

Knox County Community Health Center
Co-Applicant Board
 June 20, 2019
 Minutes

The Knox County Community Health Center Co-Applicant board meeting was held June 20, 2019. The following were in attendance:

Board Members:	Knox County Health Dept. Staff:
Hawkins, Todd	Belangia, Lane, CEO
Hillier, Linda	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	Snyder, Nan, QI Coordinator/Clinical Supervisor
Wythe, Mike	
Absent:	Guests:
Cline, Jeremiah	Alden, David, Knox County Juvenile Court Intern
Harry, L.J.	Berger, Brett, KCHD IT
Kidd, Diana	Booth, Jacob, KCHD Intern
Tope, Ann	Frazee, Joyce, KCHD HR Supervisor
White, Bruce	Green, Zach, Interim Admin./Ops. Director
	Harmer, Jeff, Board of Health
	Pacetti, David, Consumer
	Saale, Daniel, DDS, Community Health Center Dentist

1. Convention

1.1. Call to Order

The meeting was called to order by President, Jay Nixon at 11:45 a.m.

1.2. Acceptance of Agenda

Jim Lenthe 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 May 16, 2019 KCCHC Board Minutes

Mike Wythe made a motion to approve the June 20, 2019 KCCHC Board Minutes. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

1.3.2. Approval of May 16, 2019 KCCHC Finance Committee Minutes

Peg Tazewell made a motion to approve the June 20, 2019 KCCHC Finance Committee Minutes. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

1.4. Public Participation

David Alden was introduced as a summer intern at Knox County Juvenile Court, working directly with Jay Nixon, Juvenile Court Judge and President of the Co-Applicant Board.

Dr. Saale, DDS, also introduce himself as the Community Health Center's new dentist. Dr. Saale's first day at the Health Center was May 13, 2019. He previously worked in private practice and corporate dentistry. Dr. Saale noted he's had a good experience thus far at the Health Center and is looking forward to making the dental clinic successful.

2. Special Reports

2.1. Marketing / Public Relations Report:

Alayna Mowry reported in addition to her written report:

- Advertising via Spectrum Reach through TV commercials. This is the biggest and most expensive campaign run thus far. Advertisements begin July 1st and will run 6p-Midnight on the following channels: AMC, Discovery, A&E, and Hallmark

Jay Nixon: Are these advertisements tailored to a certain geographical area?

Alayna Mowry: Primarily a region that covers all of Knox County.

For more detailed information, see Attachment 1 – Promotional Report

2.2. QI Coordinator Report:

Nan Snyder reported in addition to her written report:

- July has been a learning opportunity for Nan as she learns the QI Coordinator role, QI workplan and UDS measures.
- One correction on the written report: total patient number for May should reflect 446 not 542.
- Year to date, 35.35% of Community Health Center patients use the sliding fee scale at the 100% or below level.
- Patient Satisfaction surveys were administered late May/early June for a total of 29 surveys collected. This number reflects 10% of the patients that were seen over this time period. Overall, the Health Center has a 4.5/5 satisfaction rate. 100% of respondents would recommend the Health Center to family/friends.

For more detailed information, see Attachment 2 – QI Coordinator Report

For more detailed information, see Attachment 3 – Poverty Scale Report

For more detailed information, see Attachment 4 – Patient Satisfaction Report

2.3. Dental Supervisor Report:

No report in addition to Laura Nance’s written report

For more detailed information, see Attachment 5 – Dental Supervisor Report

2.4. CEO Report:

Lane Belangia reported in addition to the written report:

- **CEO Report:**
 - Lane complimented Nan on doing a great job with her new role. Huge strides have been made with the Health Center’s electronic medical record. This creates quality, concise data that can be shown to the Co-Applicant Board. It’s important for the board to see growth and progress happening meeting the numbers that were submitted to HRSA.
 - Most patients that are being seen at the Health Center are at or below the 100% poverty level. These are the patients that should absolutely be receiving care at the Health Center.

