

**Knox County Community Health Center  
Co-Applicant Board  
August 15, 2019  
Minutes**

The Knox County Community Health Center Co-Applicant board meeting was held August 15, 2019. The following were in attendance:

<b>Board Members:</b>	<b>Knox County Health Dept. Staff:</b>
Harry, L.J	Belangia, Lane, CEO
Hawkins, Todd, Treasurer	Hunter, Katie, Fiscal Coordinator
Kurtz, Matthew	Robinson, Stacey, Fiscal Supervisor
Lenthe, Jim	Mowry, Alayna, Marketing
Nixon, Jay, President	Phillips, Ashley, Administrative Assistant
Tazewell, Peg, Secretary	Phillips, Ashley, Administrative Assistant
Tope, Ann	Snyder, Nan, QI Coordinator/Clinical Supervisor
<b>Absent:</b>	<b>Guests:</b>
Cline, Jeremiah	Booth, Jacob, KCHD Intern
Hillier, Linda	Boyd, Jodie, Consumer
White, Bruce	
Wythe, Mike, Pro-Tem	

**1. Convention**

**1.1. Call to Order**

The meeting was called to order by President, Jay Nixon at 11:35 a.m.

**1.2. Acceptance of Agenda**

Ann Tope made a motion to accept the agenda. Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

**1.3. Approval of Minutes**

**1.3.1. Approval of July 18, 2019 KCCHC Board Minutes**

Jim Lenthe made a motion to approve the July 18, 2019 KCCHC Board Minutes. Ann Tope seconded the motion: in the negative; none. The motion was approved.

**1.4. Public Participation**

Jodie Boyd, a consumer of the Knox County Community Health Center and applicant for the Co-Applicant Board introduced herself and shared her interest in serving on the Co-Applicant Board.

## 2. Special Reports

### 2.1. Marketing / Public Relations Report:

**Alayna Mowry reported in addition to the written report:**

- Doctor, blood pressure, and Health Center were frequently-searched words as a result of the Spectrum ads (TV and digital).
- Health Center staff members have assisted in door-to-door promotion for the Danville Health Center.
- Patient Appreciation Day / Open-House at the Danville location is scheduled for Saturday, October 5<sup>th</sup> at Memorial Park from 11a-2p. In the process of confirming a ribbon cutting with the Knox County Chamber of Commerce on October 5<sup>th</sup>, prior to the open house. Co-Applicant Board members are invited to assist with the event, if interested. The Health Center will also be promoting its services at the Danville varsity football game the night prior.

*L.J. Harry: Where can we see these commercials?*

*Alayna Mowry: Discovery, Hallmark, A&E*

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

### 2.2. QI Coordinator Report:

**Nan Snyder reported in addition to the written report:**

- In working with Christina Bruckelmyer, the ECW Consultant, rules engines have been implemented to assist in properly scheduling appointments to create a better flow.
- New intake paperwork is now scanned in one time to a patient's chart, instead of five different times as it previously was. Board members shared that it took them approximately nine (9) minutes to complete the new intake paperwork.
- QI update: The Health Center previously was not in compliance with child BMI screening follow-up. The measure was previously at 0% up until Jun, 2019 when the measure rose to 50% and, now, the measure is adequately at 73%. Most of this can be contributed to properly entering data as providers had been performing follow-up care as needed to these individuals, but it wasn't properly documented to translate into being compliant.

*Jim Lenthe: This report shows that the total patient count has gone up quite a bit. Is this typical as the summer months are busier than winter months?*

*Lane Belangia: Yes. July is typically a busy month due to immunizations and sports physicals. But, overall, we are seeing an increased number of patients across the board.*

*Jim Lenthe: Is there a specific outreach mechanism that can be assumed for patient increase?*

*Lane Belangia: Perhaps it's word of mouth and/or social media.*

*Stacey Robinson: In 2019 we completed 198 sports physicals and last year, in 2018, we completed a total of 48 sports physicals.*

**Ashley Phillips, Administrative Assistant, shared a draft version of the updated Health Center's Patient Satisfaction Survey:**

