMTREA with an account. Sue Curfman stated that HRSA recognizes that the
board has many subcommittees.

Recommendations: “I, Josh Isaacson, move that the Board approve the ASP Committee
Nominations of the following individuals that have were on the ASP Board prior to its
dissolution.” Kelley Steffens seconded the motion. The motion carried.

Mark Mertens, Chair /Jerry Rogers, COMTREA Board / Kathy Ellis, COMTREA Board / Kelley
Steffens, COMTREA Board /Martha Maxwell, COMTREA Board / Sylvia Daniels, COMTREA
Board / MHOH / Kristy Neuman, COMTREA Staff / MHOH / Lisa Rothweiler, COMTREA Staff
/Cindy Vessell, COMTREA Staff/ Barb Tenholder, COMTREA Staff/ Wendy Harris,
COMTREA Staff – provides financial reports / Kim Elbl, COMTREA Staff / Sue Curfman,
COMTREA Staff / Lisa Wigger, COMTREA Staff – provides notetaking / Terry Crank,
Community Member / Ben Wanner, Community Member / Josh Earls, Community Member /
Bruce Stoliar, Community Member

g. Credentialing & Privileging

Kathy Ellis went over the new staff that were privileged during the month of January along
with the existing staff that needed re-privileging.
New Staff:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sara Briggs</td>
<td>Case Manager - Therapist</td>
<td>BH</td>
</tr>
<tr>
<td>Kassidy Bilin</td>
<td>Community Support Specialist</td>
<td>BH</td>
</tr>
<tr>
<td>Ashley Gamino</td>
<td>SOR Recovery Coach</td>
<td>BH</td>
</tr>
<tr>
<td>Leslie Richardson</td>
<td>Dental Assistant</td>
<td>OH</td>
</tr>
<tr>
<td>Nathalie Boulos</td>
<td>SLU Resident Doctor</td>
<td>BH</td>
</tr>
<tr>
<td>Katie Marshall</td>
<td>Medical Assistant</td>
<td>PC</td>
</tr>
<tr>
<td>Alexis Martin-Browne</td>
<td>Case Manager - Therapist</td>
<td>BH</td>
</tr>
<tr>
<td>Alexandra Groves</td>
<td>Dental Assistant</td>
<td>OH</td>
</tr>
<tr>
<td>Kristin Meinershagen</td>
<td>Nurse Practitioner - intern</td>
<td>PC</td>
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</tbody>
</table>

Existing Staff:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amy Phillips</td>
<td>AVP - Adult Behavioral Health</td>
<td>BH</td>
</tr>
<tr>
<td>Megan Vitale</td>
<td>AVP - Youth Behavioral Health</td>
<td>BH</td>
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**Recommendations:** "I, Kathy Ellis, move that the Board approve the January Credentialing and Privileging Report as presented." Mark Mertens seconded the motion. The motion carried.

**Recommendations:**  
h. QIQA Monthly Report

Patty Vanek provided the QIQA report. Dr. Rohatgi receives a list of those prescribing various medications and there will be a meeting with PC for questions on protocol. The primary care had two PDSA for improvements. One was a patient packet for education for hospital referrals to help with the cancellation rate with referrals. The other one that was to reduce patients with A1C under 9 and the CHW looked at barriers for some of the clients and planned a cooking session with a dietician and patients that participated in it received a cook book and fit bit the lab changes have not been seen yet. The monthly focus was dental and HR. The Patient Family Council will be relaunching and finding ways to increase the attendance.

**Recommendations:** "I, Beth McDaniel, move that the Board approve the QIQA Report as presented." Kathy Ellis seconded the motion. The motion carried.
10. Discussion Items (Informational; no action taken)

   a. JCCMHFB By-Laws Review
   Sue Curfman stated that a concern of the way the by-laws are written was brought to her attention. There is a statement that the members of this board will automatically be members of the COMTREA Board this will be brought before JCCMHFB at the March meeting.

   b. Subcommittees of the Board

      i. Building and Grounds
   Lisa Rothweiler stated that B Building is awaiting bids for the 2nd floor and the carpeting and the painting will be done internally. In the meantime the tuck-pointing on the Festus location will need to be repaired and this will be a large expense. The MHOH site plans were submitted to the highway department for review. Sue Curfman stated that there is money in reserves for the renovation however it will not cover all the repairs now with the tuck-pointing. Jerry Rogers asked if the renovation includes Primary Care addition, Lisa Rothweiler stated that it will add one Primary Care office.

      ii. Community Relations/Fundraising & Capital Campaign
   Kim Elbl spoke of the grants that are on the table and the Mabee and Federal Home loans and additional funding that is needed to make the grants possible. The Mabee grant is a 1 to 1 and there is just under a year to match the grant. Kim Elbl asked if anyone has any ideas to help with fundraising to reach out her. Sue Curfman stated that she wants to stress it is a $1 to $1 match with every dollar donated that becomes double with the match. There has been over $800,000 raised since the campaign started.

   Sue Curfman went over the upcoming events and fundraisers with the board.

11. Board Member Information
   a. Board Recruitment
   Jerry Rogers's spoke of the JCCMHFB is automatically board members the COMTREA corporate board COMTREA recruits and more diversity is always needed.

12. Old Business
   No old business.
13. Next Scheduled Board Meeting
   a. Monday, March 11, 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. Kelley Steffens seconded the motion. The motion carried.

☐ Minutes approved _______________ 3/11/19
   (Signature of Committee Chair) (Date)