

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD EXECUTIVE COMMITTEE

**July 18, 2018                      1:00 PM                      North Central Health Care–Juniper Room**

Present:                      X                      Jeff Zriny                      X                      Steve Benson  
   X                      Corrie Norrbom                      X                      Bob Weaver

Others present:                      Michael Loy, Lance Leonhard

Guests:                      Todd Penske, PeopleFirst

Chairman Zriny called the meeting to order at 1:02 p.m.

### Public Comment for Matters Appearing on the Agenda

- No public comment(s) made.

### ACTION: Approval of 06/14/18 Executive Committee Meeting Minutes

- **Motion**/second, Weaver/Benson, to approve the 06/14/18 Executive Committee meeting minutes; motion passed.

### Discussion of CEO Performance Evaluation Process – Todd Penske, PeopleFirst

- Todd Penske, PeopleFirst HR Solutions, was introduced. T. Penske was recommended by Jon Krueger to assist the Board in the development of a CEO evaluation tool and process. After reviewing a letter of proposal and meeting with J. Zriny and M. Loy, an agreement was made with PeopleFirst to continue the prior engagement.
- The project timeline is to have the evaluation tool completed by the end of August.
- The project scope is to review the CEO job description and develop the process to evaluate the CEO with input from stakeholders with the Committee's guidance,
- The Committee members provided the following expectations for the CEO evaluation process:
  - Provide formal feedback on performance, directional areas, and career development in skills to lead the organization i.e. engage with people from different careers around the community and country to stay engaged and grow/lean from each other, executive coaching services
  - Evaluate financial management i.e. budget priorities of three counties, how priorities are implemented, and budget preparation, provide stakeholder education on where the organization is allocating funding, performance metrics and what success looks like, quantify how NCHC is performing according to metrics, innovation and programming, organizational culture, patient satisfaction, employee turnover, customer service.
  - Consider referral source satisfaction in both data and communication.
  - Provide quarterly report/feedback so there are no surprises at year end.
  - CEO should become a leading communicator/facilitator to bring people together and facilitate ongoing relationship building and communication.

- Build reputation in community that NCHC is trustworthy; share what is going on at NCHC.
- Provide reports that are pertinent to each county i.e. Lincoln and Langlade Counties may not require the same type of reporting as Marathon County.
- Move beyond anecdotal stories and help people better understand what is provided.
- Understanding what each other knows what they can do to operate under the law – what will ‘move the number’.
- The Board must also have a good understanding of the metrics chosen when evaluating the CEO.
- Capture where NCHC was when Michael stepped in and where it is now (obvious financial) but culture may be difficult to capture. Trend data can be a reference point.
- T. Penske will present a draft of the evaluation tool and process by mid-August. The Committee felt the tool should also be used for self-evaluation.
- Feedback will be solicited from representatives of the three counties, the Board, and the Executive Team.
- A meeting of the Executive Committee will be scheduled in August.

#### CEO Report

- Five proposals were received for the Master Facility Plan architectural design. Three firms will be interviewed and a selection made by August 1. Cost ranges between \$3-\$4 million.
- Psychiatry recruitment has resulted in five actively interested candidates. Dr. Dileep Borra joined us last week. We are very confident that we should have 8 psychiatrists on board in the next year or two which would hit our strategic goal.
- An APNP has been hired and is working in Crisis and overseeing the CBRF, MMT programs and will help with surges on the inpatient unit. She will be providing assessment and stabilization services.
- Have had conversations with individuals at the State regarding diversions in an effort to improve the number of individuals needing to be diverted to the State Institutes.
- MMT approval was received 7/9/18 and we are currently phasing up enrollment.
- Talked with State DQA on how to speed up the process for license and certification approval. We have a good strategy which includes meeting with the DQA and the construction team as soon as we have the design process underway.
- We are also in the process of hiring an APNP for Outpatient in May 2019.
- Psychiatry Residency program continues to be challenging with huge resource demands. Medical staff has expressed some pushback due to demands on their time but we are working with them to resolve these challenges. It was suggested continuing education credits may be possible for those in a supervision role for the program. Medical College may be able to help with clinical faculty.
- Budget process is under way and believe we will deliver a successful budget without a request for additional tax levy.
- Continue to recruit and screen candidates for general counsel.

#### Agenda for 07/27/18 Board Meeting

- Sue Matis will provide an overview of employee compensation and benefit plans.
- Board will be asked to approve the Compensation Manual, Employee Compensation Pay Ranges, and Employee Compensation Policy.
- A recommendation for an Electronic Medical Record system for Mount View Care Center will be presented.
- Performance expectations will move to August on the Board calendar. The RCA should review and make recommendation to Board.

C. Norrbom left the meeting at 1:56 p.m.

#### MOTION TO GO INTO CLOSED SESSION:

- **Motion** by Weaver to adjourn into closed session pursuant to §19.85(1)(e) for the purposes of deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified business, whenever competitive or bargaining reasons require a closed session. This closed session is to discuss the ongoing management interests of specific county programs by NCHC. Second by Benson. Roll call. All ayes. Committee agreed L. Leonhard should remain in the meeting for the discussion. Motion passed 3-0.

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

- **Motion**/second, Benson/Weaver, to reconvene into Open Session at 2:09 p.m. All Ayes. Motion passed 3-0. No action or announcements on the Closed Session Item(s) were made.

#### Discussion and Future Agenda Items for Executive Committee or Board Consideration

- The CEO evaluation process will be presented at the August Board Meeting.

#### Adjourn

- **Motion**/second, Weaver/Benson, to adjourn the Executive Committee meeting at 2:10 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant*