Board Meeting Minutes

Meeting Date: 10/10/2016 Time: 7:30 am

Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair - Community Development and Fundraising Committee Chair); Elizabeth Diveley (Board Secretary) Stan Stratton (Board Treasurer); Jane Sullivan; Katherine Hardy-Senkel; Vicky James, Ken Waller; Mark Mertens; Cliff Lane; John Lamping and Kyle Gowen.

Not in Attendance: Martha Maxwell (CMHFB Chair); Dayle Burgdorff; Dr. Steven Crawford and Audrey Mitchell.

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Tracy Wiecking (COO); Amy Rhodes (CFO); Margo Pigg (EVP Adult Behavioral Health Services); Nathan Suter (Clinical Director-Oral Health); Patty Vanek (AVP Primary Care); Kevin Turner (PC Medical Director) Ghada Sultani-Hoffman (EVP Children & Youth Behavioral Health Services); Kim Elbl (VP of Marketing); Donna Harris Brekel (VP of HR) and Katy Murray (AVP Corporate Compliance/QM).

Jerry Rogers called the meeting to order at 7:37 am.

Agenda Item #1 Approval of Agenda

Recommendations: Kathy Ellis requested that discussion about the recent MPCA Conference be added to the Agenda.

"I Cliff Lane, move we approve the Agenda with the addition requested by Kathy Ellis". Mark Mertens seconded the motion. The motion carried.

Agenda Item #2 Approval of the September 12, 2016 Board Meeting Minutes

There were no corrections or additions to the September 12, 2016 Board Meeting Minutes.

Recommendations: “I Stan Stratton, move that we approve the September 12, 2016 Board Meeting Minutes”. Kathy Ellis seconded the motion. The motion carried.
Action Items

1. Mr. Rogers signed the final versions of the September 12, 2016 Board Meeting Minutes.
   Committee member(s) responsible: Jerry Rogers

Agenda Item #3 Financial Report
John Lamping reported that the Agency was up to $2.2 million in cash before payroll. Our cash reserves had been increased from 30-60 days. Accounts receivable had also improved due to receipt of a portion of the Mil tax.

Recommendations: "I, John Lamping, move that the Board approve the attached financials for the month of August, 2016." Kathy Ellis seconded the motion. The motion carried.

Agenda Item #4 CEO’s Report

1. Metrics Reporting
   a. Revenue Cycle Dashboard: Ms. Curfman reported that the Revenue Cycle Dashboard would be sent out to the Board by the end of the week.
   b. KPI Report: Revisions to the KPI report were reviewed and items of note were addressed. Ms. Curfman was tweaking the report to ensure it is the most meaningful document possible.
   c. Board Members using FQHC Services: A review of the recent report showed that there are only 4 Board Members or their dependents using FQHC services. HRSA requires 51%. This is a critical need to be addressed and Ms. Curfman informed the Board that she would be reaching out to them individually to determine which services they could utilize.

2. FQ 2017 Q.1 Strategic Plan Update: Ms. Curfman reviewed the roll-up of the first quarter strategic plan update. 57% of the Agency’s initiatives were in progress, 22% were already completed and the other 20% were in the planning stages. The Leadership Council was thanked for the hard work put into this document and on the goals thus far.
3. **Primary Care Action Plan:** Ms. Curfman reported that a recent benchmarking session held with the primary care providers had yielded several positive results. For the first time since Ms. Curfman took the CEO position, all providers came to a consensus on the number of visits per provider each day, being 20-24, which is the best practice recommendation. They also plan to implement open access for 4 hours per day, eventually moving to 8 hours per day. The next step will be to expand to after hours and weekends. She stated that we need to be able to see our patients when they are available to be seen.

4. **Volunteers:** Ms. Curfman reviewed the Volunteer Report and thanked the Board Members for their service to the Agency. She also noted that Tails with Tales had logged almost 40 hours in its first reporting month.

