

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

August 28, 2020

3:00 p.m.

Wausau Board Room

Present via conference phone (due to Covid19)

X	Eric Anderson	X	Randy Balk	X	Ben Bliven
X	John Breske	X	Kurt Gibbs	X	Jason Hake
X	Lance Leonhard	X	Robin Stowe	X	Gabe Ticho
X	Pat Voermans	X	Romey Wagner	X	Bob Weaver
X	Theresa Wetzsteon	X	Jeff Zriny		

Staff Present: Michael Loy, Dr. Rob Gouthro, Jarret Nickel, Jill Meschke, Tom Boutain, Jaime Bracken

Guests: Stephany Tatro, Lori L.

### Call to Order

- Meeting was called to order at 3:01 p.m.

### Chairman's Announcements

- Romey Wagner was thanked for his service on the Board and to the community.
  - R. Wagner expressed how he has appreciated each member of the Board, all the work that has been done and that will continue to be done, with the importance to take care of those who can't take care of themselves.

### Public Comment for Matters Appearing on the Agenda

- None

### Patient in the Board Room

- Stephanie Tatro, Community Treatment Case Manager introduced Lori, an individual who has received services from North Central Health Care (NCHC). Lori shared her experiences and those of some family members about services received from NCHC such as Community Treatment, Community Corner Clubhouse, Relapse Prevention, Counseling, Psychiatry, nursing home care, all over the past 12+ years. NCHC has been a comfort to her and her family and she mentioned how appreciative she is for all NCHC has done for her and her family.

### Consent Agenda and Monitoring Reports

- **Motion**/second, Anderson/Bliven, to approve the Consent Agenda and Monitoring Reports. Motion carried.

## Board Discussion and Action

- Approve Slate of Nominations of NCCSP Board Officers
  - Due to the resignation of Romey Wagner who was the Chair-Elect, the Governance Committee is recommending the following slate of Board Officers: Eric Anderson as Chair-Elect and Kurt Gibbs as Secretary/Treasurer.
  - The Board Members were asked if there were other members they would like to nominate; no additional nominations were made.
  - **Motion**/second, Leonhard/Wagner, to approve the slate of officers as presented. Motion carried.
  
- Election of NCCSP Board Officers
  - **Motion**/second, Leonhard/Hake, to approve the recommended slate of nominations for NCCSP Board Officers and elect Eric Anderson as Chair-Elect and Kurt Gibbs as Secretary/Treasurer. Motion carried.
  
- CEO Report and Work Plan – M. Loy
  - Several items were highlighted including:
    - The State has decided to withdraw their funding of \$70,000 for renovations to a site we had slated for a Youth Crisis Stabilization Facility (the former Hillcrest property). An alternative is being explored to use the current area being used for the Crisis Stabilization program as a pilot site if the State approves. This location would be a temporary location as this area of the campus is slated to be demolished in the renovations in 2022. We continue to strive to finalize by 4<sup>th</sup> quarter of this year.
  
- Memorandum of Agreement for the Sober Living Program in Langlade County – M. Loy
  - The Sober Living Program was a project approved in 2019 for which funding was raised, property secured, and came with a 5-year commitment. The project was suspended due to bids for construction of the property substantially exceeding budget to the standards required to operate the program as a CBRF.
  - Langlade County has committed to do the construction themselves rather than hire a contractor, will manage the project, and deliver the site according to specifications outlined in the bidding documents. The project is back on line to the original intent.
  - NCHC should be able to operate the program for 5 years with a goal to scale the continuum of care with other programs and services around recovery in the community. All is subject to grant funding; NCHC could pull out if there is no additional funding or the County rescinds the financial commitment.
  - **Motion**/second, Stowe/Ticho, to approve the Memorandum of Agreement for the Sober Living Program in Langlade County. Motion carried.

- Financial Report – J. Meschke
  - A financial review was provided. New to the report are annotations in the summary which references the income statement and a new line item for Cares Act funds.
  - Additional Cares Act payment, slightly under \$500,000, was received today for both nursing facilities.
  - **Motion**/second, Hake/Ticho, to approve the July Financial Statements. Motion carried.
  
- Chief Medical Officer Update on Quality Improvement – R. Gouthro, M.D.
  - Currently seeing a trend of increasing suicides; speculations are that we are facing a post-Covid suicide epidemic. Deaths have increased (doubled). CDC released a report on 8/14 that 10.7% of respondents seriously considered suicide in the 30 days prior to survey; significantly higher than 2018 responses over a prior 12 month period.
  - Culture of Safety needs to be created to be successful. Our organization needs to be exceptionally competent in: education, evaluation, and intervention.
  - Our goal is for NCHC to be a leader in the region for mental health services and education, and work closely with the Medical College of Wisconsin and others in developing these competencies.
  
- Chief Nursing Officer's Executive Report – J. Bracken
  - Much energy has been spent creating a nursing services department, a framework to move forward (over 40% of workforce are direct care staff); to build bridges and create relationships.
  - A mission statement was developed which includes staff using core values of nursing practice i.e. integrity, diversity, and clinical excellence.
  - Nursing leadership structure is being solidified.
  - Behavioral Health Services will be a great focus i.e. leadership structure will have support in place including a Director of Nursing for all BHS and work with other operational leaders.
  - Developing a culture of lifelong learning i.e. education program.
  - Improving the quality program, enhancing hand hygiene program, updating and developing policies and procedures, etc.
  
- Operational Plan Update – J. Nickel
  - Highlights of the 2020 Operational Plan were provided. Executive Management Team will be evaluating the 2021 Operational Plan.
  - Youth Hospital facility completion expected in the next month followed by completion of the Crisis Stabilization facility.
  - Key initiatives of High Performance Culture are being brought to the forefront again after being put on hold at the onset of the 2020 health pandemic.
  - Recruitment for Safety and Security Officers is under way.

- Update on the Campus Renovations and Financial Modeling – M. Loy
  - A review of the initial Master Facility Plan was provided including how we will service the debt. More detail to revenues and expenses will be provided as we operationalize and have actuals.
  - Dr. Ticho suggested that it may be confusing to understand the difference between Crisis Stabilization and the Crisis Center and suggested it may make sense to consider a name change.
  
- Discussion and Possible Action on Strategic Initiatives
  - Leading a Culture of Safety Towards Zero Harm – M. Loy
    - In June discussion was focused specifically on a commitment of the organization to put staff and patients in the best position with the goal of zero harm. Goal is for the Board to have clarity about our objectives which will help identify clear initiatives for the Board to continue to drive developing a culture of safety and zero harm.
    - Consider looking beyond our organization to see what is needed to keep our community safe and in recovery i.e. access to housing and food
    - Gathering information on what specifically impacts the suicide rate and how to change it; review national vs. community levels; obtain data to drive specific initiatives to identify themes and better address gaps and initiatives.
    - Another safety measure is overall quality of life of our clients/patients/residents.
    - Accurate measures are key to identify and address goals.

#### Board Calendar and Future Agenda Items - M. Loy

- September's meeting will include:
  - 2021 budget review
  - Compensation plan review discussion and considerations to fund any recommendation
  - Governance
- An email will be forwarded asking you to complete two items:
  - Self-evaluation on Board competencies (rate yourself on how you exemplify in each area)
  - A governance questionnaire about how well this group is governing

#### Board Experience Optimizer

- Please complete the Board Experience Optimizer and provide feedback
  - The Board Optimize has been updated with a link to the survey (1-2 minutes)
  - Your responses help make sure meetings meet your needs and expectations

#### Adjourn

- **Motion**/second, Bliven/Anderson, to adjourn the meeting at 4:45 p.m. Motion carried.