



GCHC BOARD OF DIRECTORS

Friday, December 20, 2024

1:00 pm

Genesee Community Health Center

Via Zoom/In Person CCIS

Board Members Present via Zoom: Jorain Hardman, Angela Essenburg, Tabitha Neff, Claudnyse Holloman, Autumn Willams, Steve Schwartz

Board Members Present: Michael Wright, Melvin Eckles

Staff Members Present: Jean Troop, GCHC CEO, Glen Chipman, GHS CFO, Mallory Campbell, Clinical Operations Manager, Brian Nicholson, Manager of Behavioral Health

Staff Members Present via Zoom:

Excused/Absent: Elizabeth Rushing (Unexcused), Bonita Thomas (Unexcused), Sandra Sweet (Excused)

Staff: Karen Hillman, Recording Secretary

Meeting was called to order at 1:00 p.m. by Chair, Claudnyse Holloman.

1. Adoption of Agenda

A. Williams moved to accept the agenda, supported by A. Essenburg. *Motion carried.*

2. Roll Call

The Chair called for roll call, all present, absent, and excused noted.

3. Public Participation

None

4. Board Spotlight

5. Approval of November 22, 2024, Board Minutes

A. Essenburg moved to approve the November 22, 2024, minutes, supported by S. Schwartz. *Motion carried.*

6. FY24 October 2024-September 2025 Financial Packets (complete packet on file with minutes)

a. No December meeting. Next meeting January 31, 2025

7. Clinical Care Team Review

a. M. Campbell discussed the roles of the clinical support staff, which consist of Certified Medical Assistant (CMA) and Licensed Practical Nurse (LPN). The CMA's room patients, coordinate workflow from front to back, facilitate closing referrals and providing other assistance needed. LPN's coordinate clinical services for both medical and behavioral health patients, provide vaccines and injections, review standing orders, complete nurse only visits, answer prescription refill line and work with the providers on ER follow up or other clinical needs. There is also a referral specialist that facilitates referrals for all providers at all locations.

- b. B. Nicholson discussed the behavioral health team. The BH team consists of Psychiatric NP's, social workers, health coaches and a health navigator. The BH team coordinates BH interventions, short term counseling, and MAT services. The Psych NP's collaborate clinic care with patient's PCP and provide medication management. The health navigator coordinates care to provide needed resources, such as assisting patients with homelessness, insurance, emergency relief food, SSI/SSD issues, and transportation. Health coaches are certified recovery coaches and assist in providing resources, recovery-based services, Narcan trainings, and community events. Both clinical and BH teams work together to provide comprehensive approach to patient care.

8. Quality and Safety Summary

The November 2024 Quality Committee meeting minutes were discussed in detail. J. Troop reviewed the Quarterly Patient Grievance Verbal Summary, Biannual Patient Satisfaction Survey (no concerns) and 2025 Quality Calendar Draft. One grievance was filed, and nine complaints were documented. J. Troop is working on a grievance committee that would ensure grievances and complaints are being reviewed and addressed appropriately. M. Wright request the categories of each grievance be noted in future QI minutes. 2025 Quality Calendar Draft was reviewed. The final will be finalized and available at the next meeting.

J. Hardman moved to approve the November 21, 2024, Quality Committee minutes, supported by T. Neff. Motion carried.

9. CEO Report

- a. J. Troop provided a Capital Strategic Plan update: The Center Rd expansion status. Construction has started, equipment is in process of being ordered. Completion should be August/September 2025.
- b. J. Troop advised the new financial job position has been sent to HR for approval. The new position will be titled Director of Finance Management and Grant Compliance. Position will be posted once HR has approved.
- c. J. Troop confirmed the Request for Scope change with MDHHS was approved and will be in process the end of January/February 2025 and will retro back until October 1, 2024. This will mean an increase in the PPS rate, which is yet to be determined.
- d. J. Troop followed up on HRSA site review. The recommended changes were approved and resolved. The final report will be in by the end of the week.
- e. J. Troop updated Board on the marketing search. A proposal with DKR Marketing is in review. There are still some other companies that are being looked in to.

10. OSV

J. Troop discussed the Operational Site Visit and how that is about ensuring we are complying with the program requirements implemented by HRSA as an FQHC. Our grant dollars depend on us meeting the compliance requirements and "passing" the site visit "test" when the auditors come in and review everything, including their interview of the board. If we do not meet program requirements and/or we do not correct any deficiencies identified, they can apply conditions on the grant. Conditions can impact future funding opportunities so you do not want to have those. WE have NO conditions on our grant based on our successful OSV in Sept., so congratulations!

11. Adjourn

The meeting adjourned at 1:31 pm

A. Williams moved to adjourn, supported by T. Neff. Motion carried.

Respectfully submitted by: Karen Hillman, Administrative Assistant

Signature on File: C. Holloman, Chair, Board of Directors, Genesee Community Health Center

