



**Co-Applicant Board  
May 20, 2021  
Minutes**

The Knox County Community Health Center Co-Applicant board meeting was held May 20, 2021 at the Knox Public Health building and through the online platform Zoom. The following were in attendance:

<b>Board Members:</b>	<b>Knox County Public Health / Health Center:</b>
Nixon, Jay, President, Person	Belangia, Lane, CEO, Person
Lenthe, Jim, Person	Robinson, Stacey, Fiscal Supervisor, Person
Kurtz, Matthew, Person	Snyder, Nanette, Clinical Coordinator, Person
Jones-Perkins, Lori, Zoom	Thomas, Kristi, Administrative Assistant, Person
White, Bruce, Zoom	Mowry, Alayna, Communications Coordinator, Person
Wythe, Mike, Pro-Tem, Zoom	Frazee, Joyce, HR Director, Person
Burdette, Patricia, Person	
Hawkins, Todd, Zoom	
Hillier, Linda, Person	<b>Guests:</b>
Tope, Ann, Zoom	Lester, Kaden, Intern, Person
Tazewell, Peg, Secretary, Person	
<b>Absent:</b>	<b>Absent:</b>
Boyd, Jodi	Martinson, Ron, CMO, Zoom
	Miller, Julie, Health Commissioner

**1. Convention**

**1.1. Call to Order**

The Meeting was called to order by President, Jay Nixon, at 11:33a.m.

**1.2. Roll Call**

Attendance was taken by Kristi Thomas, administrative assistant at 11:34a.m.

**1.3. Acceptance of the Agenda**

Jay Nixon requested a motion be made to approve the agenda Jim Lenthe made a motion to accept the agenda. Peg Tazewell seconded the motion: in the negative; none. The agenda was approved.

**1.4. Approval of April 15, 2021 KCCHC Board Minutes**

Jim Lenthe made a motion to approve the April 15, 2021 KCCHC Board Minutes. Ann Tope seconded the motion; in the negative; none. The motion was approved.

**1.5. Public Participation**

**1.5.1. Kaden Lester**

*Lane Belangia: We want to welcome Kaden Lester to the Board, he is interning with Alayna Mowry in the PEP (planning, education, promotion) division.*

*Kaden Lester: Thank you for having me today.*

## **2. Special Reports**

### **2.1. Communications**

#### **2.1.1. Promotional Report**

#### **2.1.2. Marketing Report**

**Alayna Mowry reported:** Ladies Night Out in Danville, Ohio was a success. The Knox County Community Health Center showed up to support the community May 7, 2021. There were several promotional products that were handed out to ladies all over the county with the biggest hit item being a burlap bag that had the KCCHC logo on it. There were also cups, chap stick, magnets, flowers and ice-cream donated from Whitt's Frozen Custard (a local Frozen Custard shop in both Mount Vernon and Danville). The KCCHC booth was held out front of the Danville Community Health Center.

The contract with Burgie MediaFusion is on the board agenda for approval. This is to renew the same contract we have been utilizing with an additional section on website statistics (how people are finding the Health Center online).

*Lane Belangia: Thank you to Alayna for coordinating and setting up Ladies Night in Danville. We represented the Health Center very well.*

*For more detailed information, see Attachment 1 –[Promotional Report](#)*

*For more detailed information, see Attachment 2 –[Marketing Report](#)*

### **2.2. QI/Clinical**

#### **2.2.1. Clinical Report**

#### **2.2.2. QI Update**

**Nan Snyder reported:** This month we want to report on a program we are working on called Healow. Healow is a tool for communication between the Health Center and the patient. Not only is it a good communication tool, but it houses information patients can have access to such as: My Health Records, Labs, Medications, Messages, Trackers, Appointments, Referral Tracking, Immunization Administration and Patient Education. On April 5, 2021 federal rules implemented the Bipartisan 21<sup>st</sup> Century Cures Act specifying eight types of clinical notes are among electronic information that must not be blocked and must be made available to patients free of charge. To meet the interests of some patients, the rules allow specified exceptions.