- The Health Center must collect patient feedback on various measures, as required by HRSA. Some of these measures include: patient access to care (i.e. hours of operation are adequate to the patient population), fees for service (prices are fair, just, and affordable), timeliness to care, and positive staff environment.
- Previously, the Health Center had implemented multiple versions of the survey on a quarterly basis to collect required and valuable data. Multiple surveys had to be implemented as the survey would be too lengthy to fill out in one sitting or one survey.
- The Health Center's QI Committee has reviewed and revised the survey to implement one, consistent survey on a quarterly basis and electronically using a tablet. In doing so, results can be in real-time and more effective.
- Board members reviewed the survey Ashley presented and were invited to share feedback. Board members appreciated the new, comprehensive, but yet not lengthy survey. A few Board members noted they would email suggestions to Ashley.
- The next round of patient satisfaction surveys is scheduled to be implemented September 16-27, 2019 and will be shared with the Co-Applicant Board at the October board meeting.

*Lane Belangia: Similarly to what's been done in the past, the Co-Applicant Board will review the results of this survey to determine that the Health Center isn't creating barriers to care based on travel, location, cost of services, etc.*

**Jacob Booth, KCHD Intern, shared results from the Marketing Outreach Survey recently conducted:**

- Approximately 100 surveys were completed in the Health Center over a two-week time frame. Three questions were asked: 1. What type of services were being received; 2. How did one hear about the Health Center; 3. How would one like to be updated/informed of services provided at the Health Center.
- The survey found that 51% of patients completing the survey were on-site for a medical, dental, or counseling appointment, while 47% of them were for a sports physical or immunization visit. Note: multiple immunization and sports physical clinics were held during the survey implementation time period.
- 80% of patients reported social media, word of mouth, or already being an existing Health Center patient best described how they heard about the Health Center.
- Social media, website and emails are the top ways in which patients would like to be kept up-to-date with Health Center services.

- Overall, having a tablet significantly increased effectiveness of completing the survey.

*Julie Miller: Was the social media answer option broken out by specific platforms (i.e. Facebook, etc.)?*

*Jacob Booth: No, it wasn't.*

**Lane Belangia, CEO, shared summary results from the 2<sup>nd</sup> quarter peer review on behalf of Dr. Reed, Medical Director:**

- All dental providers' peer review is completed and satisfactory. Dr. Saale worked with Ashley Phillips to revise the Registered Dental Hygienist peer review form to keep in line with their scope of work. Dr. Saale completes peer reviews for both Registered Dental Hygienists and Dr. Aaron Lerg with Danville Family Dentistry, completes peer reviews for both dentists: Dr. Saale and Dr. Cheek.
- Behavioral Health providers' peer review have been completed, except for Paul Hart-Ruthenbeck, LCDC III as his peer reviewer, Michael Durham, is out of the office due to an illness. Paul's second quarter peer review will be completed and submitted with his 3<sup>rd</sup> quarter in October. Melissa Valentine's, LPCC, is reviewed by Nick Gotschall, LSC and Jessica Singrey, LPCC from The Freedom Center, is reviewed by Afet Kilinc, PhD, DCC-S.
- Medical providers' peer review is complete for Jacqueline Neighbarger, CNP, and Jennie McClain, DNP, both of which are reviewed by Dr. Reed. Amanda Poorman, Certified Nurse Midwife, is reviewed by Dr. Flammer but has not been completed yet. Dr. Reed will follow-up on Dr. Flammer's ability to continue peer reviewing and whether or not a new reviewer should be determined.

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

**2.3. Dental Supervisor Report:**

**Lane Belangia reported in addition to written Dental report:**

- A new EFDA (Expanded Functions Dental Assistant) has been hired and started August 13, 2019. This should increase Dr. Saale's efficiency in the dental clinic by, eventually, being able to double book and move back and forth between rooms with the two dental assistants.

*For more detailed information, see Attachment 3 – [Dental Supervisor Report](#)*

**2.4. CEO Report:**

**Lane Belangia reported:**

- CEO Report:

- Health Center staff are meeting consistently in preparation for the next HRSA on-site visit. They are reviewing one chapter per meeting to ensure all documents and materials are up-to-date and in compliance.
- Policies and procedures are under review and becoming organized.
- The total visit count from July to June was up 27%, totaling 723 patients. The Health Center had a total of 960 visits in July, which does reflect immunization and sports physical visits. Compared to the last three (3) months of operation, there was a 34% increase in total patient count. Overall, medical visits have increased 28%, dental visits have increased 14% and counseling has increased 19%. The Health Center is expanding and growing.
- Continue work with Christina Bruckelmyer, ECW consultant to create scheduling improvements, gather and set up accurate procedures for real time data, billing and claims processing. The Health Center has decided to forego attending the national ECW conference in October as it's more valuable to have Christina at the Health Center on-site to assist with ECW.
- Categorized insurance payer mix has been fixed in ECW and accurately displays patient payer mix. Medicaid patients account for 43% of the Health Center's patients (Ohio's average is 54%), Medicare patients account for 7.3% (Ohio's average is 11.3%). Plan to promote annual wellness checks and dental services to Medicare patients.

