

Mascoma Community Healthcare
Board of Directors Meeting
Mascoma Community Health Center
September 11, 2017

APPROVED MINUTES

In attendance: Voting Directors: Dale Barney (chair), Kris Briand, Tim Jennings, Sean Murphy, Michael Paine, Mary Paquette (treasurer), Christopher Partain (secretary), Curtis Payne, Mike Samson, Alice Schori, Peter Thurber (vice chair). Ex- Officio Director: Dr. Carrie Webber, Dr. David Beaufait.

Clinic Director: Donna Ransmeier.

Interested community members: Geraldine Osgood, Denis Salvail, Bruce Shinn. Recorder: Roger Lohr.

Not in attendance: Carolyn Barney, John Dow, Karen Ewer-Gray, Andy Ware, Ed McGee.

1. Call to Order

Chair Dale Barney called the meeting to order at 7:02 PM.

2. Clinical Director's Report

Clinic Director Donna Ransmeier reported that the center has 412 patients registered as of today. The Cardigan Mountain School students have begun to come to the facility for physical exams. Scheduling for the dental services is working well and the hygienist also works on Monday when the dentist is not on the premises.

3. Medical Director's Report

Medical Director Carrie Webber reported that Department of Transportation physicals have begun. Doctors are attending clinics regarding the flu. Automated appointment reminder calls have begun. The Board asked if email would be used for appointment reminders and it will require that a patient portal be in operation that could occur perhaps next year. There was also a question about vision care at MCHC and those services may be offered in the coming years.

4. Committee Report Summaries

A. Finance Committee

Mike Samson stated that the financial data details will be reviewed in Executive Session. The financials are being integrated with Quickbooks. The projection is for 1,600 patients by April and it is expected that MCHC will meet that goal. There are 300 patients anticipated from other partners. The dental operation looks good. Analysis of patients, visits, and revenue show that the revenue per patient is higher than anticipated. Breakeven is expected early in the next fiscal year, which is 6-8 months ahead of the projected schedule. Receivables are about 80% of revenue and MCHC is awaiting a grant from the NH Charitable Trust. There is enough cash for two months of operation and a line-of-credit decision is expected soon. There are two other new sources of grant funding and MCHC is still seeking other funding. The financial policies will probably not be implemented until January.

Samson distributed documents regarding the Integrated Delivery Network program concept for Medicare and Medicaid patients. The August 28 letter to express interest in becoming a team member in the IDN Region 1 was cited and the program was explained to the Board. The program would bring \$120,000-\$200,000 per year. IDN appears to be a good opportunity for MCHC for primary care, dental, and behavioral services. Dr. Peter Mason, the IDN Project Director told Mike Samson that MCHC has been accepted. A case manager would be positioned at the MCHC facility to be a liaison among social service agencies for patients. MCHC would be subject to measurable objectives but it would not be micromanaged related to its participation with IDN. The Executive Committee asked the Board to empower it to consider moving forward with IDN.

Concern about IDN and the risks involved with getting involved were expressed. Mike Samson is scheduled to attend a meeting on September 18. He offered to send any Board member the 134 page IDN document for more particulars.

Thurber moved to empower the Executive Committee to continue discussions on the Integrated Delivery Network proposal and it would require Board approval prior to move forward with the IDN program, seconded by Partain. All voting attendees approved 12-0-0.

Samson distributed a document listing insurance companies that are currently credentialed at MCHC and some (Medicaid) are still in progress for credentialing. Samson distributed a document regarding the MCHC Sliding Scale Discount Schedule and asked the Board for approval of the revised schedule. **Thurber moved to accept the Sliding Scale Discount Schedule as submitted, seconded by Partain. All voting attendees approved 12-0-0.**

Thurber moved to accept the Finance Committee Report as submitted, seconded by Partain. All voting attendees approved 12-0-0.

B. Development Committee

Tim Jennings reported on the Development Committee activities, which focuses on fund raising efforts, special event support, and patient outreach. A telephone drive was conducted calling 512 names on the pledge cards. There were 149 people reached and 162 messages left but no other results were calculated. A Patient Satisfaction Survey is to be drafted. There will be an envelope-stuffing event this Thursday at 6:00 PM.

Mike Samson reviewed the radio advertising that began airing on the radio and a mass mailer invitation promotion will be sent to 5,400 residents in the core five towns. It was reported that the Valley News will visit MCHC to do a story on the dental practice.

Thurber moved to approve the Development Committee report, seconded by Partain. All voting attendees approved 12-0-0.

C. Building, Equipment and Technology Committee

The Construction/Building Committee and Technology/Equipment Committee will combine to become the Physical Plant Committee. A water drainage issue will be addressed in the front of the facility. The members who will serve on the Physical Plant Committee include Thurber, Jennings, Partain, Ware, and Murphy (chair). **Thurber moved to approve the Construction/Building Committee report, and then dissolve the Building, Equipment and Technology Committees, and establish the Physical Plant Committee, and thank all those who worked on the former committee, seconded by Partain. All voting attendees approved 12-0-0.**

D. Recruitment and Staffing Committee

Three new staff were hired including the dental assistant, dental hygienist, and certified medical assistant. Candidates for the clinical social worker are still being sought.

Samson moved to approve the Recruitment and Staffing Committee report, seconded by Partain. All voting attendees approved 12-0-0.

E. Quality and Safety Committee

The Quality and Safety Committee will be established and stood up with Karen Ewer-Gray as chair and other Board members serving include Kris Briand and Chris Partain. Other Board members are being approached regarding service on this committee. The staff will be integrated in this committee's work as both internal and external issues will be addressed.

Thurber moved to approve the standing up of the Quality and Safety Committee with the participants as reported, seconded by Samson. All voting attendees approved 12-0-0.

F. Executive Committee

The Executive Committee meeting information was covered by the other committee reports. The Bylaws subcommittee will need to initiate efforts on policies, which will be needed for audits. Curtis Payne is the chair of the Bylaws Subcommittee.

Paquette moved to approve the Executive Committee report, seconded by Partain. All voting attendees approved 12-0-0.

5. Other Business

Samson reported that the year-to-date at the end of August revenue was \$91,000 and expense was \$411,000 for a \$319,000 loss. This loss is lower than what was projected in the report last month.

6. Meeting Minutes Approval

Thurber moved to approve the amended meeting minutes for August 14, 2017, seconded by Partain. All voting attendees approved 12-0-0. Changes to the amended minutes: in the "Not in Attendance" list, add Dr. David Beaufait; in item 5A replace \$50,000 "profit" with "revenue."

7. Executive Session

Thurber moved to approve entering executive session, seconded by Partain. All voting attendees approved 12-0-0.

The Board entered executive session at 8:24 PM.

The Board reconvened the MCHC Board meeting at 9:30 PM.

8. Public Meeting

Samson moved to approve a motion to express appreciation to Karen Ewer-Gray for her efforts to apply and secure grants for Family Planning, seconded by Thurber.

9. Adjournment

Paquette moved to approve adjournment of the meeting, seconded by Thurber. All voting attendees approved 12-0-0.

The meeting was adjourned at 9:32 PM.

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