

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

October 31, 2019

12:00 Noon

Wausau Board Room

**Present:**

X	Eric Anderson	X	Norbert Ashbeck	X	Randy Balk
X	Steve Benson	X	Ben Bliven	X	John Breske
X	Meghan Mattek	X	Bill Metter	EXC	Corrie Norrbom
EXC	Rick Seefeldt	X	Romey Wagner	X	Bob Weaver
X	Theresa Wetzsteon	X	Jeff Zriny		

Also Present: Michael Loy, Jarret Nickel, Brenda Glodowski, Tom Boutain, Kim Gochanour, Jennifer Peaslee, Zach Ziesemer, Jason Hake, Nancy Bergstrom, Lance Leonhard, Dr. Rick Immler

1. Call to order

- Meeting was called to order at 12:05 p.m. by J. Zriny.

2. Public Comment for Matters appearing on the Agenda

- No public comment
- J. Zriny introduced and welcomed Eric Anderson as a new member of the Board.

3. Mount View Care Center and Pine Crest Recognized by Newsweek as among the Best Nursing Homes in Wisconsin for 2020

- Congratulations to Mount View Care Center and Pine Crest Nursing Homes being identified from a survey conducted by Newsweek as two of the best nursing homes (#6 and #7) in Wisconsin; 15% is based on reputation and 85% on performance scores.
- K. Gochanour introduced Zach Ziesemer, new Administrator for Pine Crest Nursing Home.

4. Chairman's Report and Announcements – J. Zriny

- Overview of Oct. 29, 2019 Nursing Home Operations Committee Meeting – J. Zriny
  - The second Nursing Home Operations Committee meeting was held. Committee agreed to alternate between Wausau and Pine Crest. Timeline of transitioning activities is on schedule. Pine Crest staff have been participating in training sessions and orientation in Wausau as part of the integration for staff. Both facilities struggle with staffing for dietary, CNA's and nurses. All staff are working hard to make the transitions successful.

## 5. Consent Agenda

- **Motion**/second, Metter/Weaver, to approve the consent agenda which includes:
  - Approval of 9/26/19 NCCSP Board Meeting Minutes
  - Draft Minutes of the 10/10/19 Executive Committee Meeting
  - CEO Work Plan Review and Report
  - Quarterly Operational Plan Update
  - September Quality Dashboard and Executive Summary
  - Chief Financial Officer's Report including September Financial Statements
  - Human Services Operations Report
  - Nursing Home Operations Report
  - Board Policy – Recruitment, Retention and Removal of the CEO
  - Approval of Medical Staff Privileges for Dileep Borra, MD, Kimberly Hoenecke, DO, Richard Immler, MD, Michael Lance, MD, George Manatta, MD, Gbolahan Oyinloye, MD, Brian Smith, MD, David Tange, MD, Gabriel Ticho, MD, Susan Tran, MD
- J. Zriny noted that the financial loss is a serious concern and staff continue to address the areas that are significantly contributing to the loss particularly in the areas of health insurance, diversions, and psychiatry.
- **Motion** carried.

## 6. Board Education

- Update on Medical Staff Initiatives – Dr. Rick Immler
  - M. Loy introduced Dr. Immler who has been under a contract for a couple of years now. He is well regarded in the State and very active in the Department of Health Services. He is an incredible asset, especially to NCHC most recently as Interim Chief Medical Officer. He has been instrumental in the quality improvement at NCHC as well as for M. Loy. Dr. Robert Gouthro will begin as the Chief Medical Officer on Nov. 4, 2019 and will be a great asset as well following Dr. Immler.
  - Dr. Immler shared that a lot of progress was made in 2019 some of which included beginning the process to replace TIER (electronic medical records [EMR] system), improved nurse staffing, occurrence reporting and response, and physician onboarding. Zero Suicide Initiative was launched, expanded use of PACT Model in Community Treatment, Clinical Leadership teams continue to meet regularly, and MCW PGY3 was implemented.
  - Some challenges that persist and continue to be addressed are the increase in regional substance abuse, homelessness, and child and family stress, reduction of Behavioral Health Services in regional health care systems and limited outpatient services, poor Medicaid reimbursement, serious recruitment challenges, the current inefficient EMR, substantial increase in diversions, rapid expansion of MMT Program, etc.
  - Areas of opportunity include timely and clinically appropriate access to outpatient care, high quality outpatient care that addresses targeted needs, and identification/ collaborative intervention of higher risk clients to prevent admissions, as well as more alternatives to hospitalization.
- Update on 2019 Quality and Compliance Plan Progress – J. Peaslee
  - Each year the Board approves the Quality and Compliance Plan. J. Peaslee reviewed the Memorandum provided in the Board packet which provided a look at the work completed in 2019 as well as what 2020 will bring.

