

**Falls Community Health Governing Board Minutes**  
**Thursday, November 21, 2019 at 12:00 pm**

**Present:** Patricia (Annie) Bolds, Jim Keller, Dr. Katie Skinner, Bernie Schmidt, Cindy Binkerd, Jonathon Ott, Linda Barkley, Angela Landeen, Brenda Parker

**Absent:** Susy Blake, Dr. Bruce Vogt,

**Staff Present:** Jill Franken, Amy Richardson, Alicia Collura, Dr. Jen Tinguely, Kelly Piacentino, Dr. Liz Naber, Lisa Stensland

Call to Order: The meeting was called to order by Jonathon Ott at 12:04 pm.

A motion was made to approve the consent agenda items including the minutes for Falls Community Health Governing Board dated October 17, 2019 and the QA/QI minutes from October 23, 2019 supported by Jim, seconded by Bernie, motion carries.

**BOARD APPOINTMENTS:**

A motion was made to approve the reappointment of Cindy Binkerd and the appointment of Brenda Parker to the Falls Community Health Governing Board, supported by Angela, seconded by Katie, motion carries.

**FINANCIAL REPORT:**

The Falls Community Health reports attached are through the month ending October 31, 2019. We are 83% through the fiscal year. The last financials presented were through the month of September 2019.

**Operating Revenues:**

- Net Patient Revenue consists of all patient charges and adjustments. Total Net Patient Revenue for October came in at \$190,145, which is 58% of the YTD actuals to annual budget.
- Total Grant Revenue of \$305,360 includes grant drawdowns from the Community Health Center, Ryan White Part C, HIV Prevention, Family Planning, Colorectal Cancer and Refugee grants.
- Total Other Revenue is \$400 for October.

Total Operating Revenues YTD October is \$5.9M, which is 68% YTD actuals to annual budget.

**Operating Expenses:** Operating expenses are classified within 7 categories. Total expenses were \$897,213 for the month of October.

- Personnel expenses are at 76% of the budget. October had 2 pay periods. 2019 is \$511K favorable to YTD budget.
- Professional Services are at 73% of the YTD budget. This category includes payments to Center for Family Medicine, locum providers, interpreter services and laboratory expenses.
- Rentals are at 98% of the YTD budget. Technology charges occur in July of every year.
- Repair and Maintenance is at 41% of the YTD budget.
- Supplies and Materials are at 79% 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. 2019 is \$34K favorable to YTD budget.
- Training is at 115% of the YTD budget. The majority of expense are continuing education expenses and out of state travel. Majority of non-continuing education is paid through quality and expansion grants.
- Utilities are at 87% YTD budget. The majority of this expense occurs quarterly. Last payment occurred in October, next payment is in December 2019.

**Non-operating Revenue (Expense):**

- Other Revenue is at 87% of the budget and includes USD dental lease payments and recovery of prior year revenue.

**Net Income (Loss):**

- October actuals are showing net loss of (\$380,666) and YTD net loss of (\$1,658,982).

A motion to approve the financial statement as presented supported by Cindy, seconded by Katie, motion carries.

**Productivity:**

Productivity has remained consistent at 81 % of goal compared to last year. The physicians, nurses, dentists, dental hygiene, mental health/substance abuse, and case management/social work are all ahead of last year. The dentists had 960 visits in October. Our new dietician started in October.

**QUALITY:****Risk Management Report:**

This report is a requirement for our Medical liability insurance. There are different areas of risk that we look at; Operational, financial and human capital, strategic, legal and regulatory, and technology risks. Each area requires the use of an efficient early warning system for the identification and systematic warning of risk. Rick and his team did a handwashing surveillance experiment. We had the staff go through a Crisis Prevention Training that was a 2-hour online training with a 2-hour class that taught the staff how to deescalate situations. There have been security cameras installed in the concourse, and on the outside corners of the building, as well as new signage.

Actions for 2020 include developing a plan to deal with patients that we may need to separate from due to behavior issues or property damage. We are looking at a tiered approach since some patients may not have other options. The new EMR will be able to take driver's license from all 50 states and input that information. It also has a risk management dashboard that will help integrate quality and safety together.

**Dental Report:**

Participation in the dental program from the school sites is between 23%- 30% of the students participating at a school site. Decay rate for the sites is between 43% - 67%; fluoride treatments range from 36%-46% with each school increasing participation over 2018.

