

Governing Board Meeting  
 Health Services of North Texas  
 September 21, 2016  
 HSNT HQ Conference Room

	<b>Agenda</b>		P.1
<b>I.</b>	<b>Call to Order</b> <b>Introduction of Visitors</b>	<b>Glen McKenzie</b>	
<b>II.</b>	<b>Board Training</b> Quality Awards and UDS Comparison	<b>Doreen Rue</b>	
<b>V.</b>	<b>Committee Reports Summaries</b> (Full committee reports start on page 15) * Approval of Committee Reports		P.2
<b>III.</b>	<b>*Consent Agenda</b> August 2016 Board Minutes August 2016 Financials	<b>Glen McKenzie</b>	P.4 P.7
<b>IV.</b>	<b>CEO Report</b> Discussion- Evaluation of Corporate name	<b>Doreen Rue</b>	P.10
<b>V.</b>	<b>Committee Reports</b>  Development Committee Hearts and Heroes update Finance Committee *Accounting Policies and Procedures Audit Committee- no report QM/QI Committee Strategic Plan- update in summary report Personnel Committee *Credentialing files	<b>Randy Robinson</b>  <b>Judge David Garcia</b>	P.13  Attachment
<b>VI.</b>	<b>Old Business/New Business</b>	<b>Glen McKenzie</b>	
<b>VII.</b>	<b>Important Dates and adjourn meeting</b> HSNT Governing Board Meeting - Wed., Oct 19, 2016 - HSNT HQ Conf. Room 1st Annual HSNT Shooting Clays Fundraiser, October 7, 2016 October 27, 2016, Hearts & Heroes March 26, 2017 Cuisine for a Cure	<b>Glen McKenzie</b>	

**\* Items Requiring a Vote**

**August Committee Reports Summary**

**This summary is intended to give board members a quick reference to the committee activities. See committee reports at end of packet for detail, if needed.**

**Development Report Summary**

Project 4304: All contracts have been executed and application resubmissions for the construction permits (City of Denton) have been completed. It is expected that construction will begin no later than sometime the week of September 26.

Capital Campaign and Annual Fund Program: Staff campaign well underway and pledges are being processed. Will need board help to complete board campaign process.

- Campaign materials are being refined by the graphic designer.
- It is important that the insider campaign among the governing and foundation boards and employees be completed prior to the October ceremonial groundbreaking. A date for the October groundbreaking is to be set in the near future

Hearts & Heroes: Planning and execution are underway, with sponsorship contacts and initial ticket sales are underway. Online ticket sales are available. Few sold to date.

New Access Point: Notice of Award has been delayed by HRSA until early January 2017

**Grants to Be Voted on**

*Comerica Foundation	Denton sites – medical visits	\$5,000
*United Way of Denton County	Medical visits/behavioral health	\$87,000
*Northwood Woman’s Club	PCWM/WCMC wall mount vitals systems	\$20,000
*Leland Fikes	DSC wall mount vitals systems	\$10,000
*Flow Foundation	Denton sites – costs labs and flu shots	\$15,000
*Bill and Helen Crowder	DSC autoclave	\$7,000

**Finance Committee**

HSNT hit an all-time record high - serving the greatest number of patients in one month ever! Total patients served in August is **3,102** compared to July total patients served of 2,463. Total gross medical revenue in August was \$641,083 compared to July gross medical revenue of \$437,825.

**Statement of Financial Position:**

- HSNT cash position down 20.6% from the beginning of the year and 2.6% down from July.
- Ryan White contact awards are expected to be released September 20<sup>th</sup>.

**Statement of Operations:**

- 30% Net patient revenue increase from beginning of year and 28% more patients served.
- 53% decrease in grant revenue, primarily Ryan White grant funding through Dallas County Health and Human Services. HSNT leadership has a plan to shift services, however, a portion of this decrease is expected to be made up with the contract award notice on 9/20/2016.
- Medical Service expenditure increase in relation to increase patient services.
- IT Expenditure decrease in communications and equipment maintenance.

### **Audit Committee**

No report

### **QM/QI Committee**

HSNT received HRSA quality award based on 2015 Uniform Data System (UDS) report. A review of this award and 2015 UDS report including comparisons will be discussed at the meeting. August Peer Review Score was 4.8, HSNT received a Quality Recognition Award from HRSA, QM is exploring the cost of card entry systems per door at all sites.

### **Strategic Planning Committee**

Name evaluation- Discussions for the past year or so regarding our name, Health Services of North Texas and the use of the acronym, HSNT, have propelled us to formally evaluate our name. We have received feedback that our name does not clearly identify our core services and that we are often confused as an insurance or home health care company. And, the reference to geography causes confusion as well- are we really serving all North Texas?

A committee of staff have done an initial evaluation and we will present information to the strategic planning committee and continue the evaluation process. If we are going to change the name of the agency, we need to do it now as we are about to engage the entire community in the capital campaign and we don't want to duplicate the effort of informing and educating people on who we are or add confusion by waiting.

### **Personnel Committee**

The credentialing policy requires that medical personnel be credentialed every 2 years. The personnel committee is presenting these updated files for approval.

Last month the revised employee handbook was approved and staff have been notified of the changes.

Personnel committee will review board composition and make recommendations for board member recruitment. This year annual conference for the Texas Association of Community Health Centers (TACHC) will be in Frisco on October 16-19<sup>th</sup>. There are numerous opportunities for board member training and education. HSNT is the featured health center and there will be visitors from across the state in our Denton Medical Center. Please let Doreen know if you are interested in attending the conference.



