

# Carolina Health Centers



Meeting Minutes by:

Takeria Jones

Phone: 864-388-0301

Fax: 864-388-0648

E-mail:

tjones@carolinahealthcenters.org

## Board of Directors Meeting

Date: January 22, 2024

Attending Chair: Abby Banks

<b>Board of Directors:</b>			<b>Staff</b>		
Name:	Present	Absent	Name:	Present	Absent
Banks, Abby – Chairperson	X		Veer, Sue	Virtual	
Bishop, Johanna	X		Simons, Locke	X	
Britt, John	X		Ferguson, Miriam	X	
Brown, Rodriguis	X		Grogan, Paul	X	
Ferguson, Gail		A	Holloway, Brooke	X	
Gale, Julian	Virtual		Mellette, Dominic	X	
Hutchinson, Donna	X		Manner, Rachel	X	
Jennings, Sojourner		A	Waters, Alyson	X	
Kapetanacos, Kimberly		A	Jones, Takeria	X	
Luna, Mario	X				
O’Neal, Malcolm	X		<b>Guests:</b>		
Otabor, David	X				
Ramage, Bonnie(Boo)	X				
Stackhouse, Mary(ex-officio)		A			

<u>Agenda Item</u>		<u>Discussion</u>	<u>Decision/Action</u>
Call to Order	Abby Banks	Ms. Banks called the meeting to order at 6:03 pm.	
Invocation	John Britt	Mr. Britt led with a brief invocation.	
Attendance	Takeria Jones	Quorum was confirmed.	
Approval of Board Minutes		Approval of December 2023 Minutes.	Unanimously approved on a motion by Mario Luna and second by Malcolm O’Neal

### **Leadership Team Reports:**

President’s Report (Monthly)	Sue Veer	Ms. Veer provided her monthly President’s report covering the following domains of work with highlights noted:	
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		<p><b>Advocacy &amp; Health Policy</b></p> <p><b>Federal Focus</b></p> <ul style="list-style-type: none"> <li>• Mandatory &amp; Appropriated funding has been extended at FY23 Levels through March 8, due to FY2024 Continuing Resolution passed.</li> <li>• The 340B Working table submitted draft legislative language for 340B reform to the Senate “Gang of Six” and they have returned a proposal for consideration.</li> <li>• Congressman Jeff Duncan and Congressman Ralph Norman will not run for re-election.</li> <li>• The United States Supreme court plans to overrule the Chevron Deference.</li> </ul> <p><b>Advocacy &amp; Health Policy</b></p> <p><b>State Focus</b></p> <ul style="list-style-type: none"> <li>• Board approved the proposed the 2024 Legislative Agenda. Rachel Manner and Jessica Jacobs from Carolina Health Centers will represent CHC at the State Policy and Issues Forum.</li> </ul> <p><b>Strategic &amp; Operational Updates</b></p> <ul style="list-style-type: none"> <li>• Leadership team is working on a plan for the realignment of the role of the Risk Manager.</li> <li>• Development of application for Greenwood County Planning Grant for OUD is underway, coordinated by Brooke Holloway, and Jessica Jacobs.</li> <li>• Takeria Jones is assuming the role of the Board of Directors support functions.</li> <li>• Various recruitment opportunities among clinical departments. <ul style="list-style-type: none"> <li>○ Dr. Simons and team developing organizational infrastructure for the Infectious Disease.</li> <li>○ An interim director for Quality has been appointed to accommodate a voluntary change in leadership at the Director level.</li> </ul> </li> </ul>	
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		<ul style="list-style-type: none"> <li>• Gearing up for the NACHC PI Conference in February. Various workshops offered to board members. Two board members and CHC employees will be attending the conference and Ms. Veer provided a slideshow what to expect.</li> </ul> <p><b>External Partnerships, Affiliations, and Civic Activities</b></p> <p><b>NACHC:</b></p> <ul style="list-style-type: none"> <li>• NACHC Executive Committee meets on the 2<sup>nd</sup> Tuesday of each month.</li> <li>• 340B Work Group meetings to finalize the details of the shared principles.</li> <li>• Membership Committee goals are: <ul style="list-style-type: none"> <li>○ Increase membership to 60% by June 2024.</li> <li>○ Be Budget neutral to NACHC.</li> </ul> </li> </ul> <p><b>SCPHCA</b></p> <ul style="list-style-type: none"> <li>• SCPHCA finalized retirement package for exiting CEO and Dr. Vicki Young is named to be the Interim CEO.</li> </ul> <p><b>CIMS:</b></p> <ul style="list-style-type: none"> <li>• CIMS annual meeting planned for January 29<sup>th</sup> – 31<sup>st</sup>.</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• CHC plans to expand the partnership to Greenwood Promise by including strategies for introducing healthcare careers to students.</li> </ul> <p><b>Consulting Activities.</b></p> <ul style="list-style-type: none"> <li>• New consulting activity: Cornell Scott Hill Health Centers and Hudson Headquarters 340B LLC contract has been secured for the strategic and operational assessment of their pharmacy program. Ms. Veer will be serving as an adjunct consultant of the project.</li> </ul> <p><b>A copy of the full report will be retained with the official copy of the minutes.</b></p>	
Organizational	Paul Grogan	Mr. Grogan presented the	

Performance report		<p>Organizational Performance Report covering productivity on Total Encounters, Average Visits, Collections, Days in Total Accounts Receivable, Prescriptions Filled, FQHC Vs. Retail, Profit/Loss, and Cash on Hand.</p> <p>Grogan noted that the Days in Accounts Payable for 2023 trended higher than 2022, in part due to credentialing issues with one of the payers. Board questions were addressed.</p> <p><b>A copy of the full report will be retained with the official copy of the minutes.</b></p>	
CMO Report	Dr. Locke Simons	<p>Dr. Simons provided the monthly CMO report highlighting the following:</p> <ul style="list-style-type: none"> <li>• The quality metrics were presented, and Dr. Simons explained them and answered board questions. He also noted that that the immunization rates are still decreasing.</li> <li>• Summary of the Quality Improvement and Risk Management Committee meeting. Also, Risk Management has successfully achieved their goals.</li> <li>• No actions items were presented at this time.</li> </ul> <p><b>A copy of the full report will be retained with the official copy of the minutes.</b></p>	
Development & Corporate Compliance Report	Brooke Holloway	<p>Mrs. Holloway presented the quarterly report for Business Development and Corporate Compliance covering the following areas with the noted highlights:</p> <p><b>Recruitment and Retention Data</b></p> <ul style="list-style-type: none"> <li>• Twenty-seven new hires and thirteen separations since August 1, 2023.</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• Open Enrollment for 2024 benefits began on December 4<sup>th</sup></li> </ul>	

		<p>and ended on December 13<sup>th</sup>.</p> <ul style="list-style-type: none"> <li>• Paylocity (new Payroll system) launch on Monday, December 18<sup>th</sup> for all CHC employees.</li> </ul> <p><b>Marketing and Development</b></p> <ul style="list-style-type: none"> <li>• “Next 50” Facilitated statewide advocacy training. Rachel Manner was one of the two FQHC Staff in SC to Facilitate this initiative.</li> <li>• New Provider headshots are now viewable on the CHC website.</li> <li>• Collaboration with WSPA to promote CHC medical practices and pharmacies.</li> <li>• CHC now provides a “CHC Sponsorships Guideline” for future sponsors and ad space.</li> <li>• In the process of a Community Literacy Initiative collab with Rotary.</li> </ul> <p><b>Patient Experience Survey (2023)</b></p> <ul style="list-style-type: none"> <li>• Ratings are 4.9 across the board.</li> <li>• VFP Leanne Watkins and Dr. David Bridges received the most survey answers and positive feedback from their patients.</li> </ul> <p><b>Credentialing and Contracts Management</b></p> <ul style="list-style-type: none"> <li>• Kacie McCutcheon was on maternity leave but complied all her material for the 2023 OSV before her departure.</li> </ul> <p><b>Agricultural Worker Health</b></p> <ul style="list-style-type: none"> <li>• Migrant Clinics are now on every other Saturday until March.</li> <li>• Augusta University and CHC partnered up in November for the Costa Layman’s Women’s Clinic at RSFP during with Ninety-Two woman were seen, with follow ups with test results and advice.</li> </ul> <p><b>Projects</b></p> <ul style="list-style-type: none"> <li>• Choose Well is now implemented in all the sites.</li> <li>• Uptown and Bethany continues to provide HIV testing and PrEP services.</li> <li>• Monitoring Time and Attendance Policy.</li> <li>• 2023 BPR and EEO-1 Report</li> </ul>	
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		submitted.  <b>A copy of the full report will be retained with the official copy of the minutes.</b>	
<b>Distribution Only:</b>	I. Quality and Population Health Measures II. Monthly RX Dashboard III. Behavioral Health Report		
<b>Committee Reports:</b>			
Executive Committee	Abby Banks	No Report.	
Advocacy and Board Development Committee	John Britt	No Report.	
Finance Committee	Donna Hutchinson	<b>Annual Review of Fee Schedule, Sliding Fee policy, Copay Requirements</b> On Behalf of the Finance Committee, Donna Hutchinson presented the following actions to be approved.  <b>Actions Items:</b>  1. CHC 2024 Revised Budget 2. Annual Review of Sliding Fee Schedule 3. Sliding Scale Fee Policy (Copay is now called Patient Pay)	The CHC Revised Budget was unanimously approved on a motion by John Britt and second by Mario Luna.  The Annual Review of Sliding Fee Schedule was unanimously approved on a motion by Boo Ramage and second by Malcom O'Neal.  The Sliding Scale Fee Policy was unanimously approved on a motion by David Otabor and second by Malcolm O'Neal.
Strategic and Program Planning Committee	Johanna Bishop	No Report.	
<b>Discussion Action Items:</b> Standing Agenda items			
Grassroots	Summary included		

Advocacy Report	President's Report		
Review of Corporate Policies	None to review		
Old Business	Submission of Planning Grant Application: Community Action Plan for Opioid Response in Greenwood County	Dr. Locke Simons stated to the board that the Grant Application was submitted.	
New Business	Review of 2024 Board of Directors Meeting Calendar	Ms. Veer provided the Board with the BOD Meeting Calendar, Addendum to CEO Report, and Board Annual Operating Plan. Recent changes to the calendar have been made due to the Memorial Day holiday and the May Board of Directors meeting has been moved to Monday, May 20 <sup>th</sup> .	
	Overview and plan for NACHC Policy and Issues Forum	Conference in February. Various workshops offered to board members. Two board members and CHC employees will be attending the conference and Ms. Veer provided a slideshow on what is to be expected.	
	Pharmacy Action Item	Dominic Mellette attested to the credentials of Devin Milford, a new pharmacist and requested approval for full privileges within the appropriate scope of practice.	Devin Milford was granted privileges within the applicable scope of practice on a motion by Malcolm O'Neal, second by David Otabor, and unanimously approved by the board.
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Next Meeting	February 26, 2024	The next regular meeting of the Board of Directors for Carolina Health Centers will be held at The Inn on the Square with a virtual option.	
Adjournment			The board unanimously voted to adjourn on a motion by John Britt and second by Rod Brown.
Board Chairman Abby Banks	Electronic Signature		