

GOVERNANCE BOARD MINUTES OF MONTHLY MEETING

February 10, 2022 via Teleconference

5:00 p.m.

Knox County Health Department

1361 W. Fremont St.

Galesburg, IL 61401

The Knox Community Health Center Governance Board monthly meeting was held via Teleconference on February 10, 2022. President Karen Lynch called the meeting to order at 5:05 PM. And turned it over to Michele Gabriel, CEO, Knox Community Health Center to lead the meeting.

Present were Karen Lynch, Bill Butts, Sammi Durdle, Marty Andrews, Harlan Cook, Angela Petersen, Amber Miles, and Christina King. Absent: Tara Hillier, and Annadoria Ledbetter. Also, in attendance were Michele Gabriel, CEO; Reina Reyes, COO; Staci Simpson, Director of Operations; Dr. Andrea Miller-Finch, Dental Director; Dr. Mark Wiechert, Medical Director; and Tina Jockisch Administrative Clerk.

ADDITIONS TO AGENDA

Ms. Gabriel, CEO for the Knox Community Health Center reported the only addition to the agenda was an executive session at the end of meeting.

Additionally, Ms. Gabriel removed items e. Action to Recredential CHC Staff: Mark Wiechert, MD, and f. Action to Reprivilege CHC Staff: Mark Wiechert, MD, from the Agenda under XI. Under Old Business, and removed items c. Patient Refusal to Pay Policy and Procedures, and d. Revised 340b Policy and Procedures, from the Agenda under XII. Under New Business, noting she needs to do some edits on the policies before the Governance Board approves them.

APPROVAL OF MINUTES

A motion to approve the minutes of the January 13, 2022, meeting as circulated was made by Sammi Durdle and seconded by Angela Petersen, the motion for approval was unanimously adopted by a voice vote.

PRESIDENT'S COMMENTS

The first item on the agenda under President's Comments, Governance Board Training: The Role of the Health Center Board and Board Member, Michele Gabriel, CEO for the Community Health Center, discussed Chapter 1: The Role of the Health Center Board and Board Member with the Governance Board. Ms. Gabriel stated the Governance Board members, Health Center Management, Directors, and staff were provided this educational information. Ms. Gabriel went over the following information.

- Strategic Board Composition – Ensure Board meets the required number of members
- Strategic Planning and Strategic Thinking – Required every three years and then revisit the plan to see how the Health Center is doing.
- CEO Oversight and Partnership – Board establishes CEO's annual performance goals, evaluates CEO's performance, approves CEO's compensation and contract.
- Policies – Board approve the Health Center bylaws and other key policies
- Effect Board Functioning – Board has the monthly meetings and engage in discussions.

President Lynch asked Ms. Gabriel to remind the Board of the following Individual Board Member Duties and Roles.

- Duty of Care – Using your own good judgement and a level of care that an “ordinary prudent person” would exercise in a similar situation under like circumstances.
- Duty of Loyalty – Prohibits board members to benefit themselves, their immediate family members, or their business.
- Duty of Obedience – Board members to be faithful to the Health Center's mission, to follow all state, federal, and local laws and abide by Governance Board bylaws when representing the interests of the Health Center.

President Lynch stated it was important that Boards and Board members understand the Board governs

while the CEO is responsible for the overall management of the Health Center.

Ms. Gabriel also covered the following information.

- Board-CEO Partnership
- Accountable to the Mission and a Focus on Organizational Sustainability
- Strategic and Diverse Board Composition
- Intentional Board Practices
- Healthy Board Culture
- Ongoing Learning
- Strategic Focus
- Appendix 2: Sample Board Roles and Responsibilities Description
- Appendix 3: Sample Board Member Roles and Responsibilities

Angela Petersen volunteered to facilitate Governance Board Training Chapter #2 at the March meeting.

The final item on the agenda under President's Comments, Board Member Completion of Request for COVID 19 Vaccine Record, Michele Gabriel, CEO for the Community Health Center, Ms. Gabriel reminded the Governance Board under the CMS vaccine mandate that the Health Center falls under for health care workers, she is required to collect the vaccine information from the Governance Board and Board of Health as they are considered volunteers. Ms. Gabriel stated there will be a form sent out to the Governance Board members to release their vaccine information to the Health Department. Ms. Gabriel continued stating technically they are not needed until the Board meets in person but wanted to verify if there will be anyone that won't be able to comply with the vaccine mandate.

