Board Meeting Minutes

Meeting Date 11/12/18 Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Cliff Lane; Jane Sullivan; Mark Mertens; Dr. Steven Crawford; Audrey Mitchell; Martha Maxwell John Lamping (Board Treasurer); Sylvia Daniels; Kathryn Ellis (Board Vice Chair); Dr. Josh Isaacson and Ken Waller.

Not in Attendance: Beth McDaniel; Kyle Gowen (Co-Treasurer); Elizabeth Diveley (Board Secretary); Alicia Towery and Kelly Steffens.

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Dr. Rohatgi (Chief Medical Officer); Donna Harris-Brekel (VP of HR); Margo Pigg (Chief Behavioral Health Officer); Lisa Rothweiler (COO); Katy Murray (VP Corporate Compliance/QM); Kim Elbl (VP Capital Campaign and Fundraising); Cindy Vessell (VP of Community Services); Dr. Courtney Garland (Dir of Oral Health); Amy Rhodes (CFO); Patty Vanek (VP of Population Health) and Dana Silverblatt (VP of Integrated Practices and SBHC); Laura Bilsland, AVP, BH; Rachael Bersdale, VP, Adult BH and Tony Sokolic, VP, Youth BH

Not in Attendance:

1. Meeting Open
The November 12, 2018 Board Meeting was called to order at 7:34 am by Jerry Rogers, Board Chairman. Jerry Rogers recognized the veterans on the board.

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, November 12, 2018 board meeting agenda was reviewed and no revisions were requested.
Recommendations: "I, Mark Mertens, move that we approve the November 12, 2018 Agenda as presented." Cliff Lane seconded the motion. The motion carried.

4. Approval of October 8, 2018 Minutes
The October 8, 2018, board meeting minutes were reviewed with no revisions requested.
Recommendations: “I, Mark Mertens, move that we approve the October 8, 2018 Board Meeting Minutes.” Cliff Lane seconded the motion. The motion carried.

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

5. Closed Session
The Board went into closed session at 7:35 am. During the closed session the Board discussed updates with real estate, legal matters and personnel. The Board returned to open session with no decisions made.

At the start of the open session, Sue Curfman introduced Dr. Rohatgi to the Board Members and had each of them introduce themselves. Jerry Rogers stated that in closed session the veterans that were on the board, but wanted to take a moment to recognize Katy Murray for her service.

6. Financial Review
The financial update for September 2018 was provided by John Lamping. The trend is continuing with the cash on hand tighter. Overall for the month of September there was a loss and a portion of that was due to adjustments. The line of credit will be drawn on tomorrow for payroll and dental has a record month in October. In BH there was a strong month, the psychiatric fees are running over budget and that is due to budget not being calculated. FQHC Primary Care is still down and improvement should be seen by 3Q. Community Services over budget due to the grants that aren’t in yet. Amy Rhodes stated
that the 1Q of the year is always the lowest month of the year since school services are needing to pick up.

