

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

December 20, 2018

12:00 Noon

Wausau Board Room

**Present:**

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

**Also Present:** Michael Loy, Brenda Glodowski, Sue Matis, Kim Gochanour, Laura Scudiere, Lance Leonhard, Jennifer Peaslee

**Guests:** Dr. Ed Krall, Medical College of Wisconsin  
Pat LuCore, Behavioral Health Consultant

Call to order

- J. Zriny called the meeting to order at 12:08 p.m.

Public Comment for Matters Appearing on the Agenda

- None

Chairman's Report and Announcements

- Chairman Zriny highlighted events and accomplishments of the Board during the last year which also reflects on how far the organization has come under the leadership of Michael Loy as CEO, the Executive Team, and the Board:
  - In December of 2017 the three County Boards, on one day, approved the appointment of Michael Loy as Chief Executive Officer
  - The Board transitioned to Policy Governance structure
  - The future of Mount View Care Center was solidified
  - Master Facility Plan was initiated and the Marathon County Board approved bonding for the renovation of NCHC
  - Over \$3.2 million was raised in support of a new Warm Water Therapy Pool
  - Expanded Lakeside Recovery Unit
  - With the Medical College of Wisconsin, year two of the psychiatry residency program began
  - The 5 to 50 Vision continues to unfold
  - A solid 2019 budget has been approved

Board Committee Reports

- None

## Consent Agenda

- **Motion**/second, Metter/Breske, to approve the Consent Agenda which includes the 11/29/2018 NCCSP Board Meeting Minutes, the Quality Dashboard and Executive Summary, the Risk Reserve Policy, the Recruitment, Retention and Removal of CEO Policy, and the Medical Staff Appointment of Dr. Samin Anwar, and the reappointment of Debra Sanfilippo. Motion carried.

## Board Education

- Update on MCW's Central Wisconsin Psychiatry Residency Program – Dr. Ed Krall
  - To become a psychiatrist there is 4 years of college, 4 years of medical school followed by 4 years of psychiatry training. Our residency program follows the recommendations of the Accreditation Council for Graduate Medical Education (ADGME) to certify and qualify physicians to practice psychiatry.
  - The first year includes 4 months inpatient at NCHC, 2 months at St. Mary's, Rhinelander, 4 months primary care at Aspirus, and 2 months of neurology at Froedtert, Milwaukee. Year two is all outpatient training at NCHC, the VA in Wisconsin Rapids, Rhinelander, Marshfield and Ashland. In years 3 and 4 the residents develop and follow a case load. Year 3 training is currently being developed which will include Tomah and St. Michaels and possibly a rotation in the Community Support Program with Dr. Immler, ECT training, geriatrics, and others depending on interests. Year 4 is all electives. Residents are then certified they completed the program successful. An exam is required through the American Board of Psychiatry. If a subspecialty is desired such as addiction, child psychiatry, and geriatrics, another 2 year of training is required. The first two classes of residents have been excellent. They provide an excellent foundation for the program.
  - Psychiatry has become most competitive in the US. Each year about 750 applications are received for 3 positions. 30% are US graduates. Dr. Krall reviews all of the applications to find 50 applicants for interview. Most applicants apply to 30-50 organizations. Following interviews the applicants are ranked through an intense matching program to further assure good matches to the program and community.
  - The biggest struggles/barriers is that it takes psychiatrists to teach psychiatrists. M. Loy has been instrumental in helping create a learning culture. Having key people in the organization is key to success. With Board support and M. Loy's leadership NCHC is being transformed into a center for learning and teaching. This is a philosophical change from hiring to teaching. Pat LuCore, Behavioral Health Consultant for NCHC, has devoted herself to making this happen. We want to thank M. Loy, the Board, and P. LuCore for the support and we look forward to growing the program.
  - April 5, 2019 we will be having a conference day at NCHC bringing in a national speaker on suicide and prevention, talking about depression and suicide, and including resources from the community as well.
- NCHC's Zero Suicide Initiative – Jennifer Peaslee and Pat LuCore
  - Pat is Chair and Jennifer is Co-Chair of a team that is passionate about suicide care and how NCHC can be a leader in central Wisconsin.
  - Zero Suicide provides excellent training. We are focused on shifting our standard which include a change to follow-up when appointments are missed, recurring education/training, developing and fostering community partnerships, continue to obtain and review state and county data to further develop and improve zero suicide initiatives. This will be a measure that will be monitored in 2019.

