

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

October 25, 2018

12:00 Noon

Langlade Health Care Center

Present:

X	Norbert Ashbeck	X	Randy Balk	X via phone	Steve Benson
X	Ben Bliven	X	John Breske	X	Meghan Mattek
X	Bill Metter	X	Corrie Norrbom	EXC	Rick Seefeldt
X	Romey Wagner	X	Bob Weaver	EXC	Theresa Wetzsteon
EXC	Jeff Zriny				

Also Present: Michael Loy, Brenda Glodowski, Sue Matis, Kim Gochanour, Sheila Zblewski, Laura Scudiere, Lance Leonhard

Guests: Todd Penske, PeopleFirst
Scott Schultz and Ed Rapee, AJ Gallagher
Jessica Meadows, Communications & Marketing Coordinator

Call to order

- B. Weaver called the meeting to order at 12:04 p.m.

Public Comment for Matters Appearing on the Agenda

- None

Chairman's Report and Announcements

- None

Board Committee Reports

- No questions or discussion.

Consent Agenda

- **Motion**/second, Metter/Breske, to approve the Consent Agenda which includes the 8/30/2018 NCCSP Board Meeting Minutes, the Medical Staff Re-appointments for Anne Dibala, MD, Brigitte Espinoza, MD, Patrick Helfenbein, MD, Richard Immler, MD, Michael Lance, MD, William Nietert, MD, Brian Smith, MD, Robert Vickrey, MD, and the Quality Dashboard and Executive Summary. Motion carried.

Board Education

- An overview of the new NCHC website was provided by Jessica Meadows including the history of website activity and additional features that are already planned in future updates. The initial 'go live' is scheduled for 10/31/18 which is the first of a three part approach for improving access to the organization: improved website, connecting with a person when calling the organization rather than a recording, and simplified entrances into the building with the upcoming renovation.
- An update on Medical Staff Initiatives will be provided at the November Board meeting.
- A health plan performance report and overview of the 2019 renewal was provided by Scott Schultz and Ed Rapee of AJ Gallagher.
 - AJ Gallagher, insurance broker, was selected from an RFP process earlier this year.
 - During an initial review of our plan performance it was noted that the cost per employee is up 9% from last year as of August, there is a 7% increase in enrollment from January, and claims are 15% higher so far this year over last year as a result of both drivers.
 - Data will be further analyzed with all other claims in their warehouse to identify gaps and resources and better identify clinically what is happening inside our care program. In early 2019 AJ Gallagher will have a better picture of what changes may need to occur to impact the spending trend i.e. reduce costs and improve patient experience, understand why we are trending this way, why we are 15-20% higher than the national average, etc.
- M. Loy noted that our plan increased 17% in costs from 2018. With small adjustments we were able to reduce the impact of costs however, we do not feel employees should shoulder all of the increase but it will be shared between employee and employees. Therefore, we currently have a small deficit in our budget but will work on changes next year to try to reduce the deficit.

Monitoring Reports

CEO Work Plan Review and Report – M. Loy

- Master Facility Plan – We should have a final option by December and will provide updates to the Board. Completion of the renovations remains in a 3-year window which is 2021.
- General Counsel – The Retained County Authority Committee (RCA) continues to look at this issue. Fundamentally there are concerns about state statutes on what is allowed. We are allowed to hire private counsel but feel it would be more beneficial and cost effective if we were to have a General Counsel position on staff. L. Leonhard indicated that due to state statutes and an Attorney General's opinion or interpretation of the statutes, NCHC cannot have an attorney on staff. However, NCHC may contract for legal services. The RCA questions what legal needs NCHC has and will work with M. Loy to determine how best to proceed.
- Several psychiatrists will be joining NCHC in 2019. One will be working on the Inpatient Unit in conjunction with outpatient and developing an ECT practice. Another psychiatrist, Dr. Dia Arpon, will join us 2/1/19 and is interested in teaching. Dr. Solay Unal, child and adolescent psychiatrist, will join us in the first quarter of 2019. She will be instrumental in developing the 8-bed youth hospital and will provide much needed child/adolescent outpatient services.
- We are working with Portage and Lincoln County nursing homes in how we can work together to become stronger through a partnership with improved resources and lower costs. There are many opportunities to collaborate. Updates will continue to be provided.
- The CEO evaluation process will be discussed later in the meeting in closed session.

Update on 2018 Operational Plan – M. Loy

- Updates are provided quarterly. There are 74 different initiatives connected to the Dashboard. YTD we are about 74% complete: 36 items have been completed, 6 have been deferred as they no longer made sense to provide, 11 items are at risk for completion but they are in progress. Two major items at risk are the youth crisis group home (we are still waiting on state regulations) and TIER evaluation (electronic medical record system). Netsmart, who provides support for TIER, is no longer able to upgrade the system but would need to replace it entirely. Therefore, we are working with Aspirus to see how we can partner with them and possibly access EPIC (their electronic medical record system).
- A complete summary of the 2018 Operational Plan will be provided at year end.

Human Services Operations Report – L. Scudiere

- Zero Harm Initiative overview was provided.
- The North Central Health Foundation approved a grant application to fund a therapy dog for the BHS unit.

Nursing Home Operations Report – K. Gochanour

- Recruitment and retention and the current health care worker crisis remain our focus.
- Currently we have 20 open CNA positions. Our retention rate is good. There are many staff who are in school to further their education in health care which relates to a less than full-time status or leaving altogether. We have implemented several items to help with the open positions. We have also increased the number of hospitality assistants which has become a career ladder step for CNA's. The open positions are not a turnover issue, it is a talent issue and our situation is better than our competitors.
- We have volunteered to be a testing site for the Head Master Program which will contribute to increasing the available talent pool.
- People are leaving the health care field altogether not leaving to work for other providers.
- We are partnering with the education system in an effort to raise the interest in the health care field and in supporting their education.

