Social Welfare Board
Patee Market Health Center
904 South 10th Street, Ste. A
St. Joseph, MO 64503

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

Social Welfare Board
Board of Directors Minutes
March 26, 2019

The March 26, 2019 board meeting was called to order by Dr. Stuber at 2:30 pm.

Board members present: Dr. Stuber, Rex Robinson, Nancy Nash and Carol Burns
Board members absent: Tom Russell and Nancy Potter
Staff present: Linda Judah, Deborah Borchers and Dr. McMillen

I. Minutes: The minutes of the February 26, 2019 meeting were reviewed and accepted as presented.

II. Old business: Linda reported that the phone bid was approved unanimously by the board via email on March 7, 2019. Leadership is working with Minolta on next steps.
Westside: Patsy and Kim reviewed the updated business plan with the board and discussed the prospects of changing hours. The board decided based on daily average of patient volumes Westside should begin with a 2-3 hour extension of a day of their choosing and flex those hours out on another day. Once capacity is reached for the early evening clinic the board will discuss additional options.

The Trivia night arranged by Roger’s Pharmacy took place on March 9, 2018 and held at MWSU’s Fulkerson Center was very successful and raised $14,000 for the clinic. Thank you Rogers Pharmacy!!!

III. New Business:
1. Director Reports:
a. Director of Operations’ – Deborah Borchers:
Financials
The financials for February were presented. Nancy Nash moved the financials be accepted as presented. Rex Robinson seconded the motion. Motion carried. The financials were filed for audit. Deborah also presented the February income statement for the Westside Clinic. In February, the Westside Clinic had a loss of $31,898.19. Currently, Westside is not receiving any funds from the Wise Woman program, which is contributing to the loss. The funds will be released the first of April.

Recognized by the NCQA for our quality of patient care.
The November and December financials for the Friends of the Free Clinic were presented for review. The financials for the Friends of the Free Clinic are approved by the FOFC board.

Statistics

Statistics for February were presented as follows:

<table>
<thead>
<tr>
<th></th>
<th>February 2018</th>
<th>February 2019</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patient visits for rolling</td>
<td>15,558</td>
<td>15,886</td>
<td>2.1% increase</td>
</tr>
<tr>
<td>year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescriptions</td>
<td>2,078</td>
<td>2,589</td>
<td>25% increase</td>
</tr>
<tr>
<td>Number of medical visits</td>
<td>9,619</td>
<td>9,470</td>
<td>1.6% decrease</td>
</tr>
<tr>
<td>Number of dental visits</td>
<td>3,861</td>
<td>3,827</td>
<td>.9% decrease</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Center referrals</th>
<th>August</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan 2019</th>
<th>Feb 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of SWB sessions/patients</td>
<td>156/81</td>
<td>130/66</td>
<td>155/83</td>
<td>122/71</td>
<td>85/61</td>
<td>119/69</td>
<td>116/63</td>
</tr>
<tr>
<td>Scheduled</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of actual sessions</td>
<td>72</td>
<td>62</td>
<td>82</td>
<td>44</td>
<td>29</td>
<td>34</td>
<td>42</td>
</tr>
<tr>
<td>Number of referrals</td>
<td>21</td>
<td>12</td>
<td>28</td>
<td>15</td>
<td>12</td>
<td>17</td>
<td>15</td>
</tr>
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</table>

b. Linda Judah, Executive Director's report contained the following information:

**Personnel:** Contract secured for new **nurse practitioner** who will begin work on May 13, 2019. New full time LPN hired for the medical department.

**Initiatives:**
- CARE Message a text messaging platform – implemented for medical and Westside.
- TCI – a patient survey platform implemented for medical, dental and Westside.
- Work continues on the LACIE project-rolling out end of March 2019
- Work continues on last stages of the Civil surgeon designation…we are having issues with obtaining status from Homeland Security
- Tabled participation in two research studies (A1C’s and Strep)
- Working in year two on the Roadmap to Health Equity committee with NAFC

**Westside:**
- Grant City Clinic – sent withdrawal letter per contract to Jon Doolittle and Mosaic’s attorney
- Staff meeting 2/13/2019 and ARC meeting on 2/13/19

**Recognized by the NCQA for our quality of patient care.**
Miscellaneous:
- Participating in TAV Health development – high risk population discovery sessions with Mosaic and HEALTH HEATH meeting 3/19/2019
- Weekly MDR meetings
- As president organized and facilitated Missouri Association Free and Charitable meeting via zoom 3/21/2019
- Secured $2,500 match for FOFC fundraiser
- Provided board orientation for Nancy and Carol
- Appreciation notes to dental staff and doctors
- Appreciation letters to donors
- CDBG preparations, presentation and thank you notes

FOFC:
FOFC meeting board meeting March 12, 2019. Due to the flooding that has impacted the casino, found a new venue for the LifeChangers event...Pony Express Museum.
3/7 met with videographer

Community Events:
Attended Missouri Mission of Mercy dental planning meeting
Attended the Poor People’s Campaign meeting
Attended the Implicit Bias meeting 3/19 at St. Francis

2. Operational needs:
Deborah presented the 2019-2020 budget reflecting a deficit of $3,500. Nancy Nash moved to accept the budget and Carol seconded the motion. Motion carried.

Linda presented an update to the Strategic plan as follows. Note the quality assurance team meetings are on hold until the new clinic manager, NP begins her employment in May.

### Strategic Mission and Vision

<table>
<thead>
<tr>
<th>Mission</th>
<th>Vision</th>
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<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>
<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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### Strategic Focus Areas

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<th>Strategic Theme</th>
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<tbody>
<tr>
<td>Maintain current funding streams while also pursuing other funding opportunities.</td>
<td>Demonstrate relevance by providing access for quality patient care evidenced by measurable clinical outcomes.</td>
<td>Improve staff moral and communications</td>
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Tactics in support of strategic focus areas
• By August 2019 hire a part time development director to assist with grant writing, fundraising and LifeChangers.
• By end of April 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
   5. Speaking engagements
   6. Newsletter dates
   7. Dignitary tour calendar

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

Completed. QAT comprised of Dr. McMillen, Sonya, Teresa, Tina, Deborah and Linda. Meets the first Thurs of each month. Note in May 2019 the team will be reconfigured to reflect staff changes.

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, Ruth and Linda

### Measures of success:

1. Development director hired and trained;
   2. Marketing and outreach calendar of events
   3. Minutes from quality assurance meeting noting the quality assurance plan, action steps and status.
   4. Evaluating the number and quality of celebrations with staff and volunteer feedback.

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**July 1, 2018 - June 30, 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 moral 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 implemented; new cloud based phone system being purchased.
- Working on improved communication; staff retreat took place on 10/25/18; annual newsletter completed in December 2018; held gratitude luncheon for stakeholder on January 16, 2019.

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**IV. Clinic reports:** Note information found in director's report

Friends of the Free Clinic – Next meeting April 23rd; Life Changers breakfast scheduled for 4/16/2019.

Meeting adjourned at 4:00 pm.

Dr. Robert Stuber, Board President

Linda C. Judah, Executive Director