

Falls Community Health Governing Board Minutes
Thursday, December 19, 2013 at 11:00 AM

Present: Ryon Reckling, John Peterson, Kari Benz, Jim Richardson, Mary Greenlee, Tim Roti, Rick Kiley

Staff Present: Jill Franken, Alicia Collura, Dr. Charles Shafer, Briget Klein, Lisa Stensland, Rick Pudwill, Andy Pederson, Katie Wick, Lonna Jones, Jeremy Johnson, Linda Ross Director of CHAD

Call to Order: The meeting was called to order by Kari Benz.

Minutes: Minutes from November 21, 2013 meeting were approved. Motion to approve by Mary, Rick seconded, motion carried unanimously.

NEW BUSINESS:

Executive Director Report- Jill

- Dr. Jim Richardson was thanked for his service as a board member. Linda Karnoff was reappointed and Suzy Blake will replace Jim in January.
- Jill introduced Linda Ross, CEO for Community Health Association of the Dakotas, to the board.
- Patient Care Team/ Patient Centered/Medicaid Health Medical Home- all continue to move forward.
- Outreach and Enrollment- will receive additional funding in 2014; staff has been working hard to assist people with enrollment and continue to attend events at the libraries, and other local organizations as the opportunity rises.
- Provider and staff recruitment- no applicants yet for CMO, posting will continue until filled. The Nurse Practitioner posting had 11 applicants for fill 4 FTE positions. PST, Clinical Service Manager, and Social worker positions are or will be in the process to fill.
- CFM –Kiki Nocella will be here January 23-24 to help clarify the necessary elements of the affiliation agreement for residency practice at FCH.
- Hawthorne clinic expansion – design doubles the clinic space and creates an entrance in the school foyer for non-student patient access.
- Medical Records update- Some of the records stored off site were damaged because of a water line breaking in the ceiling in the city records storage facility. The records were damp, but not destroyed, so they were sent to a restoration company out east. The records will first be frozen to kill any mold then heated to pull out the moisture. Once that process is done they will be re-boxed and labeled. About 400 boxes were sent and the cost will be around \$50,000.

Financial Report- Briget

Cash collections for the month of November - was \$330,104. The monthly budget is \$400,000.

YTD program income collected is 3.3 million a decrease from last year of 3.46%.

The City contributed \$895,647 which is increased from last year 178%; Due to starting Hayward and not being able to process Medicare and Medicaid from the Hayward site.

Expenses- are at 5.9 million YTD, which is 84% of the budget, but an increase of 6.4% over last year, but still under budget.

Total charges are 7 million, about 1.67% lower than 2012. Adjustments are 3.6 million, also down from last year 1%.

Accounts receivable- 1.9 million and \$466,441 was sent to collections. This is consistent with other years.

Motion made to accept financial report. Tim first, Mary seconded. Motion carries.

Manager's Reports

Practice Management- Andy

- This year MyHealth Patient Portal went live
- Launched ACA Outreach and Enrollment
- Completing the archival process for our paper medical records
- Patient satisfaction is in the 95% range
- Opportunities would be parking spots

Lab/Patient Safety – Rick

- Earned 2-year COLA Lab Certification with 99/100
- Improvement in the turn-around time of lab results (average has been 95% the goal was 90%)
- Implemented mod complex clinical lab at Hayward
- Established a Patient Safety Committee
- Developed and imitated the Positive Patient Identification policy
- Improved documentation of incidents
- Tracking of incidents for trends which would initiate training/re-training

Dental- Jeremy and Lonna

- Opened Hayward School Based Clinic with dental suites (177 exams done with 78 treatments)
- Completed treatment plans consistently above goal (average 61% goal 50%)
- Implemented peer review process

Outreach and Enabling- Judy

- Opened 3rd school based site at Hayward
- Increased school based productivity
- Increased services for HIV Prevention
- Received more funding from the state

Clinical Operations-Katie

- Phone improvement
- On Site Physical Therapy
- PCMH
- Clinical Pharmacy Services

Access/Operational/Staff Satisfaction/ Behavioral Health Assessment- Alicia

- Access year end projection at 99% of goal
- CFM contract is 3188 visits short YTD
- FCH has filled 58% of the short fall with locums
- Updated QA/QI plan
- Refreshed process
- New operational dashboard
- Staff engagement- 2 years ago the City took over this process 1-5 scale
 - Strengths- corporate culture, financial stability, meaningfulness of job, employees and senior management communication
 - Opportunities- flexibility, career development, networking opportunities, embracing unexpected responsibilities, anticipate challenges, flexible in expanding scope of work, flexible in unpredictable work situations, volunteerism for new projects
- Behavioral Health Program evaluation-
 - Identified need for program evaluation and needs assessment
 - Gaps in analysis
 - Increased integrated care
 - Potential expansion of services through funding opportunities

Quality-Dr. Shafer

UDS Clinical Measure	November	Goal
Diabetic Measure	65%	70%
Hypertension	64%	65%
Pap test	47%	50%
Immunizations	28%	70%
Dental Treatment Plans	58%	50%
Substance Abuse Screening	50%	40%
HIV Testing	7%	15%
Colon Cancer screening	30%	52%

Child Weight assessment	17%	37%
Adult Weight assessment	35%	44%
Tobacco use assessment	97%	90%
Tobacco Succession	41%	50%
Asthma Pharmacology Therapy	100%	75%
Coronary artery disease		
Vascular disease	working on better ways to collect this data	

Mission and Vision Review

Health Department Vision: To understand and influence the health and well-being of the residents of Sioux Falls.

Health Department Mission: To improve the quality of life for the residents of Sioux Falls by preventing or controlling disease, mitigating adverse health conditions and threats, and by providing an open door to primary health services.

Motion to approve the mission and vision statement as it stands today with the knowledge that the staff will review and bring update to the board at a future meeting. First- Jim, seconded- Ryon. Motion Carries

HRSA-Operational Site Visit

- Personnel Manual – is provided by the city at employee orientation
- Board member selection and dismissal process- is found in the Handbook for Citizen Boards pg. 76
- Salary and benefit scale- is found in the AFSCME Contract pg. 64
- Equal Opportunity practices- Executive Order 11-25 and the Annual Affirmative Action Plan
- Avoidance of conflict of Interest- City Ordinance Chapter 3-35

The board is being asked for approval that the City of Sioux Falls policies, labor contracts, and ordinances shall serve as the standards for the health center program requirements listed and they include (as listed on the slide) Personnel manual, Board member selection and dismissal process, Salary and benefits scale, Grievance procedures, Equal opportunity practices, and Avoidance of conflict of interest – City employees. Is there a motion to approve to utilize those standards moving forward for 2014? First – Jim seconded Ryon, Motion Carries.

Is there a motion for the following to be moved to our agenda in January: 1) Jill will review the strategic plan in more detail, seeking the boards' approval of the plan, 2) if after review of the strategic plan that's in our handout you have questions and/or have items for the parking lot or 'need more info' list, please forward those questions to Lisa, and 3) Community Health staff will continue to address the parking lot and 'more info' lists ongoing at the monthly meetings as the agenda allows. First – Mary, seconded – Ryon. Motion carries.

Tim wanted the minutes to reflect his thankfulness to Jim for his service to the board and to the clinic in years past.

There being no other business Motion to adjourn. First-Mary, seconded- Ryon. Motion carries.