Chief Financial Officer's Report – B. Glodowski

- There was a loss in both August and September. The theme is consistent for both months as the loss relates to high health insurance costs and another large payment for workman's comp. The State Institute expenses continue to be high however, we are seeing some improvement. Revenue areas have been struggling and both the nursing home and hospital census are lower. MMT is doing well. We have a group of eight directors working collaboratively and we feel our best objective is to monitor expenses and improve revenues. We are also reviewing write-off's, monitoring punches (punching early/late), etc. Interest income is about \$72,000 ahead of target which can be attributed in part to positive rates in investments. We are also seeing higher expenses with physicians, however, this will pay off in the long run.
- **Motion**/second, Metter/Balk, to accept the August and September Financial Statements. Motion carried.

Board Discussion and Possible Action

Annual CEO Evaluation – Todd Penske, PeopleFirst HR Solutions, Inc.

- Todd Penske worked with the Executive Committee in developing the CEO evaluation tool and process. The approved draft was then presented to the RCA who reviewed and provided feedback which was incorporated into what is presented to the Board today. The RCA will be voting later today to finalize the tool and process.
- T. Penske reviewed the process and form. The process incorporates the stipulations of the Tri-County Agreement with the Board evaluating the CEO once per year and the RCA evaluating the CEO twice per year. One form will be used in each of the evaluations.
- The process has eight steps with everyone using the same tool. The form is based on best practice with an outside resource compiling the responses and presenting them to the CEO, Board, and RCA.
- There was some uncertainty with the CEO salary and the potential for compensation. A brief analysis of the CEO salary and potential compensation was requested and will be discussed in more depth in Closed Session.
- **Motion/second**, Bliven/Norrbom, to approve the CEO evaluation process and form as presented. Motion carried.

Purchase of the Property Located at 811 N 3rd Avenue, Wausau WI

- We have an offer to purchase on the Clubhouse property but do not have the final offer ready for approval yet. This will be added to the agenda in November if there is a final accepted offer. The current owners have agreed to sell at fair market value, will replace the roof and HVAC.

Discussion and Possible Action Regarding Whether to Pursue the Transfer of Adult Protective Services Program to the Aging & Disability Resource Center (ADRC) of Central Wisconsin

- Adult Protective Services is a multi-county operation which was transferred when Family Care moved in. It is a well-functioning program. The ADRC is a consortium between our three counties plus Wood County and there is new leadership, Jonette Arms, at ADRC.
- There are benefits to manage this program within our organization as there are many individuals under protective placement and guardianships; that wouldn't change. It will be against our financial interest but only due to indirect costs. Over the long term, this change would allow us to focus on our mission, vision, and strategy for our 5 year plan.
- If the Board approves to pursue the transfer, this will need to be approved by all three counties.
- **Motion/second**, Bliven/Metter, to develop an implementation plan to transfer the Adult Protective Services Program to the ADRC of Central Wisconsin. Motion carried.

Discussion and Possible Action Regarding Birth to 3 Service Delivery

- Birth to 3 started in 1983 when it was a federally mandated program. NCHC does a great job and it is a stable program. Despite this, there is a mission and strategy question as how this program fits into NCHC's core competencies and continuum of care. The children first enroll in the Birth to 3 program, then they are transferred to the school district, and then into the community. We explored who we could partner with and approached Marathon County Special Education. After months of dialogue and consideration Marathon County Special Education has indicated they are interested in moving forward and developing a transition plan. We will verify the program is financially viable and the contract can be transferred between entities.
- **Motion/second**, Wagner/Balk, to continue dialogue and the development of a transition plan to transfer the Birth to 3 program to Marathon County Special Education. Motion carried.

Discussion and Possible Action Regarding Board Policy Governance Monitoring and Evaluation

- Discussion will be postponed until the next Board meeting.

MOTION TO GO INTO CLOSED SESSION:

- **Motion** by Weaver, second by Metter, to adjourn into closed session pursuant to Section 19.85(1) (c) and (f) Wis. Stats. for the purpose of considering employment and performance evaluation of any public employee over which the governmental body exercises responsibility, and preliminary consideration of specific personnel problems, which if discussed in public, would likely have a substantial adverse effect upon the reputation of any person referred to in such problems, including specific review of performance of employees and providers of service and review of procedures for providing services by Agency, to wit:
 - i. Report of Investigations related to Corporate Compliance Activities and Significant Events And, Pursuant to Section 19.85(1) (c) Wis. Stats. for the purpose of considering employment, compensation, or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility, to wit:
 - ii. CEO Compensation Recommendation to the Retained County Authority CommitteeMotion carried.

RECONVENE to Open Session and Report Out and Possible Action on Closed Session Item(s)

- **Motion**/second, Bliven/Metter, to reconvene into Open Session. All Ayes. Motion passed 10-0.
- **Motion**/second, Metter/Wagner, that the memo regarding Annual CEO compensation framework for the CEO performance evaluation, as presented in Closed Session, be recommended to the RCA for consideration and approval. Motion carried.

Review of Board Calendar and Discussion of Future Agenda Items for Board Consideration

- November Board meeting slated to be held in Merrill.

Adjourn

- **Motion**/second, Bliven/Ashbeck, to adjourn the Board Meeting at 2:47 p.m. Motion carried.