Governing Board Meeting Minutes  
Health Services of North Texas  
August 17, 2016 Meeting

Meeting Date: 08/17/2016

Meeting: 6:02 p.m. called to order and quorum by President Glen McKenzie

Location: HSNT HQ Conference Room

Attendees: Glen McKenzie, Gloria Herron, Derrell Bulls, Louise Baldwin, Clara Sanchez, Dean Perkins, Judge David Garcia, Justin Coury, Trang Dang-Le, Joe McCarley, Jerry Garrett

Regrets: Randy Robinson, Herman Oosterwijk, Michael Foster

Leave of Absence – Cordelia Ikegwuoha

Staff/Guests: Doreen Rue, Larry Bisno, Suzan Stambaugh, Becky Greenman

**Agenda Item II:** Doreen reported our FQHC operational site visit has been scheduled for November 15 - 17, 2016. She described the process and our experience from the 2013 visit. They will want to talk to some Board members about HSNT and may sit in on the November Board meeting. As part of the scheduled annual training, the CEO distributed a handout that described what is required to be an FQHC and went over the 19 requirements with the members. Doreen explained and passed around an example of the summary data reports that are kept for easy reference and tracking of board action and discussion. The summary is updated after each Governing Board meeting to document training, discussions and approvals. She advised the Board that the next few trainings are on Quality Improvement and Needs Assessment.

**Agenda Item III:** Glen McKenzie explained that committee summary reports will be in this section of the packet each month. The committees that require action from the Board will be broken out in the Committee Reports section. Each committee report will be in the monthly packet for the members to review prior to the Board meeting. If any members have questions about any of the committee reports or summary, they can bring their questions up during this part of the meeting. The committee reports not requiring Board action will be voted on to accept, including the grants, during this part of the agenda.

**Motion to accept Committee Reports & Summary: *Derrell Bulls***

**Seconded: *Dean Perkins***

**Motion Passed: 11-0**

**Agenda Item IV:** Approval of the Consent Agenda inclusive of the July 2016 Board Minutes, July Financials. Reports are attached to these minutes.

**Motion to accept: *Dean Perkins***

**Seconded: *Derrell Bulls***

**Motion Passed: 11-0**

**Agenda Item V: CEO Report**

Doreen handed out the data sheet from the CEO Report that was not available at the time the Board packet was published. She explained that we will do a soft close in the future to make sure we have the data information available when the packet is published. The numbers will all true up at the end of the year.

The Capital Campaign is making headway – Board and staff contributions continue to be offered and communicated. By Tuesday of next week, all staff will have been given information regarding the Capital Campaign.

Rep. Myra Crownover was at our Denton Medical Center today to talk about National Healthcare Center week. Doreen reviewed the Mind the Gap document that was distributed at the reception. This document will be useful in communicating our message for the capital campaign and a general infographic about our organization. .

The American Cancer Society recognized HSNT with a certificate for our work in the Colon/Rectal Cancer area.

HSNT also has dining cards available for \$20 to support the United Way Campaign in Denton and Collin Counties.

A complete copy of the CEO Report was included in the August packet.

**Agenda Item VI: Committee Reports**

**Financial Committee** – The Form 990 that was attached to the packet for the member’s review. The board discussed the 990 and Judge David Garcia, for the Finance Committee, made a motion to approve the Form 990.

**Motion to Accept Form 990: 11 - 0**

**Personnel Committee** – Gloria Herron brought a request to the Board from Cordelia Ikegwuoha to extend her Leave of Absence until the end of September 2016.

**Motion to approve extending Leave of Absence: *Derrell Bulls***

**Seconded: *Judge David Garcia***

**Motion Passed: 11-0**

The Personnel Committee discussed the updated Employee Handbook and recommended the board approve the Employee Handbook that was part of the August package.

**Motion to accept Employee Handbook: *Derrell Bulls***

**Seconded: *Dean Perkins***

**Motion Passed: 11-0**

**Agenda Item V: Old Business/New Business –**

There was a short discussion about the Clay Shoot tickets still being available.

**Agenda Item VI: Important Dates:**

HSNT Governing Board Meeting – Wed., Sept. 21, 2016, HSNT HQ Conference Room

1<sup>st</sup> Annual HSNT Shooting Clays Fundraiser, Oct. 7, 2016

Hearts & Heroes, October 27, 2016

Meeting adjourned at 6:40 p.m.

Board Secretary Approval \_\_\_\_\_ Date \_\_\_\_\_

Board President Approval \_\_\_\_\_ Date \_\_\_\_\_

**Health Services of North Texas, Inc.**  
**Statement of Financial Position**  
**As of 8/31/2016**

	Current Period	Last Month	Prior Year	\$ Chge	% Chge
<b>ASSETS</b>					
<b>Current Assets</b>					
Restricted - Programs	0.00	0.00	94,389.05	(94,389.05)	(100.00)
Restricted - Retirement	57,513.16	51,250.90	39,124.25	18,388.91	47.00
Overnight Investment	599,978.96	605,989.30	813,709.91	(213,730.95)	(26.27)
Operating Cash	602,616.35	663,049.40	47,436.56	555,179.79	1,170.36
Total Current Assets	1,260,108.47	1,320,289.60	994,659.77	265,448.70	26.69
<b>Other Current Assets</b>					
Grant Receivables	719,723.34	798,997.43	298,030.37	421,692.97	141.49
Medical Receivables	259,697.51	225,098.61	296,228.82	(36,531.31)	(12.33)
Misc. Receivables	10,907.89	10,000.00	10,418.00	489.89	4.70
Deposits	14,599.50	14,599.50	12,670.25	1,929.25	15.23
Inventory	31,483.11	31,483.11	9,462.53	22,020.58	232.71
Total Other Current Assets	1,036,411.35	1,080,178.65	626,809.97	409,601.38	65.35
<b>Short Term Investments</b>					
Investment CDs	546,651.41	546,651.41	663,441.75	(116,790.34)	(17.60)
Total Investment CDs	546,651.41	546,651.41	663,441.75	(116,790.34)	(17.60)
Total Short Term Investments	546,651.41	546,651.41	663,441.75	(116,790.34)	(17.60)
<b>Long Term Assets</b>					
457b Retirement	7,712.63	7,711.90	94,948.25	(87,235.62)	(91.88)
<b>Fixed Assets</b>					
Medical Equipment	48,065.05	41,525.06	414,611.51	(366,546.46)	(88.41)
Building Improvements	126,993.56	126,993.56	91,227.00	35,766.56	39.21
PCMC Building	635,854.00	635,854.00	99,862.35	535,991.65	536.73
4308 Mesa Denton Office	9,639.00	9,639.00	0.00	9,639.00	100.00
4304 Mesa Medical Center	134,958.34	130,338.41	0.00	134,958.34	100.00
Software Applications	112,081.41	112,081.41	0.00	112,081.41	100.00
Telephone Systems	95,499.55	95,499.55	0.00	95,499.55	100.00
IT Equipment	137,337.42	137,337.42	0.00	137,337.42	100.00
Vehicles	154,357.53	154,357.53	0.00	154,357.53	100.00
Accumulated Depreciation	(340,746.76)	(334,687.23)	(332,499.50)	(8,247.26)	2.48
Total Fixed Assets	1,114,039.10	1,108,938.71	273,201.36	840,837.74	307.77
Total Long Term Assets	1,121,751.73	1,116,650.61	368,149.61	753,602.12	204.70
Total ASSETS	3,964,922.96	4,063,770.27	2,653,061.10	1,311,861.86	49.45
<b>LIABILITIES</b>					
<b>Current Liabilities</b>					
Accounts Payable	122,120.04	142,532.34	49,460.96	72,659.08	146.90
Medical AR Doubtful	0.00	0.00	177,619.95	(177,619.95)	(100.00)
Accrued Payroll	252,051.80	238,717.80	164,496.19	87,555.61	53.23
Accrued Retirement	57,513.16	51,250.90	39,124.25	18,388.91	47.00
Payroll Liabilities	12,234.28	11,205.10	10,663.12	1,571.16	14.73
Total Current Liabilities	443,919.28	443,706.14	441,364.47	2,554.81	0.58
<b>Long Term Liabilities</b>					
457b Retirement	7,712.63	7,711.90	94,948.25	(87,235.62)	(91.88)
Total 457b Retirement	7,712.63	7,711.90	94,948.25	(87,235.62)	(91.88)
Total Long Term Liabilities	7,712.63	7,711.90	94,948.25	(87,235.62)	(91.88)
Total LIABILITIES	451,631.91	451,418.04	536,312.72	(84,680.81)	(15.79)
<b>NET ASSETS</b>					
<b>Fund Balances</b>					
Temporary Restricted	0.00	0.00	104,639.05	(104,639.05)	(100.00)
Net Assets at Beginning of Year	3,770,658.13	3,770,658.13	1,704,426.46	2,066,231.67	121.23
Current Net Assets(Liabilities)	(257,367.08)	(158,305.90)	307,682.87	(565,049.95)	(183.65)
Total Fund Balances	3,513,291.05	3,612,352.23	2,116,748.38	1,396,542.67	65.98
Total NET ASSETS	3,513,291.05	3,612,352.23	2,116,748.38	1,396,542.67	65.98
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>3,964,922.96</b>	<b>4,063,770.27</b>	<b>2,653,061.10</b>	<b>1,311,861.86</b>	<b>49.45</b>

