

**Knox County Community Health Center
Co-Applicant Board
October 17, 2019
Minutes**

The Knox County Community Health Center Co-Applicant board meeting was held October 17, 2019. The following were in attendance:

Board Members:	Knox County Health Dept. Staff:
Boyd, Jodie	Belangia, Lane, CEO
Hawkins, Todd, Treasurer	Hunter, Katie, Fiscal Coordinator
Hillier, Linda	Mowry, Alayna, Marketing/Public Relations
Lenthe, Jim	Phillips, Ashley, Administrative Assistant
Nixon, Jay, President	Reed, Dr. Larry, Medical Director
Tazewell, Peg, Secretary	Snyder, Nan, QI Coordinator/Clinical Supervisor
Tope, Ann	
Wythe, Mike, Pro-Tem	
Absent:	
Cline, Jeremiah	
Harry, L.J.	
Kurtz, Matthew	
White, Bruce	

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

Todd Hawkins made a motion to accept the agenda. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

Peg Tazewell entered the meeting at 11:36 a.m.

1.3. Approval of Minutes

1.3.1. Approval of September 19, 2019 KCCHC Finance Committee Minutes

Mike Wythe made a motion to approve the September 19, 2019 KCCHC Finance Committee Minutes. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

1.3.2. Approval of September 19, 2019 KCCHC Board Minutes

Ann Tope made a motion to approve the September 19, 2019 KCCHC Board Minutes. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

1.4. Public Participation - None

2. Special Reports

2.1. Promotional Report:

Alayna Mowry reported in addition to the written report:

- The Danville Community Appreciation Day was held on Saturday, October 5, 2019 with over 100 attendees.
- Friday, November 22, 2019 is the tentative date for the Danville clinic Ribbon Cutting with the Knox County Chamber of Commerce. The Health Center is partnering with Conway's Pharmacy, located right next to the clinic.
- Spectrum search and TV ads continue to be well received. The Health Center has experienced a 4-9% click-through rate when typically the average is 2%.
- A few upcoming events the Health Center will be participating in to promote services:
 - Tuesday, October 22, 2019: Kroger Kids Night Out- staffing a game station with small Health Center promotional items
 - Saturday, Oct. 26, 2019: Ariel Foundation Park Trick or Treat: popcorn with sticker message to encourage dentist appointments
 - Danville Trick or Treat: Thursday, Oct. 31, 2019: popcorn with sticker message

Todd Hawkins: *What is the Kroger event?*

Alayna Mowry: *Children can trick or treat around the store. Kroger and other community agencies provide candy and activities for the children. Kroger asked us specifically to be involved.*

Peg Tazewell: *What is the date?*

Alayna Mowry: *I will email the dates for each event.*

Lane Belangia: *I want to thank Alayna for all of her efforts with the Danville Community Appreciation Day. It was a lot of work and the event was pulled together nicely.*

Jim Lenthe: *Alayna, there are many avenues for marketing. Is there anything specifically you think we should be doing more of marketing wise?*

Alayna Mowry: *I'd like to do more billboards. We've seen success with billboard campaigns with the Health Department's tobacco cessation program. Billboards are very expensive, though.*

Jim Lenthe: *Maybe we could partner with another agency to split the cost of the billboard?*

Jay Nixon: *First Knox National Bank has quite a few billboards around Knox County. Perhaps they would be willing to sponsor a billboard for us.*

Todd Hawkins: *Yes, I can check with our (First Knox National Bank) marketing department and I'll get in touch with you, Alayna.*

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

2.2. QI Coordinator / Clinical Supervisor:

Dr. Reed, Chief Medical Officer, shared the following:

