

**Knox County Community Health Center
Co-Applicant Board**

November 19, 2020

Minutes

The Knox County Community Health Center Co-Applicant board meeting was held November 19th, 2020. The following were in attendance:

Board Members:	Knox County Public Health / Health Center:
Nixon, Jay, President, In Person	Belangia, Lane, CEO
Wythe, Mike, Pro-Tem, Internet	Bixler, Shelbi, Administrative Assistant
Hillier, Linda, Phone	Robinson, Stacey, Fiscal Supervisor
Kurtz, Matthew, Internet	Snyder, Nanette, Clinical Coordinator
Tazewell, Peg, Secretary, Internet	Thomas, Kristi, Administrative Assistant
Tope, Ann, Phone	
Jones-Perkins, Jodi, Internet	
Burdette, Patricia, Internet	
Absent:	Guests:
	Martinson, Ron, CMO, Internet
White, Bruce	
Lenthe, Jim	
Boyd, Jodi	
Hawkins, Todd	

1. Convention

1.1. Call to Order

The meeting was called to order by President, Jay Nixon, at 11:32 a.m.

1.2. Acceptance of the Agenda

Peg Tazewell made a motion to accept the agenda. Lori Jones-Perkins seconded the motion: in the negative; none. The motion was approved.

1.3. Approval of Minutes

1.3.1. Approval of October 15, 2020 KCCHC Board Minutes

Mike Wythe made a motion to approve the October 15, 2020 KCCHC Board Minutes. Matthew Kurtz seconded the motion: in the negative; none. The motion was approved.

1.3.2. Approval of October 15, 2020 Finance Committee Minutes.

Peg Tazewell made a motion to approve the October 15, 2020 Finance Committee Minutes. Linda Hillier seconded the motion: in the negative; none. The motion was approved.

1.4. Public Participation: Patricia Burdette attended the meeting as a potential member of the Co-Applicant Board, pending approval.

2. Special Reports

2.1. Promotional Report:

Alayna Mowry provided a written report:

For more detailed information, see Attachment 1 – Promotional Report 1

2.2. QI Coordinator / Clinical Supervisor:

Nan Snyder reported in addition to the written report:

- *Written report only this month*

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

2.3. Knox County Community Health Center Medical Director Quarterly Report

- CMO Ron Martinson
- A power point presentation was given to the board on quality and quality program development, the board was presented with a new approach to shift quality away from individual projects and to think of it as a cultural change for the center. He explained that by looking at quality as a whole then the overall all quality reporting will become easier and outcomes will improve.

For more detailed information, see Attachment 3 - Board Packet\KCHD Quality Program 2020 Martinson (1).ppt

For more detailed information, see Attachment 4 – CMO QI Report

2.4. Dental Supervisor Report:

Lane Belangia reported:

- *The sterilization center for the Dental Clinic will be installed and completed on Monday, November 23rd. This will allow the center to begin to safely see patients in two chairs simultaneously.*
- *New guidance from the American Dental Association (ADA) was received regarding the stay at home order and dental practices that are not being impacted. The appointments at KCCHC for dental have been spread out enough and the limitations on the number of individuals to be in attendance for an appointment have been made already. Dr. Saale should be able to start having a patient in each of his two chairs now that the schedule is arranged accordingly.*

- *In December 2020 a new satellite site opportunity for Danville will be presented for dental services to begin at a new location.*

2.5. CEO Report:

Lane Belangia reported in addition to the written report:

- Hopes for a change in scope to begin a new satellite site to the Danville area possible for the Board next month.
- OSV Update: Lane reported nothing new, the OSV is December 8th to the 10th. Kristi Thomas, the new Administrative Assistant who is helping Lane complete the files and documents for the OSV along with in-kind staff from the health dept helping with their parts for the OSV. The board should expect to see an invitation to a virtual meeting with the surveyors the first or second day of the OSV week. There will be an exit interview held on the 10th, once Lane receives more information, he will forward on to the board members.
- Form 5a: Lane reported Form 5a has been updated, the change needed was adding Preventative Dental services under column II for the hygienist. The center now has a contracted dental hygienist. This was a minor change and form 5a is now updated for the upcoming OSV.
- COVID Update: Health Center and Public Health staff are starting to become affected by COVID, whether it be themselves catching the virus or their family members and/or friends. Testing dates for COVID are still Monday and Friday afternoons in the Health Center. As of right now, we are only testing those who are symptomatic. COVID changes our operations daily, we have re-introduced a screener at the front of the building to check temperatures and all visitors into the building. All patients that have driven themselves are now waiting in their cars until their appointment begins. It is becoming more difficult to operate with staff now being impacted and off of work. Unfortunately, with the increased percentage of infection in the community it does not appear as if we will be able to let our precautionary practice change anytime soon.

Linda Hillier asked: *has there had been any questions regarding what type of masks should be worn?*

Lane Belangia responded: *no, Knox Public Health is only advising that face coverings should be worn at all times. Masks continue to show the most positive impact on reducing the spread of Covid-19.*

- Strategic Plan: *This document shows the strategic plan developed in 2017, while the new plan does not need to be revised until 2021 we thought a revision and update should be reviewed as we have changed some areas and in consideration to the upcoming OSV. The following are highlighted for you to see our updates and or changes. (1) Since the beginning of the health center in 2017, the quality measures processes and reporting schedules have improved significantly, these are now reviewed monthly in our center quality meeting which has numerous*

staff and providers participate. Then the quarterly summary is presented to the Board every quarter by the quality nurse and the CMO. This item will be ongoing in the plan and will follow the current scheduled review. (2) The Federal Tort Claims Act (FTCA) is available to all health centers. It is suggested this item be removed from the plan as this health center does not need the benefit of FTCA because out liability is currently covered by the PEP insurance plan. (Public Entity Pool). If and when PEP will not cover our center's liability the center would have the opportunity to pursue FTCA coverage, this will be removed from the plan and will be re-added as indicated in the future. (3) Marketing and outreach through the areas indicated on the form have been accomplished, the center is now engaging in focused marketing effort to increase patient numbers with Bergie Media Group. This was approved the last board meeting. This continued effort will also help to identify new patient's, as a reminder to the board the new patient count is one of the most important HRSA data points and the reason this center was funded.

- This Strategic Plan will come back to the Board in April for approval as part of our 3-year plan. At that time the center's SP and the KPH SP will indicate where each plan is complimentary and working together.

Jay Nixon asked: *Can we send this back around for the Board to review and add suggestions?*

Lane Belangia responded: *Yes, we can do another review/update in January after the OSV is over in order to agree with the updates and prepare for the renewal in March or April.*

For more detailed information, see Attachment 5 – CEO Report

For more detailed information, see Attachment 6 – Form 5a NEW

For more detailed information, see Attachment 7 – Monthly Scorecard

2.6. Finance Report:

Stacey reported in addition to the written report:

- Everything is going well, revenue was down slightly this past month and well below budget as our Covid numbers are still lower and we cannot run full schedules. As far as average days in AR, it is staying at around 60 days. We are working with Centerprise to get the AR down, credentialing is being finalized for new providers, the AR should go down.

Jay Nixon asked: *It seems like we have been dealing with this for a while now, will this always be a continuing issue?*

Stacey Robinson responded: *Yes, because every time you credential a new provider, claims have to be held until the credentialing is complete or insurance will deny the claims.*

Jay Nixon asked: *Is the 60 to 90-day range okay to be in or should it be less than that?*

Lane Belangia responded: *We would like to see it below the 60 to 90-day range, but every time a new provider is brought on, AR will go up. We have found claims that could be processed and those have been released. We do not have the ability to run a report AR without pending claims and ensure accuracy. We continue to report all AR including claims that are pending for credentialing.*

- Finance Committee Update: Stacey reported that a new fee schedule will be provided next month to the Finance Committee in hopes of approving it in December.

Lane Belangia added: *We previously used the Health Department's fee schedule in the past years of operating the health center, we now have focused on the HRSA standards regarding how our fee schedule analyzed. Our fee schedule analysis is done and will be adjusted, in the upcoming weeks fees may increase. This analysis ensured our operating costs are reasonably covered, the fees are structured based on prevailing reimbursement from various payer sources, the RVUs are also considered in the assessment along with comparing the fees from previous years. We will adjust the fee schedule in part and update the board, the board granted permission to update the fee schedule as needed when the last fiscal manual was approved allowing new fees to be put on the schedule as needed in relation to adding new services and also keep fees within an affordable range for patients. The fiscal manual and fee schedule along with the new sliding fee scale is approved in the spring of each year as the health department approves their fees for all services.*

For more detailed information, see Attachment 8 – Expense and Revenue Report
For more detailed information, see Attachment 9 – Finance Report
For more detailed information, see Attachment 10 – Budget Highlights

3. New Business

3.1. Finance

3.1.1. Income and Expense

Ann Tope made a motion to accept the KCCHC November 2020 Finance Report. Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

3.2. Contracts

3.2.1. Recommend approval of contract with Labcorp Laboratory Corporation of America for laboratory services in the Knox County Community Health Center, effective December 1st 2020. Pending PA approval.

Ann Tope made a motion to recommend to the Board of Health the approval of the contract with Labcorp Laboratory Corporation of America for laboratory services in the Knox County Community Health Center, effective December 1st 2020. Pending PA approval. Linda Hillier seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: Labcorp is the current lab facility KCCHC already uses, however we needed to update the contract to reflect that we are a FQHC the prior contract only names the health department in the contract.

Linda Hillier asked: If someone has to have a blood draw every other week, can their doctor write the lab order for the patient to have it done at KCCHC rather than KCH?

Lane responded: Yes, there are quite a few individuals who come to have their blood drawn with KCCHC due ability to afford the services. They may have high deductibles or high out of pocket expenses. Those who bring an outside lab order here to KCCHC still get their results sent to the ordering provider. We also offer these individuals permanent patient services as they can become patients of the center.

3.1 Board Approvals

3.3.1. Accept the following KCCHC policies as needed to meet the Standards of HRSA’s Health Center Compliance Manual.

- Patient Access During Office Hours (No Changes)
- After Hours Coverage (No Changes)
- Medical Emergencies During Open Hours (No Changes)
- Sliding Fee Scale (Policy Change)
- Credentialing and Privileging (Policy Change)

Matthew Kurtz made a motion to accept the KCCHC policies listed above as needed to meet the Standards of HRSA’s Health Center Compliance Manual. Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: reviewed the changes in the Sliding Fee Scale and the Credentialing and Privileging policies. See attachment for details of these changes, we needed to add descriptors to our gradients of slides along with the language that all patients can use the scale and that changes have been established from the perspective of the patient.

Linda Hillier asked: For proof of income, Social Security payments that go straight to the bank account, how is a patient able to provide proof of that income?

Shelbi Bixler responded: Typically, a letter is mailed at the beginning of the year to the recipient stating what their monthly gross amount is to be for the period. This is the document we prefer to see brought in, however if it is not received by the patient and all they have is a bank statement showing the deposits of those payments, then that can be used as proof of income.

3.3.2. Accept the resignation of Jeremiah Cline, Consumer, for the Knox County Community Health Center Co-Applicant Board, effective December 1st 2020.

Ann Tope made a motion to accept the resignation of Jeremiah Cline, Consumer, for the Knox County Community Health Center Co-Applicant Board, effective December 1st 2020. Lori Jones-Perkins seconded the motion: in the negative; none. The motion was approved

3.3.3. Approval to appoint Patricia Burdette, Consumer, to the Knox County Community Health Center Co-Applicant Board for a 5-year term, effective December 1, 2020.

Ann Tope made a motion to approve the appointment of Patricia Burdette, Consumer, to the Knox County Community Health Center Co-Applicant Board for a 5-year term, effective December 1, 2020. Linda Hillier seconded the motion: in the negative; none. The motion was approved

3.3.4. Accept the hire of Dentist, Trista Wyman-Mullins, effective November 2, 2020.

Matthew Kurtz made a motion to accept the hire of Dentist, Trista Wyman-Mullins, effective November 2, 2020. Peg Tazewell seconded the motion: in the negative; none. The motion was approved

3.3.5. CIS approval to add column II services for preventative dental to Form 5a, effective upon approval.

Ann Tope made a motion to approve the addition of column II services for preventative dental to Form 5a, effective upon approval. Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

3.3.6. Approval to adjust the current Knox County Community Health Center fee schedule.

Rational based on the analysis of local prevailing rates and/or charges, insuring the fee schedule reasonably covers the cost of operations and fee schedule corresponds with the schedule of discounts, (Sliding Fee Discount Schedule) and that such fees/payments take into consideration the ability of the patient to pay.

Peg Tazewell made a motion to approve the adjustment of the current Knox County Community Health Center fee schedule. Matthew Kurtz seconded the motion: in the negative; none. The motion was approved.

Linda Hillier asked: How many patients have Medicaid that use the center for care?

Lane Belangia responded: *We can send out the payer mix report with the next board packet and will review as well.*

3.3.7 Approval for Health Center to submit for National Hypertension Control Initiative Supplemental Funding from HRSA on or before December 3, 2020 for the amount of \$95,340.

Peg Tazewell made a motion to approve for the Health Center to submit for the National Hypertension Control Initiative Supplemental Funding from HRSA on or before December 3, 2020 for the amount of \$95,340. Lori Jones-Perkins seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: *HRSA released funding for health centers on Tuesday, November 17, 2020. This is guaranteed money. If some health centers do not apply for it, the amount could increase. The money received can help with staff time and help build our IT infrastructure. After the money is received, the center will report on this project for at least the first year, the fund is for a three-year period.*

4. Board information non-action items.

4.1 The following clinical policies have been renewed for the month of November:

- *Medical Record Maintenance and Documentation*
- *Medication Reconciliation*
- *Lab and Diagnostic Imaging Tracking*
- *Using a Doppler: Clinical*
- *Medication Refills*
- *Medication Administration*

Lane Belangia: *Nan Snyder reports these policies are annual renewed and none have changed at this time.*

4.2 CEO has signed and renewed the KCH Transfer Agreement.

5. Health Commissioner – Board of Health Update

Julie Miller was unable to be present at the meeting. Lane Belangia reviewed the Covid-19 updates for the county as well as providing a general update to the board regarding KPH.

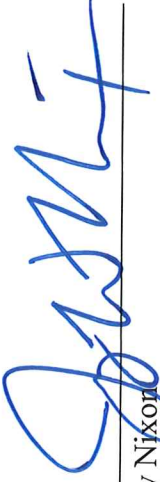
6. Adjournment

Being no further business, Jay Nixon made a motion to adjourn the meeting.

The meeting adjourned at 12:55 p.m.



Mike Wythe
Pro-Tem



Jay Nixon
President