**Health Services of North Texas, Inc.**  
**Statement of Operations**  
**From 8/1/2016 Through 8/31/2016**

	Current Month	Last Month (07/01/2016 - 07/31/2016)	Current YTD	Prior YTD	FY2016 Budget	YTD Difference	Total Budget Percen
<b>Patient Revenue</b>							
Net Patient Rev	452,996.58	434,775.35	3,280,003.88	2,037,416.11	6,755,472.00	1,242,587.77	(48.55)
Uncollectible	16,344.84	0.00	(81,629.77)	0.00	(43,779.00)	(81,629.77)	(186.45)
Total Patient Revenue	<u>469,341.42</u>	<u>434,775.35</u>	<u>3,198,374.11</u>	<u>2,037,416.11</u>	<u>6,711,693.00</u>	<u>1,160,958.00</u>	<u>(47.65)</u>
<b>Other Revenue</b>							
Grants	191,706.50	408,834.47	2,558,049.97	3,412,874.76	4,718,191.00	(854,824.79)	(54.21)
Other	39,798.64	(17,105.88)	208,453.81	262,919.17	440,133.00	(54,465.36)	(47.36)
Total Other Revenue	<u>231,505.14</u>	<u>391,728.59</u>	<u>2,766,503.78</u>	<u>3,675,793.93</u>	<u>5,158,324.00</u>	<u>(909,290.15)</u>	<u>(53.63)</u>
<b>TOTAL Revenue</b>	<u>700,846.56</u>	<u>826,503.94</u>	<u>5,964,877.89</u>	<u>5,713,210.04</u>	<u>11,870,017.00</u>	<u>251,667.85</u>	<u>(50.25)</u>
<b>Expenses</b>							
Personnel	477,803.29	470,707.04	3,667,217.82	3,064,888.16	7,514,513.00	602,329.66	48.80
Medical Services	91,125.40	75,560.85	783,097.37	844,339.89	1,462,780.00	(61,242.52)	53.50
Patient Care	53,930.03	54,637.84	435,994.39	385,258.75	698,150.00	50,735.64	62.44
IT	31,835.87	43,197.92	314,108.54	265,240.69	996,105.00	48,867.85	31.50
Occupancy	43,152.86	46,097.86	368,052.72	214,936.73	451,600.00	153,115.99	81.49
Operating Costs	98,777.21	75,553.72	709,910.64	630,862.95	1,303,450.00	79,047.69	54.40
Total Expenses	<u>796,624.66</u>	<u>765,755.23</u>	<u>6,278,381.48</u>	<u>5,405,527.17</u>	<u>12,426,598.00</u>	<u>872,854.31</u>	<u>50.50</u>
<b>Operating Income(Loss)</b>	<u>(95,778.10)</u>	<u>60,748.71</u>	<u>(313,503.59)</u>	<u>307,682.87</u>	<u>(556,581.00)</u>	<u>(621,186.46)</u>	<u>(56.32)</u>
<b>Capital Activity</b>							
Capital Income	4,095.36	4,853.41	98,290.65	0.00	744,000.00	98,290.65	(13.21)
Capital Expense	(7,378.44)	(8,321.15)	(42,154.14)	0.00	(74,000.00)	(42,154.14)	(56.96)
Total Capital Activity	<u>(3,283.08)</u>	<u>(3,467.74)</u>	<u>56,136.51</u>	<u>0.00</u>	<u>670,000.00</u>	<u>56,136.51</u>	<u>(8.38)</u>
<b>Capital Assets</b>	<u>(3,283.08)</u>	<u>(3,467.74)</u>	<u>56,136.51</u>	<u>0.00</u>	<u>670,000.00</u>	<u>56,136.51</u>	<u>(8.37)</u>
<b>Net Assets</b>	<u>(99,061.18)</u>	<u>57,280.97</u>	<u>(257,367.08)</u>	<u>307,682.87</u>	<u>113,419.00</u>	<u>(565,049.95)</u>	<u>226.90</u>



Health Services of North Texas, Inc.  
Financial Ratios  
August 2016

	FY2016 Goals	Fiscal Year 2016	Fiscal Year 2015
Quick Ratio Current Assets/Current Liabilities	9:1	6.3 :1	9.7 :1
Debt/Equity Total Liabilities/Total Net Assets	13.0%	12.6%	8.4%
Working Capital to Expense Ratio CA/CL divided by Expense/# month in Period	3 : 1	3.08 : 1	3.9 : 1
Long Term Debt to Equity Ratio	10.0%	7.1%	6.9%
Percentage of Admin & Fundraising	9.0%	8.3%	6.6%
Number of Days - Cash	61	70	98
Accounts Receivable Days (Medical AR Collection Period)	50	17	19
Change In Net Assets to Expense (Net Assets/Total Expense)	3.0%	-4.7%	20.5%
Cash Flow	1.5%	-20.6%	117.5%
	<b>FY2016 YTD</b>	<b>FY2015 YTD</b>	<b>FYE 2015</b>
Cost per Employee this month	\$5,624.26	\$5,605.64	\$7,969.48
Cost per Employee YTD	\$45,327.51	\$35,712.18	\$63,998.72
Average Hourly Rate YTD	\$33.50	\$31.04	\$32.56
Cost Per Medical Encounter *27,009	\$191.84	\$196.78	\$199.06
Cost Per Medical Patient *9,817	\$554.68	\$444.15	\$670.99

\* Cost per Medical Encounter and Patient are currently calculated using only Direct Medical expense cost centers, Administrative and Development costs. Currently the decision is to maintain this calculation until further information is gathered to determine if HSNT should include enabling services such as transportation and financial assistance programs.

Health Services of North Texas Governing Board Meeting  
 Chief Executive Officer Report  
 August 2016

