Social Welfare Board
Patee Market Health Center
904 South 10th Street, Ste. A
St. Joseph, MO 64503
Main 816-233-5188
Fax 816-233-5296

Serving the healthcare needs of the underserved of the City of St. Joseph and Buchanan County since 1913.

Celebrating our heritage of more than 100 years!

Social Welfare Board
Board of Directors Minutes
January 29, 2019

The January 29, 2019 board meeting was called to order by Dr. Stuber at 2:30 pm.

Board members present: Dr. Stuber, Dr. Tim Curry, Rex Robinson, Tom Russell and Mayor Bill McMurray
Absent: Jo Eyberg, Nancy Potter and Carol Burns
Staff present: Linda Judah, Deborah Borchers and Dr. McMillen

I. Minutes: The minutes of the November 27, 2018 meetings were reviewed and accepted as presented.

II. Old business: Linda reported that the City could not proceed with Dr. Curry’s nomination to the board as he did not live within the city limits. Carol Burns’ name has been submitted for nomination to fill the City’s appointment. Jo Eyberg’s letter of resignation was reviewed which noted she and her husband had made Florida their permanent residence therefore her resignation was effective January 1, 2019. The letter was dated January 14th and received by the Social Welfare Board on January 17, 2019. The County’s appointment for Jo took place on January 9th. Linda has mailed a letter to the Presiding Commissioner Lee Sawyer nominating former county auditor Nancy Nash to the positon with a copy of Jo’s resignation letter. Linda thanked Dr. Curry and Jo for their outstanding service to the Social Welfare Board and noted they will be greatly missed!

III. New Business:
1. Director Reports:
   a. Director of Operations’ – Deborah Borchers:
      Financials
The financials for November and December were presented. Rex Robinson moved the financials be accepted as presented. Tom Russell seconded the motion. Motion carried. The financials were filed for audit. Deborah also presented the November and December income statements for the Westside Clinic. In November, the Westside Clinic had a loss of $2,146.22. In December, the clinic had net income of $13,330.63. Westside was down one employee during November and December which contributed to the net income for December.

Recognized by the NCQA for our quality of patient care.
Statistics

Statistics for November and December were presented as follows:

<table>
<thead>
<tr>
<th></th>
<th>November 2017</th>
<th>November 2018</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patient visits for rolling year</td>
<td>15,718</td>
<td>16,307</td>
<td>3.75% increase</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>2,103</td>
<td>2,547</td>
<td>21.1% increase</td>
</tr>
<tr>
<td>Number of medical visits</td>
<td>9,679</td>
<td>9,797</td>
<td>1.2% increase</td>
</tr>
<tr>
<td>Number of dental visits</td>
<td>3,936</td>
<td>3,963</td>
<td>.69% increase</td>
</tr>
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<table>
<thead>
<tr>
<th>Center referrals</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of SWB sessions/patients Scheduled</td>
<td>156/81</td>
<td>130/66</td>
<td>155/83</td>
<td>122/71</td>
<td>85/61</td>
</tr>
<tr>
<td>Number of actual sessions</td>
<td>72</td>
<td>62</td>
<td>82</td>
<td>44</td>
<td>29</td>
</tr>
<tr>
<td>Number of referrals</td>
<td>21</td>
<td>12</td>
<td>28</td>
<td>15</td>
<td>12</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>December 2017</th>
<th>December 2018</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patient visits for rolling year</td>
<td>15,822</td>
<td>16,356</td>
<td>3.4% increase</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>2,202</td>
<td>2,763</td>
<td>25.5% increase</td>
</tr>
<tr>
<td>Number of medical visits</td>
<td>9,691</td>
<td>9,615</td>
<td>.78% decrease</td>
</tr>
<tr>
<td>Number of dental visits</td>
<td>3,929</td>
<td>3,978</td>
<td>1.2% increase</td>
</tr>
</tbody>
</table>
b. Linda Judah, Executive Director’s report contained the following information:

**Personnel:**
- Created resource position and filled by an LPN; hired part-time billing contract employee

**Pending Initiatives:**
- CARE Message, a text messaging platform
- TCI – a patient survey platform, pilot rolled out in December for medical
- LACIE project
- Civil surgeon designation for Dr. Mulder
- Radiology fee waiver process
- Exploring alcohol abuse pilot program with NCQA

**Westside:**
- Discontinuing Grant City Clinic
- Staff meeting 12/19 and 1/1/19
- 12/3 MFHC advocacy call
- ARC meeting 12/12/18 and 1/9/19
- MFHC Dashboard meeting 12/13/19