The following conversation was recorded:

*Jay Nixon: Is this a third-party patient portal?*

*Nan Snyder: No, it's built within our EMR (electronic medical record).*

*Jay Nixon: My most important thought from a legal basis is getting our patient information hacked. Is this patient portal going to have top security?*

*Lane Belangia: We do an annual security risk assessment in order to ensure we are protected and our patient information is protected.*

*Jay Nixon: Does that come with some type of protection?*

*Lane Belangia: We are doing the most we can to protect our patient information with what is available to us resource wise.*

*Nan Snyder: This is going to be more secure than what we are using now because they can message us from the portal not through regular email. Communication will be more secure between the patient and the provider.*

*Alayna Mowry: Nan, you mentioned the messaging option. Is this a less expensive way to communicate with the patients?*

*Nan Snyder: Yes, this will be free compared to the \$0.05/message cost through eCW (eClinicalWorks).*

*For more detailed information, see Attachment 3 – [Clinical Report \(Healow\)](#)*

### **2.3. Dental Supervisor Report:**

#### **2.3.1. ODH X-Ray Inspection**

#### **2.3.2. Dental Supervisor**

**Lane Belangia reported:** The dental clinic in Danville is getting busier as our oral surgeon opens up for more hours and the dentist, Trista Mullins gets established in Danville. In lieu of a dental supervisor, myself has taken over that task until we get a dental supervisor hired. Kristi Thomas, my assistant took over the radiation protection inspection through ODH (Ohio Department of Health). The inspection came back better than expected. We had a few issues to take care of, but as of this morning we have become fully compliant with ODH in the area of radiation for Knox County Dental. We are talking internally with a dental employee about becoming the dental supervisor and entertaining the idea of hiring someone from outside the facilities.

### **2.4. Behavioral Health**

**Lane Belangia reported:** Our behavioral health department has been extremely busy as we currently have a 40 person wait list. We are in the process of hiring a new counselor. One has accepted an offer and will be starting soon. We have gone from one mental health provider to three within a short amount of time. The only thing keeping us from hiring more staff for the behavioral health department is the limitation of space within the current facility. The demand for providers in the counseling field is astronomical.

*Jay Nixon: Is that all services?*

*Lane Belangia: It's just mental health. We have done everything we can to get both mental health and SUD services. Paul Hart Ruthenbeck, our SUD counselor, does a great job of working hours outside of his schedule helping individuals within the community. Paul is still open for taking appointments and is still doing group support on Tuesday evenings at the Health Center.*

### **2.5. Finance**

**Stacey Robinson reported:** In the month of April the project income received (cash) was \$119,279.39. Wrap payments made up 13% of the monthly revenue and the fund balance at the end of April was \$501,812.66. The average days in AR (accounts receivable) was 74 days, two days less than last month at 76. Budget highlights for April, we have about \$60,000 more than last year at this time, the cash balance has gone up substantially and our expenses have increased.

*Lane Belangia: We got our updated letters from Fairway Capital and they can be found in the board packet. We got the phrasing changed like the board requested. The letter now says "If this occurs, you and your family could be dismissed from the practice" with a focus of making it seem less harsh to the patient.*

*Todd Hawkins: Like Lane said, we just changed the wording on this. These are minor word changes but are more accurate and less aggressive to the community we serve.*

*For more detailed information, see Attachment 4 – [Expense and Revenue Report](#)*

*For more detailed information, see Attachment 5 – [Finance Report](#)*

*For more detailed information, see Attachment 6 – [Budget Highlights](#)*

*For more detailed information, see Attachment 7 – [Monthly Scorecard](#)*

## 2.6. CEO Report

**Lane Belangia reported:** The Health Center is starting to re-open the building. In June we will be re-opening according to the CDC guidelines. The Health Center will begin strategizing with Public Health outreach nurses on how we can re-engage and become a provider for all the vaccines that come through the Health Department. Starting in June the Health Center will begin administering a large portion of the COVID-19 vaccine.

