



Social Welfare Board

Patee Market Health Center
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St. Joseph, MO 64503

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

Linda Judah
Executive Director

James McMillen, MD
Medical Director

Deborah Borchers
Operations Director

Jeanie Hambrick
Office Manager/IT

Social Welfare Board Members

Robert Stuber, MD, President
Carol Burns
Hon. Dan Kellogg
Nancy Nash
Rex Robinson
Tom Russell

Ad Hoc:
Ron Hook, Buchanan County
Commissioner

Bill McMurray, St. Joseph City
Mayor

FOFC Board Members

Dr. Jimmy Albright, President
Patty Ziesel, Treasurer
Kristie Arthur
Merry Burtner
Karen Corder
Col. Kevin Echterling
Karen Foley
Ashley Hess
Janet Kropp
Lisa Little
Melissa Lawyer
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Roxanne Miller
Marsha Rosenthal
Toni Sawyer
Frank Sindelar
Deborah Weems, MD
John Wilson
Rachael Wilson
Denise Young

Social Welfare Board
Board of Directors Minutes
August 25, 2020

Dr. Stuber called the August 25, 2020 board meeting to order at 2:30 p.m. from Rogers Pharmacy's Conference room at 3705 N. Belt Highway, St. Joseph, MO

Board members present: Tom Russell, Carol Burns, Nancy Nash, Rex Robinson and Dr. Stuber
Board Member Absent: Judge Kellogg
Staff present: Deborah Borchers, Dr. McMillen and Linda Judah

Pam Brock with Rogers pharmacy presented Linda with a check in the amount of \$14,500 representing the proceeds collected from the virtual Trivia event. This check brought the total amount raised to \$16,000. Dr. Stuber thanked Rex and Rogers Pharmacy for the outstanding support they have given to the agency and the countless hours it took to raise these funds on behalf of the uninsured patients served by the Social Welfare Board.

I. Minutes: The minutes of the June 23, 2020 were reviewed. Carol Burns moved to approve the minutes and Dr. Stuber seconded the motion. Motion carried.

II. Old Business: None

III. New Business:

1. Director Reports:

a. Director of Operations-Deborah Borchers

Financials

Deborah presented the financials for June and July. Nancy Nash moved the financials be accepted as presented. Carol Burns seconded the motion. The financials were filed for audit.

Statistics for June:

June Statistics	June 2019	June 2020	Variance
Total Patient visits for rolling year	15,488	*13,991	11.6% decrease
Prescriptions	2,849	2,154	24% decrease
Number of medical visits	8,758	8,303	5.2% decrease



Recognized by the NCOA for our quality of patient care.

Number of dental/hygienist visits	3,881	3,234	16.7% decrease
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* Due to COVID, medical scaled back patient appointments.

Statistics for July:

July Statistics	July 2019	July 2020	Variance
Total Patient visits for rolling year	15,57788	*13,413	13.9% decrease
Prescriptions	3,086	2,059	33% decrease
Number of medical visits	8,617	8,161	5.3% decrease
Number of dental/hygienist visits	3,874	3,193	17.6% decrease

* Due to COVID, medical scaled back patient appointments.

Linda Judah, Executive Director's report follows:

Personnel: Hired part-time LPN and new COVID screener; interviewed a NP for part-time work; CHW resigned and going into the teaching field.

COVID-19: Re-entry algorithm created
Operationalized increased safety measures check list
COVID-19 assessment station in building lobby continues
Participating in NAFCC calls to stay up to date on funding opportunities.

Funding: Submitted reimbursement request for Feb-June to the County – funded
Submitted reimbursement request for July and part of August to the County- pending
Submitted CARES request to the City – pending
Antibody tests available for staff
Received letter from County that payments have stopped until further notice- Casino closed

Westside: Concluded Navigation grant....
ARC – participating in monthly meetings.
Developed work plans for Title X program and CQI.
Facilitating monthly staff meetings.
Participated in SMHW advisory board meeting.
Working with Rogers for a Westside commercial.

