

Mascoma Community Healthcare
Board of Directors Meeting
Mascoma Community Health Center
July 9, 2018

In attendance: Voting Directors: Dale Barney (chair), Scott Berry, Kris Briand (via phone), Barbara Dolyak Tim Jennings, Ashleigh King, Sean Murphy, Mary Paquette (treasurer), Michael Paine, Curtis Payne, Denis Salvail, Mike Samson, Louis Shelzi, Alice Schori, Peter Thurber, Andrew Ware, Karen Wolk. Public: Bruce Shinn and one other community attendee. Staff Not Attending: Donna Ransmeier, Dr. Ben Gardner; Recorder: Roger Lohr.

1. Call to Order and Announcements

Chair Dale Barney called the meeting to order at 7:00 PM.

Peter Thurber reviewed the revised Board agenda and meeting format. There will be focus on fewer committee reports that will be more in depth and the other committee reports will be shortened. The Dashboard will be introduced to the Board for its consideration and input. It was suggested that the written committee reports be sent earlier in advance of the board meeting.

2. Minutes Approval

Schori moved to approve the Mascoma Community Health Center Board meeting minutes for June 11, 2018 as submitted and amended, seconded by Shelzi. Approved by all voting Board members. The changes to the document included Joy Clancy, LNA, and the event in Enfield.

3. MCHC and Committee Report Summaries

A. Clinical Director Report

The report was given by Board member Scott Berry. There are 1,744 patients at MCHC as of July 9, 2018. The new LNA Diane Hackerman began this week and a new PA. Both new staff have received a positive patient and staff response. The Canaan Senior Center will conduct monthly classes in MCHC space and the facility is available to use for other organizations.

B. Executive Committee

The Executive Committee has been working with the other committees, strategic planning, and addressing personnel issues.

C. Finance Committee

Finance Committee documents were distributed to the Board. The Dashboard document was reviewed. Mike Samson stated that the current issues include paying \$95,000 to the USDA in early August, getting a line of credit to cover 6 months of receivables and reaching stable patient revenue and cash flow. The Dashboard metrics were reviewed and some of the background issues were mentioned. It was suggested that the patient visit chart target be evaluated. The visits are more significant to staffing with regard to growth and capacity rather than the budget. The Dashboard can be changed as Board members consider the information on it. Comments about the Dashboard can be sent to Board member Sean Murphy.

D. Human Resources

MCHC is currently searching for help with the front desk and/or a dental scheduler and would like to fill the position by the end of the summer.

E. Physical Plant & Equipment Committee

The Physical Plant & Equipment Committee report was submitted and the two issues discussed included the volunteer landscape work and plumbing problems.

F. Quality and Safety Committee

A draft Patient Experience Survey was distributed to the Board and discussed. It was suggested that the in section A there was an additional line, in section B the Provider section could eliminate some redundant

lines, and there was a spelling error in item C. It was suggested that the care providers include the hygienist and request that the relevant providers be circled. Other feedback on the survey should be sent to Board member Scott Berry. It was asked if the survey should be with Human Resources Committee or Quality Committee. A Health Care Advisory will be developed with Dr. Gardner and Board member Michael Paine.

G. Development Committee

The written Development Committee report was distributed to the Board and Tim Jennings announced that Joy Clancy has volunteered to help with communication and marketing. There are still positions to be filled for the volunteer coordinator and communication coordinator. A one year anniversary celebration is scheduled for August 5 with food and music and Board member Kris Brian reviewed the details.

On patient outreach it was suggested that the MCHC Board participate in the Enfield Old Home Days on July 28 at 11:00 AM. A regular MCHC newsletter was an idea that was suggested to cover health tips and info as well as MCHC activities. It was suggested that presentations could be given at senior centers in the region. It was suggested that school sporting events could present a large number of people for MCHC exposure. There was also a discussion about promoting physical exams for school athletes and camps. Board members were asked to send other patient outreach ideas to Ashleigh King.

H. Other Business

The Board discussed the use of social media. There is a need to find an experienced person to help MCHC with social media for promotion and response to criticism. It was suggested that Facebook postings by anyone other than MCHC staff could be eliminated. It was suggested that a general response message could be created to send to critical posts and that specific posts could be addressed on a case-by-case basis if necessary. It was also mentioned that social media could be successfully used to target messages to specific audiences in the region at a very low cost.

4. Executive Session

Shelzi moved to enter Executive Session, seconded by Schori. All voting Board attendees approved.
The Board recessed and entered Executive Session at 8:30 PM.

The Board meeting was reconvened at 9:50 PM

5. Board Motions

Paine moved to authorize and ratify the MCHC Executive Committee to take action if necessary to retroactively terminate any MCHC contracts including employment contracts, seconded by Shelzi. All voting attendees approved.

Salvail moved to authorize the MCHC Finance Committee chairman to take any actions necessary to meet cash flow needs during the next two weeks subject to approval by the majority of the MCHC Executive Committee. All voting attendees approved.

6. Adjournment

Thurber moved to adjourn the meeting, seconded by Shelzi. All voting attendees approved.
The meeting was adjourned at 955 PM.