



Hilltown Community Health Center

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**BOARD MEETING
JUNE 13, 2017
UNION STATION GRAND BALLROOM
6:00 PM**

AGENDA

1. Call to Order
2. Approval of the May 25, 2017 Meeting Minutes
3. Introductions by Board and potential new Board member, Matt Bannister
4. Chief Executive Officer / Senior Manager Reports
5. Committee Reports (as needed)
 - Executive Committee
 - Recruiting, Orientation, and Nominating (RON)
 - Corporate Compliance
 - Facilities
 - Personnel
 - Quality Improvement
 - Expansion
 - Strategic Planning
6. Old Business
7. New Business
 - New Board Member Discussion and Vote
8. Adjourn

HCHC BOD MEETING MINUTES

Location: Worthington Health Center, Worthington, MA

Date/Time: 5/25/17 5:30pm

BOD MEMBERS PRESENT: John Follet, President; Nancy Brenner, Vice President; Lee Manchester; Tim Walter; Cheryl Hopson; Katherine Jensen; Alan Gaitenby

ABSENT: Wendy Lane Wright, Clerk; Wendy Long

STAFF PRESENT: Eliza Lake, HCHC CEO; Frank Mertes, HCHC CFO; Michael Purdy, HCHC CCCSO

Agenda Item	Summary of Discussion	Decision/Next Steps	Person Responsible/ Due Date
Meeting Open at 5:30pm			
Approval of April 27, 2017 meeting minutes	Eliza Lake suggested edits on financial performance report section, to delete the phrase “, but was better than first quarter of 2016,” and edited the discussion of the HRSA conditions to say “...the question of how HCHC is meeting the requirement for the sliding fee discount program. It was understood that we needed at least one formal written agreement, but the question has been whether all agreements need to meet the requirement.” Nancy Brenner moved to accept minutes with Eliza’s edits, Tim Walter seconded. With no further discussion, the April 27, 2017 minutes were approved.	None	
Finance Committee Report	April’s finances were weaker than hoped; Frank Mertes explained that some of the loss is a bad debt expense that is an accounting presentation now and doesn’t reflect actual losses; Eliza Lake suggested that we budgeted a loss in April, and we beat that budget. Aside from Medical, everyone else did better than previous quarter, and the consensus is that it’s a productivity issue in medical that explains bulk of	None	

	<p>the short-fall. May is projected to be better for medical revenue, due in part to increased capacity for that period as a result of fewer vacations. Nancy Brenner moved to accept Finance Committee Report and Lee Manchester seconded, motion passed.</p>		
CEO Report	<p>MassHealth Rate Changes/ACO: Eliza presented the proposed changes to MassHealth rates that would offset losses to those CHCs who rely upon 304B pharmacy revenue. MassHealth has determined that the state is losing \$20 million a year by allowing MCO enrollees to participate in the 340B program, and will be discontinuing their participation. Instead, MassHealth will invest \$20 million in a 15% increase in rates for CHCs, and those CHCs that will lose 340B revenue will get supplemental payments for the next five years. Nancy Brenner asks what is our exposure, Eliza Lake says we have 600 MCO scripts a year in 340B, and at that rate, we could lose ~\$7000 a year once you account for the increased revenue from the rate increase. It is unclear whether we would get a supplemental payment. In addition, with our shift to the C3 ACO, we will no longer have any MCO patients, which could mean that we do not lose any 340B revenue at all. The Board discussed how Amherst should only improve this situation – we will have a significant number of additional MassHealth patients, who will all be in the PCC plan, so the increased rates will be in effect for all of them. Frank Mertes suggests that this makes our Amherst efforts a little more viable as we'll be getting a better rate for them. Eliza suggests that we may have to revisit this when Amherst comes on line.</p>	None	

	<p>Health Electronic Records: Frank Mertes reported that the timelines for switching our EHR from CDH has changed, and in fact we cannot transition until after 1/31/18. This will give us more time to transition to the cloud, and will not mean we are doing so while we are also implementing the ACO. CDH will no longer be our ECW support by no later than July 2018. The money we have to spend can be spent next year too, helping the budget. SIDENOTE: Eliza Lake says that the most recent ransomware attack didn't hit us because we think we were up to snuff in terms of security and patches. Frank Mertes indicates that we're going to be more systematic about staff training on this – i.e., upgrading security and not opening suspicious emails.</p> <p>Staffing: Eliza Lake and Michael Purdy went over the staffing searches in medical, dental, behavioral – seems optimistic on all fronts though facing pressure to have more MD coverage in Huntington soon.</p> <p>Cultural Sensitivities: Eliza Lake discussed issues that have arisen in Huntington with clients that express political or other viewpoints (writ large) that make our staff uncomfortable. Management is exploring training and other actions that address both the comfort of staff treating these patients and new patients who may be from diverse ethnic and racial groups. The Board provided input into how to address these issues, and be kept up-to-date on the training and processes.</p> <p>Amherst Expansion: The Board discussed the ground-breaking ceremony and received an update on the budget for the construction project. There has been an budget increase due to electrical</p>		
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	complications discovered by contractor during demolition, still to be determined how much or who (i.e. HCHC or Amherst) is responsible for paying for this.		
Executive Committee Report	John Follet: The BOD still short a treasurer, our prospective new board member Matt Banister is not likely a candidate for that role, but we're still hopeful for his possible board membership.	None	
Recruiting, Orientation & Nomination	Tim Walter: There are a couple of possible/interested candidates for board membership – one is a paralegal, Tim Walter suggests a RON meeting – potentially to meet our prospective board member(s) but for strategizing as well. Katherine Jensen reports that she has a possible candidate as well and is continuing solicitation.	Ask Janet Laroche to send out a Doodle poll for a meeting	
Facilities Report	Alan Gaitenby: No meeting.	None	
Personnel Report	John Follet: Employee Handbook revisions are on-going – nothing major otherwise. Eliza Lake reports that the ongoing personnel legal issue is going to be “let lay” as we feel secure in our position.	None	

Quality Improvement	Cheryl Hopson reported that the Dental Department's efforts to track children who are classified as "at risk" classification is problematic, but they are making progress. Eliza Lake says that the new patient satisfaction survey, which is more compliant with NCQA requirements, was distributed through Survey Monkey and received a much more robust response. The data will be very useful for comparative purposes (since we will have both state and federal baselines). The QI Committee reviewed the QI Plan procedures and made some minor tweaks, but the policy itself for BOD purposes hasn't changed. Discussion of an example of a QI challenge where a dental patient was refused stronger pain killers and went across to medical to receive it.	None	
Expansion Report	Nancy Brenner: There was no meeting but, we had the Amherst groundbreaking; Nancy Brenner and Eliza Lake both spoke at the event.	None	
Strategic Planning Report	Eliza Lake, Frank Mertes, and Michael Purdy are meeting in June to come up w/an action plan from the strategic plan as drafted. This action plan will work off of the Strategic Goals and Objectives outlined in the Strategic Plan, but will create measurable short-term goals. Many of these are already contained in the CEO report template, but the Action Plan will contain more detail for management purposes.		
Committee Reports	After the Comm. Reports had been made and discussed, Tim Walter moves to accept, Nancy Brenner seconds, motion passed.		

Old Business	None		
New Business	<p>Policy review presented by John Follett and Eliza Lake: (1) Quality improvement program – no changes were needed. A motion was made by Nancy Brenner to approve the Quality Improvement Plan and Policy. Without further discussion, the motion was seconded by Tim Walter and approved.</p> <p>(2) Credentialing and privileging – no changes just compliance – Tim Walter moves to accept, Cheryl Hopson seconds, motion passed</p> <p>(3) Lab results tracking policy – Lee Manchester moves to accept, Tim seconds, motion passed.</p> <p>(4) Coordinating care transitions policy – Nancy Brenner moves to accept, Lee Manchester seconds, motion passed.</p> <p>(5) Medical policies (<i>there are several</i>) – no changes – Tim Walter moves to accept, Nancy Brenner seconds, motion passed.</p> <p>The credentialing checklist for the following new employee was brought to this meeting as being recommended for full credentialing by the Credentialing and Privileging Committee: Nicole Makris, NP. With a short discussion of the employee, Katherine Jensen moves to accept, Lee seconds, motion passed.</p>	<p>The Following policies were approved:</p> <ul style="list-style-type: none"> • Quality Improvement Plan & Policy • Credentialing & Privileging Policy Annex • Lab Results Tracking Policy • Coordinating Care Transitions Policy <p>Medical Policies approved:</p> <ul style="list-style-type: none"> • Baystate Reference Lab Work Flow policy • Documenting Telephone/Web Clinical Advice policy • Department of Transportation (DOT) Physicals policy • Employee Exposure to Blood or Other Potentially Infectious Material • External Medical Records Request policy • Formation and Training of Clinical Care Teams policy • Hospital/ER Follow Up policy • Internal Paper Chart Retrieval Request policy • Locking Clinical 	

		<p>Notes policy</p> <ul style="list-style-type: none"> • Narcotic Prescription Policy • Supervision of Nurse Practitioner policy • Supervision of Medical Assistants policy • Disposal of Outdated Controlled Substances or Prescription Medications policy • Lab Result Tracking policy • Coordinating Care Transitions policy <p>Credentials were granted for Nicole Makris, NP.</p>	<p>Bridget Rida to notify employee of the granted credentials</p>
Adjourn	<p>7.15 PM</p> <p>Next Meeting 6:00pm 6/13 prior to the annual meeting at Union Station in Northampton, MA.</p>		