*Peg Tazewell: Do Amish naturally lower insurances percentages and raise the self-pay percentage?*

*Lane Belangia: Yes. The vast majority of Amish patients will pay either the nominal or total fee. Very few use the sliding fee scale.*

- Received the NOA (Notice of Award) for the non-competitive Integrated Behavioral Health. The original grant amount was \$145,000, but the Health Center received \$167,000, all of which is on-going funding. The Health Center looks to pursue hiring a patient care navigator, case manager and a LISW (Licensed Independent Social Worker). The IBHS grant will help offset the LISW costs until this person is fully credentialed with insurances.
  - NOA's for the New Access Point (NAP) grant and the Oral Health Infrastructure Grant (dental expansion) will be released on, or before, September 1, 2019.
- Monthly Scorecard:
    - Charges / claims billed increased from the prior month. Charges in July were \$285,513.62, while in June they were \$248,337. July's charges were also up from the 12-month average of \$245,932.

- Payments / cash received also increased from June. Payments were \$96,567.97, while in June they were \$88,403. July's payments were also up from the 12-month average of \$91,182.
- Current AR remains relatively the same. The average number of days in AR for the July report was 48 days.
- And, as mentioned before, insurance payer mix has been cleaned up in ECW, so patient payer mix is now accurate with 43% of Health Center patients having Medicaid and 7.3% having Medicare.

*For more detailed information, see Attachment 4 – [Monthly Scorecard](#)*

### **2.5. Finance Report:**

**Stacey Robinson reported in addition to the written report:**

- Wrap payments accounted for 25% of July's revenue, bringing in \$24,249.63.
- Received \$1,376.58 in the 340B account with three prescriptions being filled.
- The highest balance (\$199,042.75) in the AR breakdown by date range is in the 0-30 days, which is ideal.
- The IBHS (Integrated Behavioral Health Services) grant NOA became effective August 1, 2019.

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

## **3. New Business**

### **3.1. Finance**

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

Ann Tope made a motion to accept the KCCHC July 2019 Finance Report. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

### **3.2. Contracts**

**3.2.1. Recommend approval to increase the maximum amount with CB Practice Solutions for an additional \$10,000 with the same hourly rate of \$135, effective September 1, 2019 through May 22, 2020**

Matthew Kurtz made a motion to recommend approval to increase the maximum amount with CB Practice Solutions for an additional \$10,000 with the same hourly rate of \$135, effective September 1, 2019 through May 22, 2020. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

*Lane Belangia: When this contract was first approved by the Board of Health, a maximum amount of \$5,000 was decided. After working with Christina, we need to expand this maximum amount to realistically accomplish fixes and training within ECW. Again, it was decided to*

*forego the ECW national conference in October and instead, have a greater return-on-investment by expanding this contract.*

**3.2.2. Recommend approval of agreement with Catalyst Life Services for interpretation services with a yearly maximum of \$2,000, effective August 12, 2019 and remains ongoing.**

Peg Tazewell made a motion to recommend approval of agreement with Catalyst Life Services for interpretation services with a yearly maximum amount of \$2,000, effective August 12, 2019 and remains ongoing. Ann Tope seconded the motion: in the negative; none. The motion was approved.

**3.2.3. Accept approval of Letter of Commitment with Yellowbird Foodshed for the Produce Prescription Program for a maximum amount of \$4,000 paid out of the Creating Healthy Communities grant.**

Bruce White made a motion to accept approval of Letter of Commitment with Yellowbird Foodshed for the Produce Prescription Program for a maximum amount of \$4,000 paid out of the Creating Healthy Communities grant. Jeremiah Cline seconded the motion: in the negative; none. The motion was approved.

