

Mascoma Community Healthcare
Board of Directors Meeting
Mascoma Community Health Center
November 13, 2017

APPROVED MINUTES

In attendance: Voting Directors: Dale Barney (chair), Barbara Dolyak, Tim Jennings, Sean Murphy, Mary Paquette (treasurer), Christopher Partain (secretary), Michael Paine, Mike Samson, Peter Thurber (vice chair). Ex- Officio Director: Dr. David Beaufait.

Medical Director: Carrie Webber.

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

Not in attendance: Clinic Director: Donna Ransmeier, Board members Carolyn Barney, Scott Berry, Kris Briand, John Dow, Karen Ewer-Gray, Curtis Payne, Alice Schori, Andy Ware, Ed McGee.

1. Call to Order

Chair Dale Barney called the meeting to order at 7:05 PM.

2. Minutes Approval

Samson moved to approve the Mascoma Community Health Center Board meeting minutes for October 9, 2017 as submitted and amended, seconded by Dolyak. All voting attendees approved 10-0-0.

Changes: in item 6 replace the time that the Board reconvened as 8:30.

3. Clinical Director's Report

Medical Director Carrie Webber reported for the Clinical Director stating that the center now has 767 patients registered as of November 13. There were 610 on October 16 and 724 on November 8. A part time (10 hours per week) patient service representative was hired and a per diem RN was hired. The staff is getting more comfortable with the computer system. A patient satisfaction survey will be conducted.

4. Medical Director's Report

The staff is readying for the family planning program. The telephone system is improving.

5. Dental Director's Report

The dental operation has been very busy and the staff is doing well. Board meeting attendee Bruce Shinn reported that he had a good appointment experience with the dentist and that the operation was very professional.

6. Committee Report Summaries

A. Finance Committee

The Finance Committee document was made available. Mike Samson stated that the financial data details will be reviewed in Executive Session. The lions share of the accounts receivables are coming in at 30 days with about \$6,000 at 60 days. The dental revenue is deceiving because 53% of billables were written off in September and October. The minimum dental visit charge will be increased from \$10 to \$20 and this will decrease the billables to 26%, which is closer to expectations.

MCHC will be working dental service partnerships with the NH Health and Human Services and Ottaquechee Health. The Veterans Disability program has 320 patients. These programs get paid on a reimbursement basis. The visits per patient is 20% below forecast but the revenue per patient is 33% higher than forecast. Medicare and Medicaid represent 51% of patients at MCHC. While the clinic has developed somewhat of a persona that it is only for disadvantaged people, more than 40 insurance companies are accepted including 5 dental insurance companies.

It is expected that MCHC will attain break even status in the April-June time period, when it should have 1,500-1,600 patients. The dental operation is above projections and should help finances but there is a need

to do fundraising to bolster cash flow. **Paquette moved to accept the Finance Committee Report as submitted, seconded by Partain. All voting attendees approved 10-0-0.**

B. Development Committee

The Development Committee document was made available. Tim Jennings stated that the focus is going from patient outreach (events, advertising) to fundraising. There was a training session done by the Mount Cardigan School development contact. There will be an effort to raise \$75,000 by the end of December seeking gifts from individuals, area employers, and community organizations. **Thurber moved to approve the Development Committee report, seconded by Partain. All voting attendees approved 10-0-0.**

C. Physical Plant & Equipment Committee

The Physical Plant & Equipment Committee document was made available. The Physical Plant & Equipment Committee is reviewing various tasks at the center. WiFi reception has been improved. The center has developed a protocol for power outages and will seek a grant to acquire a generator. The committee will meet twice each month. **Thurber moved to accept, seconded by Partain. All voting attendees approved 10-0-0.**

D. Recruitment and Staffing Committee

The search continues for the clinical social worker. Up to now, the candidates that have interviewed for the position would require supervision because they do not have the necessary experience. A recruitment tool will be used to find more behavioral health professionals to be considered for the position. The newly hired staff includes the part time front office position and the per diem nurse.

Partain moved to approve the Recruitment and Staffing Committee report, seconded by Jennings. All voting attendees approved 10-0-0.

E. Quality and Safety Committee

The Quality and Safety Committee has started and a building safety review is underway but the Executive Committee will consider the logistics of this committee. **Dolyak moved to approve the Quality and Safety Committee report, seconded by Partain. All voting attendees approved 10-0-0.**

F. Executive Committee

The Executive Committee document was made available. The MSLA and family planning partnerships are gearing up. There was an RFP for funds from the AG's office regarding the Veterans' assistance program for dental services at MCHC and the center is awaiting a determination on the application. Policies will have to be developed focusing on staff relations and EHR prescribing.

Samson moved to approve the Executive Committee report, seconded by Partain. All voting attendees approved 10-0-0.

7. Other Business

Mike Samson requested the Board authorize him to view MCHC bank account information.

Thurber moved to approve authorizing Mike Samson to view MCHC bank information, seconded by Dolyak. All voting attendees approved 10-0-0.

8. Executive Session

Thurber moved to approve entering executive session, seconded by Dolyak. All voting attendees approved 10-0-0.

The Board entered executive session at 8:40 PM.

The Board reconvened the MCHC Board meeting at 9:10 PM.

Samson moved to approve the meeting minutes where the signing for credit and NH Charitable Foundation applications occurred, seconded by Dolyak. All voting attendees approved 8-0-1 (Paine abstained).

9. Adjournment

Dolyak moved to approve adjournment of the meeting, seconded by Partain. All voting attendees approved 9-0-0.

The meeting was adjourned at 9:10 PM.

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