

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

December 12, 2019

12:00 Noon

Wausau Board Room

Present:

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

Staff Present: Michael Loy, Dr. Rob Gouthro, Jarret Nickel, Brenda Glodowski, Tom Boutain, Kim Gochanour, Laura Scudiere, Jennifer Peaslee

Guests: Nancy Bergstrom, Dr. Ed Krall (via phone)

1. Call to order

- Meeting was called to order at 12:06 p.m. by J. Zriny.

2. Public Comment for Matters appearing on the Agenda

- No public comment.

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

- Introduction of Dr. Rob Gouthro, Chief Medical Officer. Dr. Gouthro will be sharing his time between NCHC and the Medical College of Wisconsin. He will be working closely with Dr. Krall on the psychiatry residency program and the NCHC Medical team.

4. Consent Agenda

- **Motion**/second, Wagner/Ashbeck, to approve the consent agenda which includes:
 - Approval of 10/31/19 NCCSP Board Meeting Minutes
 - Draft Minutes of the November 13, 2019 Executive Committee Meeting
 - Draft Minutes of the November 21, 2019 Nursing Home Operations Committee Meeting
 - CEO Work Plan Review and Report
 - Executive Updates – Executive Team
 - November Quality Dashboard and Executive Summary
 - Complaints and Grievance Policy
 - Employee Grievance Policy
 - Medical Staff Privileges for Robert Gouthro, MD and Graig Aders, MD
 - It was noted that the occurrence reporting processes have improved; with J. Peaslee on board we have seen compliance strengthen.
- **Motion** carried.

5. Board Education

- Update from the Medical College of Wisconsin Central Wisconsin Psychiatry Residency Program by Dr. Ed Krall
 - The Residency Program has great partnerships that make for a successful program. NCHC has become the flagship of the program.
 - There are nine residents in the program and interviews are occurring now to recruit three additional residents for the start of year four when the program will have a full roster of residents from first year through fourth year residents.
 - We are beginning to see the fruits of our labor in that several residents are considering staying in the area and/or Wisconsin.
 - Will soon be developing the PGY 4 Curriculum for our fourth year residents.
 - We are delighted to have Dr. Gouthro on board who brings experience and expertise to the program and NCHC. He will provide day to day supervision, teach and provide learning experiences to help make the program and NCHC better.

- Overview of the System for Managing Diversions – L. Scudiere
 - When an individual is on a commitment NCHC is responsible for the cost of care.
 - Care coordination conferences occur regularly to review individual cases with the physician in charge to identify potential wrap-around services.
 - Assigned staff work on diversions to help bring them back to the county and provide services here. CART has helped but new options, training and resources are needed.
 - There needs to be a timeline on how we will chisel away at the cost overages related to diversions; being aggressive to reduce lengths of stay, structuring resources within counties, risk sharing with counties, developing new resources, continually reviewing cases, etc.
 - Activities currently utilized to reduce expenses include working with psychiatry residency program, new psychologist, regular calls with Winnebago and Mendota to work together to bring patients back to area for services, and a diversion team continually working to improve the number of diversions.

6. Board Discussion and Possible Action

- Review and Accept October and November Financial Statements – B. Glodowski
 - Cash noted on balance sheet for human services is a negative \$1.8 million. We expect to receive about \$3.5 million by end of December i.e. \$2.5 million related to human services programs reconciliation through WIMCR. In addition, we anticipate about \$1 million in a supplemental payment for the nursing home.
 - Oct/Nov. financials continue to struggle. Both nursing home and hospital census are down. Community treatment revenue is up, however expenses are up also. The revenue does include adjustments for projected settlements with WIMCR and CCS.
 - Expenses through November continue to be significantly over target. Salaries are below budget but when including agency staff and contract physicians this becomes over budget. Employee benefits continue to be over budget, with this mainly due to health insurance which is over by \$1.2 million. Diversions continue to be over target through November and are over target by over \$1.6 million. Legal and recruitment are other areas that are high this year. Through November these items are over target by almost \$442,000.

