

# GOVERNANCE BOARD MINUTES OF MONTHLY MEETING

December 9, 2021 via Teleconference

Knox County Health Department

1361 W. Fremont St.

Galesburg, IL 61401

The Knox Community Health Center Governance Board meeting was held via Teleconference on December 9, 2021. Karen Lynch called the meeting to order at 5:03 PM. Present were Karen Lynch, Bill Butts, Sammi Durdle, Marty Andrews, Harlan Cook, Tara Hillier, and Amber Miles. Absent: Angela Petersen, Christina King and Annadoria Ledbetter. Also, in attendance were Michele Gabriel, CEO; Angel Wright, Director of Compliance and Performance Management; Staci Simpson, Director of Operations; and Tina Jockisch Administrative Clerk.

## ADDITIONS TO AGENDA

There were no additions to the agenda under.

## APPROVAL OF MINUTES

A motion to approve the minutes of the November 10, 2021, meeting as circulated was made by Sammi Durdle and seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote.

## PRESIDENT'S COMMENTS

The only item on the agenda under President's Comments, Elect 2022 Governance Board Officers, President Lynch asked the nominating committee if they found a new Treasurer, Sammi Durdle stated they were not able to find anyone at this time. President Lynch stated the Vice President could also hold a Treasurer's job, in which she asked Bill Butts if he could temporarily hold the Treasurer position until the Board finds a replacement. Bill Butts stated he hopes someone else is willing to take the position, but he would temporarily hold the Treasurer's position until such time a replacement is found. A motion to approve Karen Lynch as Governance Board President for 2022 was made by Sammi Durdle and seconded by Harlan Cook, the motion for approval was unanimously adopted by a voice vote. A motion to approve Bill Butts as Governance Board Vice President for 2022 was made by Harlan Cook and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote. A motion to approve Sammi Durdle as Governance Board Secretary for 2022 was made by Marty Andrews and seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote. A motion to approve Bill Butts as Temporary Governance Board Treasurer for 2022 until such time a replacement is found, was made by Marty Andrews, and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

## EXECUTIVE DIRECTOR'S

The first item on the agenda under the Executive Director's Report, Michele Gabriel updated Board on Personnel Changes, stating the Health Center has replaced the Dental Director, Dr. Andrea Miller-Finch has agreed to serve as the Dental Director beginning in December. Dr. Miller-Finch will assume the Director role and will be working with Reina Reyes, COO to help make the Dental operations successful, and will be joining the Governance Board meetings in the future.

The next item on the agenda under the Executive Director's Report, Michele Gabriel updated Board on progress in the creation of the COVID-19 Testing/Vaccine Division stating the Health Department had hired a Director, Melissa Henson for the Division and is attempting to staff that division with LPN's, Medical Assistants, and clerks; however, the Health Department is experiencing the same hiring concerns experienced by other agencies, particularly health care agencies. Michele went on to state that the COVID testing is a Health Center program the Department is working with HRSA the granting agency to extend the temporary status of the Bergner's building to try and move testing inside the building for the winter; if it is not approved however, the building will not be considered within the scope of the Community Health Center and will not be able to be used for testing. Michele stated the Health Department continues to test Monday, Wednesday and Friday and offer vaccines at clinics on Tuesday's 1:30pm-3:30pm and Thursday's 8:30am-10:30am, there have also been walk-in Booster Vaccine Clinics, and Pediatric/Adolescent Vaccine

Clinics made available for ages 5-18 by appointment. Bill Butts noted he received his booster vaccine at the Bergner's building and was impressed by the efficiency and professionalism of the staff, Bill stated the Health Department should be commended for the extraordinary job they are doing.

The next item on the agenda under the Executive Director's Report, Michele Gabriel presented to Board for informational purposes only the Medicaid Program 2022 Encounter Rates for the Community Health Center program. The encounter rates are adjusted each year by the Medicare Economic Index (MEI), and as of January 1, 2022, Medical Encounter rate \$157.13, Dental Encounter rate \$125.69 and Behavioral Encounter rate \$71.58; the Community Health Center billing will reflect those rates as of January 1, 2022.

The next item on the agenda under the Executive Director's Report, Michele Gabriel discussed with Board about Governance Board Training, stating the Health Center is responsible for orientating new Board members and providing education about your responsibilities as a Health Center Board. Michele discussed how the Board would like to proceed with bringing back education in 2022, in the past there has been webinars and trainings online that were done outside of normal meetings and had mixed results from Board members being happy with that scenario. Michele stated in the past there were Governance Board Boot Camps available, a few Board members took advantage of the Boot Camps which were held on Sundays and provided a lot of information in a short period of time. Michele stated the Health Center will make the Governance Board Boot Camp available again in 2022 for any Board member wanting to participate. Additionally, Michele stated Staci is working on updating the manuals for Governance Board members with bylaws, etc. and will be distributing them to Board members. Michele stated in the Board packet there was a Governance Guide for Health Center Boards, Michele's initial thought was for the Board to go through these modules, have everyone prepare ahead of time and discuss them during the meeting. President Lynch stated after speaking with Michele about the Governance Guide, she thinks it will be beneficial, and it covers several of the things she learned at the Governance Board Boot Camp. President Lynch suggested the Board prepare by reading one chapter prior to the next meeting and have a brief discussion about that chapter during the regular Board meeting, if you have any questions about the chapter write them down and assign someone each month to lead the discussion. After discussion the Board decided to read one chapter each month and discuss at the next meeting, President Lynch volunteered to lead the discussion at the January's meeting. Michele stated that Tina would send out a memo with the chapter that was supposed to be read and before the next meeting come up with a training schedule to bring to the Board at the February 2022 meeting.

