

Board of Directors Meeting Minutes

Friday, April 24, 2020

1:00 p.m.

GCHC

VIA Zoom

Board Members Present via call in:

Claudnyse Holloman, Chair; Autumn Bagley, Steve Schwartz, Rob Podlesak, Sam Olson, Kyle McCree, Erica Thrash-Sall, Deborah Duckett (joined at 1:32 p.m. due to technical issue)

Board Members Absent

Yolanda Oliver-Yancey, Shannon Kott

Guests

Brian Swiecicki, Executive Director, Glen Chipman, GHS CFO, Jean Troop, GCHC Deputy Director; Sandy Sweet, GHS Accounting Manager

Recording Secretary: Karen Riddle, GHS Administrative Assistant

Meeting called to order at 1:03 p.m. by Claudnyse Holloman, Board Chair.

I. Adoption of Agenda

R. Podlesak moved to accept the agenda as presented, A. Bagley supported.

Motion carried

II. Welcome & Introductions

The Board Chair welcomed the group and introduced Sarah Bannon from Lakeview Consultants who was invited to the meeting to present the strategic planning results.

III. Public Participation and Community Feedback

None

IV. Approval of Minutes

S. Schwartz moved the minutes as they were written and presented, A. Bagley supported.

Motion carried

V. Strategic Planning Presentation-Sarah Bannon, Lakeview Consultants

(PowerPoint on file with minutes)

S. Bannon presented the strategic planning retreat results and next steps. Her presentation summarized the analysis, deliberation, and tasks that the GCHC board and leadership have undertaken to develop a set of strategic goals and objectives that will be prioritized over the next three years. The presentation is on file with these minutes. She did highlight that there was good participation during the strategic planning process. During the strategic planning process there were patient, community, and employee surveys; targeted community leadership interviews and recommendations, SWOT (Strengths/ Weaknesses/ Opportunities/Threats) assessment, a retreat, research and trend analysis of federal, state and local demographics and real and potential impacts.

Key themes based on stakeholder feedback were presence/visibility; services; gaps in services; other kinds of roles; and trend issues. Next steps will include the management team clarifying and modifying the workplan to firm up timeframes and accountable parties. The recommended reporting frequency to the Board is at least quarterly. She summarized that all objectives and action steps are subject to edit as the Board progresses and continually experiences change during the next three years. The presentation was followed by a Q & A session. One of the questions was regarding the mission statement and how it did not mention SUD. S. Bannon emphasized that she used the current statement and the Board and management team does have the ability to change to ensure the statement meets the Center's mission.

VI. Finance Committee Summary-The financial packet is on file with minutes.

a. FY20 March 2020 YTD Financials

G. Chipman presented the FY20 March 2020-YTD Financial packet. The February total revenue was \$444,561 compared to the budget of \$568,353. The volume and injectables were down significantly due to the COVID-19 pandemic. The injectables were down about 1/3 and will most likely continue a downward trend through April. It is to be expected due to the current situation. The expenditures were \$419,450 compared to the budget of \$530,254. This resulted in a surplus for March of \$25,111 and \$453,282 year-to-date.

G. Chipman noted that the surplus in March would have been greater but there was a "catch-up" of depreciation expense as there was in February. Going forward, the depreciation expense will be accrued monthly. He noted all-in-all it was a decent month considering the situation.

b. Productivity Charts

The Key RCM Performance Measures are consistent as they have been in the past months. The A/R % over 120 days went down from 45% to 38%, so we are inching closer to the goal of less than 20%. The Days in A/R are staying in the 30's and below the goal of less than 45 days.

The claim denial rate is continuing to be below the goal of less than 7% and hovering right around 4%. The average days to claim submission did experience an uptick to 15. This was due to staff working from home and not having all the necessary tools to continue normal work activity until later in the month. We should see this improve in April.

The Cost, Reimbursement & Productivity Statistics were discussed. Again, it was noted that due to the COVID-19 pandemic, the numbers are lower than they would be normally. You will note that the Unique Patient Count dropped significantly in March as to be expected. The total cost per encounter was the highest it has been since the beginning of the fiscal year at \$283. Again, the Medicaid eligible encounters are down by about 1/3.

Regarding the Alternative Funding Sources table, the first payment for 2020 was received for the Meaningful Use (EHR) funding in the amount of \$9,626. It is anticipated that the dollars will show for SIMS (PCMH) next month.

It was noted that there was an additional productivity page for COVID-19 numbers for the weeks of March 16 through March 27, 2020. B. Swiecicki stated that it was reported by MPCA that the norm of FQHC's is running at about 53% productivity of previous levels. He stated that GCHC is running about 60% from previous levels and he is expecting that to increase in the next couple of weeks.

S. Schwartz asked if the cash reserves should be reflected in a balance sheet. G. Chipman explained that in the past a balance sheet has not been reported to GCHC, but he can include in the future.

B. Swiecicki added that there has been an extension for this year's audit. J. Troop is also working on obtaining an extension for the Medicaid cost report; however, the Medicare cost report was submitted timely.

