Falls Community Health Governing Board Minutes
Thursday, January 17, 2019 at 12:00 pm

Present: Susy Blake, Dr. Katie Skinner, Dr. Bruce Vogt, Tracy Johnson, Bernie Schmidt, Jonathon Ott-via phone, Linda Karnof, Nicholas Thompson, Gwendolyn Martin-Fletcher, Jim Kellar, Cindy Binkerd, Staff Present: Jill Franken, Alicia Collura, Amy Richardson, Dr. Jennifer Tinguely, Vanessa Sweeney, Lisa Stensland

Call to Order: The meeting was called to order by Bruce Vogt at 12:05 pm.

A motion was made to approve the consent agenda items including the minutes for Falls Community Health Governing Board dated December 20, 2018 and the QA/QI minutes from December 27, 2018, supported by Tracy, seconded by Susy, motion carries.

OLD BUSINESS:
Focus Group- Tracy, Jim and Susy met with the patients in the waiting room. They met with about 30 patients and found it very interesting and will report next month.

NEW BUSINESS:

FINANCIAL REPORT:
Deferred

Productivity year-end report: the providers are at 20,054 visits which is 91% of goal. Nursing saw 2,089 patients which is 87% of their goal. The dentists had two vacancies for most of the year but saw 8,491 patients which is 79% of their goal. Mental Health/Substance Abuse exceeded their goal.

POLICIES:
The 340 B policy allows us to purchase medications at a discounted price. As an example, insulin that would cost someone with insurance $200-300 will cost a patient on 340B $10.14. This is a highly scrutinized program and we have been working on the policy for 6 months to a year with a consultant for auditing and policy improvements. The policy will define eligibility, prevent duplicates, train staff, audit inventory and oversee our contract pharmacy. We will defer the vote on this till next month to allow the board time to review the policy at length. A motion to defer till next month supported by Bernie, seconded by Tracy, motion carries.

Billing and collection policy will also be deferred till next month.

QUALITY:
Peer Reviews are conducted quarterly. Vanessa reviews for the counseling services, which includes 3 mental health counselors and one substance abuse counselor. Each provider has 2 charts reviewed and there was 100% return rate from the staff reviews and no concerns.
Dr. Tinguely reviews the medical providers and faculty, as well as the psychiatric NP. The residents will review the residents and the APP’s will review their fellow APP’s. The APP’s will return the reviews well but the residents struggle with returning theirs. Of the ones that did come back there are no concerns.
Dental has been reviewed as well and are up to date and there are no concerns.

ACCESS:
Scheduling Policy – the no show policy was updated with the length of being on the walk in status list from 6 months to 4 months. If there are too many no shows they need to go on walk in status. The managers have the authority to make adjustments to their status.
The APP goal was realigned to more adequately align with national averages, it also allows time to fill out notes.
A motion was made to approve the Scheduling Policy was supported by Bernie, seconded by Katie, motion carries.
STRATEGIC PLAN UPDATE:
This quarterly update helps us look at the work that needs to be prioritized. Many of the priorities are in progress such as the comprehensive retail/clinical pharmacy. Behavioral health integration is also moving along. Work is continuing to increase quality performance by clarifying nursing roles and responsibilities, practice transformation and care management empanelment. We are scheduling a motivational interviewing training for early 2019. Maximizing billable services is also in progress as we expanded family planning services, achieved DSME certification and applied for SUD State accreditation. Through the transformation project our nursing roles will align with billable services.

Some new priorities include developing a compliance policy, reviewing our interpreter services and utilizing a population software that will allow us to upload our data to a user friendly format. We will also look at removing items such as Medicaid Expansion and increasing production to look at long term retention of our APP’s.

Some City initiatives that will involve the Health department include a pilot triage center, AARP Livable Cities Recognition, Peakon employee engagement software, accessible housing and the city’s transit project. We are recommending reprioritizing the marketing plan, extended hours and work on retention measures.

A motion was made to modify the strategic plan as proposed supported by Tracy, seconded by Bernie, motion carries.

BOARD SELF ASSESSMENT:
Deferred

EXECUTIVE DIRECTOR’S REPORT:
See report below:

PUBLIC INPUT:
None at this time

A motion to adjourn, supported by Susy, seconded by Bernie, motion carries.

1:10 pm

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H. Bruce Vogt- Board Chair  February 21, 2019
Provider Updates

Dentist Vacancy- Dr. Lacayo is visiting family in Nicaragua and due to an emergency with one of her siblings, she will need to stay there a while longer and will not start until March 4th. We are fortunate to have our part-time dentists filling in during this interim time period, and look forward to when Dr. Lacayo come in March.

APP Vacancies- Megan Moeding is our most recent APP to join FCH on January 7th, a Nurse Practitioner who has previous experience as an RN at the Avera Heart Hospital. In addition, six applications have been received for the APP position vacancy as a result of Judy Jaconsen’s retirement. We will update you as we progress with filling this position.

Operational Team Updates

Care Team Transformation- As we begin 2019, the next phase of the care team transformation is underway. Additional strategies to optimize our care coordination and improve patient outcomes are being deployed.

One of the upcoming activities in this area will be a Motivational Interviewing training. Motivational interviewing is a clinical approach that helps people with chronic conditions, with the goal of helping patients identify and change behaviors that place them at risk of developing health problems or that may be preventing optimal management of a chronic condition.

State and National

Federal Government Shutdown- FCH has not yet been directly impacted by the government shutdown. We continue to receive our grant payments for all of our federal grant funding as well as our reimbursements for Medicare and Medicaid services.

CHAD State Legislative Meetings- as we do each year, on January 30-31 a group representing FCH will join other SD health center organizations for meetings in Pierre with state officials and legislators.

Lastly-
As we start 2019, I have to thank you for the supportive comments provided to me in my most recent performance review. As you all well know, it is the strength of our entire team that makes this a great organization for this community. That includes strong governance. I am blessed to be afforded the opportunity to lead along with you and I look forward to another great year of service!

Jill