**HEALTH:**
- Process for SWB’s referrals to HEALTH continues to work with the assistance of volunteer Lori Cordiner

**Miscellaneous:**
- Awarded $4,500 from the Killacky Foundation for a piece of equipment to dental’s x-ray system
- Wrote grant proposal to the Thanksgiving fund for $25,000; grant awarded
- Submitted 2018 report to the Thanksgiving fund
- Held a gratitude luncheon on 1/16/19 for stakeholders, board of directors and staff
- Interviewed by News press for the agency’s gratitude luncheon
- 12/17/18 patient financial meeting with Mosaic
- Weekly MDR meetings
- Presented at the Breakfast for the Experts…healthcare panel
- Provided tour for the AHEC students
- Missouri Association Leadership meeting 12/3/18 in Columbia; completed 990 and created board packet for the 2/1/19 membership meeting.

**Community events:** Attended Ryan Hildbrand’s Mission meeting and wrote letter of support

**Operations:** Staff meetings: December 11, 2018 and January 9th; provider meeting 1/16/19; Westside 12/12/18 and 1/19/19 and Quality Improvement Committee 12/6/18 and 1/3/19

**Board work:** Recruited Toni Sawyer for FOFC and Carol Burns for the SWB Board.
2. Operational needs:
   a. Linda presented a maintenance proposal from Advance Cleaning – the chose to
      table a decision for any changes until clarifications could be made with current
      cleaning crew.
   b. Linda and leadership team are acquiring bids for a new phone system.
   c. The Trivia night arranged by Roger’s Pharmacy is scheduled for March 9, 2018
      and will be held at MWSU’s Fulkerson Center. Proceeds will help the SWB pay for
      medications prescribed through its dispensary.
   d. CDBG – Tom moved to authorize Linda to process the CDBG request in the
      amount up to $85,000 and to authorize her to execute resulting contracts and
      documents on behalf of the Board; Dr. Stuber seconded the motion. Motion carried.
   e. Strategic plan – Linda provided the following dashboard report to the board:

<table>
<thead>
<tr>
<th>Mission</th>
<th>Vision</th>
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<tbody>
<tr>
<td>To promote and provide quality health care to the underserved population residing in the City of St. Joseph and Buchanan County in a safe, respectful and compassionate manner.</td>
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</tr>
<tr>
<td>To serve as a safety net health care provider for the residents of St. Joseph and Buchanan County living in poverty.</td>
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<thead>
<tr>
<th>Strategic Focus Areas</th>
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<tr>
<td>Strategic Theme</td>
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<tr>
<td>Maintain current funding streams while also pursuing other funding opportunities.</td>
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**Tactics in support of strategic focus areas**

- By June 2019 hire a part time development director to assist with grant writing, fundraising and LifeChangers.
- By end of February 2019 a marketing and outreach plan will be developed for 19/20 to include:
  1. Donor education and donation impact
  2. Updated website
  3. Updated Facebook site and targeting strategies
  4. Outreach events

- By September 2018 a quality assurance team will be created to monitor and improve the quality of clinic operations, including:
  1. NCQA outcomes
  2. Polices
  3. Processes
  4. Patient no shows
  5. Patient satisfaction
  6. Inter-office communication

- By June 1, 2018 an employee engagement team will be created and develop a plan for:
  1. Staff recognition
  2. Volunteer recognition
  3. Celebrations
  4. Employee wellness program

Completed. Team headed by Pati Jones...team includes Carol M, Patsy, Lisa, Jeanie and Linda
Measures of success:

1. Development director hired and trained;
2. Marketing and outreach calendar of events

Minutes from quality assurance team noting the quality assurance plan, action steps and status.

Evaluating the number and quality of celebrations with staff and volunteer feedback.

2018-2019 Agency Objectives

1. Provide quality patient care while increasing patient volumes to reach clinic capacity.
2. Hire development director to assist with fundraising and grant writing.
3. Increase staff morale through increased training and daily support.
4. Increase community outreach through education and meeting with stakeholders.

Scorecard

Quality Assurance team month meeting. Agreed to track A1C over 9, last PAP and mammogram; created process to close loop on no show rate

$40,000 has been secured from two different trusts; patient satisfaction survey implemented for medical; patient appointment text message reminder system being explored; exploring new phone system.

Working on improved communication; staff retreat took place on 10/25/18; annual newsletter completed in December 2018; held gratitude luncheon for stakeholders on January 16, 2019.

IV. Clinic reports: Note information found in director’s report
Friends of the Free Clinic – approved spending policy presented.

Meeting adjourned at 4:00 pm.

Meeting adjourned at 3:40 p.m. Next meeting scheduled February 26, 2019.

Dr. Robert Stuber, Board President

Linda C. Judah, Executive Director