

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD
EXECUTIVE COMMITTEE**

October 10, 2019

10:00 AM

NCHC – Juniper Room

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

Others present: Michael Loy, Jarret Nickel

Call to Order

- Meeting was called to order at 10:02 a.m.

Public Comment for Matters Appearing on the Agenda

- No public comment(s) made.

ACTION: Approval of 09/19/19 Executive Committee Meeting Minutes

- **Motion**/second, Weaver/Benson, to approve the 09/19/19 Executive Committee meeting minutes; motion passed.

CEO Report

- September financials lowered the deficit by about \$100,000; revenues were largely at target for September; the usual high expense areas, except health insurance this month, continue to be challenges.
- Our new Chief Medical Officer, Dr. Rob Gouthro, begins the first week in November. With his arrival the Juniper Room will no longer be available for meetings as it will be needed for an office.
- Recruitment continues for a Chief Nursing Officer. Recruitment has been challenging from a compensation gap standpoint. We had a phone interview with a new excellent candidate and will be coordinating an onsite interview soon.
- Construction updates: pool is progressing well and we broke ground for the new CBRF and Youth Hospital this week. There are two contractors on site: Miron (pool) and Altman (CBRF and Hospital).
- Remodel of Gardenside Crossing in preparation for moving the MMT program has been delayed two weeks. MMT will move once approvals are received.
- There has been a delay in the release of the nursing home tower bids until November 1 due to architects delay in finalizing the construction documents which may also delay the start of the tower construction until 2020.

- M. Loy and J. Nickel will be meeting this week with Marathon County on the Lease Agreement. We have been operating without an updated agreement since 2014. We have had previous discussions, however, one area of concern in particular is with the facility maintenance performance which has risen to the extent of being a cause for concern for Joint Commission Accreditation. S. Benson expressed serious concern over the risk of JACHO accreditation. J. Zriny felt if concerns cannot be remedied it may be necessary to request this be placed on the agenda of the Executive Committee of the Marathon County Board.
- NCHC hosted Eric Borgerding, CEO of Wisconsin Hospital Association (WHA) this week. Over the last several years it has been beneficial to be part of WHA from a resource point and has resulted in collaboration on state legislation. He talked with several psychiatry residents and was really excited to see/realize the energy in the residency program. He was also very impressed with our organization, the future, and the new construction.
- The Department of Health Services (DHS) and the State are working on legislation for emergency detention for psychiatric emergency departments. We had looked at this as part of our renovation project but from a financial aspect we were not be able to do it. However, it may be possible to retrofit a psychiatric emergency department onto our new hospital design with additional funding. We will continue to work with the State, Legislators, and DHS. This model would be beneficial to the hospitals, law enforcement, but especially the patients.
- Meeting with Pine Crest Board of Trustees to talk about wages for direct care staff and a plan to improve recruitment. We continue to discuss right sizing, efficiency, and staffing. We also anticipate reducing beds from 180 to 160.
- Lincoln Industries activities included hosting a Funder Meeting in Tomahawk with families and clients to talk about the program and how it will remain successful. Toni Kellner did an excellent job hosting the event and spent 2.5 hours talking and answering questions. At the end the families and clients were embracing the future of the program. We will begin with a one month trial of busing from Tomahawk to Merrill and will then meet to see how the process is going to make a determination long term. The program has a long history and currently has 45-50 participants.
- M. Loy and J. Zriny participated by phone today in the ADRC Board meeting. Feel they are supportive of transitioning Adult Protective Services. If the transition is approved by the ADRC Board, we will finalize the transition agreement. Feel this will be good for the community with no change of service or cost to deliver.

Review of Strategy Map

- Building our Compelling Future – NCHC Strategy Map was distributed.
- The recommended approach is to establish strategy at the five service line levels:
 1. Behavioral Health Services (BHS)
 2. Community BHS
 3. Community Living
 4. Mount View Care Center
 5. Pine Crest Nursing Home
- Areas of strategic focus would be:
 - Financial perspective
 - Customer Perspective
 - Operations perspective
 - Learning Perspective

- Identifying our metrics, creating efficiencies to service debt, having a better profile of who are customers are and their needs, and the gap we own will be an important exercise for the Board. A huge imperative is to establish a pool of well-trained caregivers providing excellent quality of care, quality supervision, and clinical leadership. Need to keep communication open with the three counties keeping them abreast of our programs. Medical College of Wisconsin has reached out to us to assist in training family medicine physicians to meet basic mental health and substance use needs. A main focus will be attracting the right talent to meet these expectations.
- Will build this into the Board calendar.

Board Competency Prioritization Process

- No additional feedback received for adding more competencies.
- Next step is to prioritize the competencies. Following discussion the Committee felt it is more important to have proper recruitment for the 12 competencies.
- Committee agreed that having community representation is important, and board members may not come with their own knowledge and expertise but will learn through the education and experience as a board member.
- Will work with RCA on the desired direction of the Board as they consider appointments of county board members.
- M. Loy will develop a self-assessment survey for board members to complete to help identify current level of competency, a gap analysis, and how to develop and focus on competencies over the next 3-5 years. Questions will be modified to include knowledge or expertise.

Board Action Plan for 2019-2020

- Five actions have been identified for next year.
 - 1) Annual Stakeholder Meeting
 - a. Planning in progress; anticipate summit in March/April 2020.
 - 2) Facilitated discussion on defining culture and diversity competency
 - a. Would like to have a speaker at the December Board meeting to address how to understand different cultures in the community, how this Board and workforce match, what is cultural competency.
 - b. C. Norrbom will provide additional information on a grant received for our community to provide an event on cultural competencies in mental health; NCHC may be able to participate on the organizing committee.
 - 3) Develop process and criteria for Board recruitment
 - a. In progress.
 - 4) Annual CEO succession exercise
 - a. Proposed as an agenda item for Closed Session at the October Board meeting. An article will be included in Board packet to frame the exercise.
 - 5) Quality of strategic plan for better alignment of expectations and structure
 - a. Will include on Board Agenda for January.

NCCSP Board Input into the Update to the Joint County Agreement

- RCA would like feedback from the Board on areas to be addressed in the Agreement. Will include for discussion at the next Board meeting.

Review of Board Per Diems

- Last discussed and modified was two years ago. Previous per diem paid was \$25 per meeting or \$35 for two meetings in one day plus mileage.
- In 2017 Board Bylaws and Policy Governance Manual identified per diems as \$100 per month for non-County Board members plus mileage. County Boards determine what they will pay their county board representatives per meeting.
- Following discussion B. Weaver recommended revising the policy to state a per diem of \$100 per meeting for non-County Board members plus mileage.
- **Motion**/second, Weaver/Norrbom, to make a recommendation to the Board to modify the per diem payment from \$100/month to \$100/meeting. Motion carried.

October Board Agenda

- Additions that will be added to the draft agenda that was distributed will include:
 - Results of Competencies
 - Board Per Diems

Future Agenda Items for Executive Committee or Board Consideration

- None

Adjourn

- **Motion**/second, Benson/Zriny, to adjourn the meeting at 11:27 a.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant to CEO