

**Committee of the Whole Meeting
Minutes**

March 16, 2023

12:30 PM

Attendance:

Rose Denny called the meeting to order at 12:30

Board Members Present: Tony Lentych, Dan Dekorse, Penny Morris, Ben Townsend, Rose Denny, Barb Selesky, Greg McMorrow, Mary Marois, Tom Bratton, Lynn Pope, Al Cambridge, Sherry Powers, Pam Babcock

Absent: Ty Wessell – advance notice

Virtual: Kate Dahlstrom, Angela Griffis

Others Present: Brian Martinus, Interim Chief Executive Officer; Lauri Fischer, Chief Financial Officer; Tracy Andrews, Director of Integrated and Managed Health Services; Heather Sleight, Administrative Specialist; Brian Newcomb, Recipient Rights Director; Stacy Maiville, Executive Secretary; Jeremiah Williams, Information Technology Supervisor; Daniel Mauk, Chief Information Officer; Dean Baldwin, Network Administrator; Matt Leiter, Director of Human Resources

Virtual –Ann Ketchum, Programmer Analyst II; Jessica Williams, Performance Improvement Specialist; Kari Barker, QI Compliance Director; Aimee Horton Johnson, Office Administrator; Kellee Hoag, Administrative Specialist – Finance; Curtis Cummins, Medical Director; Joanie Blamer, Chief Population Officer

Public Comment: Kate Dahlstrom –Kate spoke about the fact that the board decided to replace Rose Denny. Kate praised Rose and her dedication to the board. Kate went on to talk about the way that Rose’s removal took place and how we should find this alarming. She suggested that it may be violation of the OMA.

Recipient Rights Monthly Report - 151 complaints since start of FY23. Currently have 59 open investigations. New RR Advisor Erica Smith, who comes from Wexford County CPS started on Monday, the 13th. Currently at a 65% substantiation rate. Feedback on the in-person trainings is positive. Training locations alternate between Cadillac and TC and take place every other week. We can look at virtual as an option.

FY Compliance and Customer Service Report - Quality -Consumer objectives – currently lacking sufficient data to analyze the percentage of objectives being met. Risk events – 3 events of police assist for challenging/aggressive behavior. Critical incidents – 6 total, 5 by natural causes and 1 by auto accident. Sentinel events/reviews – none in FY 2023. **Compliance** – Compliance/HIPAA reports received – 2 were HIPAA privacy one was found not to be a violation and the other was resolved with re-education and counseling. All were resolved within 60 days. Exclusionary reporting – all clear. OIG reporting – no submissions received. Compliance training – staff are completing as required. Professional credentialing continues to be completed as required. Program integrity review – non requested at this time. **Customer Service** – Grievances – 16 received and all resolved within 30 days. Appeals – 2 received, both were resolved in 30 days and 100% were upheld. Inquiries 100% were resolved within one day. Fair hearing requests – none requested during the quarter.

Security Annual Report: NLCMHA has implemented appropriate administrative, physical, and technical safeguards to protect PHI in compliance with HIPAA regulations. The security management process is up to date, all employees receive regular HIPAA training, and all access controls are regularly reviewed and updated. The Agency has established a security incident response plan, and appropriate physical and technical safeguards are in place to protect PHI. We strive to make continual improvements and are in the process of migrating to a new platform for our hardware devices to improve patch management. There have been no reportable incidents, and we continue to monitor and update our security measures to ensure the confidentiality, integrity, and availability of PHI.

Nominee Discussion: Dan DeKorse (current Board Chair) stated he informed the NLD committee in January that he was not going to seek reappointment to the Board, and that nominations would need to be made for the appointments he holds as the Board Chair, RRAC, and CMHA Committee. There had been discussion with the NLD that the Vice Chair could perform the duties of normal elections if deemed necessary. However, the current Vice Chair will not be present next month either, as her term is up and has not been renewed. That then leaves the Secretary, and this task may be a great burden for one individual to carry. Policy and By-laws state that the Secretary can indeed do this. Al mentioned that the by-laws do not provide for elections unless it is a special meeting. Dan reads the by-laws as special elections rather than special meetings. The question of whether or not we should hold an election for the chair today was raised and Al explained how the by-laws work surrounding this issue and stated that the proper procedure needed to be followed as well as whether or not this qualifies as a “special meeting or election”. Discussion amongst board members regarding the role of the current chair during this process and when/how an election should take place. It was suggested to hold a special election after the April NLD meeting. Dan has agreed to stay on as the chair for another month allowing the board a chance to elect the new chair at the April Board meeting. Ben Townsend gave a very thorough update on the status of the Enabling Agreement. Very in-depth discussion ensued around the enabling agreement, specifically the dispute resolution process and whether or not we would remain an independent authority.

Agenda Planning:

Next meeting is April 20, 2023, in Traverse City

Meeting Evaluations/Comments:

- #1 – We spent our time on the most important governance topics – excellent
- #2 – We encouraged diversity of viewpoints – excellent
- #3 – Our decisions were made collectively – excellent
- #4 – The Board used it’s time effectively – excellent
- #5 – What is the most important thing the Board could do to improve our function as a Board? Ben liked the more relaxed atmosphere of today’s meeting.

Other/Adjourn:

Meeting adjourned at 1:51 p.m.

Respectfully Submitted,

Heather Sleight,

Administrative Specialist