Total HSNT Data	16-Jan	16-Feb	16-Mar	16-Apr	16-May	16-Jun	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	YTD	Goal	Goal YTD
Total Medical Patient	2407	2595	2649	2606	2587	2640	2463	3102					9878	14,500	68%
Total Medical/MH Visits	3140	3269	3603	3397	3210	3357	3162	3871					27,009	40,000	68%
Total New Patients	590	531	561	552	511	428	417	683					4273	3700	115%
<b>Medical Center-4310 Mesa- Denton</b>	<b>16-Jan</b>	<b>16-Feb</b>	<b>16-Mar</b>	<b>16-Apr</b>	<b>16-May</b>	<b>16-Jun</b>	<b>16-Jul</b>	<b>16-Aug</b>	<b>16-Sep</b>	<b>16-Oct</b>	<b>16-Nov</b>	<b>16-Dec</b>	<b>YTD</b>	<b>Goal</b>	<b>Goal YTD</b>
Total Medical Patient	1023	1178	1089	1145	1098	1115	1130	1430					4868	5,900	82%
Total Medical/MH Visits	1322	1394	1510	1513	1321	1409	1427	1680					11576	15,230	76%
Total New Patients	303	270	298	319	252	209	212	339					2202	1800	122%
<b>Denton South Center</b>	<b>16-Jan</b>	<b>16-Feb</b>	<b>16-Mar</b>	<b>16-Apr</b>	<b>16-May</b>	<b>16-Jun</b>	<b>16-Jul</b>	<b>16-Aug</b>	<b>16-Sep</b>	<b>16-Oct</b>	<b>16-Nov</b>	<b>16-Dec</b>	<b>YTD</b>	<b>Goal</b>	
Total Medical Patient	598	599	721	624	660	670	611	721					2729	4,000	68%
Total Medical Visits	885	898	1092	878	914	941	909	1098					7615	12,910	59%
Total New Patients	128	123	120	102	116	89	85	134					897	700	126%
<b>PCMC/WCMC</b>	<b>16-Jan</b>	<b>16-Feb</b>	<b>16-Mar</b>	<b>16-Apr</b>	<b>16-May</b>	<b>16-Jun</b>	<b>16-Jul</b>	<b>16-Aug</b>	<b>16-Sep</b>	<b>16-Oct</b>	<b>16-Nov</b>	<b>16-Dec</b>	<b>YTD</b>	<b>Goal</b>	
Total Medical Patient	736	772	781	793	775	805	684	890					3601	4501	80%
Total Medical Visits	857	902	913	934	907	930	768	988					7199	15,233	47%
Total New Patients	157	136	130	130	140	128	117	208					1146	1000	114%
<b>Medical Center - 2540 - Collin County</b>	<b>16-Jan</b>	<b>16-Feb</b>	<b>16-Mar</b>	<b>16-Apr</b>	<b>16-May</b>	<b>16-Jun</b>	<b>16-Jul</b>	<b>16-Aug</b>	<b>16-Sep</b>	<b>16-Oct</b>	<b>16-Nov</b>	<b>16-Dec</b>	<b>YTD</b>	<b>Goal</b>	<b>Goal YTD</b>
Total Medical Patient	50	46	58	44	54	50	38	61					172	203	85%
Total Medical Visits	50	52	66	48	54	55	41	65					431	1,300	33%
Total New Patients	2	2	13	1	3	2	3	2							
Mental Health Visits	26	23	22	24	14	22	17	15					163		
<b>Payer Mix - Visits</b>	<b>16-Jan</b>	<b>16-Feb</b>	<b>16-Mar</b>	<b>16-Apr</b>	<b>16-May</b>	<b>16-Jun</b>	<b>16-Jul</b>	<b>16-Aug</b>	<b>16-Sep</b>	<b>16-Oct</b>	<b>16-Nov</b>	<b>16-Dec</b>	<b>YTD</b>	<b>Goal</b>	
Commercial	5%	5%	6%	8%	6%	6%	6%	6%					6%	5%	
Grants	5%	4%	4%	3%	4%	4%	4%	3%					4%	5%	
Medicaid	44%	45%	43%	43%	47%	46%	43%	42%					44%	45%	
Medicare	6%	7%	8%	7%	7%	7%	7%	6%					7%	5%	
Self/Slide	40%	39%	39%	39%	36%	37%	40%	41%					39%	40%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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HSNT received notice of our HRSA Quality award. This award was based on our accomplishments and improvement in our clinical reporting and patient care as reported in our annual Uniform Data System report (UDS Report). The training segment of the board meeting will be a review of this award and the 2015 UDS report that includes comparisons of Texas and National Health Center data and Healthy People 2020 goals.

The Ryan White audit financial report was included in the board packet last month. This month we have the program audit results and I am pleased to report that there are no audit findings. The staff did an excellent job of screening for eligibility and documenting appropriate care and follow up.

Numerous groups and individuals have toured the agency this past month. The service group/ministry Twenty-Six Twelve visited HSNT to learn more about our services and volunteer opportunities. They have helped with the Back to School Give Away for 2 years and want to be more involved. Myra Crownover visited the agency during National Health Center Week and we had a great turn out of friends of the agency and community members including Mayor Watts. Potential members of the Campaign Cabinet are also visiting HSNT to learn more about the agency and the capital campaign.

As you can see there is an uptake in services in August with 683 new patients. This is a 38% increase over July 2016 and 54% increase of August of 2015. Historically October has been our busiest month followed by several busy months. As we strive for efficiencies to serve more people, our biggest challenge is space as it impacts the work flow for staff and patient care. Staff are doing an amazing job with limited exam rooms and staff working in tight, shared work areas. The team is working well even when faced with challenges. Managers and the Leadership Team are making a conscious effort to recognize the staff for their teamwork and creativity in resolving problems. Monthly we have an expanded leadership team meeting to include site leaders (via webinar) from all sites. This collective team is able to address issues and roll out communications in a timelier manner with input from all sites. In addition, we are facilitating focus groups at each site and by function when appropriate to solicit staff feedback on workflow, issues, and ideas for problem solving.

We are recruiting for a Medical Director and have screened several applicants and interviewed 1 that is still in the process. An interview with providers is the next step and that is scheduled in the next few weeks. Dr. Jackson is doing a great job sharing and communicating clinical information needed to make informed decisions. He has already made a positive impact and forming a stronger team. It is particularly helpful during this growth period and limited space.