EXECUTIVE DIRECTOR'S

The first item on the agenda under the Executive Director's report, Michele Gabriel, CEO, discussed with Governance Board the Preliminary Operational Site Visits Dates; week of July 18-22, 2022, Ms. Gabriel stated the Health Center received notification their Operational Site Visit will be the third week in July, we requested July 20-22, it will be completely virtual. This will be an extensive site visit of Health Center operations, a lot of paperwork, they like to talk to board members since we are a public entity. Michele and Reina Reyes CHC COO, had a training Monday, Tuesday and Wednesday this week, requirements are stepping up for grants. Ms. Gabriel stated she spoke with other Health Departments, and it is a different site visit, the average is ten citing's per visit, at the most the Health Department has had five or six at a time on a site visit.

The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated Governance Board on HVAC Project, Ms. Gabriel stated the Board of Health approved MSI's bid for the HVAC project, replacing all seven of the HVAC units on the roof, including some air circulation as well as other measures to promote clean air in the building.

The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated Governance Board on Salary Schedule Comparability Study and Compensation Analysis, Ms. Gabriel stated Robert Bondi spoke up at the last Board of Health meeting that the County was doing a salary study and recommended Michele contact County to see if the Health Department could get in on their study. Ms. Gabriel followed up after the County Board meeting with Robin Davis, David Amor, and Robert Bondi, they are willing for the Health Department to add an addendum to their salary study if needed to ensure the Health Department receives their own salary schedule that they can adjust separate from what the County has, so they can do what is need for our grants, and still look at our job descriptions to make sure they are appropriate salary wise and they are willing to work with us on that. Ms. Gabriel stated if we do the addendum and get through parts of it and do not feel you are getting what the Health Department needs, we can go out to bid later. Ms. Gabriel stated the County is trying to encourage the department heads to work with them, and Ms. Gabriel asked to meet with the people doing the salary study to make sure they have a good understanding of exactly what the Health Department does and needs.

The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated Governance Board on COVID-19 Testing/Vaccine Division Progress, Ms. Gabriel stated this division is moving slowly due to difficulty hiring staff due to competitive wages, but the Health Department was able to hire an LPN, to work with the Division Director which is an RN. Ms. Gabriel stated they are still looking for Patient Service Representatives and Medical Assistants, this division works out of the Bergner's building for vaccine or our parking lot for testing. Ms. Gabriel stated the Health Department has had the inclement weather policy in place since November 16, 2020, due to weather the Health Department had to suspend some testing or postponed it, all but two days of testing were made up. Ms. Gabriel noted the Health Department have been exploring saliva testing, but there was no guarantee the Health Department would be able to receive the supplies after May, also study came out with information that it was not good for children under six.

The final item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated Governance Board on 340b Program Annual Recertification, Ms. Gabriel stated the Health Center has recertified the 340b program, which must be done annually.

CHIEF FINANCIAL OFFICER

The only item on the agenda under the Chief Financial Officer's report, Michele Gabriel reviewed with the Governance Board the February 2022 Financial Statements and TSI Collections Report. Ms. Gabriel reported a current net revenue over expenditures of (\$21,323.40) for the period ending January 31, 2022, actual net revenue over expenditures year to date is (\$38,016.05). A motion was made by Bill Butts to approve the February 2022 Knox Community Health Center Financial Reports as presented and seconded by Harlan Cook, the motion for approval was unanimously adopted by a voice vote.

QUALITY MANAGEMENT

The first item on the agenda under Quality Management. Reina Reyes, COO, discussed with Board the UDS Report Submission stating the numbers have been calculated and the information is being entered in the report, significantly fewer conflicting numbers this year. Reina stated the Health Center has identified some things that need changed in process, to have better numbers for next year. Reina stated the UDS report is due February 15th. and the Health Center is on track to get the report submitted.

The next item on the agenda under Quality Management. Reina Reyes, COO, presented to Board the Performance Measures Report December 2021/January 2022, A motion was made by Karen Lynch to approve the Performance Measures Report December 2021/January 2022 as presented and seconded by Christina King, the motion for approval was unanimously adopted by a voice vote.