- **Quarterly Quality Measures:**
 - This is a rolling snapshot of 3rd quarter progress for UDS measures in 2019.
 - No data for prenatal care as the Certified Nurse Midwife hasn't been out of the office quite a bit
 - The Health Center has achieved a 100% compliance rate for the 2nd and 3rd quarters. However, this measure will be retired in 2020 for UDS reporting.
 - Hypertension screening and numbers have increased slightly to 52%, but are not at the 2019 target of 65%. New patients being seen for the first time at the Health Center attribute to the 3rd quarter percentage.
 - Cervical cancer screening dropped from 48% to 44% in the 3rd quarter. Again, this is due to the Certified Nurse Midwife not seeing as many patients within the Health Center.
 - Tobacco screening continues to do well as the 3rd quarter had a 100% compliance rate.
 - Tobacco intervention drastically improved in the 3rd quarter to 83% compared to the 2nd quarter's percentage of 66.
 - Six patients have pending cologuard tests waiting to be turned back in. The Health Center's percentage of compliance remains the same at 24%. No exclusions, or patient refusals, can be accounted for in this measure.
 - The diabetes and A1C measure has increased to 44% for the third quarter, which is above the target of <35%. The Health Center saw an influx of new patients throughout this quarter and, therefore, those patients working towards a better A1C are not accounted for at this time.
 - Depression screening is close to the goal of 100% (95% for this quarter). Pre-existing depression is excluded from this measure.
 - Vaccinations continue to be a struggle to achieve the goal percentage. Patients must receive all vaccinations by age 2. If they don't have all vaccinations, they are not accounted for in this measure.
 - The Health Center is doing well with documentation and counseling related to adolescent BMI. The goal percentage hasn't been achieved yet, but there is a QI project targeted at this measure.
 - Adult BMI documentation and counseling is also doing well with a 98% intervention rate.
 - The coronary artery disease measure has been revised to include LDL, diabetes and hyperlipidemia family history as contributing factors.
 - Antithrombotic prescription measure is above the projected goal at 86%.
 - Dental sealants are also above the target at 72%. This measure will also be revised in 2020 to account for 0-20 year old fluoride application instead of just dental sealants. Fluoride can be applied by hygienists whereas sealants must be applied by the Dentist.

- Overall changes for UDS 2020: Retiring the asthma measure, revisions to dental and HIV measures, and six additional measures will be added. A few Health Center staff are attending a UDS conference sponsored by OACHC in December. Additional information to come as it's available.

Lane Belangia: The target column was determined initially without any comparison data. In two years, we will complete another Service Area Competition grant (SAC) and can adequately determine target percentages for each measure as comparison data will be available. Target measure can be adjusted realistically. Overall though, measures have vastly improved from 2018 to 2017.

Peg Tazewell: Do you have access to federal data showing what other FQHC's have improved upon within the last reporting period?

Lane Belangia: The state and federal government releases a UDS report. Most of are measures coincide with state and national averages.

Peg Tazewell: I would assume other FQHC's are struggling with the immunization measure?

Dr. Reed: Yes. OACHC reported that other FQHC's are also struggling with the cervical cancer screening. 2018 is the latest state UDS data available and that's how we came up with our 2019 target measures.

- Quarterly Peer Review:

- 10 providers were reviewed for the 3rd quarter. All peer reviews went well and constructive criticism was provided, but limited. Overall, the providers are ensuring good, quality care.

Lane Belangia reported on Patient Satisfaction Survey Results:

- 25 surveys were completed in its entirety over a two-week period.
- On average, patients rated the services, cost, and clinical environment as “excellent”.
- Nearly 80% of patients consider the Health Center their medical home. 92% would recommend the Health Center to their family and friends.
- All patients felt the facility was clean, accessible, and comfortable.
- 80% rated the Health Center's hours of operation as being “excellent” and working for their schedule.
- 96% felt the care is worth the fee and 56% of patients indicated they did not have problems being able to pay for their visit.
- In an effort to increase the return rate, surveys were administered via two tables throughout the Health Center as they were checking out.
- Lane also noted the fees are being adjusted to decrease from the 250% current fee schedule. This will reduce fees for service for private pay / cash pay patients won't have such a high fee. Health Center staff ensure they communicate payment options such as payment plans, minimal fees for service and, when appropriate, the CEO can waive the fee for care. Care is not denied due to inability to pay.