Quality measures for the last 3 months include a 15% no-show rate in September, 100% chart audits in September and October and 90% completed treatment plans in August. Emergency visits for August – October was 507 which averages to 7.8 per day.

Since May 123 patients have been seen for a denture appointment, and Dr. Velgerdyk has completed and delivered removable prosthetics to 57 patients.

All the students (1,655) from Hayward, Hawthorne and Terry Redlin received an oral screening and free toothbrush donated by Delta Dental. Students identified with immediate needs will have follow-up by dental staff and school nurses.

Falls Community Dental has had the opportunity to work with VOA. through this collaboration, 11 veterans considered homeless or in transition housing have received completed dental treatment.

Looking forward; dental treatment is being done at Terry Redlin for all students. We have found an opportunity to expand access to school faculty at Hawthorne and Terry Redlin. We are participating in a learning collaborative through NNOHA. We are evaluating our current hours of operation to make sure we continually meet the needs of our patients.

Motion to approve the change to the Falls Community Health billing policy that will allow Hawthorne and Terry Redlin staff to access our school dental services, supported by Jim and seconded by Angela, motion carries.

**ACCESS:**

**Credentialing and Privileging:**

A motion was made to accept the re-credentialing and grant re-privileging for Dr. Daniel Felix, PhD, supported by Angela, and seconded by Jim, motion carries.

A motion was made to accept the credentialing and grant privileging for Dr. William Young, MD, supported by Katie, and seconded by Bernie, motion carries.

A motion was made to accept the credentialing and grant privileging for Dr. Iyad Alyo, DDS, supported by Bernie, and seconded by Annie, motion carries.

A motion was made to accept the credentialing and grant privileging for Suzanne Tarver, PA-C, supported by Jim, and seconded by Cindy, motion carries.

A motion was made to accept the credentialing and grant privileging for Jill Pitz, CNP, supported by Angela, and seconded by Cindy, motion carries.

**EXECUTIVE DIRECTOR'S REPORT:**

See report below:

**PUBLIC INPUT:**

None at this time

A motion was made to move to Executive session to discuss personnel issue pursuant to SDCL 1-25-2(3), supported by Jim, seconded by Bernie, motion carries.

A motion to end executive session and adjourn, supported by Angela, seconded by Katie, motion carries.

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

1:13 pm



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Jonathon Ott - Board Chair December 19, 2019



## November 2019 FCH Executive Director Board Update

### Board

- Welcome to Brenda Parker, newest board member appointed at the November 5<sup>th</sup> city council meeting to replace Gwen Martin-Fletcher. Glad to have you “on board” Brenda!

### Operational

- **OSV in 2020-** Just a reminder that our next HRSA Operational Site Visit has been scheduled for March 24-26, 2020. It was agreed that the board meeting for that month be moved to the 4<sup>th</sup> Thursday, March 26<sup>th</sup>, to allow you to coordinate both the regular board business as well as meet with the site reviewers on the same day.
- **EMR Update:** Plans remain to have onsite training the week of December 9<sup>th</sup> and GO LIVE on December 16<sup>th</sup>. Amy is the project lead for this conversion- please give her pat on the back for her leadership with this project and the challenging timeline.
- **Retail Pharmacy Need and Feasibility:** Alicia has begun the assessment process and will be aiming to have a feasibility study completed by early 2020. There are a number of assessment analysis, as well as revenue and expense estimates activities to undertake to determine whether on-site retail pharmacy is a good decision for FCH.
- **Hours of Operation:** Alicia, along with Erin Hartig and Kelly Piacentino, plans to have completed the needs assessment regarding hours of operation for FCH clinics and have a set of recommendations for the board in 1<sup>st</sup> quarter 2020.
- **Health Center Controlled Network:** FCH and HCCN leaders met to review the work plan specific to FCH towards improving quality outcomes by using data analytics. Goals include 1) enhance the patient and provider experience, 2) advance interoperability, and 3) use data to enhance value.

### Good News!

Each year the City of Sioux Falls conducts an awards luncheon to recognize city team members who have been nominated for employee excellence awards. The award luncheon will be held on December 6<sup>th</sup>, and here are the nominees from FCH:

Safety Award Nomination: **Rick Pudwill**, Health/FCH Lab Manager  
Cruisinberry Award: **Jodi Linneweber**, FCH Patient Support Technician