*Alayna Mowry: I do want to report that the last few COVID vaccination clinics we have been handing out post cards that has the Health Center phone number to call and schedule their second COVID vaccination.*

There will be two large budget submissions within the next 45 days. The first relates to the H8F recovery fund budget submission. This fund was accepted at the last board meeting and is for a two-year period. The budgeting will begin with expanding providers and staffing related to these positions: purchasing equipment and IT systems and processes, COVID response including vaccine provisions and the purchase of dental/medical suite items for expansion. The second budget will relate to the capital funding released totaling \$531,000, bringing renovations to the Danville Medical/Dental clinics. This project timeline is three years and will be released in September of 2021. The funding is purely capital and will cover the cost of renovations and/or adding space to clinical sites.

The Board of Health and Co-Applicant Board are going to be combining a future meeting. Joyce and myself, feel we should schedule a bi-annual meeting between the two boards. In addition, there will also be a survey going out from HRSA to go over with new board members. More information will be coming on the joint meeting and survey.

The Health Center received the most recent patient target count. When the Health Center started we (the board) predicted 3,709 patients individually in three years. We have seen tipple that amount.

### **The following discussion was recorded:**

*Nan Snyder: This is unique patients so that patient could be seen in the center several times. We are not counting visits just unique patients.*

*Matthew Kurtz: Our service area is not bound by county residents?*

*Lane Belangia: No, since we don't deny care we see patients from all parts of Ohio and even out of state.*

*Matthew Kurtz: With the dental surgery do we draw from all over Ohio?*

*Lane Belangia: HRSA will soon have us do MOA's (memorandum of agreement) in areas that we have patients coming from.*

*Patricia Burdette: In the CEO report it says that the combined meeting will occur June 23<sup>rd</sup>?*

*Lane Belangia: The combined meeting is being rescheduled and will not be done in June this year.*

*Jay Nixon: With the unique patients are we tracking if they are coming back for all their needs?*

*Lane Belangia: We do a great job with the numbers and where we fall short is the average patients comes about one visit a year. We are gradually moving toward the goal of center patient approach.*

*Nan Snyder: AZARA DRVS has a whole section for this, we are going to switch to it and get a better picture.*

*Lane Belangia: Dr. Martinson has been working with Nan on this and being proactive to get patients to comeback routinely. The things we are doing now are helping us get a good direction that will make us successful.*

*For more detailed information, see Attachment 8 – [CEO Report.docx](#)*

### **3. New Business**

#### **3.1. Finance**

##### **3.1.1. Income and Expense**

Jim Lenthe made a motion to accept the KCCHC April 15, 2021 Finance Report. Todd Hawkins seconded the motion: in the negative; none. The motion was approved.

#### **3.2. Contracts**

- 3.2.1.** Recommend the approval of the professional services contract with Burgie MediaFusion for marketing services including Monthly KPI Reporting and creating a postcard/magnet for KCCHC in the amount of \$495/month yearly maximum \$6,000, effective May 20, 2021 through November 20, 2021.

Matthew Kurtz made a motion to recommend to the Board of Health the approval of the professional services contract with Burgie MediaFusion for \$495/month yearly maximum \$6,000, effective May 20, 2021 through November 20, 2021. Mike Wythe seconded the motion: in the negative; none. The motion was approved.

- 3.2.2.** Recommend the approval of the professional services contract with Dr. Rodney Beckett, DDS, for dental services at \$70/hour and a yearly maximum at \$15,000 effective June 1, 2021 through May 31, 2022.

Peg Tazewell made a motion to recommend to the Board of Health the approval of the professional services contract with Dr. Rodney Beckett, DDS at \$70/hour and a yearly maximum of \$15,000, effective June 1, 2021 through May 31, 2022. Linda Hillier seconded the motion: in the negative; none. The motion was approved.

#### **3.3. Board Approvals**

- 3.3.1.** Grant temporary privileges to Lindsey Gilkey, ARNP-CNP for practice within scope as a Certified Nurse Practitioner in Family Practice at the Knox County Community Health Center for 90 days starting June 7, 2021.

