

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

**March 25, 2021**

**3:00 p.m.**

**Wausau Board Room**

Present via conference phone (due to Covid19) unless otherwise noted by “HCC” which denotes in-person attendance.

X	Eric Anderson	X	Randy Balk	X	Chad Billeb
EXC	Ben Bliven	EXC	John Breske	EXC	Kurt Gibbs
EXC	Deb Hager	X	Lance Leonhard	X	Dave Oberbeck
X <sup>(HCC)</sup>	Robin Stowe	EXC	Gabe Ticho	X	Pat Voermans
X	Bob Weaver	X	Cate Wylie		

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

Others Present: Jason Hilger, Langlade County Manager  
Dejan Adzic, Asst. Marathon County Corp. Counsel

### Call to Order

- Meeting was called to order at 3:00 p.m. by E. Anderson.

### Chairman Announcements

- Thanks to B. Bliven for his interest and willingness to participate on the North Central Health Foundation Board.
- Jason Hilger, recently hired as Langlade County Manger, was introduced, and welcomed.

### Public Comments for Matters Appearing on the Agenda

- None

### Patient in the Board Room

- Individual was unavailable this month.

### Consent Agenda and Monitoring Reports

- **Motion**/second, Stowe/Leonhard, to approve the February 25, 2021 NCCSP Board Minutes. Motion carried.
- CEO Report Highlights:
  - Covid Update: vaccination rate is around 70% for employees, and over 90% of residents at Mount View Care Center and 70% at Pine Crest, in-person visitation is occurring again in the nursing homes, and we are beginning to operate in a fashion prior to the pandemic.
  - CLA strategic review is underway.

- Just wrapped up a successful annual certification survey at Mount View Care Center, as well as the behavioral health services program recertification visit, reports will be provided next month, waiting for our Joint Commission survey and the annual survey at Pine Crest.
- Review and Approval of Board Policies
  - This is standard annual review of policies; minor updates were made to the policies that were provided in the Board Packet.
  - **Motion**/second, Wylie/Balk, to approve the Cash Management, Fund Balance, Risk Reserve Guidelines, and Write-Off of Accounts Receivable Policies as presented. Motion carried.
- Approve Recommendations of the Medical Executive Committee
  - **Motion**/second, to approve the recommendations for appointments and reappointments from Medical Executive Committee, Voermans/Leonhard, motion carried.

### Board Education

- Update on the Campus Renovations and Debt Service Model – M. Loy
  - Loy provided a history of the project that began in 2017, a construction status update, as well as an overview of the evolving situation in planning for the last phases of the project including decisions that Marathon County will need to make for the completion of the project in summer 2022.
  - Project is on time and under budget thus far; however, at this time it is projected to exceed the total authorized project by \$2.6 million. Majority of additional costs are related to escalating construction costs as well as several physical plant opportunities that are important to include at this time that were not included in the estimating based on the approved design in 2019.
- Update on Physician Recruitment Plan – M. Loy
  - In 2015 the estimated shortage of full-time psychiatrists in our region was at 14, to date that number has been reduced to about 4 in 2019. This has been due largely in part to North Central Health Care hiring several more psychiatrists on staff and in partnership in the Psychiatry Residency program.
  - We have been successful in hiring from our sister residency program in Green Bay with Dr. Daniel Hoppe and Dr. Waqas Yasin joining us in July. Also Dr. Jessica Dotson will be joining us this year as a child and adolescent psychiatrist.
  - Our strategy is to continue to support the Medical College Residency Program as it is a key piece for us to successfully recruit psychiatrists and provide mental health services to our communities.
- The Role of the Governing Body in Achieving Zero Harm and Leading a Culture of Safety – M. Loy
  - As an organization we want to reduce the risk of harm in the process of delivering healthcare.
  - Monitoring harm is done through: Occurrence Reporting, Safety Zone Occurrence Reporting, Admin On-Call, Daily Occurrence Reporting, Daily Safety Huddle, Investigation, Report Closure Monitoring, and Reporting to the Governing Body on a bi-monthly basis.

- The Board would like the bi-monthly reporting to continue and feels the level of reporting is informative and meaningful.
- The Board has consensus on Loy proceeding with the implementation of foundational strategies and tactics for Board Engagement in Zero Harm.

#### Board Discussion and Action

- Dashboards and Executive Summary – M. Loy
  - Dashboards and Executive Summary are extensive documents that look at variances in performance measures. The Executive Summary only speaks to exceptions (areas not meeting target). Access to CCS (case management program and outpatient programming) teams are working actively to address actions to meet target and, Turnover is being addressed recognizing that many employees leave within the first year which we feel it is due to the pandemic and wages especially for CNA's and nurses. Many have left the industry altogether, but we need to make sure our front-line staff have a competitive career opportunity to other options in the community. There may be potential decisions the Board will need to consider in April in this regard.
  - **Motion**/second, Stowe/Leonhard, to approve the Dashboards and Executive Summary. Motion carried.
- January and February Financials – J. Meschke
  - January and February financials were reviewed. It was also noted that staff are working through forecasting efforts primarily in the nursing homes to reset revenue and expense targets to be more attainable through the rest of 2021. Also, census reductions in the behavioral health hospital are being reviewed. Audit field work is wrapping up in the next few weeks with a planned presentation to the Board in April.
  - Continue to be watchful on any additional funding available through Cares Act dollars. We are also at a point to seek out of county contracts to help increase census for the youth behavioral health hospital and help offset expenses.
  - **Motion**/second, Leonhard/Stowe, to accept the January and February financials. Motion carried.

#### Consideration of a Motion to Move into Closed Session

- **Motion**/second, Leonhard, 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 related to Corporate Compliance Activities and Significant Events* – J. Peaslee
- Roll Call Vote: all Ayes. Motion carried.

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

- **Motion**/second, Stowe/Leonhard, to reconvene in open session at 4:38 p.m. Motion carried.

Possible Announcements or Action Resulting from Closed Session

- No announcements or actions

Board Calendar and Future Agenda Items

- Audit presented next month
- Targeting May for our Board Retreat and in-person if it can be done safely.

Board Experience Optimizer

- Within 24 hours of the Board meeting a brief survey will be sent via email to each Board member. The Experience Optimizer is a Board governance effectiveness tool. Results are shared with the Board chair which helps in preparing and moving the Board forward.

Adjourn

- **Motion**/second, Leonhard/Wylie, to adjourn the meeting at 4:40 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant to CEO*