The final item on the agenda under Quality Management. Reina Reyes, COO, presented to Board the Performance Measures Report 4th Quarter 2021, A motion was made by Angela Petersen to approve the Performance Measures Report 4th Quarter 2021, as presented, and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

RISK MANAGEMENT

The only item on the agenda under Risk Management, Reina Reyes, COO, presented to Board the Annual Risk Management Report for 2021, stating the report is a combination of Risk Management activities throughout the year, the purpose is to record the Risk Management data and report it to the Board to make such the Health Center is reducing risks and summarizing the entire year. Reina stated the Health Center has a Risk Management committee and Quality committee that meet quarterly, review the quarterly activities, but Risk Management Annual Report must go to the entire Governance Board for approval. A motion was made by Sammi Durdle to approve the Annual Risk Management Report for 2021, as presented, and seconded by Angela Petersen, the motion for approval was unanimously adopted by a voice vote.

CHIEF OPERATIONS OFFICER

The first item on the agenda under Chief Operations Officer Report, Reina Reyes, COO, presented to

Board the December 2021/January 2022 CHC Capacities Report, Reina noted there was a change in how the numbers were pulled for the UDS reports, there has been a slight adjustment in numbers for volumes and capacities for December Capacities Report that is included in the packet this month. A motion was made by Christina King to approve the December 2021/January 2022 CHC Capacities Report, as presented, and seconded by Angela Petersen, the motion for approval was unanimously adopted by a voice vote.

The next item on the agenda under Chief Operations Officer Report, Reina Reyes, COO, discussed with the Board about Federal CHC Programs, stating there are a lot of programs being released, HRSA is offering the Health Center to distribute self-test kits, we placed an order on January 11, 2022, for 5 pallets (6,000 kits) but as of today the self-test kits have not received. The Health Center was contacted to distribute N95/KN95 masks, as of today the order of N95/KN95 masks have not been received. HRSA is also offering medication therapeutics, oral medications for treatment of COVID positive individuals, currently the Medical Director and Nurse APN are working on understanding the drugs and how to use them in a course treat COVID positive individuals. When the Medical Director and Nurse APN feel confident that they can utilize the therapeutics for individuals that test positive, the Health Center will be ordering medications to distribute to the community members that need them.

The final item on the agenda under Chief Operations Officer Report, Reina Reyes, COO, updated Board on Outreach Work Plan Activities Update December 2021/January 2022, Reina stated she has been working with the Health Center's new Outreach staff member Martha. Reina stated the Martha is very creative, been able to do a lot of post and thinking how the Health Center can get out and recruit more medical patients. Reina stated the Health Center has not received an influx of patients from Cottage but did have some new patients this month which was promising after the Health Center ad that was put out stating the Health Center is taking new patients. Reina stated a person that manages some MCO's called her after Cottage closed looking to find a facility that was able to take Blue Cross Blue Shield patients, Reina assured them the Health Center would be able to take new patients.

DIRECTOR OF OPERATIONS

The first item on agenda under her report, Staci Simpson, Director of Operations for the Knox Community Health Center, Staci discussed Governance Board Member Recruitment, stating the Health Center is looking to recruit Board members and would like to have a culture that has a diverse perspective, if any of the Board know anyone that would be interested and a good fit, please let Staci know and she will call and speak to them and send out an application.

The final item on agenda under her report, Staci Simpson, Director of Operations for the Knox Community Health Center, Staci provided the December 2021/January 2022 Provider Activity Reports through January 31, 2022, and December 2021/January 2022 COVID 19 Testing Volumes to the Board for approval. Staci reviewed the preliminary report showing a total visit productivity number of 445 December 2021/436 January 2022 and stated the Knox County Health Center did 828 tests for month of December 2021 and 723 tests for January 2022. A motion was made by Marty Andrews to approve the December 2021/January 2022 Provider Activity Reports and December 2021/January 2022 COVID 19 Testing Volumes as presented and seconded by Harlan Cook, the motion for approval was unanimously adopted by a voice vote.

