

**PORTER-STARKE SERVICES, INC.
BOARD OF DIRECTORS
February 1, 2022**

PRESENT: Vanessa Allen-McCloud, Bob Bryant, Scott Carlson, O.D., Judy Jelinek, John Johnson, M.D., Susan Kelly-Johnson, Sharron Liggins, Ethan Lowe, Mary Beth Schultz

ABSENT: Janet Carpenter

ALSO PRESENT: Clarence Boykin, Matt Burden, Sandy Carlson, Mary Idstein, Linda McDonald, Andrew Nielsen, Anand Popli, M.D., Kate Sanders, Mike Weaver, Kelly Krumwied

I. A. CALL TO ORDER:

Board Chairman Susan Kelly-Johnson called the meeting to order at 7:15 a.m. by Zoom teleconference at Porter-Starke Services, 701 Wall Street, Valparaiso, in the Community Room (Executive Team members were present in person, and they were socially-distanced throughout the room). Ms. Kelly-Johnson noted that this is Janet Carpenter's fourth absence which by Board policy would mean she would need to request reinstatement at the next Board meeting. However, there are extenuating circumstances as Janet Carpenter had planned to resign from the Board at the end of her term in December 2021 as it was going to be difficult for her to attend Board meetings this year. We asked Ms. Carpenter to remain on the Board for another year as it would be difficult to recruit a new Board member during the pandemic. We would like to make an exception to our Board policy on absences as Ms. Carpenter is trying to attend as many Board meetings as she possibly can this year.

ACTION: A motion was made, seconded and approved to retain Janet Carpenter due to the extenuating circumstances discussed.

II. CONSENT AGENDA

The items on the Consent Agenda were posted on the Board Portal for review by the Board of Directors.

A. Minutes of January 4, 2022 (*Item #1*)

ACTION: A motion was made, seconded, and carried to approve the Consent Agenda that included the minutes of the January 4, 2022 Board of Directors meeting as presented.

III. ENGAGEMENT SPECIALISTS

Kaitlyn Miller, the Wellness Coordinator in Community Support Services shared a presentation on Porter-Starke's Engagement Specialists. Ms. Miller also oversees the Tobacco Cessation Workgroup Team as well as the Engagement Specialists.

The role for our Engagement Specialists was born out of our CCBC grant – the goal of the grant is to expand services to be a behavioral health clinic. The model focus is expanding access to care and speeding up access to care. We want to reach clients faster and engage them more. Engagement Specialists find and fill any gaps in care and in our systems. Focus is on an integrated care approach, integrating behavioral health and primary health. One of the biggest outreach programs is Clinic Optimization Consult Calls – research on suicide prevention following walk-in crisis/Emergency Department visit. Admissions and the Engagement Team collaborate on workflows. Four months in, project outcomes show 80% engagement by ES Team following a crisis with an 84% show-rate for clients seeing an MD/NP/Therapist. 50% of these clients are referred following an ICC stay and 50% are referred from Outpatient Services. We reach out to clients after a crisis assessment while they are waiting to see a provider. The Engagement Team reaches out to these clients to reduce a repeat crisis and get them through until their Outpatient Services appointment. Ms. Miller thanked the Data Analytics department for helping us track data and gather data. We engage with about 80% of these clients with an 85% show rate (about 10 to 15 clients per week). Last year Porter-Starke's overall show rate was 77%. We work with these clients for engagement in referrals, for the Case Management waiting list, for access groups (Portage and Valparaiso groups are available to anyone on the waiting lists). The Engagement Specialists establish expectations and an understanding of "what is case management". For initial MD/NP appointments, the Engagement Specialists provide outreach 1-2 week prior to these outpatient appointments. We assist clients with resolving barriers/concerns, close the gap in support, and identify cancellations with enough time to reschedule. Project outcomes from October to present show that clients that receive outreach from an Engagement Specialist have a 16% no show rate. Clients that did not receive outreach from an Engagement Specialist had a 25% no show rate. Qualitative outcomes included problem solvers, advocates, hub of resources, and a "Popli watch list" – some of our providers are recognizing the clients we want to keep an eye on. We are hiring another Engagement Specialist so we can contact these clients more frequently. We are also looking into utilizing our cancellation lists to get these clients in sooner. Kaitlyn Miller answered several questions about the number of clients in this program. Board Chair Susan Kelly-Johnson thanked Kaitlyn Miller for joining us this morning.