Teri Johnson introduced Jarrad Wills to HSNT. Jarrad works for an insurance brokerage firm and met with us to provide information about medical insurance, negotiating contracts, and self-insured plans. He confirmed that HSNT is not the right size to consider setting up our employee health plan as self-insured. He shared that the first criteria in considering self-insured is to have more than 300 employees. We are currently working with our non-profit group to finalize employee benefits for 2017.

Name evaluation- Discussions for the past year or so regarding our name, Health Services of North Texas and the use of the acronym, HSNT, have propelled us to formally evaluate our name. We have received feedback that our name

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does not clearly identify our core services and that we are often confused as an insurance or home health care company. And, the reference to geography causes confusion as well- are we really serving all North Texas? A committee of staff have done an initial evaluation and we will present information to the strategic planning committee and continue the evaluation process. If we are going to change the name of the agency, we need to do it now as we are about to engage the entire community in the capital campaign and we don't want to duplicate the effort of informing and educated people on who we are or add confusion by waiting.

Capital Campaign:

Dale Kimble and Jill Jester have put together a talented team for the Campaign Cabinet. They will be meeting as a team soon. Construction of 4304 Mesa bid process is complete and FPI Builders have been contracted to build our new health center. A ground breaking event will take place in October. A one page infographic using the theme Mind the Gap has been developed along with the 2015 annual report. The annual report includes a 4 year historical summary that demonstrates our growth and need for more facility space. The full campaign brochure design is underway.

The Board campaign is underway. As a reminder, we need to raise 1.5 million dollars for phase 1 of our project. The goal for the board contribution to the campaign is 100% participation and \$150,000 (1% of the amount we need to raise). The message of 100% participation is critical to access larger gifts in the community and foundation grants. The staff campaign is also underway and there has been a positive response. I personally asked the staff and some of our consumer board members. I am inspired by their commitment and their support of our Mission.

Thank you for your support,

Doreen Rue, CEO



## Strategic Initiatives & Development Report September 21, 2016 Board Meeting

### 1. 4 Current Focus Areas:

- **4304:** All contracts have been executed, and it is expected that construction will begin end of the week of September 19 or during the week of September 26, 2016.
- **Capital Campaign:** Board and staff campaigns. Staff campaign well underway and pledges are being processed. Need board help to complete board campaign process. Go
- **New Access Point:** Notice of Award has been delayed by HRSA until early January 2017.
- **Hearts & Heroes:** Sponsorships, ticket sales and planning of activities for event underway.

2. **Project 4304:** All contracts have been executed and application resubmissions for the construction permits (City of Denton) have been completed. FPI Builders' are on standby to begin construction upon issuance of the construction permits (different process than Planning & Zoning permitting). It is expected that construction will begin no later than sometime the week of September 26 with a possibility of ground breaking late the week of September 19. FPI has already "plotted" the lot for where trailer will be placed and a layout area for materials.

### 3. Capital Campaign and Annual Fund Program:

- Information packets were distributed to five of seven board solicitors. Pledges from solicitors are needed prior to asking for a pledge from other board members.
- A draft of the donor recognition was desired by several individuals prior to arranging their appointments with board members.
- The employee campaign has been kicked off and gifts or pledges are arriving.
- Campaign materials are being refined by the graphic designer.
- A meeting with Jill Jester, Doreen Rue and Susan Saunders was held on August 26<sup>th</sup>. The Campaign Cabinet is assembled and tours are being scheduled in the near future.
- It is important that the insider campaign among the governing and foundation boards and employees be completed prior to the October ceremonial groundbreaking. A date for the October groundbreaking is to be set in the near future

4. **Hearts & Heroes:** Planning and execution are underway, with sponsorship contacts and initial ticket sales are underway. Online ticket sales are available. Few sold to date.

5. **Community Partnerships:** EagleWheeler Printing, while having provided some support in the past has stepped up for both Hearts & Heroes and HSNT overall. EW will provide no cost printing for Hearts & Heroes foam core boards and all glossy programs, greatly helping with event costs. They also toured DMC clinic on September 9, 2016 and have asked that we work with them to come up with a plan for greater printing involvement (in-kind) for all agency needs, as possible in 2017.

6. **Dates**

- September 22, 2016: Day of Giving (online)
- October 7, 2016: 1<sup>st</sup> Annual HSNT Sporting Clays Fundraiser (lead by Foundation Board)
- October 27, 2016: Hearts & Heroes.
- March 26, 2017: Cuisine for A Cure (Plano)

7. **Grants: Submitted/new:** Since last board meeting: 6 total/1 new funder. (representing YTD 49 total/ 16 of which are new funders.).

8. **Grants to Be Voted on:**

*Comerica Foundation	Denton sites – medical visits	\$5,000
*United Way of Denton County	Medical visits/behavioral health	\$87,000
*Northwood Womans Club	PCWM/WCMC wall mount vitals systems	\$20,000
*Leland Fikes	DSC wall mount vitals systems	\$10,000
*Flow Foundation	Denton sites – costs labs and flu shots	\$15,000
*Bill and Helen Crowder	DSC autoclave	\$7,000

