Falls Community Health Governing Board Minutes
Thursday, March 15, 2018 at 12:00 pm

Present: Susy Blake, Gwendolyn Martin-Fletcher, Jim Kellar, Bruce Vogt, John Peterson, Tracy Johnson,
Absent: Linda Karnof, Brent Christiansen, Katie Reardon, Cindy Binkerd, Jonathon Ott
Staff Present: Amy Richardson, Alicia Collura, Dr. Stephanie Schmitz, Dr. Jennifer Tinguely, Erin Hartig, Rick Pudwill, Lisa Stensland
Guest: Dr. Mark Huntington

Call to Order: The meeting was called to order by Bruce Vogt at 12:03 pm.

A motion was made to approve the minutes for Falls Community Health Governing Board dated February 15, 2018, supported by Jim, seconded by Susy, motion carries.

FINANCIAL REPORT:
The Falls Community Health reports attached are through the month ending February 28, 2018. We are 17% through the fiscal year. The last financials presented were through the month of December 2017.

Operating Revenues:
- Net Patient Revenue consists of all patient charges and adjustments. Total Net Patient Revenue for February came in at $334,611 which is 13% of the YTD actuals to annual budget.
- Total Grant Revenue of $229,185 includes grant drawdowns from the Community Health Center, Ryan White Part C, and HIV Prevention and Refugee grants.
- Total Other Revenue is $7,650 for February.
Total Operating Revenues YTD February is $571,445 which is 11% YTD actuals to annual budget.

Operating Expenses: Operating expenses are classified within 7 categories. Total expenses were $698,991 for the month of February.
- Personnel expenses are at 10% of the budget. January had 1 pay period and February had 2 pay periods. 2018 is $432K favorable to YTD budget.
- Professional Services are at 13% of the YTD budget. This category includes payments to Center for Family Medicine, locum providers, interpreter services and laboratory expenses.
- Rentals are at 3% of the YTD budget. Technology charges occur in July of every year.
- Repair and Maintenance is at 23% of the YTD budget.
- Supplies and Materials are at 10% of YTD budget. Category includes general medical and dental supplies, immunization & pharmaceuticals as well as the monthly maintenance of the electronic medical and dental software systems. 2018 is $52K favorable to YTD budget.
- Training is at 6% of the YTD budget. The majority of expense are continuing education expenses and out of state travel.
- Utilities are at 2% YTD budget. The majority of this expense occurs quarterly.

Non-operating Revenue (Expense):
- Other Revenue is at 25% of the budget and includes USD dental lease payments and recovery of prior year revenue.

Net Income (Loss):
February actuals are showing net loss of $(103,214) and YTD revenue of $1,998.
A motion was made to accept the financial report as presented, supported by Tracy and seconded by Gwen, motion carries.
A motion was made to accept the 2018 Federal Poverty Guidelines, supported by Gwen and seconded by Tracy, motion carries.

**UDS REPORT:**
This is a standard report for all community health centers for data collection and is part of the grant compliance.

- **Patient Demographics** - in 2017, 12,780 patients who generated 44,538 visits. Ten years ago there were 10,854 patients generating 33,547 visits.
- **Zip code** - 26% of our patients reside in 57103, 28% in 57104, 8% in 57105, 12% in 57106, and 6% in 57110.
- **Payer Mix** - 49% of our patients are uninsured, 30% on Medicaid, 6% on Medicare and 15% are insured.
- **Age/Gender** - 0-18 years old 26%, 19-39 years old 38%, 40-64 years old 31% and 65+ 5%. 47% are male and 53% are female.
- **Race** - 54% are white, 10% are American Indian, 24% Black, 8% Asian, 1% Pacific Islander, 3% more than one race or unreported.
- **Language best served** - 21% of all patients are best served with a language other than English. There are 33 different languages and the top 3 being Nepali, Spanish and Swahili.
- **Homeless** - 1,305 patients identified as being homeless, most being between 19-64 years old.
- **School based sites** - 2,737 patients seen, the majority between 0-18 years old. Payer mix is relatively the same.

**QUALITY:**
Last week Shannon Nielson a consultant from Centerprise visited for the 2017 PCMH kick off. She met with key team members and shadowed on the clinic floor and engaged with frontline staff. She provided a Care Management training to the clinical staff and attended a Quality committee meeting. Although we have not received her full report, she did identify some priority items, including: building a care management program, utilization of the residency program and integrating them into care teams and reviewing roles and responsibilities for staff.

DSME (Diabetic Self-Management Education) received a $5,000 grant to help cover the cost of required trainings and application fees. Staff is working on getting patients through the updated curriculum, holding weekly meetings to work through the standards and the submission date is August 31st.

Pharmacy students - We are working with our pharmacist to help develop an orientation for the students to include an overview of the clinic, workflows and expectations. We are hoping they can focus on patients with diabetes, with an A1C>9, to help create a plan of care and flagging providers. They will also be managing a registry of CAD, IVD and asthma UDS populations making sure they are on the appropriate medications.

Colorectal Cancer - March is Colorectal Cancer Awareness month, the first Friday is “dress in Blue” day. We had the walk through colon here in the concourse along with promotional signs. The clinic received the 2018 “colorectal Cancer Organization of the Year” award recognizing our efforts in 2017. 14 uninsured patients received diagnostic colonoscopies with 9 of them having precancerous findings. Our thanks to Sara, Rick and Amy along with CFM staff to help make this happen.

UDS Quality Measures: 8/15 of the medical measures were improved upon from 2017. HIV measure remains at 100% of goal. Hypertension measure is at goal but has decreased from last year. Diabetes measure has decreased so process improvements continue to be implemented.

**ACCESS:**
A motion was made to accept credentialing and grant privileging for Mary Lisa Borgstad, supported by Tracy, and seconded by Jim, motion carries.

A motion was made to accept the re-credentialing and grant re-privileging for Erin Sanford, supported by Susy, and seconded by Jim, motion carries.
A motion was made to accept the re-credentialing and grant re-privileging for Angela Peck, supported by John, and seconded by Susy, motion carries.

**Safety Report:**
The clinic has created a classification of occurrences/ incidents to include: Documentation/Patient ID errors, Lab Reporting, Immunization/ Administration, Specimen labeling, Miscellaneous and Abusive Patient (new process developed for this category). There were 8 incidents in 2017, 4 derived from the occurrence report and 4 were slips/falls or abusive patient issues. Each school site now has a “safe room” as well as their own AED, radios have been purchased so they can stay in contact with the main site during an event. The school sites have also been secured with badge access on all access doors.

**FOCUS GROUP:**
The board is looking to host 1-2 focus groups with 10-12 participants in each, we are hoping for a diverse population and age. The goal of the focus group is to see how we are doing and how we could improve. We will ask for volunteers and staff can help identify those that might be willing to participate. The goal would be to meet in September.

**EXECUTIVE DIRECTOR’S REPORT:**
Alicia reviewed the Quarterly strategic plan. A comprehensive marketing plan is in progress with an increase presence in the Hayward area, increasing current medical patients that would qualify for dental services, direct mailer to the 57107 zip code for the Hayward area.

In May the CHAD conference will be focusing on the 340B program and will allow staff to meet with the Black Hills health center in regards to their pharmacy.

Two behavioral health positions that were on hold will be posted very shortly.

A motion to adjourn, supported by Jim, seconded by Tracy, motion carries.

1:10 pm

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H. Bruce Vogt- Board Chair   April 19, 2018