- Expenses are mainly due to an overage in salaries of \$500,000 related to overtime and increased staff due to patient acuity. Benefits are over budget by \$1.2 million related to health insurance (3-4 hit stop loss). Legal expenses are high being almost \$300,000 over budget.
 - For 2020 we are looking closely at our benchmarking targets for write-off, charity, as well as the other dashboard items.
 - **Motion**/second, Wagner/Bliven, to accept the October and November Financial Statements. Motion carried.
- Approval of Operating Agreement Between NCHC and North Central Health Foundation, Inc. – M. Loy
 - Intent is to bring in additional money to help with future program funding. The Foundation determined they want to build and invest in the future by hiring an Executive Director who would be an employee of NCHC but financed by the Foundation to start. The individual must be successful to continue and performance will be evaluated regularly.
 - **Motion**/second, Metter/Norrbom, to approve the Operating Agreement between NCHC and North Central Health Foundation, Inc. Motion carried.
- Overview and Approval of the 2020 Operational Plan – M. Loy
 - A total of 49 items are listed on the Operational Plan of which 29 should be closed in the next 30 days. Remainder of the items focus on improving quality, safety and compliance for 2020, implementing a project management structure and an employee well-being program, replacing our current electronic medical records system, and consistently achieving vacancy targets.
 - Board was asked their input on any additional priorities to include for 2020.
 - Retained County Authority RCA has agreed with closing current initiatives and has not added new initiatives.
 - **Motion**/second, Anderson/Benson, to approve the 2020 Operational Plan. Motion carried.
- Overview and Approval of the 2020 Quality, Compliance and Safety Plan – J. Peaslee
 - It is the Board's responsibility for quality of care for patients and staff. Overview of structures are needed in all areas for excellent outcomes.
 - Board members requested a copy of the approved document.
 - **Motion**/second, Balk/Benson, to approve the 2020 Quality, Compliance and Safety Plan. Motion carried.
- Overview and Approval of the 2020 Utilization Review Plan – M. Loy
 - CMS regulations for hospitals require a formal utilization review (UR) function. The UR Committee meets monthly to review data on admissions, readmissions, etc. and will focus on items in operational plan.
 - **Motion**/second, Ashbeck/Seefeldt, to approve the 2020 Utilization Review Plan. Motion carried.
- Overview and Approval of the 2020 Organizational Dashboard – M. Loy
 - The Dashboard connects to End Statements. Targets have been adjusted slightly giving staff a more realistic target they can achieve and exceed.
 - Board members requested additional information on turnover and vacancy rates that are industry standards.
 - **Motion**/second, Balk/Norrbom, to approve the 2020 Organizational Dashboard as reviewed. Motion carried.

- Overview and Approval of the 2020 CEO and Board Work Plan – M. Loy
 - **Motion/second**, Benson/Bliven, to approve the 2020 CEO and Board Work Plan as reviewed. Motion carried.
- Overview and Approval of the NCHC Code of Conduct – J. Peaslee
 - **Motion/second**, Balk/Anderson, to approve the NCHC Code of Conduct as reviewed. Motion carried.
- Program Application to the Retained County Authority for Jail Assessment – L. Scudiere
 - Deferred to January Board Meeting

7. **MOTION TO GO INTO CLOSED SESSION**

- **Motion/second**, Metter/Ashbeck, 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, and, Consideration of a motion to adjourn into closed session pursuant to Section 19.84(1)(e) for deliberating or negotiating the purchase of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session, to wit: Consideration and Possible Action on a Negotiated Settlement with Waldinger Investments, LLC, for the leased property located at 504 N. 6th Street, Wausau WI 54403. Roll Call. All ayes. Motion passed 13-0. Meeting convened in closed session at 1:51 p.m.

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

- **Motion/second**, Ashbeck/Metter, to reconvene into Open Session. All Ayes. Motion passed 13-0. Meeting convened in Open Session at 2:22 p.m.
- **Motion/second**, Wagner/Bliven, to approve terms of proposed settlement for the leased property located at 504 N. 6th Street, Wausau WI 54403. Motion carried.

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

- Next Board Meeting is Thursday, January 30, 2020 at 3:00 p.m.

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

- No comments made.

11. Adjourn

- **Motion/second**, Norrbom/Anderson, to adjourn the meeting at 2:25 p.m. Motion carried.