



Toledo-Lucas County Health Center Board Meeting Minutes

May 25, 2017

3:00 p.m. – 4:30 p.m.

DOC Room, 635 N. Erie Street, Toledo, Ohio 43604

Call to Order

Joe Dake called the meeting to order at 3:00 p.m.

Roll Call

Present:

Ann Cipriani
Joseph Dake
Jacky Dale
Nancy Brown-Schott
Richard Meeker
Melisa Blasingim
Mary Duncan
Noha Dawod
Elworth Turner
Rodney King – NEW
Paul Crosby - NEW

Staff

Tina Stokes, Billing Supervisor
David Grossman, Medical Director
Jodi Sheaves, Secretary
Madison Endelle, Student
Michael Smith, Student

Absent:

Patricia Chatman - Excused

Introductions

J. Dake asked for introductions. Board members and those in attendance not on the board introduced themselves. .

Topic: April Meeting Minute Approval

Discussion: April meeting minutes were emailed and/or mailed to members prior to the meeting. J. Dake asked for corrections or edits. J. Dake asked for a motion to approve April meeting minutes.

Action:

Motion: Approve April Meeting Minutes			
Made: J. Dale		Second: A. Cipriani	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	7	0	1

Topic: Approval of New Board Members

Discussion: Paul Crosby and Rodney King attended three meetings which allows the Board to vote them as members. J. Dale asked for a formal approval of Paul Crosby and Rodney King, the two newly added Board Members.

Action:

Motion: Approval of New Board Members			
Made: N. Brown-Schott		Second: J. Dale	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	8	0	0

Topic: Approval of Mobile Sites for Dental and Vision Programs

Discussion: D. Grossman asked for formal approval of the Mobile vision program being 24 hours per week and the mobile dental program being 90 hours per week moved under the FQHC umbrella from under the Health Department.

Action:

Motion: Approve Mobile Sites for Dental and Vision Programs			
Made: R. Meeker		Second: A. Cipriani	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	10*	0	0

***Paul Crosby and Rodney King now included in the vote.**

Topic: Approval of Access to Clinical Advice Policy

Discussion: D. Grossman gave a brief description of policy which is needed for PCMH. This policy addresses how questions that come through the patient portal are answered. After this policy is approved there is just one more qualification needed to meet requirements to be a PCMH.

Action:

Motion: Approve of Access to Clinical Advice Policy			
Made: M. Duncan		Second: M. Blasingim	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	10	0	0

Topic: Finance Report

Discussion: T. Stokes distributed the following reports: Charges 2017, Practice Performance Indicator Dashboard, April 2017 Year to Date analysis by Departments, FQHC Expenditures and Revenue graphs, Net Income and Loss graph, and Profit and Loss Comparison report.

T. Stokes reported that since the start of the new billing system (17 weeks) a total of \$1,780,799.36 has been billed to the insurance companies. FQHC Profit/Loss Comparison statement on a cash basis identifies income from medical services and expenses for staff, supplies, and other materials. April 2017 receipts were \$304,739.89. April expenses were \$298,141.45. April 2017 net income **\$6,598.44. FIRST TIME IN THE BLACK!** The committee also reviewed Practice Performance Indicator Dashboard spreadsheet that summarized charges, payments, adjustments and total account receivable made in March. Year to date Analysis by Departments report provides the same information as the Performance Indicator Report however this report shows charges, payments, adjustments and total account receivable in detail per each clinic.

J. Dake reiterated the need for the spreadsheets to be modified to show the total FTE's, which includes encounters per provider per hour, per clinic, should also be listed. This information would indicate the productivity of the providers. If the provider is not being productive then a plan needs to be initiated for improved productivity.

Action:

Motion: Approve Finance Committee Report			
Made: J. Dale		Second: E. Turner	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	10	0	0

Topic: April Quality Improvement Committee Report

Discussion: R. Meeker reported that the Quality Improvement committee met May 25th at 2:00 p.m. The committee members in attendance were Melisa Blasingim, Richard Meeker, Rebecca Anderson, David Grossman, Mike Smith, Madison Enderle and Jennifer McCloskey.

Topics discussed included: Clinical Quality Measures, Credentialing, Risk Management, Dental Blood Pressure and Patient Appointment Policies and PCMH.

Credentialing spreadsheet delineates who needs recertification. Credentialing of seven clinical staff was completed. All files were reviewed and verified that they reached all requirements of credentialing policy.

R. Meeker submitted the names of seven employees for approval by Board.

<ul style="list-style-type: none">Michelle Bauer, PHNYesika Fruto, Dental AssistantBarbara Stichter, Dental Hygienist	<ul style="list-style-type: none">Barbara Martin, Dental HygienistLinda Arrington, Dental AssistantAilene Johnson, Dental AssistantRobin Kramer, Dental Hygienist
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At upcoming Board meetings, the Quality Improvement Committee will be submitting 6-10 employees that need credentialing for approval until all have been certified.

Action:

Motion: Approve May 2017 Quality Improvement Committee Report			
Made: R. Meeker		Second: J. Dale	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	10	0	0

Topic: CEO Report

Discussion: D. Grossman reported that Velda Coleman, N.P. had begun and seeing patients. Her prescriptive authority from Michigan did not transfer to Ohio. She has to file paperwork and await approval from Ohio Medical Board. In the meantime Dr. Grossman is reviewing all patient charts and signing off on them. Her current schedule is 3 days at WLCC and 2 days downtown. J. Dale offered her personal experience with Velda Coleman and her special needs child and the exceptional care she received.

Action:

No Action Needed

Topic: Items for Discussion

Staff Interviews

J. Dale reported that at the co-applicant meeting members in attendance had different ideas on where problems exist in the health center. J. Dale recommended that a neutral party (J. Dale) interview staff members to identify where clinic problems exist. A list was provided by the Health Commissioner and the Health Center CEO. Approximately 12 staff members were interviewed. Since the Dental Clinic was closed the day of initial interviews additional six more staff members will be interviewed. About five questions were asked to the staff i.e. what do you think works well, what does not work, what could be done better?

Preliminary feedback from the interviews were done are as follows:

- Lack of Medical Assistants and Nurses
- Roles of Medical Assistants and Nurses (union contracts)
- Phone system (no phone tree, live person)
- Need receptionist at front to direct visitors
- Have clinic check ins within the clinics and not at the front desk
- Better signage to increase patient/visitor flow

Action:

J. Dale will compile the findings from the staff interview into short report for the Board members. J. Dale will speak with the IT department and start a plan of action for the telephone system.

Board Meeting at WLCC

M. Duncan made a motion to have the August FQHC Board Meeting at the Western Lucas County Clinic at 330 Oak Terrace Blvd., Holland, OH 43528. A map of WLCC will be put in the Board packets in July.

Discussion: Discussion on serving the community outside of the Health Center was discussed. Future discussion will take place on how to get the word out on what our health center offers. Rebranding was discussed to separate the health center from the health department.

Action:

Motion: August Board Meeting Location at WLCC			
Made: M. Duncan		Second: R. King	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	10	0	0

Topic: Adjournment

Discussion: J. Dake asked for a motion for adjournment at 4:27 p.m.

Action:

Motion: Adjournment			
Made: J. Dale		Second: A. Cipriani	
Members	Aye/Yea	No/Nay	Abstain
All Members Present	10	0	0

Next Scheduled Meetings:

Thursday, June 22, 2017 – 3:00 – 4:30 p.m.

Thursday, July 27, 2017 -3:00-4:30 p.m.

Thursday, August 24, 2017 -3:00-4:30 p.m.

Nancy Brown-Schott, Secretary

Date