Peg Tazewell made a motion to approve the Granting of Temporary Privileges to Lindsey Gilkey, ARNP-CNP, Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

- 3.3.2.** Grant temporary privileges to Dr. Rodney Beckett, DDS, for practice within scope as a Dentist at the Knox County Community Health Center for 90 days starting June 1, 2021.

Peg Tazewell made a motion to approve the Granting of Temporary Privileges to Dr. Rodney Beckett, DDS, Linda Hillier seconded the motion: in the negative; none. The motion was approved.

**3.3.3.** Accept funding from CareSource in the amount of \$5,000 for COVID response/relief. Matthew Kurtz made a motion to approve the acceptance of funding from CareSource in the amount of \$5,000 for COVID response/relief, Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

**3.3.4. Accept the following KCCHC policies as needed to meet the Standards of HRSA Health Center Compliance Manual**

- *Patient No-Show\_Administration (No Changes)*
- *Hours of Operation\_Administrative (No Changes)*
- *Grants Management (No Changes)*
- *Complaint & Grievance\_Quality Improvement (No Changes)*

Peg Tazewell made a motion to accept the following KCCHC policies as needed to meet the standard of HRSA Health Center Compliance Manual: Patient No-Show\_Administration, Hours of Operation\_Administration, Grants Management, Complaint & Grievance\_Quality Improvement, Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

**4. Board Information Non-Action Items**

**4.1. CEO has signed:**

- 4.1.1.** Contract with Nick Gotschall, LPCC for continued peer reviews for the mental health counselors at the KCCHC at a rate of \$100/hour and a maximum of \$2,000/year effective June 1, 2021 through May 31, 2022.
- 4.1.2.** CB Practice Solutions contract has been modified to reflect a rate of \$135/hour and yearly max not to exceed \$15,000.
- 4.1.3.** Mutual written consent with Centerprise Healthcare Services Billing, for the contract to auto renew on June 24, 2021 through June 24, 2024 with a collection fee of 7% of collection recoveries and special consulting requests fees starting at \$75/hour.

**5. Health Commissioner – Board of Health (BOH) Update**

**Joyce Frazee reported:** In efforts to support the Health Center the recommendation has been made to make Nan Snyder the QI Manager and to name an individual the Clinical Supervisor. Nan has done an amazing job with our EMR (electronic medical record), QI (quality improvement), and data points and is able to connect them to patient care. However, having the supervision of personnel is one more rather large task that can be removed and so we are currently speaking with some individuals who may fit the clinical supervisor role.

The Health Center has an interest in pursuing an agreement with Relias Company who provides a large electronic database of education/training modules, tracks needed or required continued education for employees, sends reminders to employees, and would streamline our continued education tracking for the human resource (HR) division. The system can also track other HR related items such as driver's licenses, conference attendance, etc. This system will save employees time and be much more efficient and effective. In addition, this system also helps track and assist with the credentialing and privileging process within the Health Center.

Recruitment and onboarding has become a large focus of the HR department. Moving forward we are looking to fill the following positions: HC Clinical Supervisor, Licensed Independent Social Worker, Certified Medical Assistant, two Administrative Assistants, maintenance/facility technician (contract position), and soon will be advertising for a dental hygienist for Knox County Dental.

May 14, 2021 was all-staff development day for the Health Center and Public Health. This took place at the Heartland Conference Retreat Center in Marengo, Ohio. The main focus was team building with several activities that demonstrated effective team work. The Health Center and Public Health side made videos displaying a “day in the life of” each employee.

Lane Belangia’s yearly evaluation will be brought to next months board meeting.

## **6. Adjournment**

Having no further business, Jay Nixon made a motion to adjourn the meeting. Matthew Kurtz seconded the motion; in the negative; none.

The meeting adjourned at 12:42 p.m.

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Jay Nixon  
President

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Mike Wythe  
Pro-Tem