

FALLS COMMUNITY HEALTH CENTER GOVERNING BOARD

MINUTES

December 20, 2012 AT 12:30 PM

PRESENT: Michael Hurley, Dr. Jim Richardson, Tim Roti, John Peterson, Ryon Reckling, Mary Greenlee, Samuel Gayetaye, Daniel Statema

STAFF PRESENT: Jill Franken, Amy Richardson, Jen Johnson, Lisa Stensland, Rick Pudwill, Bridet Klein, Dr. Charlie Schafer

Call to order: Meeting was called to order by Dr. Jim Richardson

Minutes: Minutes were approved from the November 20, 2012 presentation. Motion to approve made by Mary, Mike seconded. Motion approved.

New Business:

Financial Report: the financial report was reviewed through November 30th. Cash collected was \$362,000 and is above the average budget goal for the year. November YTD is up 12% over 2011. Charges are at 7.1 million and are 99% of budget. Adjustments are up 23% over 2011. Accounts Receivable at 1.9 million and should see improvement due to collections. Collections YTD are at \$523,000. If we didn't have to send to collections the City would not have to contribute.

CFM contract is on target with 91%, will end that contract around 99%. Overall, encounters are at 89%. Forecast shows we will end the year exceeding target of 45,331 encounters.

Grant Drawdown is at 1.65 million. Rarely is there a time when all the grant money isn't spent. Expenses are at 88%, a bit higher due to the 3 pay periods in November. The increase in wages and benefits are due to the part time dentist that used to be under contract. Behavioral Health provider expenses are up due to the change in the number of services.

Shirley McCormick retired from the billing office in November and Melinda Flanders has moved into that position. Donna Sprenger will be retiring on January 18th 2013.

Motion made to accept the financial report by Mike and seconded by Ryon. Motion approved.

Executive Director's Report

Progress is being made on Hayward site and should be done the middle of February. The target for opening the medical part is in April and the Dental in the fall.

The Ryan White Grant has been submitted.

FCH is continuing to participate in Medicaid Home Health- needing to comply with 6 standards of care to receive additional payment along with Medicaid. This helps reduce Medicaid costs over all.

February the staff will be participating in a retreat. The entire department has worked hard to meet goals and to be proactive.

Tim brought up the fact that our clinic is one of the best kept secrets in town. We are about at capacity and it's a fine balance as to how much advertising to do.

Access Report

Physical Therapy- a relationship has been established with the school in vermillion allowing therapists to come on Monday nights starting in January. They are very used to working with limited space and equipment so working here shouldn't be a problem.

The pharmacy students have been here for about 7 months now and the students are waiting to come here.

Quality Report

Abandoned Call Rate has been tracked for about 16 months now and the clinic is receiving about 4500 calls a month. The abandoned rate used to be between 20-30% and now is about 14%. Strategies are being developed to prevent abandoned calls.

Dental is dropping about 2% with about 1,000 calls per month.

A Patient safety committee is being developed to improve or insure safety of patients through each part of their visit here. We want to ensure that the right patient is getting the right treatment. Beginning with the front desk verifying name, address, DOB, ID card, address information, phone number etc. to the Doctors and Lab personnel verifying information as well. Rick is looking for patient volunteers to act as moles to help verify that everyone is following procedure. A comment will be added to the patient surveys and signs will be put up in the 3 most popular languages letting the patients know that they will be asked to verify name and address multiple times during visits. Also pictures will be taken more frequently.

Policy was postponed

Motion to adjourn made by Tim and seconded by Mike. Motion approved.