OLD BUSINESS

The first item on agenda under Old Business, Michele Gabriel, CEO presented to Board the Surprise Medical Bills & GFE Policy and Procedures, stating these are the formal policies that Reina has been discussing over the last few months, A motion was made by Karen Lynch to approve Surprise Medical Bills & GFE Policy and Procedures as presented and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

The next item on agenda under Old Business, Michele Gabriel, CEO presented to Board the Revised Patient Registration Policy and Procedures, stating these are always reviewed when doing the sliding fee schedule, noting there are some changes in the verbiage of the policies, A motion was made by Angela Petersen to

approve Revised Patient Registration Policy and Procedures as presented and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

The next item on agenda under Old Business, Michele Gabriel, CEO presented to Board the Revised Sliding Fee Scale Program Policy and Procedures, A motion was made by Bill Butts to approve Revised Sliding Fee Scale Program Policy and Procedures as presented and seconded by Harlan Cook, the motion for approval was unanimously adopted by a voice vote.

The next item on agenda under Old Business, Michele Gabriel, CEO presented to Board the Revised Billing and Accounts Receivable Policy and Procedures, A motion was made by Christina King to approve Revised Billing and Accounts Receivable Policy and Procedures as presented and seconded by Angela Petersen, the motion for approval was unanimously adopted by a voice vote.

NEW BUSINESS

The first item on the agenda under New Business, Michele Gabriel, CEO presented J-15 Monitoring Exclusions Database Policy and Procedures, stating this is a new policy not procedure, this a policy regarding the exclusions database which is federal databases that the Health Department must run employee names, vendors, Board members through to make sure they do not have a fraudulent record. A motion was made by Christina King to approve J-15 Monitoring Exclusions Database Policy and Procedures as presented and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

The next item on the agenda under New Business, Michele Gabriel, CEO presented the 2022 Sliding Fee Scale Annual Program Adjustment, stating this is the Sliding Fee Scale that is adjusted by the 2022 Federal Poverty level guidelines, that needs approved by the Board every year and goes into effect March 1. A motion was made by Bill Butts to approve 2022 Sliding Fee Scale Annual Program Adjustment as presented and seconded by Angela Petersen, 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

The only item on the agenda under the Dental Director's Report, CHC MCO Medicaid Dental Claims Audit Report and Corrective Actions, Dr. Andrea Miller-Finch stated on January 18, 2022, Ms. Gabriel, Ms. Reyes, and Dr. Miller-Finch met virtually with Carol Brunner stating the Health Center had an audit of dental claims, they collected the information in October when the report came back, we received a score of 91.72 out of 100. The Health Center addressed the gap with representative Carol Brunner on January 18, 2022, through video conference, they reviewed the need to correct some deficiencies we had regarding having some of the treatment plans signed and put into the record, the need to document smoking habits of some of our patients dental record and bring that information over from the medical record, some process issues that we are working on a plan of corrections, they were happy with our plan of corrections. Our Dental Director Dr. Miller-Finch followed up with the Illinois State Dental Director on February 7, 2022, and they followed up what the corrective actions were.

BEHAVIORL HEALTH DIRECTOR

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

EXECUTIVE SESSION

A motion was made by Christina King to go into Executive Session at 6:23pm; the motion was seconded by Bill Butts. Roll Call vote was unanimous: Bill Butts-yes; Marty Andrews-yes; Angela Petersen-yes; Amber Miles-yes; Christina King-yes; Harlan Cook-yes; and Karen Lynch-yes. Absent: Sammi Durdle, Tara Hillier and Annadoria Ledbetter

RETURN TO OPEN SESSION

A motion was made by Christina King to return to Open Session at 6:40pm; the motion was seconded by

Angela Petersen. Roll Call vote was unanimous: Bill Butts-yes; Marty Andrews-yes; Angela Petersen-yes; Amber Miles-yes; Christina King-yes; Harlan Cook-yes; and Karen Lynch-yes. Absent: Sammi Durdle, Tara Hillier and Annadoria Ledbetter

ADJOURNMENT

A motion was made by Angela Petersen to adjourn the February 10, 2022, Governance Board meeting at 6:41pm; the motion was seconded by Sammi Durdle. Roll Call vote was unanimous: Bill Butts-yes; Marty Andrews-yes; Angela Petersen-yes; Amber Miles-yes; Christina King-yes; Harlan Cook-yes; and Karen Lynch-yes. Absent: Sammi Durdle, Tara Hillier and Annadoria Ledbetter

Michele Gabriel, MPH, Administrator/CEO

Sammi Durdle, Secretary