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

7. **COMTREA Program Highlight**

The program highlight November is the BH Welcome Center. Douglas Fesler, AVP, Adult BH attended the meeting to present to the board. Jerry Rogers stated that the highlight started and introduced Doug Fesler to come up and present on the Welcome Center. Doug Fesler updated that the move for the welcome center has now happened and allows the separation of the adults and youth while they wait since that can be overwhelming for all. There have been additions and a youth assessor was hired that will be cross trained for adults but they will be specialized in handling the youth. There is one spot for an adult assessor that is pending. Doug Fesler gave an overview of how the process works, when someone comes in they complete an intake packet and that allows the assessor to determine whether the client is high risk. There are individuals that assist with the packets if the clients needed. The emergency and urgent client are prioritized (example suicidal). The assessors then meet with the clients and determine the level of care, if there are more individuals than the team can handle they schedule the non-urgent for the next day and take into consideration their schedule. Jerry Rogers asked if someone comes back several times are they fit in. Doug Fesler stated yes. Depending on the nature of services needed the assessor routes the individual to the services as fast as possible. Mark Mertens stated that welcome center is basically the admitting. Josh Isaacson asked regarding the old location and it was explained that another piece of COMTREA will be relocated there. Jerry Rogers stated that the location is across the street from the property that COMTREA is trying to purchase. From February there have been 2600 people through the door and over 1000 seen. Margo Pigg answered Mark Mertens question on referrals and stated that community doctors are asked to fax in information for a referral so that can be put in the triage system to make sure the person gets in right away. Mark Mertens asked what the average wait time for a doctor to refer to psych services. Margo Pigg stated that it can be 1-3 weeks. Mark Mertens asked would that be over a month. Margo Pigg stated no that is not the case some clients don’t want to take the appointments offered and the reasons stated are looked at along with the medication needs. Jerry Rogers asked how many individuals make it to a 3rd day. Doug Fesler stated that most
do not make it to a third time in. Jerry Rogers asked Margo Pigg to explain why open access was started. Margo Pigg stated that the substance use open access has been in place for a while but CCBHC requires this now for BH services. Mark Mertens stated that Senator Blunt was at a meeting and complimenting Missouri on MH and spoke of COMTREA and the model that is being done. Margo Pigg stated that an issue that comes up is capacity and individuals stating that they can’t get in, there will never be a time when there is not a capacity issue. Ken Waller asked regarding advertising and how the average person knows that the welcome center is there. Doug Fesler stated that the hospitals know and there are community outreach staff working with community agencies. The signage on the building is being worked on.

8. CEO's Report

a. Financial Focus Update

Sue Curfman referred to the plan and reports along with the plans A, B, C and part was executed with the restructure of PC, it will be in 2019 before there will be improvement seen. Sue Curfman went into detail regarding the growth report and the forecasts on revenue, pointing out that the revenue rate is different for each division. There is work on a more diverse payer mix and bringing up production, however, Dental is doing well.

   i. Financial Alignment Plan
   ii. Growth Report

b. State Associations

Sue Curfman stated that in January this will gear up once new individuals take office. There is dialogue between Missouri Coalition and MPCA to look at combining and becoming more integrated. Ken Waller stated that in the next 4 years to utilize the individuals in the house. Sue Curfman stated that advocacy is a high priority.

c. Divisional Updates

Most of the divisional updates have been given, Sue Curfman spoke of Dr. Jos doing telepsych. There are changes within Primary Care and Oral Health is doing well.

   i. Foundation Board Proposal Updates

All three grant proposals submitted to the Foundation were denied. Sue Curfman went over the applications.

   ii. Behavioral Health/Psychiatry Updates
iii. Primary Care Updates
iv. Oral Health Updates
d. HRSA
The program requirements were 100% in compliance. The Board Consumers as of today are at 53% this will drop at the end of November again.
   i. PR Monthly Review
      1. Quality Improvement/Assurance Plan
      2. Conflict of Interest
   ii. Current % of Board Consumers
e. Health Department Partnership
The collaboration with the dental department is being worked on and COMTREA is going to provide some dentists and a rate for helping until the end of April.
   i. Dental Staffing
f. Volunteers
For October the top two programs are our Board members and TWT.

9. Action Items (Anything that requires a vote)
a. Leadership Council Reports (Month of October)
The October Leadership Reports were provided via email to all Board Members two weeks prior to the meeting. Margo Pigg stated that a change in services with Fox and Dunklin will change to telepsych services instead of in person.

Recommendations: "I, Audrey Mitchell, move that we approve the October Leadership Reports." Kathy Ellis seconded the motion. The motion carried.

b. FY2019 Q1 Strategic Plan Updates
Sue Curfman updated on the plan and the action steps achieved, 89% of the steps have been acted upon so far.

Recommendations: "I, Ken Waller, move that we approve the Q1 Strategic Plan Updates as presented." Cliff Lane seconded the motion. The motion carried.

c. Approval of Budget Justification – Noncompeting Continuation Progress Report FY2019
Sue Curfman stated that each year an update has to be submitted to HRSA on the award along with the budget. Amy Rhodes stated that the budget is $11M it did not expand any services in the FQHC side.

