

MINUTES OF THE BOARD

April 19, 2018

North Country Community Mental Health

Board Room

1420 Plaza Drive

Petoskey, Michigan

BOARD MEMBERS PRESENT: Ed Ginop, Christian Marcus, Patty Cox,
Sr. Augusta Stratz, Joel Evans, Paul Liss,
Louis Scholl, Michael Newman, Ron Isler,
Betsy White, Karla Sherman, Caroline Loper

BOARD MEMBERS ABSENT: Dennis Priess, Robert Boyd

STAFF: Christine Gebhard, Stacy Chipman, Brian Babbitt,
Scott Shearer, Amy Christie, Joan Booth

Mr. Ginop called the meeting to order at 4:00 p.m.

ROLL CALL

Mr. Ginop welcomed the Board members and staff to the meeting.

PUBLIC COMMENT

There was no public comment.

CONSENT AGENDA

Financial Statement – Provider Operations - North Country CMH:

Balance on Hand, Feb. 28, 2018	\$3,625,611.27
Receipts, Adjustments & Transfers, March	\$3,606,688.39
Total Disbursements & Adjustments, March	\$4,069,395.14
Decrease in Cash Balance	\$ (462,706.75)
Balance, March 31, 2018	\$3,162,904.52

Information (I) Items from Committee Reports

Information items were included in the committee minutes.

**MOTION BY LOUIS SCHOLL, SECOND BY PATTY COX, TO APPROVE THE
CONSENT AGENDA. MOTION CARRIED.**

COMMITTEE RECOMMENDATIONS – BOARD ACTION

Finance Committee

Mr. Liss reviewed the Financial Reports.

Mr. Liss reviewed the request for the roof repair at the Bridge Street home. Bids were sought from four contractors with only one response. Grantham Building & Remodeling submitted a bid in the amount of \$12,884.00. Ms. White requested the board receive information on the warranty.

MOTION BY PAUL LISS TO APPROVE THE BID FROM GRANTHAM BUILDING & REMODELING IN THE AMOUNT OF \$12,884.00 TO REPAIR THE ROOF AT THE BRIDGE STREET HOME. MOTION CARRIED.

Mr. Liss reported on the CMHSP General Fund Distribution. The MDHHS has revised its methodology for allocating General Funds to the CMHSPs. All CMHSPs in the NMRE will receive an increase over the next five years; NCCMH's increase is 13%.

Mr. Liss reviewed the Per Diem Policy, Purchasing Policy, Budgeting Policy and Audit Policy. Except for the Per Diem Policy, the changes were cosmetic. The Per Diem Policy clarified only one payment per day regardless of the number of meetings attended and to increase mileage to reimburse clients and board members at the current IRS rate.

MOTION BY PAUL LISS TO APPROVE REVISIONS TO THE PER DIEM POLICY, PURCHASING POLICY, BUDGETING POLICY AND AUDIT POLICY AS PRESENTED. MOTION CARRIED.

Program Committee

Sr. Augusta Stratz reviewed the Annual Community Needs Assessment that is required by MDHHS. Information from this submission is used to determine program and financial decisions. A required public hearing was held on March 15.

MOTION BY SR. AUGUSTA STRATZ TO APPROVE THE FY 17 MDHHS ANNUAL COMMUNITY NEEDS ASSESSMENT. MOTION CARRIED.

Sr. Augusta Stratz reviewed the Risk Management Annual Report for FY17. There was a 1.3% increase in client incidents reported during FY17. There were 26 risk events and 20 critical events, 16 reportable deaths; there were no sentinel events. The Risk Management Procedure was revised to reflect changes in process with the new electronic health record.

Sr. Augusta Stratz reviewed the Utilization Management Annual Report for FY17. There was an increase in community inpatient admissions of 36% and in number of days, 32%. NCCMH received 1,449 referrals of which 1,168 received an assessment. Timely access to psychiatry

services has been monitored for three years and she reviewed the results. She thanked staff for putting all this together.

Personnel Committee

Mr. Scholl reviewed the results of the Chief Executive Officer's annual evaluation. All evaluations were returned with a lot of comments. The Board members recommended that Ms. Gebhard be given a 2% raise.

MOTION BY LOUIS SCHOLL TO ACCEPT THE ANNUAL EVALUATION OF THE CHIEF EXECUTIVE OFFICER AND PROVIDE HER WITH A 2% RAISE. MOTION CARRIED.

Nominating Committee

Mr. Evans reported that the committee recommends keeping the slate of officers the same as the previous year as follows: Ed Ginop, Chair; Karla Sherman, Vice-Chair and Sr. Augusta Stratz, Secretary.

MOTION BY JOEL EVANS TO KEEP THE OFFICERS THE SAME AS LAST YEAR, ED GINOP, CHAIR; KARLA SHERMAN, VICE-CHAIR AND SR. AUGUSTA STRATZ, SECRETARY. MOTION CARRIED.

ACTION ITEMS – WITHOUT COMMITTEE REVIEW

Mr. Ginop explained that Dennis Priess' term is expiring on the NMRE Board. He asked the Board if they would like to reappoint him or appoint someone else. It was agreed, given his years of experience in the substance abuse services system, that he should be reappointed.

MOTION BY PAUL LISS, SECOND BY PATTY COX, TO REAPPOINT DENNIS PRIESS TO THE NMRE BOARD. MOTION CARRIED.

PRESENTATION – COMPLIANCE PROGRAM

Brian Babbitt introduced himself and discussed the compliance program. He showed the 7 elements for effective compliance and described each of them. He explained the laws that the agency needs to follow: Deficit Reduction Act; Federal Small Claims Act; State of Michigan Small Claims Act; Federal Whistleblowers Act; State of Michigan Whistleblowers Act; and Affordable Care Act, and he described each Act in detail. He explained the internal and external reporting and investigation procedures. The FY17 claims validation audit results were reviewed and there were no corrective action plans and no suspected abuse.

CHIEF EXECUTIVE OFFICER'S REPORT/COMMUNICATIONS

Ms. Gebhard's report begins on page 9 and she noted that on April 4 she attended the accreditation exit conference at the Petoskey Club. The survey team was very complimentary

and gave thoughtful recommendations for program enhancement. The full report will take 4-6 weeks.

On April 6 she attended and participated in a six-month strategic planning session with executive and key leadership staff led by the Northwestern Michigan College Lean Trainer Learning consortium.

Ms. Gebhard passed around information on Lean 6 Sigma planning. LEAN is a customer/client focused, data driven process improvement methodology that adds value and eliminates waste in processes. Applying LEAN process improvement to transactional processes (e.g. paperwork) and office functions (e.g. client intake appointment) can produce significant improvements in speed, quality and cost reduction. It is a training program with the goal of having the right person doing the right job at the right time for the right reason. This is part of the agency's investment money and will be at least a two-year project.

Ms. Gebhard reviewed the details of the FY19 House Budget Proposal and Senate version. She also noted that the Board Association has convened a work group on gun violence

Ms. Gebhard described the importance of the 2018 PAC campaign and encouraged board members to support the CMHA PAC during this pivotal election year.

Ms. Gebhard referred to the 2017 NCCMH Annual Report.

Ms. Gebhard provided the Board members with a list of activities for May is Mental Health month.

QUALITY IMPROVEMENT UPDATE

Ms. Christie reported on the Mission Based Performance Indicator System: Access Timeliness. NCCCMH met the target of 95% on seven of twelve access timeliness performance indicators for the first quarter of FY18. This is not acceptable performance; a corrective action plan was developed and submitted to the NMRE. Clinic supervisors and office managers received additional training on the Performance Indicators.

The Same Day Documentation Action Team submitted its report to the QI Council in March. They made specific recommendations and she gave some examples. The QI Council will be assigning areas of need to action teams at the May QI Council meeting. The Consumer Council received a letter of resignation from Joanne Rackow, a longtime advocate and staff of NCCMH.

NORTHERN MICHIGAN REGIONAL ENTITY

Ms. Gebhard referred to the minutes starting on page 12. The state is considering using a Medicare rate structure for inpatient. This would call for rates to drop after a set time. No more extensions to the 1915(b) will be given. The Medicaid ISF shows \$6.6M and Medicaid savings shows \$4.2M. Autism revenue increased significantly and another increase is expected in FY19.

OLD BUSINESS

There was no old business to come before the Board.

NEW BUSINESS

Ms. Gebhard reminded the Board members of the Association Spring Conference on May 1 and 2 and asked them to advise Ms. Booth if they wish to attend.

MOTION BY JOEL EVANS, SECOND BY MIKE NEWMAN, TO ADJOURN THE MEETING AT 5:30 P.M. MOTION CARRIED.

Ed Ginop, Board Chair