- After we have a plan in place we want to engage community partners with training on safety planning, common language and techniques to further efforts for consistent care. Dr. Immler has provided references in the State that we will contact.
- Youth Crisis Services Overview – Michael Loy
  - There are many needs and youth crisis services are constantly evolving.
    - We have hired a child adolescent psychiatrist and an 8-bed youth hospital will be built and opened around January 1, 2020.
    - We currently provide 23 hours of youth crisis acute stabilization. There are two issues we encounter: youth crisis is staffed 24 hours/day but there are not always youth there, and constraints from state regulations with what we can and cannot do for longer term stabilization. We are working with the legislators in rewriting this law.
    - There is outpatient counseling available in many schools through the consortium.
    - We are expanding outpatient psychiatry services with Dr. Gabi Hangiandreou at NCHC one day per week.
    - Comprehensive Community Services (case management) continues to grow but access rates are behind what should be because of the number of individuals being placed in program. We continue to add staff to help manage the number of individuals in the program. Reducing the impact on law enforcement with diversions remains a high priority. While the relationship with the Sheriff's Dept. has improved following their policy change to no longer transport youth in jurisdictions with municipal law enforcement agencies, the Wausau Police Department and other local Police Departments are experiencing the strain when a transport is necessary. We continue to work with local law enforcement in an effort to minimize these diversions.
  - Major success with CART Program is noted because a crisis worker works side by side with law enforcement in the community.

### Monitoring Reports

#### CEO Work Plan Review and Report – M. Loy

- A potential Medical Director will be returning for a 2<sup>nd</sup> interview in 2019. Dr. Dibala will be leaving the end of Jan. Two other psychiatrist applicants are also anticipated to be on site in January for interviews.
- Architects have been on site developing the campus plan. Anticipate going out for bid in the spring and beginning construction this summer. The first of three phases is expected to be around \$40 million with the entire project occurring over three years.
- Wisconsin Hospital Association legislative meeting went well with State legislators which was held at NCHC. Should have a significant and positive impact on our organization.
- Recruitment for an IT Executive is moving along well.

#### Chief Financial Officer's Report – B. Glodowski

- There was a small gain in November. On the revenue side the nursing home was low but has come back in December. The hospital census was down and remains down in December. Outpatient is doing very well. We are particularly excited about the MMT program which was targeted to start at the beginning of 2018 but began later in the year. Over the last several months the program has a stable census higher than anticipated, payer source is better, and we are close to target. Community Treatment is also doing well.
- Expenses continue to struggle the drivers being health insurance and diversions however revenues have been able to offset expenses resulting in a positive bottom line. December should see some improvement in outpatient, nursing home, and CCS areas. We are waiting on the WIMCR settlement. A CD was purchased as cash is stable and strong. Building cash on hand will help in preparing for the upcoming nursing home electronic health records change as we anticipate a delay in nursing home billing during the implementation phase.
- **Motion/second**, Bliven/Wagner, to accept the November Financial Statements. Motion carried.

#### Human Services Operations Report – L. Scudiere

- The IPS Fidelity Review was completed by the Department of Health Services and that program is doing very well. This is a supported employment program where staff assist members to find and keep jobs. We are awaiting a final report.
- In addition to the psychiatry residency program NCHC is exploring a psychiatric medical experience for medical students attending the Medical College of Wisconsin Wausau campus.

#### Nursing Home Operations Report – K. Gochanour

- Actively involved in Matrix EMR implementation. Will begin training and entering data for financials Jan. 7 with a robust timeline for complementation in 3 months.
- To date in December there have been 22 admissions with only 12 discharges.
- Kim Walker-Daniels, a Gero-Psych Nurse Practitioner, currently working in Crisis CBRF has interest in assisting with medication management in the Legacies program.

#### Board Discussion and Possible Action

- Proposal for Program Creation: North Central Recovery Coaching Collaborative (NCRCC)
  - The creation of a NCRCC program was approved by the Retained County Authority contingent on approval of the NCCSP Board. L. Scudiere provided an overview.
  - **Motion/second**, Ashbeck/Breske, to approve the creation of the North Central Recovery Coaching Collaborative. Motion carried.
- Nomination of NCCSP Board Member to the North Central Health Foundation Board
  - Bill Metter has indicated interest to serve on Foundation Board.
  - **Motion/second**, Bliven/Ashbeck, to approve the nomination of Bill Metter to the North Central Health Foundation Board. Motion carried.
- Annual Review and Approval of Complaints and Grievances Policy
  - Overview of the policy was provided.
  - **Motion/second**, Wagner/Metter, to approve the Complaints and Grievances Policy. Motion carried.

- Board Policy Discussion Generative Topic: “Decide What to Decide” – Overview the Process to Identify the Priorities for the Board in 2019
  - At the beginning of the year we ask the Board to identify 5 things you’re interested in which will be reviewed/discussed at the Board Retreat in May. This helps determine priorities and recommendations to pursue in order to move forward. An email will be sent to you with information to engage in more discussion at the January meeting.

MOTION TO GO INTO CLOSED SESSION:

- **Motion** by Bliven 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: Report of Investigations. Second by Wagner. Roll call. All ayes. Motion passed 10-0. Meeting convened in closed session 1:55 p.m.
  - i. Corporate Compliance and Ethics
  - ii. Significant Events

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

- **Motion**/second, Wagner/Breske, to reconvene into Open Session. All Ayes. Motion passed 10-0. Meeting convened in Open Session at 2:03 p.m.
- No action or announcements on the Closed Session Item(s) were made.

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

- 2019 Board Meeting calendar was distributed.

Adjourn

**Motion**/second, Seefeldt/Bliven, to adjourn the meeting at 2:04 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant*