

Mascoma Community Healthcare
Board of Directors Meeting
Mascoma Community Health Center
May 14, 2018

FINAL MINUTES

In attendance: Voting Directors: Dale Barney (chair), Scott Berry, Kris Briand, Tim Jennings, Ashleigh King, Sean Murphy, Michael Paine, Mary Paquette (treasurer), Curtis Payne, Denis Salvail, Alice Schori, Mike Samson, Peter Thurber (vice chair), Andrew Ware; Board participating via phone Barbara Dolyak, Christopher Partain, Louis Shelzi. Staff: Donna Ransmeier, Dr. Carrie Webber; 3 community attendees. Recorder: Roger Lohr.

1. Call to Order

Chair Dale Barney called the meeting to order at 7:03 PM. New Board members Ashleigh King and Louis Shelzi introduced themselves.

2. Minutes Approval

Samson moved to approve the Mascoma Community Health Center Board meeting minutes for April 9, 2018 as submitted and amended, seconded by Murphy. All voting attendees approved. The change to the document was the spelling of Shelzi.

3. Committee Report Summaries

A. Clinical Director Report

There are 1,527 patients at MCHC as of May 14, 2018. There was \$40,000 associated with the Family Planning Program last month and \$10,000 previously for reimbursement on salaries and other expenses. There were 7 patients served within the program, 25 adolescents were screened and another 15 patients were eligible within the family planning program. The LNA hiring is almost finalized.

B. Medical Director Report

MCHC is increasing efficiency to see more daily patients and there is more communication with other hospitals on referrals. Interviews continue for recruiting providers.

C. Finance Committee

Finance Committee documents were distributed to the Board. Mike Samson stated that last month there were 591 patients served and the dental operation is reaching full capacity. A document of MCHC accounts was distributed showing contributions, income, and expense For FY 2018 budget and actual and, the proposed FY 2019 budget. A \$15,000 loss is anticipated for May and about \$3-4,000 loss in June is expected. Plans have been developed to expand both the medical and dental operations and about 100 new patients are anticipated on a monthly basis. It is anticipated that the staff will be increased in July with providers and support staff. The Finance Committee is looking at accounts receivable collection policies. There are some grant applications that have been submitted for equipment including for physical therapy and radiography.

Paquette moved to accept the Finance Committee Report, seconded by Murphy. All voting attendees approved.

D. Other Business

It was suggested that the practice of making motions to accept committee reports be suspended and the Board discussed the suggestion.

Jennings moved to suspend the Board practice of making motions to accept committee reports (excluding the Finance Committee report which would continue to be accepted), seconded by Berry. The motion passed 16-1 (Paine opposed).

E. Development Committee

The Development Committee report was made by Tim Jennings and he announced that the volunteer positions for fundraising coordinator and grant coordinator have been filled. There continues to be a need to fill the Development Committee needs for patient outreach/recruiting, communication/marketing, and special events. Database options for tracking donors are being considered.

E. Board Retreat Recap

Four topic areas were listed for the Board to consider ideas including: financial stability, improve organization culture, reduce/expand services, and patient growth.

Culture: Board sponsored breakfast or lunch with the staff a couple times per year; staff wellness programs such as massage; use MCHC website, Facebook, and newsletter to tout staff members, accomplishments, and announce new personnel. Ask the employees for feedback on morale ideas.

Patient growth: Personal outreach efforts to individuals, businesses, and organizations; display “accepting new patients” signage regularly; collect testimonials with a microrecorder device and sign at front desk to use in marketing; massage in lobby area; inform everyone about MCHC status and plans for expansion; targeted marketing and communications.

Financial stability: Increase number of patients and those with insurance; offer services to staff; prioritize expense payments.

Expansion/reduction of services: Assess what is the right-size of MCHC to the community; grants; patient survey to consider additional services; review services that are being used to focus on most popular; partnerships for outsourced services that could be done in-house (acupuncture, audiologist, massage, yoga); market lower cost lab work; increase awareness of services among existing patients, x-ray for Mascoma School District; mobile MRI; behavioral health services; pharmacy; physical therapy; radiography; expand hours to nights and Saturday; streamline insurance prior authorization.

F. Physical Plant & Equipment Committee

The Physical Plant & Equipment Committee report document was distributed to the Board and given by Sean Murphy. Contractor warranty claims are almost wrapped up. Spring green up was done and some new shrubs were added on the grounds.

G. Human Resources Committee

Scott Berry gave the Human Resources Committee report stating that the part time dentist from BU is awaiting approval for his NH license and is expected to be on board soon.

H. Executive Committee

The Executive Committee report was given by Peter Thurber. The Executive Committee meets regularly with the other committees and the directors. A subcommittee will be formed to explore art donations for the facility. Alternative programs for the MSLA program are being explored. Mike Samson requested photos and 100-word background information from the new Board members.

I. Other Business

Some Board members need to sign the annual code of ethics. Scott Berry reviewed the Federally Qualified Health Center (FQHC) “look-alike” status overview document that was distributed to the Board. Some of the benefits for such status include better reimbursement for Medicaid services provided, medical malpractice insurance, purchase of discounted drugs, and health center program funding. A three-day visit would be necessary as part of the application process for FQHC look-alike status.

Berry moved to file an application for the FQHC look-alike program by the end of the year seconded by Samson. All voting attendees approved.

It was suggested that MCHC host and publicize a one-year anniversary open house event.

4. Executive Session

Berry moved to enter Executive Session, seconded by Thurber. All voting attendees approved.

The Board recessed and entered Executive Session at 8:14 PM.

The Board meeting was reconvened at 8:47 PM

5. Adjournment

Jennings moved to adjourn the meeting, seconded by Thurber. All voting attendees approved.

The meeting was adjourned at 8:47 PM.

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