- **Monthly Scorecard:**
 - Fiscal numbers are beginning to be where they need to be. Most dental patients have Medicaid and medical visit counts continue to climb, both of which can increase financial gain.
 - The average days in AR (accounts receivable) continues to decrease and is currently at 43 days. The goal is 35-45 days, but this is the first time the agency has been this low.
 - Charges / Claims Billed: This reflects the total amount of money billed out. The majority of this will reflect real-time as billing staff get up and running.
 - Payments / Cash Received: \$87,000 is the average. The Health Center needs to bring in approximately \$85,000-\$90,000/month to cover and offset employee and fringe costs.

Linda Hillier: Do we know what percentage of Knox County residents are below poverty level?

Lane Belangia: It’s hard to say exactly. Matt and Peg might have better numbers. I can say that 61,000 people reside in Knox County. Of those 61,000 approximately 21,000 meet our federal poverty guidelines and should be receiving care here at the Health Center. I’d say approximately ¼ - 1/5 of the population.

Peg Tazewell: 22% of Head Start kids are at or below the 100% poverty level. The last I saw it was 14.5% of the whole population.

Matthew Kurtz: I think the number of patients who are in the 200% range is encouraging. Medicaid goes to 300%. A lot of people in the 150-200 lower end are working families, but have higher deductibles. Having an option to receive care at the Health Center and use the sliding fee scale is a wonderful access point.

Nan Snyder: I give credit to our Administrative Assistant's. They ask such questions that achieve the goal of getting patients to use the sliding fee scale when appropriate.

Lane Belangia: I would encourage the board to listen to what Peg says and direct me as CEO to explore the pockets of poverty, such as where, who, what it is in the community that we need to reach to help people obtain access to care.

- Monthly Scorecard Continued:
 - Patient Payer Mix: Typically, a health center would want to see the vast majority of Medicaid patients. Ohio is an expansion state, so it's expected that numerous Community Health Center patients have Medicaid. The Health Center reports that 38.52% of patients have Medicaid, which is generally low for a health center in rural Ohio. The average for Ohio health centers is 49-50%. Specifically, Lane noted increasing Medicare and Medicaid patient numbers.

- 340B Update:
 - Last month the Health Center signed a contract with Walmart, Inc. for 340B. This should take effect late Fall of 2019. Walmart reflects 40% of the Health Center's prescriptions.
 - Medicaid patients currently don't qualify to use 340B, but legislatively there may be action to allow them to be "carved in". The Health Center has received a few payments thus far, but nothing major.
 - Planning to educate staff on how 340B works and promoting the use of it when applicable.

For more detailed information, see Attachment 6 – CEO Report

2.5. Finance Report:

Stacey Robinson reported in addition to the written report:

- Stacey will now serve as fiscal representative for the Community Health Center and Katie Hunter will serve as the fiscal representative for the Board of Health. Stacey will also serve as direct supervisor for the Administrative Assistants at the front window in the Health Center.
- Total project income for the month of May was \$135,303.05. Wrap payments accounted for 21% of the month's revenue. Cash balance at the end of May was \$79,885.76. This does not include money from the HRSA grant.

For more detailed information, see Attachment 7 – Finance Report

3. New Business

3.1. Finance

3.1.1. Income and Expense

Peg Tazewell made a motion to accept the KCCHC May 2019 Finance Report. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

3.2. Contracts

3.2.1. Recommend MOA approval with Dr. Aaron Lerg, DDS, to peer review and provide quality assurance of patients receiving dental services at the Knox County Community Health Center, effective June 27, 2019 and remains ongoing.

Peg Tazewell made a motion to recommend MOA approval with Dr. Aaron Lerg, DDS, to peer review and provide quality assurance of patients receiving dental services at the Knox County Community Health Center, effective June 27, 2019 and remains ongoing. Mike Wythe seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: This is replacing Dr. Glibert's MOA since Dr. Glibert has since retired and moved out of the state. Dr. Lerg bought Dr. Glibert's dental practice in Danville, so we are fortunate that Dr. Lerg is willing to continue peer reviewing for us.