**Recommendations:** "I, Mark Mertens, move that we approve the Budget Justification – Noncompeting Continuation Progress Report FY2019 as presented." Audrey Mitchell seconded the motion. The motion carried.

**d. New Position Approvals**

Sue Curfman stated that there are 2 positions, the first is an RN since HRSA requires that a RN be over the quality program. This RN would be Patty Vanek to take over the quality with the VP, Clinical Quality (for all divisions) and retaining about 70% of her duties and there is a need for more RN support. The PCHH would fund this RN position with more clients enrolled. Dr. Crawford asked is Patty Vanek has her BSN, Patty Vanek will finish her schooling soon. Ken Waller asked if there will be a compensation change and could that be tied to achieving her BSN. Sue Curfman stated that could be done and will consider.

i. **RN – Primary Care**

**Recommendations:** "I, Mark Mertens, move that we approve the unbudgeted addition of an RN position to assist in Primary Care." Ken Waller seconded the motion. The motion carried.

ii. **PT Finance Accounting Technician**

The finance department has been restructured and saving the budget $17,000. There has been turnover that was explained by Amy Rhodes. Roles were looked at with efficiency and the combination of two positions into one.

**Recommendations:** "I, Josh Isaacson, move that we approve the addition of the PT Finance Accounting Technician which will be budget neutral due to reorganizing the finance department." Mark Mertens seconded the motion. The motion carried.

Sue Curfman spoke of the high performers and through turn over some of the high performers are giving more responsibility.

e. **Risk Management & Critical Incidents Quarterly Report**
Amy Rhodes stated that a report must be made quarterly per HRSA informing of critical incidents. There was one incident that happened in the Q1 that could have been a critical but did not. The definition of what a critical incident was given to the board and defined for the agency during the Q1. Amy Rhodes stated that there will be a post incident and random drug screening to help with workers comp claims. Jerry Rogers asked whether COMTREA did random screenings at one time. Amy Rhodes stated that no they are done prior to hiring.

**Recommendations:** "I, Mark Mertens, move that we approve the Risk Management & Critical Incidents Quarterly Report as presented." Kathy Ellis seconded the motion. The motion carried.

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**f. Credentialing & Privileging**

Kathy Ellis reviewed the report.

**New Staff / Interns Requiring Privileging (during the month of October 2018)**

<table>
<thead>
<tr>
<th>NAME</th>
<th>TITLE</th>
<th>DIVISION</th>
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<tbody>
<tr>
<td>Catherine Howard</td>
<td>Youth Therapist</td>
<td>Behavioral Health</td>
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<tr>
<td>Krissa Keown</td>
<td>Dental Assistant</td>
<td>Oral Health</td>
</tr>
<tr>
<td>Rachel Klasek</td>
<td>Dental Hygienist</td>
<td>Oral Health</td>
</tr>
<tr>
<td>Elisha Krisher</td>
<td>Dental Hygienist</td>
<td>Oral Health</td>
</tr>
<tr>
<td>Jessica Reiter</td>
<td>Community Support Specialist - DM</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>Elizabeth Lillmars-Stephens</td>
<td>Nurse Practitioner</td>
<td>Primary Care</td>
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**Current Staff Re-Privileged (during the month of October 2018)**

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<thead>
<tr>
<th>NAME</th>
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</thead>
<tbody>
<tr>
<td>Dawn Hagedorn</td>
<td>Medical Services Coordinator - RN</td>
<td>Behavioral Health</td>
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<tr>
<td>Jacklyn Lowry</td>
<td>LPN</td>
<td>Primary Care</td>
</tr>
<tr>
<td>Norinee Thomas</td>
<td>Manager of Therapeutic Services - ASP</td>
<td>Behavioral Health</td>
</tr>
</tbody>
</table>
Jennifer Bevirt-Mersinger  |  Level 1 Outpatient Treatment Manager  |  Behavioral Health
Ashliegh McGrath  |  Nurse Practitioner  |  Primary Care
Mohammed Ashraf  |  Physician  |  Behavioral Health
Mohammed Ashraf  |  Physician  |  Primary Care

