The April 23, 2019 board meeting was called to order by Dr. Stuber at 2:30 pm.

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

I. Minutes: The minutes of the March 26, 2019 meeting were reviewed. Carol moved to accept the minutes as presented; Nancy seconded the motion and it carried.

II. Old business: Linda reported that the phone contract was amended to include 3 business lines for faxes as Minolta’s platform does not support fax to email options.
   Westside: Deborah reported Westside would like to extend hours on Monday and take off early on Friday. The board was not in agreement with this proposal as Friday is a high producing day. Deborah will discuss this issue with the Westside staff.

III. New Business:
   1. Director Reports:
      a. Director of Operations’ – Deborah Borchers:
         Financials
         Deborah presented the financials for March. Nancy Nash moved the financials be accepted as presented. Tom Russell seconded the motion. Motion carried. The financials were filed for audit. Deborah also presented the March income statement for the Westside Clinic. In March, the Westside Clinic had a gain of $6,444.75. Currently, Westside is not receiving any funds from the Wise Woman program, however, funds were released on April 1. Westside has billed approximately $7,000 in Wise Woman funds for the month.

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

Statistics for March were presented as follows:

<table>
<thead>
<tr>
<th>Metric</th>
<th>March 2018</th>
<th>March 2019</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patient visits for rolling year</td>
<td>15,085</td>
<td>15,584</td>
<td>3.3% increase</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>3,757</td>
<td>2,770</td>
<td>262% decrease</td>
</tr>
<tr>
<td>Number of medical visits</td>
<td>7,397</td>
<td>9,129</td>
<td>23.4% increase</td>
</tr>
<tr>
<td>Number of dental visits</td>
<td>3,931</td>
<td>3,685</td>
<td>6.3% decrease</td>
</tr>
</tbody>
</table>

<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>
<th>March</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>
<td>119/69</td>
<td>116/63</td>
<td>154/77</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>
<td>70</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>
<td>4</td>
</tr>
</tbody>
</table>

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

**Personnel:** terminated LPN, created and filled administrative assistant position; hired new front desk specialist. All changes will take place on May 13, 2019.

**Initiatives:**
- CARE Message a text messaging platform – implemented
- TCI – a patient survey platform
- Work continues on the LACIE project-rolling out April 30, 2019
- Work continues on last stages of the Civil surgeon designation
- Working on the What committee...year two on the Roadmap to Health Equity committee with NAFC

**Westside:**
- Grant City Clinic – change of scope letter regarding closure sent to MFHC
- Staff meeting 3/10/2019
- 4/11/2019 chaired Show Me Healthy Women Advisory Board meeting in Jeff City
- Junior League awarded Westside $500.00 for medications – attended evening presentation
- Completed all Title X training modules for 2019-2020 grant year
- Arranged for Westside to be part of Navigation pilot; training scheduled for May 8.
- Reviewed and executed Title X contract

Recognized by the NCQA for our quality of patient care.
Medical:
- Staff meeting on 4/18/2020
- Working on new MDR training manual
- Drafted NP announcement for social media
- Met with Digital Guarantee to discuss website and messaging plan.
- Created article for paper regarding the Trivia event.

Miscellaneous:
- Participating in TAV Health development – high risk population discovery sessions
- Weekly MDR meetings
- Organized Missouri Association Free and Charitable meeting via zoom 4/10/2019
- Received following match donations for the LifeChangers fundraiser: $2,500 from the Commerce Bank and $2,500 from the Kenney Foundation. Received a $5,000 anonymous donation.
- Appreciation letters sent to volunteers and donors
- Created processes for Center referrals; Westside alerts, WiseWoman and patient advocate
- Updated eligibility policy
- Serving on TAV advisory counsel
- Added comments to the Health Dept/SWB emergency plan and emailed to Health Department’s leadership
- Updated Physician list with the Legal Expense fund
- Created an activity calendar for the SWB

FOFC:
- FOFC meeting board meeting April 9, 2019
- Prepared for LifeChangers event ... 4/16/2019
- Created LifeChangers article for paper

Community Events: Member of the planning committee for the Missouri Mission of Mercy dental clinic; member of the Poor People's Campaign planning committee

2. Operational needs:
Linda presented proposed changes to the accounting policy. Nancy Nash moved to increase the capitalized amount to $1,000, seconded by Carol. Motion Carried. Nancy identified a couple of typo’s and moved the policy be approved with the changes noted. Tom seconded the motion and it carried.

Regarding the strategic plan Linda noted that due to funding constraints she will not hire a development director, but instead moved Ruth to an administrative assistant with one of her responsibilities to look for grants. Linda will continue writing the grants.

<table>
<thead>
<tr>
<th>Strategic Mission and Vision</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mission</strong></td>
</tr>
<tr>
<td><strong>Vision</strong></td>
</tr>
</tbody>
</table>
## Strategic Focus Areas

<table>
<thead>
<tr>
<th>Strategic Theme</th>
<th>Strategic Theme</th>
<th>Strategic Theme</th>
</tr>
</thead>
<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>
</tr>
</tbody>
</table>

## Tactics in support of strategic focus areas

- **By August 2019** hire a part-time development director to assist with grant writing, fundraising and LifeChangers. Note: In April, it was decided to create an administrative assistant to research prospective grants. The ED will continue to write the grants with assistance from the DO and AA.
- **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. NCOA outcomes
  2. Policies
  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, Ruth and Linda

## Measures of success:

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

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.

## 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.
IV. Clinic reports: Note information found in director’s report
   Next meeting June 25, 2019

Meeting adjourned at 4:00 pm.

Dr. Robert Stuber, Board President
Linda C. Judah, Executive Director