Medical: Partner award application to Mutual of America – pending
Facilitated the Medical and Quality Assurance meeting

Submitted and received Diabetic Coordinator grant through Direct Relief – funded
Obtained the SHOW Me WOMEN Who Care funds to establish a medication voucher program.

Prepared and submitted a grant to Pfizer “ACE out infectious diseases” for a 2 year, \$200,000 proposal.

Participate in weekly MDR meetings

Week of September 14th beginning evening telehealth appointments

Applied for Walgreen’s Flu vaccination program for patients

Agency as whole: Issuing weekly clinic news publication to staff;

Issuing the Clinic Beat.

Staff evaluations underway

Arranged for October 7th flu clinic with Rogers...9-11

SWB earned a 2020 Gold rating from NAFC.

Entered clinic affiliation agreement with University of Central Missouri.

2020-2021 MOA membership agreement entered with Youth Alliance.

Dental: Delta Dental grant – working with dental team to operationalize the granted

RFP. FOFC: Completed LifeChanger’s campaign

Working with Emily Bauman on social media campaign

Creating speakers bureau schedule – tabled

Reviewing options with Network for Good and other banking options.

Initiatives: Trauma Informed Care – working with core team (Jean West, Latha, Jeanie, Lori, Kim and Pati) Self-guided training is underway with staff. On July 23rd and July 30th Jean West met with 10 patients who agreed to be part of a focus group in an effort to hear the patient’s voice about trauma informed care. The Agency kick-off was August 14th from 11-1. The staff finished its study on the *The Deepest Well*, by Nadine Burke, MD. Staff learned through Dr. Burke’s research the lasting impact adverse childhood trauma has on one’s adulthood This initiative is made possible through a national CVS grant. Also updating policy to align with TIC philosophy. Will be updating the environment

Assisting with NCQA application

Roadmap to Health Equity ---What committee – patient experience co-lead

Missouri Association Monthly meetings – president

Serving on the Crossing’s board as secretary

Advocated for Medicaid expansion: presented at the Women’s Democrat Club

Serving on the InterServ foundation

Preparing to present at The Root Cause Coalition’s Virtual National Summit in October

IV Operational Needs

COVID-19 leave: Linda and Deborah reviewed Department of Labor, FMLA and IRS guidelines regarding options to handle leave related COVID-19. It was decided to wait

on the County's reimbursement findings from the CARES fund. Should reimbursement be denied the agency would seek the tax credit pathway through the IRS. Staff will be given up to 14 days for COVID-19 issues, however will situations will be treated on a case by case basis.

Strategic Plan: Linda reviewed the findings of the current Strategic Plan and proposed the objectives for July 1, 2020 through December 31, 2021 as follows:

1. Acquire NCQA re-accreditation status for January 2021-December 2023.

a. Create relevant outcomes reports for provider and staff that align with NCQA.

b. Share outcomes report with staff on a monthly basis.

c. Quality Assurance team continues to meet on a monthly basis.

d. Launch the Diabetic Coordinator initiative.

2. Continue to improve good communication among staff and stakeholders:

a. Issue Clinic Beat on a monthly basis to stakeholders

b. Hold monthly staff meetings with Westside and Medical and bi-annually with dental

c. Executive Director will continue the weekly 'Clinic Notes' to staff and leadership;

d. Continue social media presence

e. Launch speakers bureau post pandemic or via zoom when appropriate.

f. Meet with Hospital, city and county stakeholders at least annually.

g. Annual newsletter

3. Improve communication with donors and community:

a. press releases

b. thank you notes, email and texting

The board will think about the strategic plan and discuss at next board meeting. Carol emphasized that keeping people healthy is a trickledown effect and so important for the community as a whole.

V Clinic reports....in addition to the director's report, Linda noted that at the next FOFC meeting operational changes will be presented and discussed. A zoom invite will be sent out to the board.

Meeting adjourned at 4:10 p.m.

Next board meeting scheduled September 22, 2020.



Dr. Robert Stuber, Board President



Linda Judah, Executive Director