IV. STANDING COMMITTEES/REPORTS

A. FINANCIAL REPORTS

1. Financial Statements

Andy Nielsen reviewed the monthly financial reports (*Item #2*) for December 2021. Mr. Nielsen reported that we finished the month of December with a \$167,000 surplus (which is down from the last few months but higher than last December at this time). Days in Accounts Receivable improved to 21 days, and the Days in cash on hand in December was at 269 days. Marram patients' year-to-date numbers at the end of December are being finalized. Net revenues per day were at \$85,000. The average inpatient census went down to 3.9 days; this decrease was driven by a COVID-19 outbreak among the ICC staff.

ACTION: A motion was made, seconded, and carried to approve the December 2021 financials for Porter-Starke Services, as presented.

2. Marram Health Center Budget

Andy Nielsen reviewed the monthly Marram Health Center financials and budget report for December 2021 (**Item #3**). Marram had a \$342,000 net service revenue in December 2021. We hired Dr. Kurzawa in August and Dr. Lawson in September and it takes many months for new practitioners to get up to full productivity. Net service revenues are beginning to respond. Total expenses in November were \$662,000. After public support, Marram Health Center had a deficit of \$161,000 for the month of December 2021. Marram had a net deficit of \$35,000 in December after removing the indirect cost allocation. The overall net deficit was \$1,000,000; after indirect costs, the overall deficit was \$232,000.

ACTION: A motion was made, seconded, and carried to approve the January 2022 Marram Health Center financials, as presented.

B. MANAGEMENT REPORTS

1. Marram Health Center Update

The Marram Health Center Update (**Item #4a**) was included in the Board packets for review by the Board members. Clarence Boykin reviewed the Marram Health Center Update. **NWI Food Bank:** Marram Health Center is scheduled for an annual SITE visit conducted by the Northwest Indiana Food Bank to look at our procedures relative to USDA standards. **FAMILY NURSE PRACTITIONER PROGRAM:** Marram Health Center has entered into a student training agreement with the Georgetown University Family Nurse Practitioner Program. Students participating in the clinical rotation were expected to see patients independently and to develop plans of care in consultation with preceptor. Dr. Ames is very interested in this particular program. Students are expected to develop their own caseload. **GARY CHAMBER:** Marram will be attending a Gary Chamber of Commerce “State of the City” meeting on February 14. **COVID-19:** COVID-19 home tests/self-tests have been made available to the public to FQHCs through HRSA. We have requested a supply of tests to allow availability for the homeless/transient populations. Marram completed the conversion from the ZOTEC system to the Methodist Hospital’s EPIC system for tracking COVID-19 tests and vaccines. Kate Sanders’ staff assisted Marram with this conversion. We are able to track the different COVID-19 tests and when tests were completed. Marram continues to provide COVID-19 vaccines and boosters. We are now providing the vaccines to 5 to 11 year-olds. **GRANT UPDATES:** Quarterly updates have been completed for the following grants: H8F COVID Response and Treatment Grant; Empowering Health (Food Pantry Grant); and HTN Grant/Remote Patient Monitoring.

POINT IN TIME COUNT: Marram partnered with the Continuum of Care Network for the annual “Point in Time Count” being conducted in conjunction with the US Census

Bureau. Marram provided lunches for approximately 60 volunteers (on one of the coldest days of the year). In response to a question about the Georgetown University students; Mr. Boykin reported that we have two students that live in this area that attend school in Georgetown. In response to a question about whether the community is resistant to immunizations for 5-11 year-olds, Mr. Boykin said no, there does not seem to be resistance but people are not rushing in to get their children vaccinated. Sharron Liggins thanked Marram for their help with the Point in Time process. And, she thanked Marram for being the “best partner ever” with the Gary Warming Shelter and Shelters at large. Mr. Boykin thanked Dr. Allen-McCloud and her team for their assistance. Dr. Allen-McCloud expressed her thanks to Elliott Miller and the Marketing team. Her first point of contact when she needs something is to call Elliott Miller; someone asked her about a COVID-19 rapid test and vaccination and Mr. Miller sent her the flyer and she was able to get tested and her staff were able to get tested before returning to the office. Dr. Liggins also expressed her thanks to Elliott Miller for his quick responses when she requests assistance. Mary Beth Schultz noted that the COVID-19 tests have gone up to \$35 and wondered if this was a hardship for clients. It was reported that we do not charge clients for the COVID-19 tests, we bill their insurance or we bill HRSA for the cost of the tests.