S. Olson moved to approve the FY20 March 2020 YTD Financials and Productivity Reports, K. McCree supported.

Motion carried

Before moving onto the Contract Summary, B. Swiecicki asked the Board to entertain a motion to accept and approve several items pertaining to the COVID-19 crisis.

B. Swiecicki presented two grants from HRSA in the amounts of \$53,000 and \$581,000. The grants will cover assisting with providing help to the community in all aspects regarding this crisis. It may entail help videos, media messages, how to work with telehealth, virtually every way we can assist the community in how to deal with the COVID-19 crisis.

A Bagley moved the acceptance and approval of the two HRSA grants in the amounts of \$53,000 and \$581,000 to be used for COVID-19 crisis expenses, D. Duckett supported.

Motion carried

Secondly, he requested the Board to approve waiving fees on any COVID-19 testing for the uninsured and underinsured.

K. McCree moved to approve waiving fees on any COVID-19 testing expense for the uninsured and underinsured.

Motion carried

Thirdly, he requested the Board to approve a 20% increase in pay per hour for those staff on the frontlines during the timeframe of risk associated with COVID-19.

It was noted that the previous incentive of additional vacation hours for those staff on the frontlines has been discontinued in lieu of the 20% salary increase.

S. Schwartz moved approving a 20% per hour increase in pay for staff on the frontlines during the COVID-19 pandemic, E. Thrash-Sall supported.

Motion carried

- VII.** Contract Summary
- a. RegLantern
 - b. Dr. David Pyatt
 - c. Priority Management Group

The contract summary was presented and discussed, noting a new contract for a RegLantern Compliance Platform to assist with aspects of HRSA requirements and always keeping the Center ready and compliant. There were also two renewals: Dr. David Pyatt and Priority Management Group (credentialing).

S. Olson moved to accept the contracts for RegLantern, Dr. David Pyatt and the Priority Management Group as presented, S. Schwartz supported.

Motion carried

VIII. Executive Director's Report

The ED reported that a team of staff began the offsite testing procedures today. This is unique to Genesee County and we anticipate greater capacity and need in the weeks ahead. Currently, we are using the vans to go out and provide testing but hope to have the mobile unit out in the neighborhoods soon. This will increase the Center's recognition.

He stated that there was a press release on April 23, 2020 highlighting the GCHC grants to assist with community COVID-19 response.

He stated that he is having a Zoom-All Staff meeting today and hopes to gauge staff morale.

He reported that MPCA has requested that GCHC be a provider for all as many practices are closing. GCHC may be receiving referrals due to those closures.

The ED shared the Promoting Wellness and Healthy Communities Quarterly Report which highlights promotional advertising, committees/collaborations, training for the community, community outreach, support groups and social media.

C. Holloman thanked B. Swiecicki for keeping the Board apprised of things happening regarding the Center through his weekly updates.

The Board Chair asked if there was anything new on the Center Rd. property. B. Swiecicki stated that he has reached out to the community partners for support but is having a bit of a setback due to the social distancing restrictions. He will keep the Board apprised of any new developments.

IX. Personnel Committee Summary

B. Swiecicki reported that there were no union grievances or issues, no new hires, and no terminations over the past month. He mentioned that we are continuing to pay all staff during the pandemic.

X. Quality and Safety Committee Summary

- a. Crisis Call Management
- b. Inpatient Care Policy

J. Troop presented the above policies for review and approval. Changes included additional information of what a crisis could be to further educate staff in the Crisis Call Management policy and removal the Clinical Care form from the Inpatient Care policy as it is no longer required by Hurley.

S. Schwartz moved to accept the two policies presented above, D. Duckett supported.

Motion carried

XI. OSV-Board of Directors Applications

J. Troop presented the Board of Directors Application for Membership with the recommended HRSA change that included two new questions: #14: Do you currently work for Genesee Health System (Yes or No) and #15: Are any immediate family members currently employed by Genesee health System (i.e. spouses, children, parents, or siblings through blood, adoption, or marriage)? (Yes or No).

A. Bagley moved to accept the changes to the Board of Directors Application for Membership, K. McCree supported.

Motion carried

The recording secretary recorded each board members' answers who were present at the meeting to the two questions noted above and will add to their records on file. Board members not present will be sent the new questions via email.

XII. Other

If you have not already done so, please complete and return your board self-evaluation to Karen Riddle.

The Board Chair stated that the Executive Director's evaluation has been completed and discussed. She extended her gratitude to B. Swiecicki, ED, for his leadership and to him and his staff for building morale.

C. Holloman stated that Shannon Kott has not attended a meeting since her membership and requested that she be removed from the board at this time.

S. Schwartz moved to accept terminating Shannon Kott's board membership; K. McCree supported.

Motion carried

XIII. Adjourn

The Board Chair adjourned the meeting at 2:20 p.m.

Next Board Meeting is scheduled for:
May 22, 2020 @ 1:00 p.m.
Via ZOOM

Claudnyse Holloman, Board Chair

Date