5. **Resolution Approval:** Ms. Curfman also described the new document in the Board packet. Starting at the November Board Meeting, all Board Members in attendance will need to sign off on each resolution as they are approved. She stated that it is their responsibility to ensure they understand the documents being approved and to ask any questions they may have. Each document would be uploaded to the Board section of the webpage prior to the meeting for review.

**Agenda Item #5 Action Items**

1. **Treasurer Position:** Discussion was had regarding a new position Stan Stratton had recently been appointed to. Unfortunately, this new role would keep him from being able to attend Executive Board Meetings. He requested that someone else be appointed as Treasurer to the COMTREA Board.

   **Recommendations:** "I, Mark Mertens, move that the Board accept Stan Stratton's resignation from the position of Treasurer and approve the appointment of John Lamping to the position of Treasurer to the COMTREA Board of Directors." Kathy Ellis seconded the motion. The motion carried.

2. **Leadership Council Reports:** There was no discussion with regard to the Leadership Council Report.


**Recommendations:** “I, Beth Dively, move that the Board approve the September 2016 Leadership Council Report.”

3. **Policy Approvals:** Sue Curfman reviewed the proposed addition to G6.4 FINANCIAL OPERATIONS POLICY AND PROCEDURE MANUAL, Section 9 Billing and Collection. The proposed Hardship Policy presented was noted as a HRSA requirement. The document is circumstantial. It was noted that the most critical piece of this policy is documentation in the clinical record.

**Recommendations:** “I, Kathy Ellis move that the Board approve the addition of the proposed Hardship Policy to the G6.4 FINANCIAL OPERATIONS POLICY AND PROCEDURE MANUAL, Section 9 Billing and Collection.” Mark Mertens seconded the motion. The motion carried.

Ms. Curfman presented a proposed No-Show Policy. This was recommended after a consultant reviewed the policies and procedures in oral health. It was noted that exceptions would be made for patients with transportation issues. The policy would also still allow patients to be seen in open access clinics or be worked in as the daily schedule allows.

**Recommendations:** “I Mark Mertens, move that the Board approve the addition of the proposed Broken Appointment Policy to G8.9 as presented.” Kyle Gowen seconded the motion. The motion carried.

Ms. Curfman reviewed the results of a survey sent out to staff on the Agency’s non-smoking policy and offered 3 options to help ensure the grounds stay clean. The majority of staff would like to see COMTREA remain a non-smoking Agency and continue to offer smoking cessation services. In addition, an area would be created at each facility for smokers to utilize that includes a receptacle for proper disposal for the waste.

**Recommendations:** “I Beth Dively, move that COMTREA remain a non-smoking Agency and continue to provide smoking cessation services. In addition, I move that
an area be created at each facility for smokers to utilize that will include a receptacle for proper disposal of their waste.” Stan Stratton seconded the motion. The motion carried.

**Agenda Item #6 Manual Approvals:** Four (4) manuals were presented for approval. Each of these manuals had changes made to ensure compliance to all CARF required “written documentation”.

**Recommendations:** “I Mark Mertens, move that the Board approve the revisions to the S5 Adult CPS Clinic-Based Treatment Services Operations Manual, the S6 Adult Division Athena CSTAR Outpatient Substance use with Drug Courts Operations Manual, S9 Health Care Home Manual and S26 Keaton Assisted Living Facility Operations Manual to ensure compliance to all CARF required written documentation.” Kathy Ellis seconded the motion. The motion carried.

**Agenda Item #7 Position Approvals:** Two positions were brought forth for approval:

a. **MO Certified Recovery Support Specialist (.50 FTE)** – an individual with lived experience with a substance use disorder and/or co-occurring disorder that has completed the 40 hour required/sanctioned training as provided by Department of Mental Health. This individual will work within a multidisciplinary team format and accompany other staff, such as community support specialist or case manager, to assist with outreach and engagement into treatment and recovery process. This outreach is community based and referrals can come from Emergency Department; inpatient hospital and or residential treatment center; community providers or DMH Disease Management initiatives among others. This is a revenue producing position and a CCBHC requirement.