2. Chief Executive Officer Report (Item #5)

COVID-19: Matthew Burden reported that the Supreme Court ruled in mid-January that the CMS COVID-19 vaccine mandate would stand for healthcare workers. During the last part of December when the Omicron wave started, nearly 13% of our staff were out with either a confirmed or suspected positive COVID test or in quarantine due to exposure; that figure today, one month later, is closer to 3%. **PROPERTY:** We recently closed on the 2602 Valley Drive along with its adjacent plot. These new purchases along with the Kids Alive building allow us to expand our presence in Valparaiso. We recruited Aileen Wehren to assist us with some grant applications related to this expansion. **INPATIENT CARE CENTER (ICC):** Our ICC team announced that it cut its seclusion and restraints in half compared to last year. Our longtime partner, HealthLinc has indicated that they want to pull out of the arrangement we have had where HealthLinc provided the histories and physicals and any follow-up care on our ICC. We are looking into internal solutions to help meet this need for the future. In the meantime we will continue to work with HealthLinc on possible short-term solutions. Mike Weaver will be meeting with Dr. Ames on moving forward with an initiative to cover these services. **ICCHMC:** The Indiana Council’s “Impact” study was included in the CEO report in the Board packet. The study shows how Indiana’s CMHCs affect not only the lives of our patients, but our economy as well. For example, results showed that our CMHC system employs nearly 12,000 people and contributes \$1.4 billion to Indiana’s economy when accounting for elements such as payroll taxes and indirect jobs supported. **TELEHEALTH 2021 REVIEW:** Our trend towards more in-person services throughout most of the year shifted the other way in the fall as COVID cases rose again, but this trend applied only to Outpatient and MD services. Child & Family Services as well as CSS lost their ability to bill for telehealth for MRO services back in July. **ERN:** Our Employee Recognition Night (ERN) was cancelled and became an Employee Recognition Week this year thanks to the efforts of our Human Resources Department in making the best of it. There was a spirit week with different themed

clothing that could be worn each day. Employee awards were given out (awards are listed in Mr. Burden's report) and we congratulate all of the winners.

3. Medical Director Report

See New Business, Item B, Medical Staff Credentialing.

C. FINANCE COMMITTEE

The Board Finance Committee met on January 25, 2022 and reviewed the financial statements for Porter-Starke Services and Marram Health Center.

D. EXECUTIVE COMMITTEE

There was no new Executive Committee business.

E. NOMINATING COMMITTEE

There was no new Nominating Committee business.

F. PERSONNEL COMMITTEE

There was no new Personnel Committee business.

G. QUALITY ASSURANCE/RISK MANAGEMENT COMMITTEE

The quarterly Board Quality Assurance/Risk Management Committee will meet following today's Board of Directors meeting.

H. PSS FOUNDATION UPDATE

A Porter-Starke Foundation Update (**Item #7**) was included in the Board packets for review. Ethan Lowe reported that we currently have five Foundation members and one Board member had indicated that he will be leaving the Foundation Board at the end of his term (the minimum number of Board members for the Foundation Board is three). Mr. Burden noted that this Foundation Board member has reached his limit (he has served three 3-year terms) and he would need to sit out for at least a year before he would be eligible to rejoin the Foundation Board. The Turkey Trot final number was \$61,500, which makes it the most financially successful in our history. The 2022 Symposium will most likely be virtual again this year and will be aimed at educational offerings for workers in the clinical field.

V. NEW BUSINESS:

A. MOBILE CRISIS GRANT APPLICATION

We are submitting a “Mobile Crisis Services Pilot” Grant Application and as part of the application process through the Indiana Department of Administration, Division of Mental Health and Addiction (DMHA), they want to see formal approval of the Board’s intention to approve the submission and support the grant application.