## 7. Board Discussion and Possible Action

### A. Results of Board Competency Self-Evaluation and Next Steps for Board Development

- At last month's Board Meeting the 8 step process on Board Competency was reviewed.
- A survey of the Board was conducted to identify competency strengths and possible knowledge gaps which will help strengthen Board competencies through recruitment and board development.
- The Executive Committee will review the feedback and develop a 3-5 year recruitment and education plan to bring back for Board discussion.

### B. Amend the 2020 Capital Plan

- There was an oversight on page 100 of the 2020 Budget Book in that the detail for approved technology capital requests was inadvertently omitted. The budget itself does not change. The Board will receive a final copy of the 2020 Budget in December after all three counties have approved it.
- **Motion**/second, Wagner/Bliven, to approve the use of the update Capital Plan (replacing page 100 of the 2020 proposed Budget) as presented. Motion carried.

### C. Consideration of Revision to Board Per Diems

- This is in response to a question and clarification in the Bylaws whether Board Per Diem stipends were on a monthly or committee basis for community members serving on the Board. The Executive Committee recommends the current Board Per Diem policy be revised as follows: *Per Diem stipends for community members serving on the NCCSP Board will be \$100 per each meeting attended for all official meetings of the Board or any Board authorized Committee. Per Diem stipends for a County Board Supervisor or County Employee serving on the Board will be determined according to each County's policy, but shall be paid/reimbursed by NCHC as requested by each County, if applicable. Per Diems will not be paid to Board or Board Committee members who are current employees of NCHC or community members who are not also appointed NCCSP Board of Directors.*
- **Motion**/second, Weaver/Ashbeck to approve the amendments to the Policy Governance Manual as indicated above. Motion carried.

### D. NCCSP Board Input into the Update to the Joint County Agreement

- Tri-county agreement requires that the Retained County Authority (RCA) begin a review of the agreement in 2020 and present any recommended revisions or termination of the Agreement to the County Boards by July 1, 2020. The RCA has already begun discussing the agreement and there is no desire to terminate the agreement. Discussions are to strengthen the Agreement for overall success of NCHC.
- Specific areas of discussion include legal service costs, the representation from each county on the NCCSP Board considering the new partnership with Pine Crest Nursing Home, contracting with counties other than within the tri-county agreement, possibly incorporating RCA representation within the NCCSP Board, etc. NCCSP Board Members have expressed frustration with the current decision-making authority of the NCCSP Board if the RCA has final authority.
- RCA will discuss with and present the amended agreement to each of the three County Boards by March 2020.

8. MOTION TO GO INTO CLOSED SESSION

- **Motion**/second, Ashbeck/Metter, to move into Closed Session 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 and Annual CEO Succession Plan Exercise. Roll Call. All ayes. Motion passed 12-0. Meeting convened in closed session at 1:30 p.m.

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

- **Motion**/second, Benson/Weaver, to reconvene into Open Session. All Ayes. Motion passed 12-0. Meeting convened in Open Session at 2:08 p.m.
- No action or announcements on the Closed Session Item(s) were made.

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

- Next meeting is Thursday, December 12, 2019 at Noon in the Wausau Board Room. November and December meetings are being combined.

11. Assessment of Board Effectiveness: Board Materials, Preparation and Discussion

- Work is cut out for the Board with the documents being developed/revised, working with the RCA, and Policy Governance. There will be much homework for the Board.
- Deficit of the budget is very concerning and cannot continue. With changes in health insurance and plans for reducing diversions Leadership will need to keep a close watch so these high costs do not continue. If financial outlook does not improve in first quarter tough decisions will be necessary.

12. Adjourn

- **Motion**/second, Balk/Breske, to adjourn the meeting at 2:11 p.m. Motion carried.