HSNT Grants Update - September 21, 2016

Submitted/Pending

Light Charitable Trust	DMC (pediatrics)	\$9,787	August
Craig and Kathryn Hall Found	DSC	\$2,000	September
B.B. Owen Trust	PCMC	\$15,000	August
Lockheed Martin Charity Fund	Medical Center (labs)	\$5,000	August
Overlake Foundation	Medical Center (PAP)	\$5,000	November
Collins Foundation	DMC (flu shots)	\$5,000	September
Geico Foundation	General Operating	\$4,000	August
Communities Foundation of TX	Medical (Gen Operating)	\$50,000 (to be listed in Giving Guide)	September
Rayzor Ranch Foundation	Outreach	\$2,000	September
Ryan White Part B	HIV	\$319,266	September
Ryan White Pt. A	HIV	\$779,223	October
Orix Foundation	PCMC (for 2017)	\$5,000	November
Weaver Foundation	Outreach (Pre-natal Books)	\$2,500	September
Texas Motor Speedway	DMC, DSC, DO (furniture,	\$15,620	November

	books, TV's, games for Peds)		
Cathay Bank	PCMC (gen operating)	\$5,000	November
Alan Neustadt Charitable Trust	DMC (flu shots)	\$1,000	December
CoServ Foundation	Gen Medical	\$20,000	October
Gaston Episcopal Foundation	Denton sites (visits)	\$10,000	September
Rough Riders Foundation	Outreach	\$1,000	September
NAP	CCC	\$650,000	December
EFSP	Utility assistance – Denton	\$5,000	September
Walmart Community Grant	Outreach (Plano)	\$500	September
Perot Foundation	PCMC More Than Med Rm	\$7,000	October
Union Pacific Foundation	DSC OB and newborn kits	\$5,000	October
Ben E. Keith	Denton sites – dental kits	\$5,000	December
Delivery System Health Info	Health IT (upgrade EHR)	\$59,249	November
Maximus Foundation	HIV Prevention (prophylaxis)	\$2,500	December
Texas Health Presby Denton	Hearts and Heroes Sponsorship	\$1,000	October
Change in Scope	Intrapartum Care (DSC- update service type)		November
Grande Communications	Denton bus passes	\$2,500	Sept. 2017

#### Decisions

WHFPT Grant	Outreach	\$6,350	Awarded
Nordstrom	Nutrition	\$5,000	Awarded
City of Plano Program Support submit	Pediatrics (supplies)	\$5,710	Decided not to
City of Denton HS	DMC (medical visits & PAP)	\$31,180	<i>Recommended</i>
Moran Foundation	PCMC	\$5,000	Declined
Garland D. Rhoads Found	PCMC	\$1,200	Awarded
BNSF Railway Foundation	Women's Clinical (labs)	\$5,000	Declined
BB&T Bank	General Medical	\$5,000	Awarded
Northwood Woman's Club	PCMC	\$20,000	Declined
Ed Rachal Foundation	Women's Clinical	\$5,000	Declined
Kimberly Clark Foundation	PCMC (diapers)	\$11,000 (donation)	Approved
United Supermarkets Corp.	Medical (visits, Denton)	\$1,500	Denied
Fannie & Stephen Kahn	DMC (flu shots)	\$3,000	Denied
Andrea-Mennen Foundation	WCMC (More than Med Rm)	\$10,000	Denied
Dallas Women's Foundation	Women's Clinical (visits)	\$29,500	Approved
TransAmerica	PCMC (gen operating)	\$2,500	Approved
City of Lewisville	DMC (med visits)	\$7,865	<i>Recommended</i>
UW Denton Co.	Med Center/BH	\$50,000	Awarded
UW Dallas	PCMC (pediatrician)	\$70,000	Awarded
Dental Grant	PCMC	\$350,000	Denied
Anderson Foundation	P/WCMC (More than Med Rm)	\$5,000	Denied
Walmart Community Grant	Outreach (Plano)	\$2,000	Approved

Walmart Community Grant	Outreach (Denton)	\$2,000	Approved
DIFFA	HIV	\$25,000	Approved
Denton County Commissioners	Medical (visits)	\$40,000	Approved
Dekelboun Foundation	PCMC (beds+ laptops)	\$6,100	Denied
Lennar Foundation	DMC (More than Med Rm)	\$5,000	Denied
Junior League of Collin County	PCMC More Than Med Rm	\$2,500	Approved
HOPWA	Housing for HIV/AIDS	\$580,000	Approved
Lightner Sams Foundation	PCMC/WCMC (bilirubin)	\$6,300	Approved

**Pipeline/To Be Submitted (\* to be voted on)**

*Comerica Foundation	Denton sites – medical visits	\$5,000	September
*United Way of Denton County	Medical visits/beh health	\$87,000	October
*Northwood Womans Club	P/WCMC wall mount vitals	\$20,000	October
*Leland Fikes	DSC wall mount vitals systems	\$10,000	October
*Flow Foundation	Denton sites – labs & flu shots	\$15,000	October
*Bill and Helen Crowder	DSC autoclave	\$7,000	October
Denton Benefit League	Denton sites – vitals carts	\$12,462	September
Nordstrom Cares	More Than Medicine Room	\$5,000	October
Fidelity Foundation (LOI)	PCMC	\$48,750	September
Lowe Foundation	Women’s Clinical	Tbd	Tbd
Luse Foundation	Medical Center	\$5,000	December
Rees Jones	Tbd	Tbd	Tbd

**Denied grants**

*Anderson Foundation* – Received standard letter. The foundation has a limited budget and has already committed their funds.

*Dekelboun Foundation* – Received notice of denial when I called to follow up. The foundation prioritizes funding to preselected organizations.

Lennar Foundation: Received standard “sorry cannot fund this cycle letter. Follow up was conducted to learn more about reason for not being funded, awaiting response.





# Quality Management Committee Meeting Minutes

Health Services of North Texas

Meeting Facilitator: Deb Ivy-Sanderson

Meeting Date: 8/19/2016

Time: 3:10 PM

Adjourn: 5:02 PM

Location: HSNT HQ

Attendees: Deb Ivy-Sanderson, Pam Barnes, Mari Bailey, Anna Contreras, Christopher Redden, Suzan Stambaugh, Tara Williams, Teri Johnson, Louise Weston-Ferrill, Erika Washington, Dr. Moore

Visiting: Susan Saunders-HSNT employee working on Capital Campaign

Absences: None

## **Agenda Item #1: Roll Call and Acceptance of Minutes**

Deb Ivy-Sanderson started the meeting at 3:10 pm and performed Roll Call. Minutes from previous QM Committee meeting were approved as written.

## **Agenda Item #2: Risk Management (RM) Committee Report (Mari B.)**

- RM Committee: No new reports
- Shelby Ferguson will be added to QM Committee and will be liaison for RM Committee to QM Committee
- Karishma is working on development of employee health policy, this item is pending
- HIPAA training report from Christopher; Training going well, Roles for HIPAA will be recommended to RM Committee; 24 IT and Security Policies will need to be formalized and incorporated into HSNT
- Stericycle HIPAA assessment pending
- Employee Health Policy to be reviewed by QM
- Pam Barnes to follow up with CCMC Landlord are progress toward bush removal

## **Agenda Item #3: Peer Review (PR) Committee Report (Louise W-F)**

- Peer Review score for agency: 4.81
- Suzan will schedule a time to meet with Peer Review committee to discuss forms revision. Will report to QM once meeting has occurred. This meeting will be scheduled in Nov./Dec. timeframe
- Dr. Jo, Kamyon Conner and Jennifer Nuspel were added to Peer Review Committee
- Peer Review committee met on Friday, July 1<sup>st</sup> at 9am Meeting minutes will be reported at next QM Meeting.
- Suzan has been given 8 charts for review that were peer reviewed to address consistency and increased scope of review. Suzan to report on the results of the review. This item is pending.
- Deb I-S has called other agencies re: their peer review forms, no response. Report will follow. This item is pending.
- Peer Review Committee contacted Pediatric Providers for input/recommendations on Peer Review Form. This item is pending.
- Peer Review Committee recommended Suzan discuss goals of peer review with providers. Suzan to provide verbal report at next QM meeting, this item is pending.

## **Agenda Item #4: Review of Performance Measures/Clinical Measures (Suzan S)**

- Suzan S. reported verbally on 2016 Clinical Measures. Small variance from July 2016
- Colorectal measure is low due to reporting issues with Moncrief. Anna to follow up and report. This item is pending
- Report on patients, new patients, payer mix for new patients, for all sites. Anna reported July numbers, Patients =

8961, New Patients = 3564, Visits YTD = 22,000

- BH assessment: EHR not pulling out complete info for the measure, progress will be addressed at next QM meeting. This item is pending. Louise has asked Kayla to investigate
- Karishma and Tara reported Child Weight assessment accuracy, reasons for low report – Providers are not coding weight assessment for sick visits. Training across sites to occur.
- Anna C working on finding a secure solution to give Moncrief the data needed to get increased participation in colorectal screenings. Anna to report progress at next QM Committee meeting
- Suzan reported that HSNT received a Quality Recognition Award from HRSA
- Discussed PCMH and how it relates to Quality Management

**Agenda Item #5: Review of Areas of Concern/Trends Identified Problems (QM Committee Members)**

- Suzan recommended a Policy/Procedure and Forms subcommittee was formed with Christopher and Tara to be co-chairs
- Elm Street location is open 2 days per week for adults only
- Picture board not complete, Teri to report at next QM Committee meeting.

**Agenda Item #6: Review of Safety: (-)**

- SDS binders will be put online pending new safety officer or Facilities Manager. This item is tabled until Facilities Manager position is hired.
- Bids for 3 doors, at 4308, 4310 are being obtained, Christopher has received bids, Pam and Christopher to report financial cost to leadership team and report back to QM Committee
- Christopher looking into staff card entry systems for all entry doors, this item is pending
- Anna C reports leaking outside doors, mold smell in exam room 3 at 4310. Anna C to notify landlord and report on progress toward resolution at next QM Committee meeting.

**Agenda Item #7: Review of Financial Measures: (Pam B)**

- Pam reports July ended well, with less financial loss than predicted in a year of infrastructure investment
- Pam suggested that call center may have some impact on patient revenue
- Cost per medical patient \$518.50 at end of July, 2016
- Cost per medical encounter \$200.66 at end of July, 2016.
- Pam trained QM Committee on Cost per medical Encounter and Cost per Medical Patient

**Agenda Item #8: Training for QM Committee Members**

- Deb provided a brief summary of FTCA University training, Louise and Deb to give full report at next QM Committee meeting
- Suzan S. to provide UDS training to QM committee in December, 2016

**Agenda Item #9: Other Items**

- Rosetta Stone has been implemented and 3 users are to get logins
- Anna C submitted no show report and explained the report to QM Committee
- Teri reported on patient satisfaction survey collection and results

Next Meeting Date: September 16, 2016 Time: 3:00-4:30pm

Signature \_\_\_\_\_ Date \_\_\_\_\_

Approved \_\_\_\_\_ Date \_\_\_\_\_