ACTION: A motion was made, seconded and carried to approve the submission of the Mobile Crisis Services Pilot Grant Application by Porter-Starke Services, Inc.

B. MEDICAL STAFF CREDENTIALING

An Application for **New Appointment** of Consulting Staff Clinical Privileges was received from Grant Burdeau, D.C. **(Item #8)**, a new Chiropractor for Marram Health Center who is replacing Dr. Castro who is moving out of the area. We have the appropriate information on file for Dr. Burdeau.

Applications for Reappointment of Active Staff Clinical Privileges were received from Samir Gupta, M.D., the Medical Director at our Portage Office **(Item #9)**; and Linda Munson, D.O., the Medical Director at our Knox Office **(Item #10)**. An application for Reappointment of Medical Associates and Midlevel Providers was received from Sheila Watson, NP, a Nurse Practitioner at Porter-Starke Services **(Item #11)**. An application for Reappointment of Active Staff Privileges was received from J. Timothy Ames, M.D, Medical Director at Marram Health Center **(Item #12)**. An Application for Reappointment of Consulting Staff privileges was received from Fadi Alzeidan, M.D., an internist at Marram Health Center **(Item #13)**. An application for Reappointment of Active Staff privileges was received from Claudette Dandridge, M.D., a pediatrician at Marram Health Center **(Item #14)**. An application for Reappointment of Medical Associates and Midlevel Providers was received from Asha Koshy, N.P., a Nurse Practitioner from HealthLinc who provides histories and physicals on our **ICC (Item #15)**.

ACTION: A motion was made, seconded and carried to approve the New Appointment of Consulting Staff Privileges at Porter-Starke Services dba Marram Health Center for Grant Burdeau, D.C. for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of Active Staff Privileges at Porter-Starke Services and Marram Health Center for Samir Gupta, M.D. for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of Active Staff Privileges at Porter-Starke Services and Marram Health Center for Linda Munson, D.O. for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of “Medical Associates and Midlevel Providers” for Sheila Watson, NP, a Nurse Practitioner at Porter-Starke Services and Marram Health Center for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of Active Staff privileges at Porter-Starke Services dba Marram Health Center for J. Timothy Ames, M.D. for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of Consulting Staff privileges for Fadi Alzeidan, M.D. at Porter-Starke Services dba as Marram Health Center for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of Active Staff privileges at Porter-Starke Services dba Marram Health Center for Claudette Dandridge M.D. for two years.

ACTION: A motion was made, seconded and carried to approve the renewal of “Medical Associates and Midlevel Providers” for Asha Koshy, NP, a Nurse Practitioner from HealthLinc at Porter-Starke Services for two years.

C. COMMUNITY OUTREACH

Recent articles from area newspapers and correspondence were included in the Community Outreach section (**Item #16**) of the Board packets for review by the Board of Directors. Dr. Allen-McCloud and the Urban League were acknowledged for their efforts in getting Marram Health Center’s COVID testing information out to the community as well as sharing COVID testing availability from other community providers.

Mr. Burden also noted that there was a nice article in the Community Outreach packets about Chuck Harris who serves on our Porter-Starke Foundation Board. There was also an article that noted 36 overdose deaths in Porter County which was a slight decrease from the number of overdoses from the prior year (37).

D. INFECTION CONTROL

Mike Weaver reported that our current ICC Nursing Supervisor (Micah Driscoll) is stepping down from this role to return to school to become a Psychiatric Nurse Practitioner. We need Board approval for our new ICC Nursing Supervisor/ICC Infection Control Liaison, Michelle Greene.

ACTION: A motion was made, seconded and carried to approve Michelle Greene as the new ICC Nursing Supervisor/ICC Infection Control Liaison.

VI. ADJOURN

With no further regular business to discuss, the meeting adjourned at 8:18 a.m. The next Board meeting is scheduled for Tuesday, March 1, 2022, in the 701 Wall Street Community Room (by phone or by Zoom). The Board QA/RM Committee meeting follows today's Board meeting.

Susan Kelly-Johnson, Board Chair

John Johnson, MD, Secretary/Trea

Filename: PSS Board Minutes February 1 2022 Approving Mobile Grant
Application
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Keywords:
Comments:
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Change Number: 2
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