

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

March 29, 2018

12:00 Noon

NCHC Wausau Board Room

Present:

X	Randy Balk	X	Steve Benson	EXC	Ben Bliven
X	Jean Burgener	X	Meghan Mattek	X	Bill Metter
X	Bill Miller	X	Corrie Norrbom	EXC	Greta Rusch
EXC	Rick Seefeldt	X	Robin Stowe	X	Bob Weaver
X	Theresa Wetzsteon	EXC	Jeff Zriny		

Also Present: Michael Loy, Brenda Glodowski, Sue Matis, Laura Scudiere, Kim Gochanour, Sheila Zblewski
 Guests: Kristi Palmer, Marathon County Finance Director, Carlene Nagel, Langlade County Finance Director, Dale Schirmacher, CCIT, and Kim Heller, Wipfli

Call to Order

- The meeting was called to order at 12:04 p.m. by Vice-Chair, Dr. Steve Benson.

Public Comment for Matters Appearing on the Agenda

- None

Chairman's Report and Announcements – S. Benson

- Resolutions honoring Jean Burgener for 12 years of service and Robin Stowe for 2 years of service were read and presented. Jean and Robin were thanked for their dedication to the lives of the patients and staff of North Central Health Care and our communities.

Board Committee Minutes and Reports

- None

Consent Agenda

- **Motion**/second, Metter/Weaver, to approve the following:
 - 2/22/18 NCCSP Board Meeting Minutes
 - Fund Balance Policy
 - Write-Off Policy

Board Education:

- 2017 Audit Presentation by Kim Heller, Wipfli
 - K. Heller provided a review of the 2017 audited financial statements. In advance of this meeting the Board received copies of the financial statements and the required communications letter from the auditors.
 - One adjustment was posted during the audit process which related to the GASB68 reporting requirements. The decision was made by management, and Wipfli concurred, that the adjustment occur during the audit rather than reporting during the year.

- 2017 was a very good year in regard to the operational effectiveness of the programs. There was excellent improvement in days in accounts receivable as well as the nursing home ending the year in a good position.
- Five to 10 years ago mental health and long term care did not have the respect of the rest of the health care continuum, nor acknowledgement of its significance. Today, the general medical community is paying attention to behavioral health and mental health care. North Central Health Care has the opportunity to be a leader.
- Following discussion, **motion**/second, Burgener/Miller, to accept the 2017 audit. Motion carried.
- The 2017 Fund Balance Statement was distributed and reviewed by B. Glodowski. The Fund Balance Statement identifies where each county is based on minimum and maximum targets and the shared invested cash based on net position by county. The goal is to have 90 days operational expenses as invested cash; a health care industry standard. Each year we continue to build invested cash. We are working on incorporating bi-monthly billing with some programs which should help to improve days in accounts receivable and in turn build invested cash.
- Following discussion, **motion**/second, Metter/Miller, to accept the 2017 Fund Balance Statement. Motion carried.
- B. Weaver complimented the staff on the financial turnaround and management of the organization.
- K. Palmer and C. Nagel left the meeting at 1:01 p.m.

Monitoring Reports

- CEO Work Plan Review and Report – M. Loy
 - \$3.4 million has been received in pledges and contributions for the new Warm Water Aquatic Therapy Pool. A celebration was held last week. We are now beginning to convert pledges.
 - The Master Facility Plan was slated to be completed in January but due to several iterations the report is now slated to be finished in early April. A presentation will be provided at the Marathon County Educational Meeting on April 19. The vote on the Master Facility Plan by Marathon County will be held in May. All NCCSP Board members are encouraged to attend the County Board meeting April 19 to hear the presentation (the meeting is also recorded through Marathon County if unable to attend). At the April 26 NCCSP Board meeting the Board will be asked to make a recommendation to the Marathon County Board in advance of their vote at their May meeting and vote. A report will be provided as soon as it is available.
 - The Employee Health and Wellness Clinic opened this week.
 - Following April elections, the Board will have nominations to fill the two vacancies by J. Burgener and R. Stowe.
 - Nancy Bergstrom, Lincoln County Corporation Counsel, and Robin Stowe, Langlade County Corporation Counsel, have been reappointed to the Retained County Authority Committee.
 - Joint Commission recertification survey process began this week. Dr. Benson met with the survey team as a representative of the Board. Joint Commission is our partner in improving patient safety and quality and their standards are based on CMS conditions of participation which we must comply with in order to bill Medicare and Medicaid for services. It is not only best practice but a legal obligation. As in any survey process we anticipate findings. Some recommendations have already been implemented. L. Scudiere and her team were commended for all of their efforts in preparing for the survey and their engagement during the survey process.

- Chief Financial Officer's Report – B. Glodowski
 - There was a small loss for the month just under \$45,000 overall for the organization. The two driving factors are due to an increase in diversions to State Institutes and health insurance. Both exceeded targets for February. The nursing home showed a gain for the month and is ahead of target. So far in March the health insurance has dropped slightly. Outpatient is slightly behind target and is being monitored closely to turn things around.

- Human Services Operations Report – L. Scudiere
 - Joint Commission will be exiting today. We learned a number of things that will make us stronger for patient safety and quality. The survey did not find any ligature risk for the hospital. There were, however, a number of preventive maintenance items identified as not being completed. We will need to address this with Marathon County.
 - We are waiting for approval between the architect and Department of Health Services (DHS) for the 15 bed Medically Monitored Treatment (MMT) program. Facilities Management is managing the approval process.
 - Linkage and Follow-up Program has begun and we are slowly adding commitments.
 - Dr. Benson noted that there was open respect shown by the survey team for Michael Loy and Laura Scudiere who were commended greatly for their team building. The team was also commended for their flexibility and they were impressed by the problem-solving and sense of care and compassion that came through.

- Nursing Home Operations Report – K. Gochanour
 - Continue to work with Clifton Larson Allen (CLA) on the nursing home analysis. Looking at IT and communication i.e. call light and electronic medical record (EMR). The nursing home currently uses ECS for their EMR. Connectivity is a main concern. An RFP will be released for the EMR and anticipate recommendations for the Board to consider in May. A different call light system will be addressed through renovations in the Master Facility Plan.
 - Following the MDS audit the written report was very complimentary. Areas of opportunity to increase revenues is in the restorative program and support staff for MDS's.
 - Since the falls prevention program was implemented, which includes a walking clinical huddle, there has been a 25% reduction in falls. Our goal was a 10% reduction. We continue to look for ways to reduce falls.
 - We have been working with The Branch, sponsored by the Chamber, NTC, and Church Mutual. This is a group of college seniors engaged in a business challenge. We presented a technology challenge scenario in the nursing home and six students are working with us to help identify ways to enable residents with new technology i.e. Alexa, Artificial Intelligence, etc.
 - Security Health Plan has also recognized Mount View Care Center as a preferred provider to refer patients to.
 - We are working with the State of Wisconsin in Nurse Aide Recruitment. Mount View Care Center has been chosen as one of three facilities to participate which includes filming residents, staff, etc. as part of a webinar series about what we do for recruitment and retention.
 - We currently have only 10 full-time equivalent vacancies, which is very low given our past experience and what is happening in the industry.

- Quality Outcomes Review – M. Loy
 - Quality Outcomes were reviewed.
 - **Motion**/second, Weaver/Norrbon, to accept the Quality Dashboard and Executive Summary. Motion carried.

Board Discussion and Action

- D. Schirmacher explained that the current network switch has reached the end of support. If the switch fails the Network could be shut down between 12-36 hours before it is repaired. It is recommended to replace the switch now in order to decrease the risk of a failure.
- **Motion**/second, Weaver/Stowe, to amend the capital budget by \$54,000 for the purchase of a Cisco switch. Motion carried.
- Medicare Conditions of Participation requires a Utilization Review Plan which oversees the medical necessity of care of services provided and ensures we are providing quality care in the hospital. This Plan is reviewed annually.
- **Motion**/second, Stowe/Balk, to approve the Utilization Review Plan. Motion carried.

MOTION TO GO INTO CLOSED SESSION

- **Motion** by Stowe, 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 exercised 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 Metter. Roll call taken. Motion carried.

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

- **Motion**/second, Miller/Mattek, to reconvene in open session at 1:40 p.m. Motion carried.
- No Report Out or Action from the Closed Session.

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

- The Annual Report and Program Review will occur at the April Board meeting.
- Will vote on the Master Facility Plan and make a recommendation to the Marathon County Board.
- Strategic Planning Policy will be reviewed.
- A draft agenda will be prepared for the May 31 Board Retreat (12-8 p.m. – location to be determined). At this meeting the Board sets the course for budget development and this year will include a 3-year strategic plan.

Adjourn

- **Motion**/second, Miller/Stowe, to adjourn the Board meeting at 1:45 p.m. Motion carried.