

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

March 25, 2020

12:00 PM

NCHC – Wausau Board Room

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

Others Present: Michael Loy, Jarret Nickel

Public Present: Community Member identified only as Josh (via phone)

Call to Order

- Meeting was called to order at 12:09 p.m.

Public Comment for Matters Appearing on the Agenda

- No public comment(s) made.

ACTION: Approval of 2/12/2020 Executive Committee Meeting Minutes

- **Motion**/second, Norrbom/Benson, to approve the 2/12/2020 Executive Committee meeting minutes; motion passed.

CEO Report – M. Loy

COVID-19 Pandemic Update:

- NCHC has an incredible management/leadership team which the Board should be very proud of. They are working tirelessly in a proactive collaborative approach during this COVID-19 pandemic.
- An emergency operations structure was put in place early at NCHC on 3/6/20 which has been extremely beneficial. Our team meets daily, reviews current reports of any potential COVID-19 cases and adjusts operations as needed. NCHC immediately implemented screening protocols, identified restricted access zones, established guidance on screening procedures, etc.
- We are in the process of getting auxiliary staff up to speed i.e. fast track training, revised new hire orientation.
- Clinical Prevention and Treatment team is headed by Dr. Gouthro and planning for treating in place of those individuals testing positive. We have identified and are preparing 3 areas in our organization to use as quarantine areas should the need arise.
- We are working actively with community partners. Most therapy services in the community are shifting to tele-communications and therapy; finance and administration are working on tracking information and cost structures specific to the COVID pandemic; supply/logistics group is diligently seeking out materials needed; and communications are being provided often to staff, residents, families, and community partners.

- The emergency operations team has identified five top priorities:
 - Revenue and expenses continue to be monitored closely; cancelling/delaying unnecessary expenses and maintaining necessary cash flow;
 - Restrictions and protocols have been implemented for patient safety;
 - PPE needs identified and continue to search and secure additional back-up equipment and supplies;
 - Proactively working to redeploy staff, preparing auxiliary staff, increased recruitment efforts, etc.;
 - Identified bed availability and quarantined areas of buildings for positive COVID-19 care.
- Other program changes:
 - Our plan is to find a new normal and operate on that basis for next 45 days; then we will re-evaluate.
 - MVCC census has softened a bit as all organizations in community are preparing for surge; not much activity on post-acute at this time; limiting admissions to dementia and long term care areas to allow for more acute care beds and preparing for positive COVID-19 units being ready to take on capacity from hospital if they get impacted.
 - The Medically Monitored Treatment program (MMT) has been temporarily suspended however other substance abuse treatment programs continue; closely monitor all diversions to and from outside tri-county.
 - Stood up practice for onsite medical clearance to help alleviate the emergency departments from these activities and have been able to provide about 60% of medical clearance onsite.
 - Outpatient and Community Treatment programs have pivoted to working remotely; moved to individual counseling therapy vs. groups and working well. Anticipate volumes to be down at this time but could increase if situation lasts longer. Those without telecommunication availability have continued to come in and receive services at the facility using tele-health stations at NCHC.
 - Community Living programs closed the Adult Day Services program although it may open on emergency basis. Continue to operate PreVocational Services but with job sites closing expect program to be impacted also. Residential sites continue to operate with controlled visitation, appropriate screening, etc.
 - Aquatic Services has closed and do not plan to open until the new pool opens at the end of April at the earliest. Aquatic staff are being redeployed to other program areas.
 - MVCC currently has an occupancy averaging 161 and has capacity for 188; Pine Crest has occupancy averaging 133 with a capacity of 170 beds. Inpatient hospital could have as many as 52 if a surge occurs. There are weekly meetings with Aspirus, Marshfield Clinic, St. Clare's, Ascension and other health care providers who are working together and planning should a surge occur.

Financial Report:

- We anticipate there will be a significant impact with the March financials with the unforeseen onset of the COVID-19 pandemic in our communities which resulted in sudden changes to how we provide services. We review financials daily and plan to stabilize a 'new normal' for the next 45 days. Initial projections for April is estimated at an \$850,000 impact to the bottom line on a monthly basis. We continue to manage expenses and deferred some expenses to later in the year. Optimistically, and with patience in correcting parameters and guidelines, we could see potential additional revenues in all programs by year end which could help reduce the loss we are experiencing.
- Diversions have reduced and we continue to work on our goal to eliminate divisions altogether.
- Health insurance is significantly under budget at this time.

CFO Status:

- Jill Meschke joined us about 3-4 weeks ago and is doing a great job getting settled and being part of the team. B. Glodowski is transitioning her role through April and will contract her support as long as needed through the end of the year.

Psychiatry Residency Program Update:

- Three residents have been matched for our 4th class. They will join us on 7/1/2020. At that time we will have all 12 residents practicing. What is unique is that 2 of the 3 residents this year are coming from the Medical College of Wisconsin Medical School in Wausau. The residents continue to provide services during the COVID-19 situation and are part of the emergency response team.

HSRI Study Update:

- A challenge they are currently having is connecting for stakeholder input. We are looking at possibly moving the Board retreat to July and postponing the release of the report to the Board and community at that time also.

Renovation Update:

- The pool is slated for completion the end of April. The donor wall is being finalized.
- The Youth Hospital and Crisis CBRF structures are within timeline.
- E-wing demolition is complete. Tower construction will begin soon. No delays are anticipated due to the COVID-19 pandemic according to Miron Construction; weekly calls are conducted in which they indicate they are maintaining their work force. Bonding for the tower project will occur soon and anticipate an 18 month project timeline.

Recruitment/Vacancy Update:

- Physician recruitment continues with two interviews this week via telecommunications.
- The candidate who initially accepted the BHS Executive position has backed out. Candidate for the Executive Director of the Foundation has declined the position. We are holding off recruiting for these two positions along with the Chief Nursing Officer position. Unsure if Marathon County will be moving forward with filling the legal counsel position at this time.
- Have seen uptick in filling dietary and hospitality aid positions.
- Working with Northcentral Technical College on an accelerated CNA online learning (possible 3 week program).

NCCSP Bylaw Updates and Other Changes Necessary Related to the New Joint County Agreement

- Major changes focus on the composition of the Executive Committee with the new Joint County Agreement.
 - Committee will be composed of a representative from each county plus the NCCSP Board Chair.
 - With elections in April the biggest challenge will be preparing for the May Board meeting, selecting officers, etc. J. Zriny and R. Wagner have challengers for their county board seats which could also impact Board composition. In addition, with the COVID-19 pandemic, we will wait to see if the Governor delays the elections.
 - Following elections, the Governing Committee will meet and make recommendations for Officers of the Board.

April Board Meeting and Agenda

- Agenda will include several items deferred from February meeting in addition to regular agenda items and retreat preparation discussion.
- Will plan to hold the meeting via audio/video conferencing again due to the current Governor's order for social distancing/stay home until 4/24/20.

Future Agenda Item(s) for Executive Committee or Board Consideration

- Next Executive Committee Meeting is scheduled for April 10, 2020 at 10:30 a.m.
- April 16, 2020 Draft Board Agenda

Adjourn

- **Motion**/second, Weaver/Norrbom, to adjourn the Executive Committee meeting at 12:57 p.m. Motion carried.