

Falls Community Health Governing Board Minutes
Thursday, November 18, 2021 at 12:00 pm

Present: Bernie Schmidt, Dr. Bruce Vogt, Kari Benz, Angela Landeen, Lee Jensen, Moses Pessima, Brenda Parker, Cindy Binkerd,

Virtual/Phone: Madeline Shields, sound issues

Absent: Dr. Katie Skinner, Linda Barkey

Staff Present: Charles Chima, Alicia Collura, Amy Richardson, Dr. Jen Tinguely, Lisa Stensland, Kelly Piacentino, Melissa St. Clair

Call to Order: The meeting was called to order by Bernie Schmidt at 12:03 pm.

Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, Yes Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses

A motion was made to approve the minutes for Falls Community Health Governing Board dated October 21, 2021 supported by Kari, seconded by Moses, motion carries.

Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, Yes Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses

Motion made to amend the agenda to add board member approval supported by Bruce, seconded by Angela, motion carries. Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, Yes Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses

INTRODUCTION OF NEW STAFF:

The board welcomed Melissa St. Clair as the new Lab Manager, she has been here about a month now.

FINANCIALS:

The Falls Community Health reports attached are through the month ending October 31, 2021. We are 83% through the fiscal year. The last financials presented were through the month of September 2021.

Operating Revenues:

- Net Patient Revenue consists of all patient charges and adjustments. Total Net Patient Revenue for October came in at \$224,194, which is 50% of the YTD actuals to annual budget.
- Total Grant Revenue of \$365,485 includes grant drawdowns from the Community Health Center, COVID, Ryan White Part C, HIV Prevention, Family Planning, and Colorectal Cancer grants.
- Total Other Revenue is \$0 for October.

Total Operating Revenues YTD October is \$5,689,025 which is 67% YTD actuals to annual budget.

Operating Expenses: Operating expenses are classified within 7 categories. Total expenses were \$954,794 for the month of October.

- Personnel expenses are at 73% of the budget. October had 2 pay periods. 2021 is \$810K favorable to YTD budget.
- Professional Services are at 61% of the YTD budget. This category includes payments to Center for Family Medicine, locum providers, interpreter services and laboratory expenses.
- Rentals are at 95% of the YTD budget. Technology charges occur in July of every year.
- Repair and Maintenance is at 65% of the YTD budget.

- Supplies and Materials are at 93% 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.
- Training is at 38% of the YTD budget. The majority of expense are continuing education expenses and licensure renewals.
- Utilities are at 63% YTD budget. The majority of this expense occurs quarterly. Last payment occurred in October 2021.

Total Operating Expenses YTD October is \$8,018,112 which is 72% YTD actuals to annual budget.

Non-operating Revenue (Expense):

- Other Revenue is at 54% of the budget and includes payments from USD dental lease payments, recovery of prior year revenue, and interest.

Net Income (Loss):

- October actuals are showing a net loss of (\$339,234) and a YTD net loss of (\$2,124,105).

A motion to approve the financial statement as presented supported by Angela seconded by Kari, motion carries. Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, Yes Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses

Productivity:

We look for productivity to be at or close to 100% of goal. Due to staffing issues and COVID we are not at 100%, but most areas are ahead of last year including: providers, dentists, dental hygiene, dietitian and case management/social work. Nursing visits are on the rise with the flu shots and COVID vaccinations. In October we gave 450 COVID Vaccinations.

QUALITY:

Dental Report:

Oral screenings have been done for all students at Hayward, Hawthorne, and Terry Redlin Elementary. The students, 1,529 of them, received a tooth brush along with their screenings. Students identified with immediate needs will have a follow up by dental staff as well as school nurses.

The sealant program is providing sealants to all 2nd grade students at no cost to the families. This program began at Terry Redlin in the spring of 2018, since then it has been expanded to all three schools. This year the third graders that missed the program last year will also be included.

Emergency visits for the year are at 1,986. There is one provider that is scheduled as the emergency provider daily. Patients are to call the clinic at 7:30 am to schedule a same-day emergency visit as time allows. This reduces patient wait times and the morning rush of patients running to the window to get in line.

The dental dashboard tracks the treatment plan completions, that should be completed within 6 months. Also tracked on the dashboard is carries risk assessment, this helps determine how likely a patient is to developing new decay. It provides guidance on how aggressive or conservative treatment recommendations are made. The dashboard also helps track self-management goals through motivational interviewing techniques, patients establish their own goal to improving their oral health.