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

For more detailed information, see Attachment 3 - [Summary of 3rd Quarter Quality Measures 2019](#)

For more detailed information, see Attachment 4 - [Patient Satisfaction Survey Summary](#)

2.3. Dental Supervisor Report: No addition to written report

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

2.4. CEO Report:

Lane Belangia reported in addition to the written report:

- Beginning in 2020, both dental hand pieces and motors are required to be sanitized
- Dental department has started to conduct CARIES risk assessment indicating if an individual is low, moderate, or high risk. If the individual is moderate or high, sealants are recommended and discussed with the patient. Conducting caries risk assessments are a part of UDS measures.
- Eventually the dental department plans to conduct periodontal screenings. This will be discussed with the board in the near future.

For more detailed information, see Attachment 6 – [Dental Supervisor Report](#)

2.5. CEO Report:

Lane Belangia reported in addition to the written report:

- **CEO Report:**
 - In the process of completing and submitting the Budget Period Progress Report (BPR) in the electronic handbook (EHB). Various grant applications and reports are submitted through EHB. This report is due in November and is reflective of where the Health Center was in 2017, 2018, where it's been in 2019 and it must justify performance. This report is completed annually, but is competitive every three years. The competitive report is referred to as the Service Area Competition (SAC).
 - In 2017, the Health Center had 628 medical appointments. This number increased to 1,069 in 2018. The Health Center is at 82.10% of meeting the projected number of patient by 2021 of 1,302.
 - In 2017, the Health Center had 1,985 dental appointments. This number increased to 2,257 in 2018. Currently, the Health Center has achieved its projected number of patients (2,232) by 2021. The Health Center is at 101.12% of the projected number.
 - For behavioral health services, there were 21 appointments in 2017, 133 appointments in 2018 and the Health Center is currently at 71.51% of

reaching its goal of 186 patients by 2021. All numbers account for new patient visits.

- At the end of 2018, the Health Center was 84.65% percent on its way to achieve the goal of 3,760 unduplicated patients. Currently, as of October 17, 2019, the Health Center has 4,259 unduplicated patients.

Mike Wythe: When the Danville operation is brought into scope, will our projected numbers need to be adjusted?

Lane Belangia: No. They would be adjusted if we were to receive additional funding (New Access Point grant).

- Lane is in the process of completing a Change in Scope. Based on the Co-Applicant Board and Board of Health's initial approval, this request was submitted, but additional documents have been requested by HRSA. This request will be re-submitted. Once approved, the Danville operation can be brought into scope within 30 days. Additionally, once Danville is brought into scope, there are approximately \$50,000 in accounts receivable that can be back-billed. By bringing Danville into scope and providing services there, it's created additional space in the current facility, which is needed.
- Dr. Cheek, the contracted Oral Surgeon has decreased his monthly hours in the Health Center for the remainder of 2019. However, the Health Center will look to increase his hours in 2020 and potentially have him assist with services in Danville.

Nan Snyder entered the meeting at 12:14 p.m.

- Monthly Scorecard:
 - Charges / claims billed increased drastically in September compared to August. All services in the Health Center were busier and more dental patients/visits can be accommodated with two dental assistants on staff. The Health Center had \$338,697.49 charges / claims billed in September.
 - Payments / cash receive also continues to trend upward as well. The Health Center had \$114,700.39 in September, but from \$112,036 in August. This is approximately \$23,000 in addition to the monthly budgeted revenue.
 - Current AR has also increased and shows a 56 day average. The two dentists have many claims outstanding, especially with one particular insurance company who they aren't currently credentialed with. Administration has a billing call scheduled to assure they are actively working on credentialing the dentists.

Todd Hawkins: What is the typical average for AR in regards to insurance versus patient claims outstanding?

Lane Belangia: 65-70% insurance and 30% patient.

- Patient Payer Mix: the Medicaid percentage of patients seen dropped a little with commercial insurance increasing. Medicare patients remain at a low percentage and the Health Center aims to improve this percentage. Offering discounts for pharmaceuticals and provide reduced fees for service are two ways the Health Center can attract more Medicare patients in the door.
- Other:
 - Two full time employees have been hired for the IBHS (Integrated Behavioral Health Services) grant. The Patient Care Navigator begins October 28th and the Licensed Independent Social Worker (LISW) starts November 4th. The LISW can bill for Medicare patients as the current Licensed Professional Clinical Counselor cannot. A new office has been created in the Behavioral Health clinic for the LISW.
 - Looking at writing a few grants to purchase x-ray machines and a PAN-X unit since the Oral Health Infrastructure grant wasn't received.