Anticipated Start Date: January 2017

**Recommendation:** “I John Lamping, move that the Board approve a revision to the budget to allow for the recruitment and hiring of a .5 FTE Missouri Certified Recovery Support Specialist. Kyle Gowen seconded the motion. The motion carried.
b. **Registered Health Information Technician (RHIT) (1.0 FTE)** - A Registered Health Information Technician (RHIT) is responsible for assembling, organizing, and maintaining patient health information in accordance with applicable Federal, State, and accrediting agencies' requirements. RHIT's job responsibilities may vary depending on the size and requirements determined by the provider concerning all aspects of a patient record including demographic information, medical history, family history, medication history, diagnosis and treatment, test results, lab and radiology reports, and other information necessary for the providing quality patient care. This position would be budget neutral due to several budgeted positions not being filled and others reassigned.

**Anticipated Start Date:** Before end of 2016

**Recommendation:** “I, Mark Mertens, move that the Board approve a revision to the budget to allow for the recruitment and hiring of a 1.0 FTE Registered Health Information Technician.” Cliff Lane seconded the motion. The motion carried.

**Agenda Item #8 Advisory Committee of the Board:** Discussion was had regarding formation of this Committee to advocate on behalf of the Agency. The group agreed that both staff and Board Members should sit on the committee and that it would report directly to the Executive Board who would then report to the full Board. With the changing political landscape, this was felt to be an important Committee to implement. Beth Diveley noted that some organizations hire full-time employees to fulfill roles such as this and it would be a great benefit to COMTREA. Vicky James spoke of an incident where having the correct contacts in place helped to get one of her clients care they desperately needed.

**Recommendation:** “I, Vicky James, move that the Board form an Advocacy Committee for the purpose of addressing public issues affecting the effectiveness of COMTREA programs and services.” Katherine Hardy-Senkel seconded the motion. The motion carried.
Agenda Item #9 Credentialing & Privileging: The Board reviewed the list of new staff and interns requiring privileges during the month of August. The list composed of the following individuals:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
<th>Status</th>
<th>Date of Board Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rachel Beasley</td>
<td>DA</td>
<td>Dental</td>
<td>New Hire</td>
<td>9/20/2016</td>
</tr>
<tr>
<td>Megan Dandurand</td>
<td>CSSII</td>
<td>CY-BH</td>
<td>New Hire</td>
<td>9/20/2016</td>
</tr>
</tbody>
</table>

Current Staff Re-Privileged (during the month of September 2016)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
<th>Status</th>
<th>Date of Board Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rachel Kappelmann</td>
<td>Case Manager</td>
<td>Adult-BH</td>
<td></td>
<td>9/20/2016</td>
</tr>
<tr>
<td>Courtney Fraley</td>
<td>CSS</td>
<td>C&amp;Y-BH</td>
<td></td>
<td>9/20/2016</td>
</tr>
</tbody>
</table>

Recommendations: “I, Kathy Ellis, move that the Board accept this report and these staff as presented.” Mark Mertens seconded the motion. The motion carried.

Action Items

1. Jerry Rogers signed the HR Credentialing and Re-Privileging Report
   Committee member(s) responsible: Jerry Rogers

Agenda Item #10 QIQA Committee: Vicky James reviewed the recent QIQA Committee meeting. The Annual Patient Experience Survey noted improvements. Discussions were being had about how to get the results of improvements made out to clients. She noted that the Agency had received a Level II recognition from PCMH. Peer reviews were discussed, Dr. Turner recommended that the Agency conduct 3 reviews per quarter. Vicky noted that
the agency was 1% away from achieving bronze status for the MPCA Clinical Quality Awards, quality measures would be aligned to allow the Agency to achieve gold status.

Recommendations: “I Vicky James, move that the Board accept this report as presented by the QIQA Committee.” Stan Stratton seconded the motion. The motion carried.