3.3. Board Approvals

3.3.1. Accept the resignation of Diana Kidd, Consumer, from the Knox County Community Health Center Co-Applicant Board, effective June 1, 2019.

Mike Wythe made a motion to accept the resignation of Diana Kidd, Consumer, from the Knox County Community Health Center Co-Applicant Board, effective June 1, 2019. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: Unfortunately Diana has experienced some personal issues. We do have a few female, consumer board members in mind that are interested in serving on the board. Hopefully we'll have an update at the next board meeting. Ashley is sending around a thank-you card for Diana that I'd encourage board members to sign.

3.3.2. Approval to appoint Matthew Kurtz, Mike Wythe, and President Jay Nixon to serve on the personnel committee for the Knox County Community Health Center Co-Applicant Board.

Peg Tazewell made a motion for approval to appoint Matthew Kurtz, Mike Wythe, and President Jay Nixon to serve on the personnel committee for the Knox County Community Health Center

Co-Applicant Board. Mike Wythe seconded the motion: in the negative; none. The motion was approved.

3.3.3. Approval to re-appoint Jim Lenthe to the Knox County Community Health Center Co-Applicant Board for a 5-year term effective June 1, 2019.

Matthew Kurtz made a motion for approval to re-appoint Jim Lenthe to the Knox County Community Health Center Co-Applicant Board for a 5-year term effective June 1, 2019. Mike Wythe seconded the motion: in the negative; none. The motion was approved.

Jay Nixon: Jim, confirming you are willing to accept this appointment?

Jim Lenthe: Yes.

3.4. Board Re-Organization

3.4.1. Election of Officers

Matthew Kurtz made a motion to nominate the current slate of officers to remain for the 2019-2020 board. Jim Lenthe seconded the motion, in the negative; none. The motion was approved.

- Jay Nixon, President
- Todd Hawkins, Treasurer
- Peg Tazewell, Secretary

President Jay Nixon assigned Todd Hawkins, Treasurer, as Chair of the Finance Committee.

3.4.2. Approval of Community Health Center Co-Applicant Board meeting schedule – Day and Time (July 2019 – June 2020)

Mike Wythe made a motion to approve the Community Health Center Co-Applicant Board meeting schedule – Day and Time (July 2019 – June 2020) as follows: The Community Health Center Co-Applicant Board will meet monthly on the third Thursday of the month @ 11:30 a.m. Jim Lenthe seconded the motion, in the negative; none. The motion was approved.

3.5. Board Information

3.5.1. Board Training: Expanding Hours of Operation Training

- CEO submitted a change-in-scope (CIS) to HRSA to move from 41 hours to 45.75 hours / week to accommodate Dr. Saale's, DDS, schedule
- HRSA Compliance Manual
- HRSA Site Visit Protocol
- Knox County Community Health Center Needs Assessment

- Form 5B

Lane Belangia: Last month the board granted the CEO to investigate the hours of operation along with a board training regarding changing hours of operation. This is the standard process for expanding hours of operation and completing a change in scope.

- Access to care, which includes hours of operation, is evaluated to ensure the Health Center is accessible at convenient times for the population served.
- The board reviewed Chapter 6: Accessible Locations and Hours of Operation from the Health Center Program Compliance Manual.
- Previously, hours of operation totaled 41 hours as the Administrative Assistant's stagger their lunch times so that the Health Center is only closed 15 minutes each day.
- The board reviewed the needs assessment which demonstrated the need for expanding hours of operation.
- Lastly, Lane Belangia, CEO, reviewed the Accessible Locations and Hours of Operation Site Visit Protocol with the board which depicts HRSA's process for examining accessibility a center's hours of operation during their on-site visit.

