

GOVERNANCE BOARD MINUTES OF MONTHLY MEETING

September 8, 2022 via Hybrid Meeting (In-Person & 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 Hybrid Meeting (In-Person & Teleconference) on September 8, 2022. President Karen Lynch called the meeting to order at 5:02pm. Governance Board members present in-person were Karen Lynch, Sammi Durdle, Marty Andrews, and Gayle Keiser. Governance Board members present via teleconference were Bill Butts, Amber Miles, Christina King, Tara Hillier, and Angela Petersen. Absent were Diane Munson, and Harlan Cook. Also attending in-person were Michele Gabriel, CEO; Reina Reyes, COO; Staci Simpson, Director of Operations; and Bill Barnes, Behavioral Health Director. Also present via teleconference was Dr. Andrea Miller-Finch, Dental Director. Absent: Dr. Robert Wagner, Chief Medical Officer; and Tina Jockisch, Administrative Clerk. President Karen Lynch declared a quorum.

ADDITIONS TO AGENDA

Ms. Gabriel, CEO for the Knox Community Health Center added to the agenda an Executive Session for Administrator's Performance Evaluation and Compensation. Additionally, Ms. Gabriel stated (b) Brief Governance Board Finance Training: Income Analysis and the Budget under Chief Financial Officer Report was to be removed from the agenda.

APPROVAL OF MINUTES

A motion to approve the minutes of the August 11, 2022, meeting as circulated was made by Marty Andrews and seconded by Sammi Durdle the motion for approval was unanimously adopted by a voice vote.

PRESIDENT'S COMMENTS

The first item on the agenda under President's Comments, President Lynch stated the Board members would be discussing the Administrator's Performance Evaluation and Compensation during the Executive Session at the end of this meeting.

STANDARD MONTHLY OPERATIONAL REPORTS

The only item on agenda under Standard Monthly Operational Reports, Michele Gabriel, CEO, presented the August 2022 Standard Monthly Operational Reports. These are reports that provide operational and performance measures data for the Community Health Center and are provided to the Governance Board each month. Michele Gabriel, CEO stated these were the standard monthly reports that are not reviewed individually; however, they are always available to answer questions. A motion to approve the August 2022 Standard Monthly Operational Report as presented was made by Christina King and seconded by Marty Andrews, the motion for approval was unanimously adopted by a voice vote.

EXECUTIVE DIRECTOR'S

(a) The first item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the Governance Board on Staffing, Michele stated the Health Department has the following key staff positions open for Director of Compliance and Quality Management, Director of Human Resources, Dentist, Dental Hygienist, and three Behavioral Health Counselors.

(b) The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the Governance Board on FTCA (Federal Tort Claims Act) Application, Michele stated yearly the Health Department applies for FTCA liability coverage that comes along with the Health Center which puts us under the federal umbrella, so if a patient files suit against the Health Center or provider it falls under the

federal umbrella, and we immediately turn it over to those individuals. Michele noted the FTCA application was successfully completed, and we received notice of deeming for 2023.

(c) The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the Governance Board on Construction Projects, Michele stated the Health Department has waited several months for the HVAC units which are due to come in next week, MSI will be starting the electrical work on the roof on Monday September 12 in preparation to install HVAC units. Additionally, the other construction capital projects for the Health Center to be ADA compliant such as altering the front entrance to be straight like the Health Department, widening some of the door entrances in the Health Center, and expanding the lab; these projects will be beginning in September and completed by end of December. Ms. Gabriel noted there was a committee that met to make sure the flow of operations is not interrupted, and they are getting information from the contractors to stay on top everything with the building being opened up there; would not be any large problems the Health Department has to deal with.

(d) The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the Governance Board on SFS Program Review Data, Michele stated the Health Center continued their survey through the end of August, they had 490 participants in the survey. Question 1: What services do you use at the Knox Community Health Center? Medical 49.80% (244 responses), Dental 54.29% (266 responses), and Behavioral Health 14.29% (70 responses). Question 2: Do you use our Sliding Fee Scale Program? Yes 15.70% (76 responses), and No 84.30% (408 responses). Question 3: If you use the Sliding Fee Program, do you feel the fees are affordable? Yes 73.23% (93 responses), and No 26.77% (34 responses).

(e) The final item on the agenda under the Executive Director's report, Michele Gabriel, CEO, discussed with the Governance Board on Strategic Planning, Michele stated the Governance Board needs to update their Strategic Plan this year, it concludes at the end of 2022. Michele stated her recommendation is to do some prep work and then we hold a meeting, historically in the past the Board has held a dinner meeting and went through the strategic plan. Michele stated her recommendation is to keep the vast majority of the strategic plan, review the keys areas, keep what we are still working on, and amend or change some of the things that have changed due to the environment. Michele stated we may do a swat analysis where we identify environmental factors that are impacting us, there are some changes in the overall environment with staffing and other things that have changed significantly since we did the last strategic plan.

CHIEF FINANCIAL OFFICER

(a) The first item on the agenda under the Chief Financial Officer's report, Michele Gabriel reviewed with the Governance Board the September 2022 Financial Statements, TSI Collections Report, Month End & eCW. Ms. Gabriel reported a current net revenue over expenditures of \$10,722.41 for the period ending August 31, 2022, actual net revenue over expenditures year to date is \$218,303.29. Michele stated there was grant revenue of \$104,604.25 drawn down and program revenue of \$81,107.77 for the month of August. Michele reminded the board the Billing Reports are what was completed during the month, they do not go by date of service, they go by billing date; we billed charges totaling \$115,426.75, received payments of \$63,362.19, current month financial adjustments \$7,192.74, and our average completion lag for the month is four days. Michele stated last month there was a question about Claim Status Distribution, this is where they divide all the pending claims and where their status is in the billing process; most of these categories have to do with our Revenue Cycle Management (eCW) company. Michele stated claim status 277 rejected is one of their internal terms, which have to do with clearing houses and insurance; it means if they have been accepted or rejected by the clearing house. Michele stated the only items we have control over is Enrollment Holds, which means we have a provider we are enrolling or credentialing into an insurance, we hold them until they have been completed. Michele noted she is working on the Aging Accounts Receivable the Board asked about last month; she is working on getting a clean report of how many sliding fee scale clients are not paying their bill. A motion was made by Sammi Durdle to approve the September 2022 Knox Community Health Center Financial Reports as presented

and seconded by Marty Andrews the motion for approval was unanimously adopted by a voice vote.

(b) The final item was removed from the agenda under the Chief Financial Officer's report, Brief Governance Board Finance Training: Income Analysis and the Budget.

QUALITY MANAGEMENT

There were no items on the agenda under Quality Management.

RISK MANAGEMENT

There were no items on the agenda under Risk Management.

CHIEF OPERATIONS OFFICER

(a) The first item on the agenda under Chief Operations Officer Report, Reina Reyes, COO, presented to Governance Board the 2020-2022 Strategic Plan Update September 2022, Reina stated it is time to renew our strategic plan, she provided a shell of the strategic plan that has a September 2022 update for each of the goal areas; and provided what we are doing in each of those objective areas. Reina stated each of the goals have an update for September and will be happy to answer any questions the Board may have regarding the strategic plan update; included with the overall update for September 2022 there is a Collections Portfolio Summary. A motion to approve the 2020-2022 Strategic Plan Update September 2022 as presented was made by Gayle Keiser and seconded by Angela Petersen, the motion for approval was unanimously adopted by a voice vote.

(b) The final item on the agenda under Chief Operations Officer Report, Reina Reyes, COO, presented to Governance Board the COVID-19 Testing Procedure Update, Reina stated they are working on moving testing into the Health Center, currently testing is done out of the trailer in our parking lot, which the trailer will be removed once testing moves into the Health Center. Reina noted there is a memo in the Board packet for Indoor COVID-19 Testing Transition For the Knox Community Health Center; Target Date: September 20, 2022. Testing Days: Tuesday & Thursday 8:30am-2:30pm. Scheduling/Capacity: 1 patient every 10 minutes, total capacity for a testing day is 30, lunch hour 11:30am-12:30pm. Responsible Team: all Patient Service Representatives and all Medical Staff. Calls: All COVID-19 Testing calls go the Health Center 309-34-2225. Same Day Appointment: Appointments are available Monday-Friday if symptomatic and would like to see a provider. Major Changes/Special Considerations: Bringing symptomatic patients into the building, possible wait time outside of building until PSR is ready for patient and minimizing contact time. Plan for Permanent Transition: By March 2023 testing will be incorporated into normal operations and transitioned into medical appointments instead of special appointment dates and times for COVID-19 testing. A motion to approve the COVID-19 Testing Procedure Update as presented was made by Sammi Durdle and seconded by Angela Petersen, the motion for approval was unanimously adopted by a voice vote.

DIRECTOR OF OPERATIONS

(a) The first item on the agenda under Director of Operations, Staci Simpson, Director of Operations, presented to Governance Board the SFS Process Review (Registration, Zero Income Affidavit, and Sliding Fee Scale); Staci went over the paperwork for New Patient Registration that was in the Board packet which consists of Annual Registration Form, Patient Medical History, Annual Demographics, Sliding Fee Scale Eligibility Form, Knox Community Health Center Acknowledgement of Office Policies, Knox Community Health Center Consent for Medical/Behavioral Health Treatment, Knox Community Health Center Consent for Dental Treatment, Acknowledgement of Provision of Notice of Privacy Practices, and Knox Community Health Center Authorization to Consent to Behavioral Health/Medical/Dental Treatment for Minor Child. Staci went over the Annual Patient Registration paperwork that must be filled out annually on March 1, paperwork consists of Annual Demographics, Updated Medical History, Sliding Fee Scale Eligibility Form, Knox Community Health Center Acknowledgement of Office Policies, Knox Community Health Center Consent for Medical/Behavioral Health Treatment, Knox Community Health Center Consent for Dental Treatment, Acknowledgement of Provision of Notice of Privacy Practices, and Knox Community Health Center Authorization to Consent to Behavioral Health/Medical/Dental

Treatment for Minor Child. Staci went over the Zero Income Affidavit, stating if there is no income in the household the patient must fill this form out every six months. Staci noted if there is income in the household, their eligibility is good for a year unless there is a change in their income such as a job loss or unable to work due to illness; then we can updated their eligibility. Staci explained when determining patient Sliding Fee Scale eligibility, we go by the number of family members in household and the total income for the household to determine which plan the patient falls under. Plan A: Maximum Fee - Medical \$10, Dental \$20, 340b \$0; Plan B: Maximum Fee - Medical \$20, Dental \$30, 340b \$2; Plan C: Maximum Fee - Medical \$35, Dental \$45, 340b \$5; Plan D: Maximum Fee – Medical \$45, Dental \$55, 340b: 100% program costs; Plan E: Full Fee (Patient Pays 100%), 340b not eligible.

(b) The final item on the agenda under Director of Operations, Staci Simpson, Director of Operations, presented to Governance Board Binder Update: Section 12 Risk Management and Compliance: Policy and Procedures J-8, J-9, J-10, and J-12. Staci handed out the updated Section 12 Risk Management and Compliance: Policy and Procedures J-8, J-9, J-10, and J-12 for the Governance Board Binders to everyone present at the meeting and she will mail them to the rest of the Board members.

OLD BUSINESS

The only item on the agenda under Old Business, Michele Gabriel, CEO, presented to Governance Board for approval the FY23 Draft Budget, Michele reminded the Governance Board the FY23 Knox Community Health Center Budget revenue and expenses are budgeted fully staffed, so the positions and revenue are available in the budget since we are a government entity. A motion to approve the FY23 Knox Community Health Center Draft Budget pending whatever changes the Governance Board decides in Executive Session regarding the Administrator's Salary as presented was made by Sammi Durdle and seconded by Marty Andrews, the motion for approval was unanimously adopted by a voice vote.

NEW BUSINESS

(a) The first item under New Business, Michele Gabriel, CEO, presented to Governance Board the Finalized HRSA UDS Report (KCHC/IL/US). Michele stated we distribute this report to the Governance Board each year, this report compares the Health Center with the State and National data; it covers key points such as cost per patient, and cost per visit. A motion to approve the Finalized HRSA UDS Report (KCHC/IL/US) as presented was made by Marty Andrews and seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote.

(b) The next item under New Business, Michele Gabriel, CEO, presented to Governance Board the Re-Credential KCHC Providers, Ms. Gabriel presented the memo to Re-Credential William Barnes and Reina Reyes. Michele noted credentialing has to do with the provider's licensing and education. A motion to approve the Re-Credential KCHC Providers as presented was made by Bill Butts and seconded by Gayle Keiser, the motion for approval was unanimously adopted by a voice vote.

(c) The final item under New Business, Michele Gabriel, CEO, presented the Governance Board the Re-Privilege KCHC Providers, Ms. Gabriel presented the memo to Re-Privilege William Barnes and Reina Reyes. Michele noted privileging is the providers are able to do your job effectively at the standard the Health Center expects, and they are able to do everything in their scope of practice. A motion to approve the Re-Privilege KCHC Providers as presented was made by Sammi Durdle and seconded by Marty Andrews, 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.

BEHAVIORAL HEALTH DIRECTOR

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

EXECUTIVE SESSION

There was an addition to agenda under Executive Session, Administrator’s Performance Evaluation and Compensation. A motion to go into Executive Session was made by Sammi Durdle and seconded by Marty Andrews. Roll Call Vote was unanimous, Karen Lynch-yes, Sammi Durdle-yes, Marty Andrews-yes, Amber Miles-yes, Angela Petersen-yes, Bill Butts-yes, Gayle Keiser-yes, and Tara Hillier-yes. President Lynch verified they have quorum. Absent: Harlan Cook, Christina King, and Diane Munson.

RETURN TO OPEN SESSION

A motion to return to Open Session was made by Marty Andrews and seconded by Bill Butts, Roll Call Vote was unanimous, Karen Lynch-yes, Sammi Durdle-yes, Marty Andrews-yes, Amber Miles-yes, Angela Petersen-yes, Bill Butts-yes, Gayle Keiser-yes, and Tara Hillier-yes. Absent: Harlan Cook, Christina King, and Diane Munson.

Upon returning to Open Session, A motion to approve a 5% increase for Michele Gabriel, Public Health Administrator’s salary was made by Sammi Durdle and seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote.

ADJOURNMENT

A motion was made by Marty Andrews to adjourn the September 8, 2022, Governance Board meeting at 6:28pm; the motion was seconded by Sammi Durdle. the motion for approval was unanimously adopted by a voice vote.

Michele Gabriel, MPH, Administrator/CEO

Sammi Durdle, Secretary

Respectfully Submitted By: Tina Jockisch
Clerical (L): \2022 GB Minutes\9 – September 8, 2022 GB Minutes