For more detailed information, see Attachment 7 – [CEO Report](#)

For more detailed information, see Attachment 8 - [Monthly Scorecard](#)

2.6. Finance Report: No addition to written report

Todd Hawkins: Lane assures me the fund balance of \$2,025 is okay as we aren't drawing down grant funds. The majority of accounts receivable are in the 0-30 day category (short term) which is a good thing. Also discussed the supplies line item accounts for a wide variety of supplies including office, medical, dental, etc. The contract line item is over the projected amount due to the grant writer completing the New Access Point application. Fees received is over the projected amount, which is a good thing- bringing in additional revenue.

Lane Belangia: We also received approval for the carryover request for the substance use disorder grant.

For more detailed information, see Attachment 9 - [Finance Report](#)

3. New Business

3.1. Finance

3.1.1. Income and Expense

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

3.2. Board Discussion

3.2.1. Health Center Participation in Monthly Late Clinic

- According to the last patient satisfaction survey, 80% of completed surveys indicated the Health Center's hours of operation suit their needs. Dr. Saale, DDS,

has switched his hours to 8-4:30 due to consistent no-shows during the monthly late clinic. The Health Center remains open until 5p for immunizations and providing access to care. Right now it's not necessary to look at additional hours outside of the current working hours until there's multiple providers and have the flexibility / availability to look at additional hours (i.e. evenings, weekends, etc.). The Health Center's hours of operation have not changed as it's still open and can provide access to care.

3.2.2. Fairway Capital Recovery, LLC Contract

- The collections process will be discussed at the next Board of Health meeting to determine the future collections processes. In order to comply with taking patients to collections, multiple documents would need revised including acknowledgement forms such as refusal to pay and waiver of fees. Additional information will be provided at the next Co-Applicant Board meeting.

3.3. Board Information

3.3.1. Renewed MOA with the Knox County Health Department WIC clinic for referral services effective October 1, 2019 through September 30, 2022

- This is a WIC-mandated MOA for referral services as they refer clients to the Health Center. They are mandated to ask patients if they have a medical / dental provider and they refer to the Health Center if patients don't have such provider. WIC refers approximately 22-80 patients per month to the Health Center. The patient care navigator, once in place, can follow-up with these patients to ensure they are meeting and attending their scheduled appointment.

3.3.2. Renewed contract with Genua Consulting, LLC, for consulting services to assist with the KCCHC with operations, mentorship of staff, and on-site assistance, effective October 26, 2019 through October 25, 2020, at a cost of \$200/hour

- The Genua Consulting contract was reduced to a per diem contract last year and remains the same this year. \$8,000 is the annual maximum amount and the goal is when HRSA has their next On-Site visit in June 2020 to no longer need services from this contract.
- The Health Center also has another consulting contract with Michelle Layton, Infidium Healthcare Solutions for services related to QI and encourage staff understanding and compliance of FQHC operations and guidelines.

4. Health Commissioner – Board of Health Update

Lane Belangia reported on behalf of Julie Miller, Health Commissioner:

- Encouraging everyone to receive the flu shot. Multiple flu shot clinics are available around Knox County and sponsored by the Health Department.

- There's been recent conversation with Siemens regarding their building, but this will be reported and shared with the Board of Health first. Expect additional information at the next Co-Applicant Board meeting.
- Look to host a combined Co-Applicant and Board of Health meeting in December. If quorum was present for the Co-Applicant Board, this would suffice for its monthly meeting. The combined meeting will be added to the Co-Applicant Board by-laws.
- The personnel committee has been working on Lane's annual assessment with a new assessment tool to be more reflective of compliance and performance.

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 12:39 p.m.


Jay Nixon
President


Peg Tazewell
Secretary

