

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM
BOARD MEETING MINUTES**

December 18, 2014

12:00 p.m.

NCHC – Wausau Campus

Present:

X	Jean Burgener	X	Joanne Kelly	X	Holly Matucheski
X	Bill Metter	X	Bill Miller	X	Ron Nye
X	Lee Olkowski	EXC	Dr. Eric Penniman	X	John Robinson
EXC	Greta Rusch	EXC	Laura Scudiere	EXC	Dr. David Tange
X	Bob Weaver	X	Jeff Zriny		

Also Present: Gary Bezucha, Brenda Glodowski, Gretchen Brown, Becky Schultz,
Toni Simonson, Michael Loy, Paula Hawkins, Debbie Osowski

The meeting was called to order 12:09 p.m. Roll call was taken and a quorum declared.

Consent Agenda

- **Motion** Burgener, 2nd Metter, to approve the consent agenda, which includes the 11/20/14 Finance, Personnel & Property Committee minutes, 11/20/14 Board meeting minutes and CEO Report. Motion carried.

Chairperson's Report

- **Motion** Olkowski, 2nd Zriny, to approve 2015 committee appointments. Committee members will remain the same from 2014 with the addition of Bill Miller to the Nursing Home Operations Committee. Motion carried.
- Four prospective candidates were interviewed for the Strategic Planning Process at the Dec. 2 meeting of the Executive Committee followed by a lengthy discussion and recommended selection of a consultant at the Dec. 9 meeting.
- Return completed CEO evaluations to Debbie.
- **Motion** Weaver, 2nd Kelly to approve the 12/2/14 and 12/9/14 Executive Committee minutes. Motion carried.

Quality Committee Report

- 2014 Organizational Quality Dashboard
 - ✓ All clinical and community impact indicators are exceeding targets.
 - ✓ Employee turnover continues to be a concern; actions to improve the turnover rate are in place.
 - ✓ Even though the percentile rank for the Service indicator has been met, we are concerned with the trending it has taken over the last few months (from 63 to 32) and will be high priority in 2015.
 - ✓ There has been a slight gain in the financial indicators but have not hit our target due to soft revenues; expense management has been superb this year.

- 2014 Quality Review
 - ✓ Quality Committee completed an annual review and identified recommendations for focus areas in quality for 2015
 - Service Outcomes
 - Community impact measures
 - Employee engagement strategies
 - Process improvement methodology
 - Safety
 - Leadership Development
 - Corporate Compliance audit plan
 - 2015 Organizational dashboard measures and targets
- **Motion** Miller, 2nd Weaver, to approve the 2015 recommended Quality Dashboard with the addition of another yearly comparison (2013 and 2014). Motion carried.
- **Motion** Robinson, 2nd Kelly, to approve the Quality Committee report and minutes of 12/1/14 meeting. Motion carried.

Financial Report

- Financial report was distributed today.
- November shows a gain of about \$229,000.
- Includes full reconciliation through October.
- Picked up an additional \$100,000 due to moving from estimates to actual.
- Showing a gain of \$318,000 through November.

Finance, Personnel & property Committee Report

- November financials were reviewed.
- 2015 financial targets were discussed.
- Management Agreement between NCHC and the County was forwarded to Brad Karger and will be reviewed with the Governance Task Force.
- Next month committee will review rental agreement revenue and performance of pharmacy services.
- **Motion** Olkowski, 2nd Robinson to approve report. Motion carried.

Nursing Home Operations Committee (NHOC) Report

- Committee discussed the importance of educating county board members especially since there are 10 new county board members.
- Recognized there is on-going education necessary around the renovation project.
- When providing information to the County Board we will use the philosophy 'Eight Ways to Communicate Your Strategy More Effectively' including:
 - ✓ Wipfli endorsing the financial aspect in regard to Medicare/Medicaid
 - ✓ John Badow sharing information from his visit to two nursing homes who have a marked improvement after their renovation/new facility
 - ✓ Provide endorsements/testimonials from families, residents, staff
 - ✓ Health & Human Service Committee will talk about the project

- ✓ Share a public health perspective emphasizing the importance of a negative pressure room for active TB cases which has been a long term concern in Marathon County
- ✓ Highlight the high level of quality of care provided by NCHC
- ✓ Highlight the specialized Vent Unit at MVCC i.e. one of very few in Wisconsin
- ✓ Availability to access services in northern Wisconsin vs Madison/Milwaukee
- ✓ Quality in patient/resident satisfaction.
- ✓ Protectively placed residents.
- Talking points handout was provided to assist in sharing the message about the importance of the renovations as it relates to the services provided in the community.
 - Contact Gretchen, Jean, or Brenda if any questions about the talking points
 - Connect with Gretchen or JoAnn (848-4490 or 848-4386) after making contacts
- Important to provide education to the county board members so they can make an informed choice.
- Reminder: County Board should vote on project in April. Any absent County Board members will be noted as a 'no' vote.

Medical Staff

- **Motion** Metter, 2nd Olkowski, to approve Mid-Level Practitioner privileges for clinical Privileges for Maureen A. MacConnell, APNP. Motion carried.
- We have been successful in hiring a psychiatrist, Dr. Brigitte Espinoza. She is completing her residency in psychiatry in the Harvard Medical System in June and anticipate she will join us in July. References have been impeccable.

Strategic Planning Consultant

- **Motion** Olkowski, 2nd Weaver, to accept the proposal by Schafer Consulting. Executive Committee reviewed and discussed each of the four proposals and felt Schafer Consulting had the expertise in both behavioral health and long term care that we are looking for. Motion carried.
- We will begin working on the process immediately.

Future meeting agendas

- Invite Brian Schoeneck, Leading Age, to talk with the Board during the first quarter of 2015.

Note: iPads have been ordered and trainings will be scheduled. It may be helpful to have assistance at meetings when the iPads are first being used. NCHC Minutes and Agendas have been saved to the NCHC website. Moving forward meeting packets will be online also.

Motion Miller, 2nd Robinson to adjourn at 1:30 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant