



Hilltown Community Health Center

Administrative Offices
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413-238-5511
www.hchcweb.org

**BOARD MEETING
NOVEMBER 30, 2017
WORTHINGTON HEALTH CENTER
5:30 PM**

AGENDA

1. Call to Order
2. Approval of the September 27, 2017 Meeting Minutes
3. Approval of the October 26, 2017 Meeting Minutes
4. Finance Committee Report
5. Chief Executive Officer / Senior Manager Reports
6. Committee Reports (as needed)
 - Executive Committee
 - Recruiting, Orientation, and Nominating (RON)
 - Corporate Compliance
 - Facilities
 - Personnel
 - Quality Improvement
7. Old Business
8. New Business
 - Emergency Management Plan
 - Employee Credentialing-New Employees:
 1. Ambarish Walvekar, Limited License Dentist
 2. Chasidy Kery, Medical Assistant
 3. Melanie Krupa, PA-C
 4. Julia Goncalves, LCSW
 - Employee Privileging-New Employees:
 1. Julia Baranyuk, Dental Hygienist
 2. Amber Cormier, Dental Assistant
 3. Lauren Venne, Dental Assistant
 4. Lisa Harvey, MD
 5. Julia Goncalves, LCSW
 6. Nicole Makris, NP
 - Employee Privileging-Current Employees:

1. Emily Bowden, DMD
2. Jessica Beaudry, Dental Assistant
3. Dot Hague, Dental Assistant
4. Kiirsten Cooper, Dental Assistant
5. Kristen Brakey, Dental Assistant
6. Nicole Makris, NP
7. Mary Chmura, MD

9. Adjourn

HCHC BOARD OF DIRECTORS MEETING

Date/Time: 09/27/2017 5:30pm

Worthington Health Center

MEMBERS: John Follet, President; Lee Manchester; Nancy Brenner, Vice President; Cheryl Hopson; Tim Walter, Treasurer; Wendy Lane Wright, Clerk; Alan Gaitenby; Matt Bannister; Maya Bachman

STAFF: Eliza Lake, CEO; Frank Mertes, CFO; Janet Laroche, Executive Assistant

ABSENT: Kathryn Jensen; Wendy Long; Michael Purdy, CCCSO

| Agenda Item | Summary of Discussion | Decision/ Next Steps | Person Responsible/ Due Date |
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| Approval of Minutes 08/31/2017 | <p>John Follet called the meeting to order at 5:35pm.</p> <p>The August 31, 2017 minutes were reviewed by the Board members present. A motion was made by Tim Walter to approve the August 31, 2017 minutes. The motion was seconded by Alan Gaitenby. The motion to approve the August 31, 2017 minutes as written was approved unanimously.</p> | The August 31, 2017 minutes were approved | |
| Finance Committee | <p>Tim Walter reported for the finance committee. The year-to-date loss for 2017 is \$226,799. The prior year's loss was \$252,295. There are 9 days of operating cash on hand. End of year projections done by Frank estimate a loss of \$92,000-\$240,000 for 2017.</p> <p>There's still a pending law suit with a former employee and settlement talks in the works.</p> <p>It was asked what it means to have 9 days operating cash on hand? Frank responded by saying things are extremely tight. Health Safety Net pays us in estimated payments and has now overpaid us. We'll need to pay some of the money back to them. The department heads have been spoken with and understand what the current status is. Meaningful use money will be arriving and will help, but not will put us in the clear.</p> <p>A motion was made by Wendy Lane Wright to accept the finance committee report. It was seconded by Nancy Brenner. With no further discussion needed, the finance committee report was approved.</p> | Finance committee report approved | |
| CEO Report | Eliza reviewed her report with the Board and as stated in her report, the financials are a concern. HCHC continues to not meet budget. DRSIP funds should be received soon which will help, | | |

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| | <p>along with Meaningful Use money to be received in October.</p> <p>In response to last month's discussion about staff unhappiness, Senior Mgt. is considering hiring a practice manager for the dental dept and one for the medical, behavioral health and eye care depts combined. Under consideration is to also create a new position to oversee clinical operations. It was asked who solves day to day problems, and who works on work flows? At present, there are not enough people dedicated to each and Senior Mgt. is looking at how to address this. Staff need someone to go to with issues. There will be some funds coming in for this purpose. It's felt that the current practice manager position is an impossible job with too much to do. The idea is to refocus that position. It was asked if there are larger structural challenges? It's felt that internal structures can be fixed. Is there inefficiency in areas? There's always places to improve efficiency.</p> <p>Our ACO, C3 is excited about how things are going and is getting a lot of attention. We should receive our first check from them at the end of this week. The Worcester CHCs are now members of C3, which brings the number of MassHealth patients in the system to 122,000. We currently have 1600 MassHealth patients. HCHC's challenge will be adding new patients as Amherst opens. We'll be credited by the ACO when MassHealth patients come in and list us as their PCP. Payments from the ACO will always be a quarter behind.</p> <p>The AIMS grant was received. We need to use this money before the end of the year. A Community Health Worker (CHW) is to be hired and will assist with Amherst patients. The Musante Health Center will need to be open before patients can list us as their PCP. Business optimization is also included as part of this grant money. It was asked if a CHW is to be hired? Yes, this position will be an external employee. This person does not need experience and should be from the community with community roots. Holyoke Community College has a program related to community health workers and may know of candidates who would be good for this position. We will provide training. There's a certification needed through the State.</p> <p>We're working with the ACO regarding the opening of Amherst and the issues this will bring up during the open enrollment period for MassHealth patients. Specific marketing is being put into place by the ACO to assist us.</p> <p>Eliza attended a meeting with Noble Hospital recently. She was able to speak with the President of the hospital to discuss the</p> | | |
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| | <p>ongoing issues we've been having with untimely radiology results being sent. Jon Liebman has heard from new medical director of Noble as well. Jon feels optimistic that things will turn around.</p> <p>The Amherst construction project is going well. The transformer is being replaced this week and sheet rock is to go up soon. The opening timeline for the site has changed again. February is now the month for the site to open. Baystate Reference Labs (BRL) was spoken to about having a lab in the Amherst site. Discussions of opening the Worthington lab to the public are being considered.</p> <p>Eliza, Michael Purdy and Jon Liebman recently attended a Corporate Compliance/HRSA training in New Hampshire. Also, the emergency management plan will be coming to Board soon for review. Approval is needed by November 15.</p> <p>Online staff trainings are being looked into. This will allow HCHC to keep things more flexible for management and staff.</p> <p>In regards to federal funding, this should be secure through the end of the year, according to HRSA. Eliza asked the Board for their opinion on whether to approach staff to encourage advocacy, but this may create unrest amongst staff. The Board's opinion, which is in agreement with Eliza's, is to not push the matter with the staff at this time. Until we know more, there's no need to react.</p> <p>Eliza has been invited to speak in front of the Health Policy Commission, an independent state agency. She's excited to discuss real issues in the hilltowns.</p> <p>It was asked if the new signs have been installed in both locations? Yes, they've been up for several months. The Community Health Center at 9 Russell Road in Huntington will be the next site to get a new sign.</p> | | |
| Executive Committee | There was no report from the Executive Committee this month. | | |
| Recruitment, Orientation & Nominating (RON) Committee | <p>Tim reported that there are two prospective members to be considered. An interview was recently held with Seth Gemme, MD. He's an ER provider at Noble Hospital. He grew up in the area and lives in Montgomery. It was reported that he seems enthused and wants to participate on the Board. There's another prospect being met with this week. It was asked if these prospective candidates would work on HCHC committees first? That will be considered as interviews conclude and the</p> | | |

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| | <p>candidates are considered fully.</p> <p>Once the Amherst site is open, the recruitment of Board members from that area will begin.</p> | | |
| Corporate Compliance Committee | Corporate Compliance has no official report this month. Senior Mgt. has decided to include an agenda item on their schedule once a quarter and document the discussion/solution and submit to the Board. | | |
| Facilities Committee | Alan reported that there's been no formal meeting recently. Frank informed the group that a sub-committee is forming to work on the improvements for each site, hopefully to be completed by the end of the year. Russ and Frank met and created list of to-do's. This list will be sent to Alan. | | |
| Personnel Committee | The Personnel committee met. John reported that the handbook continues to be reviewed. The employee social media policy was reviewed at the last meeting. It was asked if this policy can be combined with the other social media policy we currently have? This will be looked into. There were some wording and language concerns. Training will be needed to educate staff on the policy. It was asked how the policy will be monitored? This will be looked into. John to make revisions and bring back to the personnel committee. | | |
| Quality Improvement /Risk Management Committee | Cheryl reported that there was no meeting in September. | | |
| Expansion Committee | Expansion committee decided there was no need to meet at this time, but will continue to participate in Amherst activities. | | |
| Committee Reports | After all the committee reports had been reviewed and discussed, Tim Walter made a motion to accept all committee reports. The motion was seconded by Matt Bannister and without further discussion, the reports were approved. | Committee reports presented at this meeting were approved | |
| Old Business | | | |
| | Matt mentioned that Jim Brassord is being honored by the Amherst Chamber of Commerce as a 2017 A Plus Award Winner. PeoplesBank has a couple extra seats available at their table for this event if anyone would like to go. Eliza plans to attend. John would also like to attend. Stephanie O'Keeffe, Amherst campaign chair nominated Jim. | | |

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| | <p>Eliza informed the Board that our NCQA applications have been submitted for both the Worthington and Huntington locations. C3 has been informed. Eliza is hopeful to receive Level 3 certification for both sites.</p> | | |
| New Business | | | |
| Policy Review | <p>The Financial Policy was presented for review. The annexes were not included in the document submitted to the Board and need to be added. Frank will send the annexes to everyone. A motion to approve the Financial Policy was made by Tim Walter. Nancy Brenner seconded the motion. Without further discussion needed, the Financial Policy was approved.</p> <p>Administrative policies – Conflict of Interest Policy, Establishment of Business Associate Agreements Policy, Firearms in the Workplace Policy, Fragrance Controlled Work Environment Policy, Electronic Information for Collection and Use Policy, Employee Use of Social Media Policy, Gift Acceptance Policy, Patient Satisfaction Surveys Policy, and Patient Complaint/Grievance Policy were reviewed. Tim Walter made a motion to approve the Administrative policies presented at this meeting. Nancy Brenner seconded the motion made by Tim. Without further discussion needed, all the administrative policies listed were approved. It was noted that the Employee Use of Social Media Policy was approved as part of this grouping, but will be reviewed again by the personnel committee and then brought back to the Board.</p> <p>Multiple Department policies – Continuing Education Policy, Hypertensive Patient-Treat and Refer Using Ancillary Depts Policy, Internal Review Process for Potential Research Projects Policy, Patient's Right to Request Amendment to Clinical Record Policy, Provider Recruitment and Retention Plan, and Schedule Change-Time Off Requests Policy were reviewed. The Department Heads reviewed these policies as a group and made edits as needed. Lee Manchester made a motion to approve the multiple department policies listed above. Tim Walter seconded the motion. Without further discussion needed, all the multiple department policies listed were approved.</p> <p>The Behavioral Health Emergency or Crisis Policy was also reviewed by the Board at this meeting. Tim Walter made a motion to approve the Behavioral Health Emergency or Crisis Policy as written and presented. Nancy Brenner seconded the motion made by Tim. With no further discussion needed, the Behavioral Health Emergency or Crisis Policy was approved.</p> | <p>The following policies were approved:</p> <ol style="list-style-type: none"> 1. Financial Policy 2. Conflict of Interest Policy 3. Establishment of Business Associate Agreements Policy 4. Firearms in the Workplace Policy 5. Fragrance Controlled Work Environment Policy 6. Electronic Information for Collection and Use Policy 7. Employee Use of Social Media Policy 8. Gift Acceptance Policy 9. Patient Satisfaction Surveys Policy | |

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| | <p>Telephone Coverage Policy – This policy was reviewed. End of business day coverage, weekend coverage, emergency weather phone, etc. were updated as needed. Lee Manchester made a motion to accept this policy as written. Alan Gaitenby seconded the motion. With no further discussion needed, the Telephone Coverage Policy was approved as presented.</p> <p>The Telephone Coverage During Lunch Policy is no longer active. Eliza asked if it's necessary for the Board to vote to rescind a policy or does it just not get an annual review any longer? How do we get rid of a policy? This policy and its procedures no longer take place. The phones do not roll over to the answering service any longer at lunch time. Someone answers the phone in person. Lee Manchester made a motion to rescind the Telephone Coverage During Lunch Policy. Alan Gaitenby seconded the motion. With no further discussion needed, the Telephone Coverage Policy was rescinded successfully.</p> <p>School-Based Health Center policies - Laboratory Testing Policy and Services Provided-Deferred Policy were looked at. As a result from last month's meeting, the Laboratory Testing Policy was redone by combining it with another policy. After a review and discussion of the following policies, Tim Walter made a motion to accept the School-Based Health Center policies presented at this meeting. Nancy Brenner seconded the motion. With no further discussion needed, the School-Based health Center policies listed above were approved.</p> | <p>10. Patient Complaint/Grievance Policy</p> <p>11. Continuing Education Policy</p> <p>12. Hypertensive Patient-Treat and Refer Using Ancillary Depts Policy</p> <p>13. Internal Review Process for Potential Research Projects Policy</p> <p>14. Patient's Right to Request Amendment to Clinical Record Policy</p> <p>15. Provider Recruitment and Retention Plan</p> <p>16. Schedule Change-Time Off Requests Policy</p> <p>17. Behavioral Health Emergency or Crisis Policy</p> <p>18. Telephone Coverage Policy</p> <p>19. SBHC Laboratory Testing Policy</p> <p>20. SBHC Services</p> | |
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| | | Provided- Referred Policy | |
| Adjourn | A motion to adjourn the meeting was made by Tim Walter and seconded by Nancy Brenner. The meeting adjourned at 6:55pm. The next regular Board meeting is scheduled for Thursday, October 26, 2017 at 5:30pm at the Huntington Health Center. | | |

Submitted by,

Janet Laroche, Executive Assistant

HCHC BOARD OF DIRECTORS MEETING

Date/Time: 10/26/2017 5:30pm

Huntington Health Center

MEMBERS: John Follet, President; Lee Manchester; Nancy Brenner, Vice President; Cheryl Hopson; Tim Walter, Treasurer; Wendy Lane Wright, Clerk; Alan Gaitenby; Matt Bannister; Maya Bachman; Kathryn Jensen; Wendy Long

STAFF: Eliza Lake, CEO; Frank Mertes, CFO; Janet Laroche, Executive Assistant; Michael Purdy, CCCSO

GUEST: Seth Gemme

| Agenda Item | Summary of Discussion | Decisions/ Next Steps/ Person Responsible Due Date |
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| Approval of Minutes 09/27/2017 | <p>John Follet called the meeting to order at 5:30pm.</p> <p>The September 27, 2017 minutes were reviewed by the Board members present. There were some corrections needed related to the Personnel Committee report and the Expansion Committee report. It was also mentioned that Jon Liebman should be listed as attending the recent FTCA training. A motion was made by Tim Walter to wait to review the September 27, 2017 minutes until the November meeting. The motion was seconded by Kathryn Jensen. The motion to review the September 27, 2017 minutes at the November meeting was approved unanimously.</p> | The September 27, 2017 minutes will be reviewed at the November meeting |
| Guest, Seth Gemme, potential Board member | Seth Gemme was invited to attend this meeting as he's interested in joining the Board. He was introduced by John Follet to the group. Seth informed everyone that's he's a graduate of Gateway Regional. He was living in Rhode Island, but has now moved back to the area. He's an ER physician at Noble Hospital. Wendy Long contacted him to see if he had interest in the opportunity to join the Board. The Board members introduced themselves to Seth and each gave a little background about themselves. | |
| Finance Committee | <p>Tim Walter reported for the finance committee. September was a good month. The month had a loss of \$2,987.00. The year-to-date loss is \$269,785.00, however there is investment income of \$22,862.00 received through the market fund investment account. We'll be receiving \$126,000.00 in meaningful use payments which will be made in 2 payments. As things stand now, it's estimated that there will be a \$92,000.00 loss for the year.</p> <p>The Dental Dept is currently 278 visits under budget. It's been determined that a better system is needed to figure out how many visits to budget for. The hope is to do a better job of this in next year's budget. It was noted that this figure includes hygiene visits as well as dentist visits.</p> <p>It was reported that on October 1st the rates for MassHealth increased by 15%,</p> | |

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| | <p>but money is being taken away from the 340B pharmacy program.</p> <p>It was also noted that payroll is approximately \$200,000.00 every 2 weeks.</p> <p>Michael, Frank and Eliza attended the Mass League's bi-annual retreat this month. They heard information from a report comparing health centers in our state vs. those nationally. The state is doing terribly compared to the rest of the country. Quality outcomes for health centers in MA are better, but not the number of patient visits or health center finances. Our Medicaid rates are lower than they should be and there are not as many uninsured patients in MA. Health centers in our state are much more reliant on 330 federal grant money. It was asked if 330 money is distributed proportionally regardless of health center size? MA health centers have been around longer than many health centers and the grant has not kept pace with size or growth. We'll receive the report which will be shared with the Board.</p> <p>A motion was made by Nancy Brenner to accept the finance committee report. It was seconded by Kathryn Jensen. With no further discussion needed, the finance committee report was approved.</p> | <p>Finance committee report approved</p> |
| CEO Report | <p>Eliza reported to the Board that the recent storm in Puerto Rico has impacted community health centers across the country. Holyoke Health Center is seeing many new patients from Puerto Rico now that flights are leaving the island. The local schools in Holyoke are seeing an increase in new children as well. Jay Brynes, from Holyoke Health Center is very involved in helping those arriving in the area. He wants to offer support to the health centers on the island and would like us to assist. Jon Liebman, medical director has been in touch with Holyoke's medical director regarding the ways we can help. The idea would be to 'sister' a health center in Puerto Rico. We said yes, but what does that mean? Fundraising? We're not sure yet what is needed most. We know it's the right thing to do, but we're being careful with what will be agreed upon. Discussion was held regarding being in agreement that this is the right thing to do, but we need to be sure to offer only what we can afford in regard to finances and resources. It was agreed that Eliza will keep the Board posted.</p> <p>As a follow up on the legal suit that's currently open, a settlement has been reached, which needs to be signed, which is half of the original amount asked for.</p> <p>C3, our ACO has been moving quickly with many meetings. On November 13th letters will go out to all future C3 members (MassHealth patients). Staff will need training on how to answer patient questions. We have a concern with new MassHealth patients for Amherst since these patients will need to sign up before June 1st. With the help of the AIMS grant received, a CHW will be hired to assist us in getting the word out. We plan on doing serious outreach in the Amherst area between the months of Dec – March at area schools, functions, etc.</p> <p>C3 effects 1,625 patients at the present time. We'll receive a list in January of</p> | |

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| | <p>who we'll need to target. Banner, buttons, and a letter will be used to educate patients. It was noted that Cooley Dickinson Hospital and Baystate Medical Center may start advertising since we all have an interest in the same pool of Medicaid patients. We'll be competing with them for these patients. It was also noted that Community Health Programs is growing fast in the Berkshires. We're losing some patients to them.</p> <p>It was reported that construction at the Amherst site is going well. Some photos were taken this week.</p> <p>Emergency Preparedness training with the MA State Police was held for all staff on October 18. Staff from Caring Health Center in Springfield were invited to the training and they were very appreciative. The training was described as not alarming and very informative. The staff had good comments and are thinking about their work spaces if a lockdown was needed. The plan is being finalized and items needed for all offices and exam rooms are being collected. Monday, October 30th will be the first lockdown drill at the Huntington Health Center. A press release was sent out to local media ahead of time so the public is not alarmed. There will be local and state police at the health center for the drill. The Emergency Management Plan is to be completed by November 15th and will be an annex of the Corporate Compliance Plan. It will be presented for review by the Board in November.</p> <p>A new, online training system for staff is being looked into. Training is becoming more difficult due to having many more staff members in multiple locations. This system is expensive and 3 different versions are being reviewed. Trainings can include HIPAA, sexual harassment, OSHA, corporate compliance, Board training, etc. and are conducted via webinar or video. It was asked if we'll have the option to customize trainings? Yes, that will be possible. The software also has detailed tracking systems, offers competition between depts., as well as the ability to track CEUs for staff.</p> <p>A cultural sensitivity training/retreat with senior management and middle managers was held off-site on October 17th to discuss our patient population and its growing diversity. It was felt that the training got off track at times with a conversation about Amherst and then communication within the organization. It's been realized that training is needed for managers as not all managers are relaying health center information/communications to their staff. It was asked if staff understand why we're moving to Amherst? Yes, the majority understand the reasons. Some staff are thinking they will have to work in Amherst, but that's never been asked of them or brought up in conversations or meetings. It was asked if having an additional practice manager will help with communication? Yes. Senior management, including Eliza have not been attending department head meetings, but perhaps this should be changed. Eliza plans to attend dental department meetings when the dental director requests her presence. It was suggested that Eliza follow up with departments to see how their meetings are going. It's been decided that the senior management and middle manager group will convene more often. Eliza sent an inclusion</p> | |
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| | <p>statement to the group for review. There's been little response so far, but each department will have a conversation about it. Eliza was asked if she thinks there is staff anxiety over C3? Eliza answered by saying no, she doesn't think so. Most staff still don't fully understand what C3 is.</p> <p>Not all staff read their email regularly and it's the only way to communicate with everyone. Managers have been told they need to remind staff to check/read their email messages. The discussion continued by Wendy Long asking if the staff satisfaction survey should be sent out again, since it's been a while since the last one was conducted. This can be addressed at a Personnel Committee meeting.</p> <p>We are having a site visit by HHS Secretary MaryLou Sudders on November 2nd. John asked what time this will happen? We're not sure yet. We're waiting to hear what time and what the subject matter will be. Senator Adam Hinds will be visiting at 2pm on November 3rd. The Mass League is sending 2 people to attend the Senator visit.</p> | |
| Executive Committee | <p>John announced that it's time to conduct the annual evaluation of the CEO. A self-evaluation will be sent to Eliza. It's hoped to have this process completed by the November Board meeting. Eliza's contract renews automatically, but the evaluation is still to be completed. The executive committee welcomes comments and input from Board members regarding this process.</p> | |
| Recruitment, Orientation & Nominating (RON) Committee | <p>Tim reported that Seth Gemme is in attendance at this meeting and is interested in joining this board.</p> <p>The Amherst advisory board has approximately 10-12 members presently. It was mentioned that the RON committee could reach out to this group, but it would be best if new members from Amherst were patients if at all possible. Once the Amherst site is open the process of finding additional members will continue. It was decided to not add anyone further at this time.</p> <p>Another prospective board member was recently interviewed. The RON committee has had a number of candidates. It was decided not to offer this candidate a position on a health center committee at this time.</p> | |
| Corporate Compliance Committee | <p>Corporate Compliance focus has been the Emergency Management Plan. C3 has corporate compliance requirements as well. They will send us their requirements for review.</p> | |
| Facilities Committee | <p>Alan reported that the cement steps outside of the main entrance at the Worthington location were fixed. There's currently a group meeting to work on waiting room and billing department improvements. Vendors have been in to give quotes. Renovations are to include two waiting rooms, all rugs being taken out and new carpeting may come back in.</p> <p>It was noted that the new outdoor signs now have electricity and they look very</p> | |

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| | <p>nice in the evening.</p> <p>A new sign was on the list for 9 Russell Road, but because Route 20 where the building is located is a scenic byway, we can only have a certain sized sign and it will need to be on the building instead of free standing like the other locations.</p> | |
| Personnel Committee | <p>The Personnel committee is in the home stretch with the personnel handbook. It was asked if the social media policy needs to be in the handbook? The answer is yes, the social media policy still needs to be incorporated. Once the handbook is complete, it will be sent to the attorney for review. Janet and Bridget are looking into duplicate policies that are being worked on for the handbook and that are existing HCHC policy as well.</p> <p>It recently came to the attention of this committee that there's a problem with the Grievance Policy as there is no wording explaining what an employee should do if they have an issue or problem with their supervisor/dept head. Language needs to be added for this. The goal is to have the handbook completed by the end of the year.</p> | |
| Quality Improvement/Risk Management Committee | <p>Cheryl reported that the August QI meeting minutes were included in this month's Board packet. There was no meeting in September. The Dental department reported that there were three complaints and all issues were resolved. The behavioral health department has a new staff member and that's going well. There was a recent conflict between a behavioral health clinician and a front desk staff member. This issue was successfully resolved. The medical department reported that there's a new provider at the Huntington location and a physician assistant is being hired. There is now need to revisit and amend some policies due to the PA being hired.</p> <p>The Community Programs report stated that a partnership with Walgreens pharmacy and Arrow Pharmacy in Westfield has been formed.</p> <p>For Risk Management, two incidents were reported. Each was investigated and addressed.</p> <p>At the upcoming November meeting, the committee will look at requirements that this committee needs to track and be responsible for. The responsibility of processes will also be reviewed. This will include what the committee should be reporting on and tracking for each meeting.</p> <p>The medical department reports that they are still struggling with data from the electronic medical record. All providers have a different comfort level with the EMR. Also, data is not being captured correctly in all places. The mapping to the dashboard is not correct either and, we're no longer receiving support from Cooley Dickinson Hospital. Providers don't always have time to go in and put things in the record after the patient appointment is completed. Also, some providers had customizations done for them in the past which are not used by the entire group of providers which causes data capture difficulties.</p> | |

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| Committee Reports | After all the committee reports had been reviewed and discussed, Tim Walter made a motion to accept all committee reports. The motion was seconded by Wendy Long and without further discussion, the reports were approved unanimously. | Committee reports presented at this meeting were approved |
| Old Business | There was no old business presented at this meeting. | |
| New Business | | |
| Board of Directors Resolution for Authorized Signers | The Board of Directors Resolution for Authorized Signers was reviewed at this meeting. It was last completed in 2014 and was in need of updating. This form authorizes the CEO to sign contracts and other documents on behalf of the organization. The Chair and Clerk need to sign their approval. A motion was made to authorize Eliza Lake to be an authorized signer on behalf of HCHC with respect to any investments, contracts, agreements or transactions by Wendy Long. Kathryn Jensen seconded the motion. With no further discussion needed, the motion to approve the Board of Directors Resolution for Authorized Signers was approved. | Board of Directors Resolution for Authorized Signers was approved |
| Employee Health Insurance for 2018 | We've been told that Fallon Community Health Plan rates are to increase by 35% for 2018. Health New England has given us a quote with only a 4% increase. A high-deductible health plan with a possible health savings account may be included as a choice next year. Eliza is not in favor of this plan, but it may be a consideration depending on the quotes received. | |
| Board Self-Evaluation | John asked for comments and thoughts about doing a Board self-evaluation. How do members feel the Board is doing? This would allow the Board to review themselves. It was noted that this is not required, but recommended. There have been retreats held in the past. John asked if there are other ideas of seeing how this group could be doing better? A suggestion was made to survey each member and discuss the results. Consultants have been hired in the past. The recent strategic planning process was related to this. How would this group incorporate the self-evaluation information into ongoing change? Eliza will look into what the National Association of Community Health Centers (NACHC) might have available for use. It was asked if this group should go through the self-evaluation exercise now or wait until the Amherst site opens and new members join? | |
| Seth Gemme | Seth Gemme was dismissed from the meeting at this time and a discussion was held regarding his interest in the Board. There was agreement from those in attendance that Dr. Gemme would make a great addition to the Board given his background in healthcare and his interest in our QI committee. Nancy Benner moved that the Board accept Seth Gemme as a new Board member. Wendy Lane Wright seconded the motion. With no further discussion needed, the motion to approve Seth Gemme as a new Board member was approved unanimously. | Seth Gemme was approved as a new Board member |

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| Employee Holiday Party | A short discussion regarding the annual holiday party for health center employees was held. It was suggested that holding it after the holidays in the new year, as was done last year, worked well. Where will the location be? Should a hall be rented and the gathering catered? It was asked if the Blackburn Inn still hosts these types of gatherings? Some calls will be made to find out what locations are available and can host a group of our size. | |
| Employee Credentialing | <p>The credentialing checklists for the following new employees were brought to this meeting as being recommended for full credentialing by the Credentialing and Privileging Committee:</p> <ol style="list-style-type: none"> 1. Denise Swanfeldt, Medical Assistant 2. Amber Cormier, Dental Assistant 3. Lauren Venne, Dental Assistant 4. Lisa Harvey, MD 5. Celia Martinez, Medical Resident <p>John reviewed each credentialing checklist with the Board. Checklists were without issues for each employee except for Lisa Harvey, MD. There were some questions regarding her vaccinations, specifically her Hep b because it was not completed. After some research and calls to other health centers, it's been determined that we will recommend a Hep b vaccine for future hires, but not require it. The vaccine is more to protect the provider, not the patient.</p> <p>There is a medical resident here currently. Jon Liebman is working on getting residents here more often.</p> <p>With a short discussion of the employees, Nancy Brenner moved to accept the recommendations of the Credentialing and Privileging Committee to approve credentialing for Denise Swanfeldt, Amber Cormier, Lauren Venne, Lisa Harvey, and Celia Martinez. Tim Walter seconded the motion, and with no further discussion, the motion passed unanimously.</p> | <p>Credentials were granted for Denise Swanfeldt, Amber Cormier, Lauren Venne, Lisa Harvey, and Celia Martinez.</p> <p>Bridget Rida to notify employees of the granted credentials</p> |
| Adjourn | With no further business, a motion to adjourn the meeting was made by Tim Walter and seconded by Cheryl Hopson. The meeting adjourned at 7:15pm. The next regular Board meeting is scheduled for November 30, 2017 at 5:30pm at the Worthington Health Center. | |

Submitted by,

Janet Laroche, Executive Assistant

QI-RISK MANAGEMENT COMMITTEE

Location: Huntington Health Center

Date/Time: 10/24/2017 8:15am

TEAM MEMBERS Cheryl Hopson (chair); Janet Laroche, Admin & Lean Team Leader; Kathryn Jensen, Board Representative; Sheri Cheung, Medicine Representative; MaryLou Stuart, Dental Representative; Jon Liebman, ANP

ABSENT: Eliza Lake, CEO; Michael Purdy, CCCSO; Serena Torrey, Behavioral Health Representative; Kim Savery, Community Programs Representative; Cynthia Magrath, Practice Manager

| Agenda Item | Summary of Discussion | Decision/Next Steps | Person Responsible/ Due Date |
|---|---|--|---------------------------------|
| Review of August 15, 2017 Minutes | <p>The meeting was called to order by Cheryl Hopson, Chair, at 8:15 am.</p> <p>The minutes from the August 15, 2017 meeting were reviewed. Jon Liebman made a motion to approve the minutes and Sheri Cheung seconded the motion. The August 15, 2017 minutes were approved unanimously.</p> | The August 15, 2017 minutes were approved. | |
| Peer Review / Department Reports Dental Department | <p>Marylou Stuart reported for the Dental dept. New dummy codes have been created for reporting purposes in the department's electronic medical record.</p> <p>One patient incident has occurred since the department's last report. A patient needing extractions was in. He had brought a caregiver with him. He was showing signs of tremors in his hand and couldn't sign forms right away, but eventually did. He then showed signs of a leg tremor while in the exam chair, and then had a full body tremor, in which case his treatment stopped. His eyes then rolled back. The medical dept was called and a nurse and provider came over to assist. The patient was sent to the hospital directly from the health center. It was asked if the department has access to a patient's medical history if they are a health center patient? The dental department has their own medical history that's done, but no access to the medical dept's charts. Dentrix and ECW don't connect so access is not direct. Dental can obtain access to a patient's medical record and if we are</p> | | |

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| | department continues to be a problem. This issue does not allow accurate reports to be run for the numerous grants, state offices and for us to review. IT time is required to make changes in patient charts, to re-work reports, to re-work templates and run reports. | | |
| 1422 Grant | Jon Liebman had a comment about the 1422 grant. It's a functioning grant, but he wonders if this is effective for quality improvement for the health center? The program is seeing very few people overall. What is the clinical impact of this program? | Follow up with Kim at the November meeting. | |
| NCQA-PCMH Re-certification | The applications for the Worthington and Huntington locations have been submitted. NCQA has 60 days to review them. Jon brought up that we need a way to stay on top of the standards that need to be reported on/that we're doing. Also, who will be responsible for all of the requirements we need to keep track of when the renewal process approaches again? | Marie Burkart plans to attend the next meeting where this can be discussed further. | |
| Risk Management | Recent incident reports were reviewed by this committee today after Michael reviewed them as the Risk Manager. The committee reviewed, some for the second time, and with no further questions, they were signed off by the QI chairperson. | | |
| New Business | It was asked what's required from this committee for various grants, certifications, insurance companies? There is not a way to easily refer to this at the moment. Cheryl will plan to contact Marie Burkart, Grants Mgr, to see what she's come across while working on grants, NCQA, etc. | A list of items needed from the various grants and certifications, etc. and it will be discussed further at the November meeting. | Janet to start the list; due 11/21/2017 |
| Adjourn | There being no other business, Jon Liebman moved that the meeting be adjourned. After a second by Marylou Stuart, the meeting was adjourned at 9:05am. The next meeting is scheduled for Tuesday, November 21, 2017 at 8:15am at the Huntington Health Center. | | |

Respectfully submitted,