**Recommendations:** "I, Kathy Ellis, move that we approve the Credentialing & Privileging as presented." Mark Mertens seconded the motion. The motion carried.

g. QIQA Monthly Report
Patty Vanek reported on the QIQA since Beth McDaniel was absent. The October Meeting points were discussed. There was a PDSA discussed that is being tested and the meeting focused around dental. The HR Department is doing a stay program with surveys to see what feedback. Donna Harris-Brekel stated that monthly stay interviews are sent out monthly to existing staff. This survey is now confidential since there had been a drop in participation. The number one reason people stay is mission and flexibility. Mark Mertens asked what the reasons are that people leave. Donna Harris-Brekel stated that pay, supervisors or not being valued.

The Quality Measures from MPCA, Gold was awarded last month for last year. There are still two that are not met and the target is being changed. HRSA changed the criteria on the tobacco measure so the number has decreased. Not only does it have to be asked on there must be follow up from the question asked.

**Recommendations:** "I, Kathy Ellis, move that we approve the QIQA Monthly Report as presented." Mark Mertens seconded the motion. The motion carried.

10. Discussion Items (Informational; no action taken)
a. Patient Satisfaction Survey
Sue Curfman stated that HRSA requires that a survey is done and went over the areas where there was significant growth. Sue Curfman went over how clients that go to FQHC use emergency rooms as their care and COMTREA wants to work to divert that. Patty Vanek stated that Question #9 on health and wellness that will be discussed with QIQA. Clients also prefer to be texted for appointment reminders, this is being worked on.

b. Update on relaxed dress code policy
Sue Curfman stated that a more relaxed dress policy will be adapted for staff allowing jeans during the week. There is hope the staff will appreciate.

c. Annual Report
The report is being started for 2018 and will focus on Mission. In addition there will be a 2\textsuperscript{nd} report for JCCMHFB.

d. Subcommittees of the Board
   i. Building and Grounds
Lisa Rothweiler gave an update on the annex and the moves that are currently going on. Along with contracts that are with the city on the parking lot.
   ii. Community Relations/Fundraising & Capital Campaign
Kim Elbl stated that the Wells Fargo grant was not awarded, the Federal Home loan grant will be awarded in December and there is a discussion with Mabee Foundation that will happen later today. There will be a yearend appeal and an internal campaign to the employees. There have been some donations from community partners. Enterprise Bank committed $30,000 to the project recently. On the fundraising calendar the Red Carpet event has changed dates and locations to March 30\textsuperscript{th} at the Weingarten Winery.

11. Board Member Information
a. Headshots – December 10\textsuperscript{th} after Board Meeting
Jerry Rogers stated that there will be a head shots taken after the December meeting.

b. Background Checks for CHC Board Members
This will be recommended starting January due to HRSA requirements.

c. Board Recruitment
Jerry Rogers stated that Kathy Ellis, he and Sue Curfman will meet later this month. Ken Waller stated that with the new election he has held off doing appointments and Dennis Gannon will need to make appointments. Ken Waller suggested that Sue Curfman and Jerry Rogers, Kathy Ellis set up a time to meet and discuss the board. Mark Mertens suggested having Ken Waller at the meeting.

d. Invite SSM Holiday Party for ASP

Sue Curfman went over the party that SSM is hosting for ASP. The Board and Leadership are invited to attend. We will need to get RSVP list to SSM. Jerry Rogers thanked Beth Diveley for suggesting ASP.

Mark Mertens stated that the attendance needs to be reminded. Lisa Wigger will send out information.

12. Old Business

Ken Waller stated that the county has signed up on suing regarding the opioid crisis that goes after the drug reps. Dr. Crawford stated that he is not understanding this and asked Ken Waller what the basis was for this.

13. Next Scheduled Board Meeting

a. Monday, December 10, 2018 at 7:30am

14. Adjournment

There was no further business to discuss.

Recommendations: With there being no further business to discuss, Mark Mertens moved for adjournment. Josh Isaacson seconded the motion. The motion carried.

☐ Minutes approved

(Signature of Committee Chair)

(Date)