BOARD MEMBERSHIP:

Motion to accept the appointment of Dr. Jeff Feiock, DDS to the Falls Community Health Governing Board supported by Bruce, seconded by Lee, motion carries. Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, A Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses

ACCESS: Deferred

ANNUAL RISK MANAGEMENT REPORT:

The annual risk management report is reviewed to comply with the FTCA for malpractice insurance. 2021 progress update:

Priority	Progress to date
Create immunization nursing competency; create plan for additional nursing competences in 2022	Immunization education and competency test complete. Next steps are to survey nursing staff on desired competencies to include in full plan for 2022.
Complete dental emergency policy and annually staff training	Policy draft complete. Next steps are approval and staff training.
Review emergency clinical protocols for schools	Move to 2022
Workflow for scanning demographics, ID and insurance cards at front Implement patient photos into eCW	Completed workflows for scanning and patient photos complete. Next steps are auditing for workflow compliance.
Internal N95 testing program	Testing kits received and policy written. Next steps include implementation in 2022. Impacted by extended leave.
Procedures for signing off encounters and orders	Current project for QI-RM committee.

Other notables for 2021:

- COVID continues to impact operations and delay some deliverables. Department continues to be in response mode, and retention of part time staff has been a challenge. Basic risk management accountabilities maintained, including forward progress on many projects.
- Participated in Audit Office and City risk management reviews.
- Staff training provided:
 - Maintained required FTCA training
 - Completed our two-year renewal certification for non-violent crisis prevention
- Re-instituted required face coverings for staff mid-year.
- Purchasing medication inventory system to improve medication access and security.
- Initiated process to move to digital occurrence reporting.

Priorities for 2022:

Priority	Action plan	Responsible party
Repeated themes in occurrence reports	<ul style="list-style-type: none"> ○ Complete implementation of digital occurrence reports ○ Implement monitoring and reporting capabilities within the digital occurrence system and eCW including Risk Management report dashboard ○ Implement communication strategy to increase staff awareness of patient safety and risk mitigation principals ○ Onboard and train new Lab Manager as the Safety Chair 	QI-RM team Safety committee Alicia Melissa Erin

Motion to approve the Annual Risk Management report supported by Bruce, seconded by Kari, motion carries. Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, A Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses

BOARD SELF EVALUATION:

Board members are asked to fill out the evaluation and return it to Lisa, for review in December.

EXECUTIVE DIRECTOR REPORT:

See report below.

PUBLIC INPUT:

None at this time

Motion to adjourn supported by Brenda seconded by Cindy, motion carries. Roll call: A Katie, Yes Bruce, Yes Cindy, A Linda B, Yes Angela, Yes Brenda, A Madeline, Yes Bernie, Yes Kari, Yes Lee, Yes Moses
1:05 pm



Bernie Schmidt –Chair December 16, 2021

FALLS COMMUNITY HEALTH GOVERNING BOARD MEETING THURSDAY, NOVEMBER 18, 2021 12:00 PM-1:00 PM

Executive Director's Report

Staff Updates

- **Retirement:** Julaine Graham, LPN.
- **Resignation:** Cassi Heuer, part-time psychiatric Nurse Practitioner, will be leaving 2/1/2022.
- **Staffing Challenges** - key vacancies hindering operations.
 - Nursing manager and nurses.
 - Patient support technicians.
 - Dentist and dental assistant.

CMS COVID-19 Vaccine Interim Final Rule

- Implication of federal vaccine mandate for employees, contractors, students, trainees, volunteers, and board members
 - Initial deadline – start series by December 06, 2021
 - Final deadline – complete series by January 4, 2022.

COVID-19 Response and Public Health Preparedness

- Received final report of the study we commissioned Augustana University researchers to conduct on COVID-19 vaccine hesitancy in Sioux Falls. The extensive and detailed report outlines a roadmap for addressing

vaccine hesitancy and improving COVID-19 vaccine uptake in our community. Drivers of hesitancy include issues related to:

- Convenience
- Confidence
- Complacency
- We are intensifying our vaccine outreach efforts
 - Launched the mobile COVID-19 vaccine clinic with the slogan “Give it a Shot, Sioux Falls”.
 - Granting direct requests for offsite vaccine delivery: siouxfalls.org/vaccine request.
 - Campaign for FCH patients – outreach from nurses/providers.
- FCH has received pediatric COVID-19 vaccine doses for kids aged 5-11 years. We plan to hold school events at each of the three school-based clinics this month.

FCH Strategic Planning Update

- Save the date: Thursday February 17, 2022: board meeting/strategic planning session