The next item on the agenda under the Executive Director's Report, Michele Gabriel updated the Board on Emergency Site Status, stating the Bergner's building was added as an emergency site to the Health Center, which allows the Health Center to provide services at the Bergner's site under the Health Center's scope and Federal Tort Claims Act (FTCA) as an extension to the Health Center site on Fremont Street. Michele stated in the Board packet was a letter Reina had sent HRSA, requesting to extend this classification because it only goes for three to six months, the Health Center would like to extend it to do testing at the Bergner's site during the winter. Michele stated the Health Center is currently waiting on a response from HRSA, if they refuse to grant another temporary site, another option would be to add it to Health Center's scope and remove it later, however if the Health Center adds it to their scope as a separate site, then Michele would have to file for all the normal things for a new site such as NPI, Medicare, and Medicaid number. In closing Michele stated at this time it is uncertain if the Health Center will continue to test outside or if the temporary Bergner's site will become available for testing.

The final item on the agenda under the Executive Director's Report, Michele Gabriel updated the Board on Compliance with No Surprises Act and Good Faith Estimate Rules, stating several entities are putting in comments with the federal government that these are rules are not meant for Health Centers, and some areas they are a burden and could potentially create access to care concerns. Michele stated the No Surprises Act and Good Faith Estimate Rules is when you go to a hospital or ER and start receiving your bills from insurance and find out your anesthesiologist is not covered by your insurance or not in your network, or if the ER doctor is not in your network but the hospital is in your network, these rules were put into place to address scenarios such as these. Michele stated within so many days after making an

appointment, the Health Center must provide them a good faith estimate within a day of what their services will cost, even if a new patient comes in and the Health Center does not know what all the patients will need or how long the appointment will take, a good faith estimate must be provided. In closing Michele stated effective January 1, 2022, the Health Center is required to provide good faith estimates.

### **CHIEF FINANCIAL OFFICER**

The only item on the agenda under the Chief Financial Officer's report, Michele Gabriel reviewed with the Governance Board the December 2021 Financial Statements and TSI Collections Report. Michele reported a current net revenue over expenditures of \$37,494.46 for the period ending November 30, 2021, actual net revenue over expenditures year to date is \$71,759.34. A motion was made by Sammi Durdle to approve the December 2021 Knox Community Health Center Financial Reports as presented and seconded by Marty Andrews, the motion for approval was unanimously adopted by a voice vote.

Michele stated later in the meeting she would be asking the Board to take some action on the Profit Recovery Program, the Health Center's cost for this program sit below their expenses which is good. Michele stated the first process of the recovery program is sending letters out for three or four months which cost \$9.50 a claim, then verbal collections there is no charge, but they take 40% of anything collected, unfortunately the verbal collection has not been very successful. Michele stated once they pass out of verbal collections, it is like a stop gap at that point, the Health Center has expended all efforts, unless they want to take legal action. In closing Michele stated she did not feel taking legal action was the direction the Health Center wanted to go, because in the long run the legal fees would cost more.

### **DIRECTOR OF COMPLIANCE AND PERFORMANCE MANAGEMENT**

#### **Quality Management**

The only item on agenda under Quality Management of the Director of Compliance and Performance Management's Report, Angel Wright presented to Board the Performance Measures Report for November 2021 for the Knox Community Health Center. Angel stated some of the new Health Center staff are making sure the information is entered correctly in the electronic health record so when they run the reports it is capturing the correct information. A motion was made by Marty Andrews to approve the Performance Measures Report November 2021 as presented and seconded by Bill Butts the motion for approval was unanimously adopted by a voice vote.

#### **RISK MANAGEMENT**

There is one item on the agenda for Risk Management, Angel Wright the Director of Compliance, Quality and Risk Management updated the Board on Compliance Program Exclusions Screening Policies and Procedures. Angel stated the Health Center has had some additional HIPAA training this year with the law firm, Heyl- Royster, as part of Rick Management reviewing policies and procedures. The requirements include more frequent background checks. In the past the staff background checks have been done on a quarterly basis. Background checks will now be done once a month for staff, board members, volunteers, and contract vendors. Health Resources and Services Administration (HRSA) requires this for any organization that receives federal funds. The Health Center will be using a recommended secure portal, Portal Pro, to download information and this will help fulfill our compliance with HRSA.

