

Falls Community Health Governing Board Minutes
Thursday, October 16, 2014, at 12:00 pm

Present: Kari Benz, Jim Keller, John Peterson, Arlene Olson, Tracy Johnson, Linda Karnof, Ryon Reckling,
Absent: Suzy Blake,

Staff Present: Alicia Collura, Amy Richardson, Lisa Stensland, Dr. Jen Tinguely

Call to Order: The meeting was called to order by Kari Benz at 12:05 pm.

Minutes: Motion made to approve the minutes with the amendment for attendance of Tracy Johnson for September 18, 2014, by Jim, Ryon seconded, motion carried.

OLD BUSINESS:

NEW BUSINESS:

Governing Board Effectiveness survey: Kari

Kari handed out a survey to the board that is a result of the OSV visit. The board members are to look through the survey and bring it back next month for discussion to decide the top 3 priorities for the board.

Financial Report: Amy

This month's report is in review through the end of September 2014.

Cash collections for September, was \$308,700. The monthly budget is \$415,000.

YTD program income collected is \$2,782,000 a decrease of 77,600 from last year.

The City contributed \$604,600 YTD, a decrease of 136,000 from 2013.

Expenses- are at \$4.9 million YTD, which is 67% of the budget. This is a 2.5% increase from last year 123,000.

Total charges are \$5.9 million, about a 4% increase from last year and is 74% of the budget.

Adjustments are \$2.6million, a decrease of 7.1% from last year and are 66% of the budget.

Accounts receivable- 1.7 million and 712,350 was sent to collections.

Medical Encounters YTD are at 14,808 an increase of 842 more YTD over 2013. Total encounters are up 286 over 2013. The end of year encounters forecast is to be at 94% of the budget.

Motion made to accept financial report, supported by Ryon, seconded by John. Motion carries.

Quality: Alicia & Dr. Tinguely

The clinic is asked to screen patients for Ebola if they have been to an affected country (Guinea, Liberia and Sierra Leone) if they answer yes. The patient is also asked if they are feeling ill, have a fever, they would then be go to a room in the clinic and the staff would be expected to use appropriate PPE(personal protective equipment) then the State Health Department would be contacted. We are working closely with the staff, hospitals, SD State Health, and the CDC. Training for the staff on PPE techniques was held yesterday.

Review of the clinical quality measures of which there are 15 measures, some of them have had good results recently. The diabetic measure is improving, the average had been 61% each month and in September we were at 65% with the goal to be at 70%. The CLOUT team is making a diabetic education packet for patients.

Dental treatment plans tracks how many patients follow through with their treatments. The goal is 50% and last month was 73% completed.

Measures to work on would include: Cancer prevention, including PAPS- currently at 46% with a goal of 50%. Colorectal screening is currently at 28% with a goal of 52%. Erin will monitor the cancer screening tests over the next few months.

Access: Alicia

Dental's review of the intake process is working well. The current rate of completeness of forms is 98%, it was at 78%.

The phone call abandonment rate used to be 35% for the clinic but is now at 15%. It has been creeping up in the last three months. Some causes of the increase could be the new care team model is requiring more questions to get each patient on the correct team and September saw the highest call volume for a month.

The no show rate is still fluctuating and it may bring us to looking and focusing on our organization process.

Executive Director Report-Alicia

A grant of \$247,000 from the PCMH Capital Grant was awarded to the clinic to complete a renovation of our front desk as well as our medical records area. There have been two meetings with architects and City engineers, and the final schematics are being completed. The goal of the project is to add a check out station to the front desk, increase the number of patient counseling rooms, and repurpose medical records with staff work stations. Andy Pederson is Project Manager with Vanessa Sweeney coordinating recommendations for staff work areas.

We are still waiting to receive our preliminary report from HRSA on our findings. We expect them to be sent to us sometime in October. Once the report is received it will be reviewed at the next board meeting

The ESS grant will provide funding for Hawthorne medical services for up to 20 hours per week, and dental services there for 20 hours also, and a part time case manager. Medical is fully implemented with APP and support staff. Dental will complete planning this fall for early 2015 implementation. The Case Manager posting is targeted for December 2015.

Current Outreach and Enrollment staff have been recertified for the upcoming enrollment period. Our involvement with CHAD (Community Healthcare Association of the Dakotas) has continued to work with all of the outreach and enrollment sites and helped prepare Falls Community Health for the next enrollment period. The Marketplace website has much improved over the last year however there are still issues with the Marketplace call center.

The board was had a Save the Date card for the CHAD reception with legislators in Pierre. Please let us know if you are interested in attending.

Thursday October 23rd we will be celebrating with staff the PCMH Level 3 recognition with an ice cream social.

There being no other business Motion to adjourn, supported by Tracy, seconded by Linda. Motion carries.
Adjourned at 1:00pm



Lisa Stensland