

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

July 30, 2020

3:00 p.m.

Wausau Board Room

Present via conference phone (due to Covid19)

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|---|-------------------|---|--------------|---|------------|
| X | Eric Anderson | X | Randy Balk | X | Ben Bliven |
| X | John Breske | X | Kurt Gibbs | X | Jason Hake |
| X | Lance Leonhard | X | Robin Stowe | X | Gabe Ticho |
| X | Pat Voermans | X | Romey Wagner | X | Bob Weaver |
| X | Theresa Wetzsteon | X | Jeff Zriny | | |

Staff Present: Michael Loy, Dr. Rob Gouthro, Jarret Nickel, Jill Meschke, Tom Boutain, Jaime Bracken, Jennifer Peaslee, Chris Bleck

Guests: Tony Gonzalez, Scott Schultz and Dan Mayfield of Gallagher

Call to Order

- Meeting was called to order at 3:03 p.m.

Chairman's Announcements

- Jaime Bracken, Chief Nursing Office, was introduced and welcomed to the organization.
 - Jaime's background includes being a CNO in the Dane County area as well as working in multiple settings of post-acute care, and ambulatory outpatient settings where behavioral health was integrated. She is looking forward to getting to know more about the organization, creating a strong leadership structure around nursing and clinical staff services, and growing with the organization.

Public Comment for Matters Appearing on the Agenda

- None

Patient in the Board Room

- As discussed at last month's Board Meeting as part of culture of safety, an individual accepted an invitation to talk with the Board today but unfortunately cancelled with insufficient notice to find a replacement. Will include on the agenda for next month.

Consent Agenda and Monitoring Reports

- B. Bliven asked for the Organizational Dashboard to be pulled from the consent agenda.
- **Motion**/second, Hake/Voermans, to approve the consent agenda. Motion carried.

- Dashboards and Executive Summary - Clarification was provided on the data for out of county placements and how the analysis is being completed on tracking involuntary admission rates by law enforcement jurisdiction. Suggestion made to have law enforcement agencies get together with NCHC to discuss and have opportunity to enhance the data collected. Information from other sources i.e. civil court, attending physicians, etc. will also be collected.
- **Motion**/second, Bliven/Leonhard, to accept the Organizational Dashboard. Motion carried.

Board Education – Perspective and Opportunities for Engagement with the Hispanic and Latino Community

- Tony Gonzalez provides interpretive services at North Central Health Care (NCHC) and is involved in many patient-related settings of NCHC and has been asked to help the Board understand how NCHC can better engage with the Hispanic community.
- Several key areas highlighted included:
 - Communication about services provided through brochures translated into Spanish to help break down barriers;
 - Do ‘leg work’ first by getting into the communities to meet them in their communities, etc. Many do not read/write or speak English;
 - Tailor services to their community by understanding what services they need and how they will be receptive to receiving mental health services;
 - Work with a trusted person in their community first which will help overcome the first barrier of fear;
 - Important they feel confident in having confidentiality;
 - Counselors who speak Spanish are incredibly important; and
 - Diversity on the Board could also make a large impact.

Board Discussion and Action

- A presentation on the Annual Review of Employee Compensation, Recruitment, and Retention Strategies was provided by Dan Mayfield, Managing Director at AJ Gallagher.
- A presentation on the Health Plan Performance and Projections for 2021 was provided by Scott Schultz, AJ Gallagher Benefits.
- CEO Report – M. Loy
 - Hired Child/Adolescent Psychiatrist, Dr. Jessica Dotson, who will be joining us next summer in July;
 - The attorney position has been filled with a start date in September;
 - Adult Protective Services transfer continues pending MOU between the Counties;
 - Continuing to vet the business model for NVI and requisite due diligence; on track to make a recommendation to the Board in October;
 - COVID positive tests of five residents and three employees have occurred over the last few weeks on South Shore of Mount View Care Center. The unit is operating on enhanced precautions with testing of employees and residents frequently to manage the situation closely and prevent the virus from spreading to other areas.

- Financial Report – J. Meschke
 - A summary of the June financials was provided: June showed a loss of \$13,000. Cares Act stimulus money was received in June in the amount of \$125,000. Without the funding we would have seen a loss of approximately \$138,000. Overall revenue was under budgeted target by \$844,000. Average census for Mount View Care Center, Pine Crest and the Hospital were below target. Some programs had been temporarily closed which impacts the monthly revenue and expense targets.
 - Working to identify COVID-related costs i.e. internal costs for testing employees and residents, extra necessary screening for staff and visitors; have identified well over \$1 million in costs thus far and working to break out more strategically.
 - **Motion**/second, Hake/Leonhard, to accept the June Financial Statements. Motion carried.

- Chief Medical Officer Update on Quality Improvement – R. Gouthro, M.D.
 - Peer Review is an objective evaluation of the quality of physicians' work flow by their colleagues. The Peer Review process has been redesigned and is being implemented. Peer Review is to help improve quality of patient care, assist physician's recertification, and provide data for annual evaluations. It is not blame and shame but rather to give physicians an opportunity to learn from each other i.e. habits and practice styles, and bring them together in a more cohesive manner.

- Operational Plan Update – J. Nickel
 - Two items have been placed 'on hold' this year given operating conditions with COVID: Just Culture Program and Data Analytics Expansion to the Dashboard.
 - Employee Wellness and Resiliency Initiative is ready to roll out biometric screening and health risk assessment, the Cerner implementation project is under way and going well, and the High Performance Culture Program roll out being finalized.
 - NCHC pharmacy now provides services to Pine Crest. The contract with a local pharmacy ended. This now moves the Pine Crest integration project to complete.
 - Environmental Support Services (housekeeping, laundry, and dietary) for all campus are now operating under centralized procedures with resources being managed more efficiently.

- Discussion and Possible Action on Strategic initiatives
 - Digital Strategy and Relationship with the City-County Information Technology Commission (CCIT) – T. Boutain
 - CCIT is the joint partnership between the City and County; partnership is not working for all therefore, conversations are being held between parties to plan and strategize for the future where all members and partners are served better as needs have changed.
 - Leading a Culture of Safety Towards Zero Harm – M. Loy
 - Deferred to next meeting in consideration of time constraints.

Closed Session

- Deferred to next meeting in consideration of time constraints

Board Calendar and Future Agenda Items - M. Loy

- None

Board Experience Optimizer

- Please complete the Board Experience Optimizer and provide feedback.

Adjourn

- **Motion**/second, Bliven/Gibbs, to adjourn at 5:15 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant to CEO