Agenda Item #11 Discussion Items

A. Building and Grounds:

i. **'A' Building**: Flooring is laid. HVAC ductwork is being run throughout the building.

ii. **Fox Service Center**: Construction has begun on the new entrance for the Fox Dental Center. The sidewalk has been poured, steel framework for the vestibule set and the entrance cut into the current lobby. A protective, temporary wall has been set up in the current lobby to minimize dust and noise from the construction.

iii. **Valley**: We have been permitted and flooring has been taken up, which immediately led to asbestos abatement. We should be able to cut concrete floors this weekend to lay plumbing for the exam rooms.

iv. **Bank of America Building**: Tracy met with the realtor to develop a lease agreement with the owners of the building.

v. **A Safe Place**: We are moving forward with the plans to install water/sewer construction for A Safe Place. At the Building and Grounds Committee meeting this past week, the go ahead was given to the engineer to draw up specifications for the bid process. Tracy and the engineer met last week to determine timelines. Plans will be available beginning, Monday, October 17. A pre-bid conference will be held on Monday, October 24. Bids will be due Monday, November 7. Project completion date will be Tuesday, March 28, 2017. We will submit bid requests to four Jefferson County excavation firms for bid. We may consider splitting out a bid for tree removal as an alternate bid. Tracy picked up paperwork from the engineer, for property easement by the new owner of the golf course. The District Manager of Ameren MO has been contacted regarding our having access to their property.
B. Community Relations: The Capital Campaign feasibility study is underway. We developed a list of potential interviewees for EMD Consulting for the feasibility study and created an introductory letter regarding the purpose of the interviews and the interviewers. The letters to the potential interviewees were mailed out mid-September and companion piece that included a case statement describing the need for persons who are experiencing domestic violence and current efforts to address the issue, as well as the efforts to increase capacity was also included with the letter.

Friends of a Safe Place Foundation will be hosting an event on Thursday, October 20 at 6pm in the Arnold Café for individuals interested in being a part of the advisory board. This board will assist the foundation board with building awareness in the community for the need to expand a safe place with transitional housing and in fundraising.

C. HRSA 19 Program Requirements: Mr. Rogers noted the importance for the Board to understand the HRSA 19 Program Requirements. During the HRSA Site Visit the Board will meet with the auditors separately from the staff. Kathy Ellis noted that the “19 Requirements” were part of every discussion at the MPCA Conference. A PowerPoint Ms. Curfman had printed from the HRSA website was distributed to the Board Members for their review.

D. MPCA Conference: Kathy Ellis reported on several items of note that were stressed at the MPCA Conference:
Duty of care, duty of loyalty and duty of obedience, changing auditors every 3 to 5 years, consistently be on the lookout for conflicts of interest and Board Member retention and recruitment. Ms. Ellis and Mr. Rogers both reported that it was a great conference and in the future, it may become mandatory for all new Board Members to attend.
4. **Board Member Recruitment Discussion:** Mr. Rogers discussed that Board Recruitment should be an ongoing process. He asked each Board Member to think of individuals who share passion for what COMTREA does and could commit the time necessary to serve on the Board. Names of those individuals could be sent to the Executive Board to reach out to.

**Agenda Item #12 Closed Session –Legal:** “I, Mark Mertens move that the Board enter into closed session.” Cliff Lane seconded the motion. The motion was carried by a voice vote from: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair - Community Development and Fundraising Committee Chair); Elizabeth Diveley (Board Secretary) Stan Stratton (Board Treasurer); Jane Sullivan; Katherine Hardy-Senkel; Vicky James, Ken Waller; Mark Mertens; Cliff Lane; John Lamping and Kyle Gowen.

**Agenda Item #13 Adjournment**

**Discussion:** No further business to discuss.

**Recommendations:** With there being no further business to discuss, Stan Stratton moved for adjournment. Kyle Gowen 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:** 11/14/2016 **Time:** 7:30 am **Location:** Arnold Suburban Office

☐ Minutes approved (Signature of Committee Chair) (Date)