### **CHIEF OPERATIONS OFFICER**

The first item on the agenda under Chief Operations Officer Report, Staci Simpson presented to Board the November 2021 CHC Capacities Report, stating Total Clinic had 475 completed appointments 39.0% and 25.2% no show rate; Medical had 133 completed appointments 22.8% and 28.5% no show rate; Behavioral Health had 86 completed appointments 59.7% and 28.9% no show rate; Dental had 116 completed appointments 56.7% and 21.1% no show rate; and Hygiene 140 completed appointments 49.1% and 22.7% no show rate. A motion was made by Bill Butts to approve the October 2021 CHC Capacities Reports as presented and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

The final item on the agenda under Chief Operations Officer Report, Staci Simpson presented to Board the Medical Patient Outreach Plan Activity for November 2021, stating the Health Center is still working on increasing patient load.

### **DIRECTOR OF OPERATIONS**

The only item on agenda under her report, Staci Simpson, Director of Operations for the Knox Community Health Center, Staci provided the November 2021 Provider Activity Reports through November 30, 2021, and November COVID 19 Testing Volumes to the Board for approval. Staci reviewed the preliminary report showing a total visit productivity number of 475 and stated the Knox County Health Center did 570 tests for month of November 2021. A motion was made by Marty Andrews to approve the November 2021 Provider Activity Reports and November COVID 19 Testing Volumes as presented and seconded by Harlan Cook, the motion for approval was unanimously adopted by a voice vote.

### **MEDICAL DIRECTOR**

There were no items on the agenda under the Medical Director's Report.

### **DENTAL DIRECTOR**

There were no items on the agenda under the Dental Director's Report.

### **BEHAVIORL HEALTH DIRECTOR**

There were no items on the agenda under the Behavioral Health Director's Report.

### **OLD BUSINESS**

The only item on agenda under Old Business, Michele Gabriel, CEO presented to Board the Policies and Procedures to comply with Medicare and Medicaid Programs Omnibus COVID-19 Health Care Staff Vaccination, stating these policies went in to effect November 5, 2021, when the President issued an executive order. CMS opened the code for what is required to qualify for Medicare certification, in that CMS put a vaccine mandate for health care staff but did not include a testing option, this is solely for health care, and it is tied to Medicare, CMS inserted into the Medicare rules and published it. Michele stated the first deadline was supposed to be December 6, 2021, the Health Center put together all the policies to be in compliance, educated staff, put everything together, installed the deadlines, moved forward with it, and there were a couple lawsuits filed against the mandate and was ruled that everything was on hold. Michele stated there was a memo in the Board packet discussing the mandate being put on hold until it goes to a higher court to be ruled on. In closing, Michele asked the Board to approve the policies and procedures in case the mandate becomes effective. A motion was made by Sammi Durdle to approve Policies and Procedures to comply with Medicare and Medicaid Programs Omnibus COVID-19 Health Care Staff Vaccination as presented and seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote.

### **NEW BUSINESS**

The only item on the agenda under New Business, Michele Gabriel, CEO presented to Board for approval the Bad Debt After Collection Efforts, stating in the Board packet there was a copy of the Billing and Accounts Receivable policies which get updated frequently. Michele stated she made the following change on page eight of the policies, "Monthly, review accounts in 3<sup>rd</sup> party collections (all accounts for patients over 200% FPL; including, those patients who have not completed SFS paperwork); write off as "bad debt" any accounts that have gone completely through both the profit recovery and verbal collections processes." Michele proposed writing off any accounts that have gone completely through both the profit recovery and verbal collections processes as "bad debt" and no further action taken. Michele stated the Health Center is required to make every attempt to collect payment, except for sliding fee scale A, which is the only group if they do not pay, the Health Center is not required to collect from. President Lunch asked Michele if the Board needed to put something in the policies and procedures about a timeline for patients to get their paperwork turned back in, Michele stated the Health Center will be revising the procedures to become a patient and apply for sliding fee scale. A motion was made by Marty Andrews to approve the Bad Debt After Collection Efforts, as presented and seconded by Sammi Durdle, the motion for approval was

unanimously adopted by a voice vote.

**EXECUTIVE SESSION**

There were no items on the agenda under Executive Session.

**RETURN TO OPEN SESSION**

There were no items on the agenda under Open Session.

**ADJOURNMENT**

A motion was made by Bill Butts to adjourn the December 9, 2021, Governance Board meeting at 6:08pm; the motion was seconded by Sammi Durdle. Bill Butts-yes; Sammi Durdle-yes; Harlan Cook-yes; Tara Hillier-yes; Amber Miles-yes; Marty Andrews-yes; Karen Lynch-yes. Absent: Angela Petersen, Christina King, and Annadoria Ledbetter.

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**Michele Gabriel, MPH, Administrator/CEO**

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**Sammi Durdle, Secretary**