

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

October 29, 2020

3:00 p.m.

Wausau Board Room

Present via conference phone (due to Covid19) unless otherwise noted

X	Eric Anderson	X	Randy Balk	X	Nancy Bergstrom
X	Ben Bliven	X	John Breske	X	Kurt Gibbs
X	Lance Leonhard	X (on site)	Robin Stowe	X (on site)	Gabe Ticho
X	Pat Voermans	X	Bob Weaver	EXC	Theresa Wetzsteon
X	Jeff Zriny				

Staff Present: Michael Loy, Dr. Rob Gouthro, Jill Meschke, Tom Boutain, Jaime Bracken, Jennifer Peaslee, Dejan Adzic

### Call to Order

- Meeting was called to order at 3:04 p.m.

### Chairman's Announcements

- Welcome Nancy Bergstrom. Nancy is replacing Jason Hake who left Lincoln County and is now Deputy Administrator for Marathon County. Nancy has a lot of history with NCHC and we are glad to have her join the Board.

### Public Comment for Matters Appearing on the Agenda

- None

### Patient in the Board Room

- A member of our Community Living Program was going to join us today, however, the individual was diagnosed with Covid and cannot be here. This is a good example of what we are dealing with on a day to day basis. Like many others in our community every day we are faced with operational challenges and decisions. Currently we have about 5-7% of our employees out with either confirmed positive tests, waiting testing, or quarantined due to exposure. If the virus is among family members, employees could be out 28 days which has a huge impact on life for them and for our organization. Our staff are resilient and doing great work but are taxed. We ask each of us to support the medical community and do the right thing while out in the community. We should be included in the first wave of the vaccine when it becomes available.
- We implemented a program not required by legislation, of an 80-hour Covid leave benefit for staff required to be off.
- Our staff have done an outstanding job in taking the right precautions and caring for our residents.

### Consent Agenda and Monitoring Reports

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

### Board Education

- Annual Report from the Medical Staff - Dr. Gouthro
  - An update was provided on the Psychiatry Residency program and Medical Staff Initiatives.
  - We are moving in the right direction, providing care regardless of our situation during a pandemic, and doing a good job managing and moving to a future state.
  - Success can be attributed to the decisions made over the last five years, being competitive with the new hospital, renovations, new EMR, spectrum of services, working with the Medical College of Wisconsin, and allowing residents and medical students to play a role in the organization. To continue the growth and align with the needs of our communities, it will be important to maintain communication, articulate realistic expectations of the organization, and focus on caring for patients within our communities.
- Update on the Progress of the Quality, Compliance, and Safety Plan - J. Peaslee
  - A review was given on why we have this plan, its role in the organization, roles and responsibilities of different levels of management, and progress made on the plan since approval in December 2019. An updated plan will be presented in December 2020 for review and approval.

### Board Discussion and Action

- Update on the Status of the Temporarily Suspended Medically Monitored Treatment Program – M. Loy
  - Executive Committee, which performs Retained County Authority functions, supported a temporary suspension of the program.
    - MMT started in 2015 with a small program of 6 beds. We were the first county to run a residential treatment program in the State, were successful, and soon added more beds for a total of 15. In early 2020 the State pulled back funding and began to rewrite the rules, therefore we had to temporarily close the MMT program without any funding to support the program. Soon thereafter we transitioned the MMT space as a Covid positive unit in anticipation of needing to house Covid positive patients due to a surge in our hospital system and to hedge if State Institutes closed admissions due to Covid.
    - Medicaid plans to resume payment for services in February 2021 so we're preparing to re-open the MMT program in the first or second quarter of 2021 as renovation phasing allows.
  - L. Leonhard noted that Marathon County would be willing to work with NCHC to possibly redesign MMT and apply resources to the program. G. Ticho commented that MMT is our most intensive program to treat addiction in our community. While understanding why MMT is currently suspended, we need to be recommitted soon at a time when addiction and overdosing is increasing.

- Leonhard noted that he did not recall the Board approving the initial temporary suspension of the MMT program following the approval of the Executive Committee and according to the Joint County Agreement the Board must approve the suspension.
  - **Motion**/second, Leonhard/Gibbs, to approve the suspension of MMT program. Moton carried.
- CEO Report and Board Work Plan - M. Loy
    - Our two nursing homes are number 6 and 7 in the State and recognized as part of a national group of America's Best Nursing Homes. We are very proud of our teams in both buildings!
    - The Youth Behavioral Health Hospital opened last week; census is at 4 today; as we get more comfortable our goal is to have an average census of 6 by the beginning of the year and potentially expand beyond our counties to maintain a census of 6.
    - Crisis CBRF is slated to open 2<sup>nd</sup> week in November (pending regulatory approvals) which will allow us to expand to 16 beds from 12. Then, 2-4 weeks later we will open the Youth Crisis Stabilization Facility.
    - Highlights of the 2020 RCA/CEO Work Plan
      - Continue to make good progress on the Facility Use Agreement with Marathon County
      - Work with Northern Valley Industries continues to progress, albeit slowly
      - Portage County remains interested in exploring a consortium type regional model; data from CLA study is being reviewed; anticipate providing an update in first quarter 2021
      - Updating the market study with CLA on master facility planning in Lincoln County for the nursing home
      - We've shared a small Tomahawk Outpatient Office space with Lincoln County including a clerical position; Lincoln County has decided to close that location for cost savings measures; NCHC will absorb the full cost of the clerical position
      - Three major items, Covid, campus renovations, and implementing Cerner (the new EMR), will have impact on our balance sheets and accounts receivables over the next 12-18 months
      - Last month we had a diversity and inclusion presentation; we've had an opportunity to circle back with the employees and team for a better understanding of cultural differences, communication, etc. and it has been a good learning opportunity with how we can be more inclusive
      - 2020 has been a challenging year financially, and we delayed wage increases for staff this year. A recommendation will be brought forward to the Executive Committee to recognize our staff with a 1-time payment for employees who started this year with us and stuck with us. Federal dollars have come in to help offset expenses and losses in revenue, but we have done nothing to recognize employees. Our goal was to keep employees from furloughs and we have been able to do that.

#### September Financial Statements - J. Meschke

- Current budget is not particularly representative of the type of operations we are experiencing right now; but a good yardstick to see directionally how our revenues and expenses are flowing; to maintain operations during the pandemic a lot of expenses can be attributed to overtime and agency staff; our revenues have been most affected due to program closures and census challenges.
- No additional Cares Act funding was received in September. However, a third round of distribution is likely, with different methodology; but applications for NCHC and Pine Crest have been submitted.
- **Motion**/second, Leonhard/Bliven, to accept the September Financial Statement. Motion carried.

#### Chief Nursing Officer's Executive Report – J. Bracken

- A review of the CNO's report was provided; the nursing team is working very hard during these times and doing a tremendous job under very trying circumstances.

#### Cerner Presentation – T. Boutain

- An overview of the status of implementing the new electronic medical record (EMR) was provided; our goal is to implement the new EMR around 2/1/2021

#### Governance Effectiveness Survey Results – M Loy

- NCCSP Board Self-Evaluation – Summary of Results was reviewed

#### Policy Governance Manual – M. Loy

- Proposed modifications were noted in the document with tracked changes.
- Grammatical change noted: We are a regionally 'unequaled' rather than 'unequally'
- **Motion**/second, Leonhard/Anderson, to approve the Policy Governance Manual with the proposed modifications and the grammatical correction. Motion carried.

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

- No meeting in November; next meeting is December 17.

#### Adjourn

- **Motion**/second, Anderson/Leonhard, to adjourn at 5:00 p.m. Motion carried.