Board Discussion regarding the Patient Satisfaction Survey:

Jay Nixon: I've noticed there aren't complaints saying that services are too expensive. Do we have feedback on the sliding fee scale or the nominal fee for services?

Lane Belangia: Yes. We know that for some clients, it's challenging for them to pay the nominal fee. I think our numbers are what we can accommodate for at this time. The bare minimum for FOHC's is 200%. As our financials improve, I would encourage the board to consider increasing the sliding fee scale beyond 200% or restructuring the nominal fee. Moving forward, we should be able to give the board real data as to what it costs for patient care and what we have to offset this expense. Moving forward, the board should guide this conversation and determine what we can or should do.

Matthew Kurtz: What happens if someone can't pay the sliding fee scale minimum?

Lane Belangia: If they can't pay and we have done our due diligence ensuring that they cannot pay by collecting proof of income, the CEO can sign off and determine that they are a non-pay patient for a certain amount of time.

Matthew Kurtz: So they aren't refused care.

Lane Belangia: Correct, we are not allowed to refuse care.

Stacey Robinson: We also have the ability to set up a payment plan with the patient as well.

Lane Belangia: I think it's intriguing to examine demographics of clients that are non-pay. Many people that use the sliding fee scale are working parents / patients that cannot afford healthcare. Most of the time, however, patients are able to pay the nominal fee.

Jay Nixon: Other than payments, I don't think I've ever seen any negative comments regarding staff. We continuously receive great comments on the staff and the positive experience patients have. I speak on behalf of the board here and thank you for all that you do.

3.5.2. CEO has granted temporary privileges for Anna-Marie Magers, Dental Hygienist, to practice for 120 days in the Community Health Center, commencing June 17, 2019.

4. Health Commissioner – Board of Health Update

Joyce Frazee, HR Supervisor, reported:

- Board of Health members and Health Department Leadership Team recently toured the Siemens building and continue to discuss options at that location

Lane Belangia: There aren't a lot of options for relocation around this area. We are doing our best to relocate and keep the Health Center within the Knox County Health Department. The Siemens building is a great opportunity and gives us the ability to partner with other social service, public agencies.

Mike Wythe: What Siemens building is this?

Lane Belangia: It's across the street from the credit union on West Chesnut Street.

5. Executive Session

At 12:36 p.m. Mike Wythe made a motion to enter into executive session for the purpose of employee compensation. Matthew Kurtz seconded the motion. On roll call the following voted in the affirmative: Todd Hawkins, Linda Hillier, Matthew Kurtz, Jim Lenthe, Jay Nixon, Peg Tazewell, and Mike Wythe; in the negative, none. The motion was approved. Joyce Frazee, Human Resource Supervisor and Zach Green, Interim Administrative and Operations Director, were invited to attend the executive session.

At 12:50 p.m. Jim Lenthe made a motion to return to regular session. Mike Wythe seconded the motion. On roll call the following voted in the affirmative: Todd Hawkins, Linda Hillier, Matthew Kurtz, Jim Lenthe, Jay Nixon, Peg Tazewell, and Mike Wythe; in the negative, none. The motion was approved.

Linda Hillier made a motion to recommend approval to the Board of Health an annual salary increase of 4% and two additional days of personal time or sixteen hours for Lane Belangia, CEO, to take effect June 29, 2019. The Board also recommends this to be re-evaluated in six months with consideration of an additional salary increase.

6. Adjournment

Being no further business, Mike Wythe made a motion to adjourn the meeting. Matthew Kurtz seconded the motion; in the negative, none. The motion was approved.

The meeting adjourned at 12:52 p.m.

A handwritten signature in blue ink, appearing to read "Jay Nixon", written over a horizontal line.

Jay Nixon
President

A handwritten signature in blue ink, appearing to read "Peg Tazewell", written over a horizontal line.

Peg Tazewell
Secretary