### **3.3. Board Approvals**

**3.3.1. Approval of Credentialing and Granting Privileges to practice in the Knox County Community Health Center for Dr. Daniel Saale, DDS.**

Jim Lenthe made a motion for approval of credentialing and granting privileges to practice in the Knox County Community Health Center for Dr. Daniel Saale, DDS. Ann Tope seconded the motion: in the negative; none. The motion was approved.

*Ashley Phillips: When a new provider comes on staff at the Health Center, as CEO, Lane Belangia can grant temporary practicing privileges for them to practice in the Health Center for 120 days. During this time, various documents (i.e. transcripts, competency assessments, certifications) are collected to assure compliance and adequate education. Once these documents have been collected and reviewed, our Medical Director, Dr. Larry Reed, recommends credentialing and granting privileges to the Co-Applicant Board for such provider. At this time, all documents are collected and have been reviewed for accurateness for Dr. Saale and Anna-marie Magers, Registered Dental Hygienist.*

**3.3.2. Approval of Credentialing and Granting Privileges to practice in the Knox County Community Health Center for Anna-marie Magers, RDH.**

Ann Tope made a motion for approval of credentialing and granting privileges to practice in the Knox County Community Health Center for Anna-marie Magers, RDH. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

**3.3.3. Approval to appoint Jodie Boyd, Consumer, to the Knox County Community Health Center Co-Applicant Board for a 5-year term, effective September 1, 2019.**

Peg Tazewell made a motion for approval to appoint Jodie Boyd, Consumer, to the Knox County Community Health Center Co-Applicant Board for a 5-year term, effective September 1, 2019. Matthew Kurtz seconded the motion: in the negative; none. The motion was approved.

*Jay Nixon: Jodie, welcome to the Co-Applicant Board.*

*Jodie Boyd: Thank you. I am looking forward to serving on the board. I am a consumer and an employee in the community and my family and I are in the process of adopting a child. Until we were referred for services here, we had no idea all of the services that the Health Center and Health Department provides.*

**3.4. Board Information**

**3.4.1. CEO has granted temporary privileges for Jessica West, Expanded Functions Dental Assistant (EFDA) to practice for 120 days in the Community Health Center, commencing August 13, 2019.**

*Lane Belangia: As Ashley described earlier, I typically grant temporary privileges to new providers in the Health Center. Jessica started on Tuesday, August 13, 2019.*

**4. Health Commissioner – Board of Health Update**

**Julie Miller, Health Commissioner, reported:**

- Welcomed Jodie Boyd to the Co-Applicant Board.
- Suggests the Co-Applicant Board take part in a Public Health 101 training.
- The new fiscal software allows for tracking of staff members time and plans to keep an eye on fiscal, marketing and administrative support services/time provided to the Health Center to ensure accurate and adequate amounts are being covered where they should be.
- Continue to look at and discuss the Siemens property. Local social service agencies are interested in sharing space, but will take these into consideration as to not pull away from services provided by the Health Department and/or the Health Center.
- Joe Porter is the newest member of the Board of Health. Joe is the former Fire Chief of the Central Ohio Joint Fire District. Joe has experience in township and local government, both of which are helpful attributes to the Board of Health.



- Zach Green now serves as the Interim Administrative Services and Operations Director. Stacey Robinson is the Fiscal Supervisor, overseeing fiscal operations for the Community Health Center and Katie Hunter is the Fiscal Coordinator, overseeing fiscal operations for Public Health / Knox County Health Department.
- The number of Lyme disease cases continues to rise. Twenty (20) cases have been confirmed thus far in Knox County for 2019. This is the highest number on record. “Tick Smart” cards are available with helpful information on how to properly remove ticks, etc.
- One Lacrosse case has been confirmed in Mount Vernon and the Environmental Health division of the Health Department will be spraying for mosquitos within the next week. Environmental Health also had an intern this summer who trapped many mosquitos, tracking for the West Nile virus. No viruses were found.
- Back-to-school vaccines are keeping Health Center staff busy. Flu vaccines will be available within the coming weeks.
- A legislative bill is in the works to allow podiatrists (foot doctors) to administer flu vaccines.

## 5. Adjournment

Being no further business and with the end of the agenda being reached, President Jay Nixon declared the meeting adjourned.

The meeting adjourned at 12:26 p.m.



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Jay Nixon  
President



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Peg Tazewell  
Secretary

