

NKHS Board of Directors Meeting
MINUTES
4/29/2024

Board present: Denise Niemira, Board Chair; Amy Morley, Treasurer; Jane Kitchel, Secretary; Lisa Boskind, Tracey Paul, Stacy Thrall, Patrick Shattuck, Linda Rhodes

Staff Present: Kelsey Stavseth, Executive Director; Laura Nelson, Chief of Org. Development; Erica Perkins, Dir. Of Community Relations; Denis Houle, CFO; Brooke Bury, Dir. Of HR; Sharon Ryan, Chief of IDDS; Carol Hemenway, Ex. Office Admin.

Staff Presentation: Teri Lavelly, Christina Guillette, Ruth Marquette – NKHS Zero Suicide Committee

Note taker: Carol Hemenway

Called to order at 10:06am

Roundtable introductions of those in attendance.

Motion to approve the agenda as presented was made by Patrick. This was seconded by Stacy and carried by unanimous vote of the Board present.

Motion to approve the consent agenda as previously presented was made by Stacy. This was seconded by Patrick and carried by unanimous vote of the Board present.

Board education: Zero suicide presentation from the above noted guests. This program was started in 2016 at NKHS to help eliminate gaps in systems of care. The first grant was received in 2017 to pay for suicide/mental health training. This month marks the 100th Question, Persuade, Refer (QPR) training. Next month there will be a training of 800 students. Board members are encouraged to take the trainings.

The Board present thanked the Zero Suicide Prevention staff for their thoughtful presentation.

HR Updates (Brooke): Quarter 3 - FY24 turnover reports are reviewed with the Board present. Q3 had 25 new hires, and the ending headcount for March 31, 2024 is 501 which is down from 514 at the beginning of the quarter. There are several job fairs coming up, and hiring is expected to continue to increase.

The Board thanked Brooke for her presentation of the HR reports.

Board vote:

Kelsey presented an overview of the Eleos Augmented Intelligence (AI) software that would be used for clinical documentation for the NKHS behavioral health program. This is intended to reduce administrative burden and was pursued as a result of a staff survey. He outlined the process and noted that the scribe and recording services would be another tool to provide beneficial data. This software can be a mobile service for providers going to client's homes, which is helpful for staff documentation. It would also lower the risk of undocumented services and reduced reimbursement. The cost has been built into the budget, and could be partially funded thru a CCBHC grant. HCRS and Rutland Community Health are already using this AI program. The contract for services and the business associate agreement

have been vetted by our legal advisors. The 3-year contract is 105k/year with a one-time implementation fee of 30k for unlimited users.

Kelsey is asking for a Board vote to approve the above mentioned contract with Eleos.

Prior to the vote, there was discussion regarding the use of AI. Kelsey noted that data is not stored by Eleos and no personal health information is tracked. There is no facial or voice recognition with this program. Clients can choose to not use Eleos in their sessions/meetings with NKHS service providers. There will be a procedure put into place of how to present this to clients at time of service. This would also reduce handwritten notes from IDDS, allowing for more efficiency in care delivery. NKHS is hoping for a late July/August implementation and will have procedures and policies in place by then.

Motion to approve the execution of the contract and payment of the thirty-thousand dollar (\$30,000) one-time implementation fee was made by Amy. this was seconded by Jane and carried by majority vote of the Board present. Lisa and Denise abstain.

Jane noted that the Board should review the AI policy prior to implementation.

Policy approval:

Two policies are brought to the Board for approval. The policies were previously distributed to the Board for review.

Fiscal Oversight Policy: add "by" to the second bullet point

Infection control Policy: no changes

Motion to approve the Fiscal Oversight and the Infection Control policies was made by Jane. This was seconded by Patrick and carried by unanimous approval of the Board present.

Policy discussion – review and approval process: Laura updated the Board on the current process of reviewing NKHS policies that need review and approval. She shared that all NKHS policies will come to the Board for approval. As a Designated Agency, policies need to be updated once every 5 years.

Denise asked for a way to streamline the approval process. There was discussion regarding the possibility of routing policies thru the personnel committee for review and then bringing them to the Board for approval in the consent agenda. Jane suggested a small Board group oversee a policy review committee. Brooke noted that some policies need to be reviewed annually. Laura's recommendation is that operating policies will be reviewed at the compliance meeting with either Denise or Kari and brought to the Board via consent agenda.

Finance Committee update (Denis):

Finance Committee met in April, however there was no quorum. The Finance Committee that was present at that meeting recommend the financials for approval by the Board.

Overview:

March was another strong month and revenue was \$467k ahead of budget with no case rate payback. Picked up some Emergency Services revenue with a signed Lifeline contract.

Year to Date revenue is 834k ahead of budget. NKHS received funds for the Lakemont Building of \$1.28 million.

Health plan review: new options are being reviewed by NKHS. Still coming in at a \$4.7 million expense for the annual policy. Options are being brought to management and Staff Advisory Board for input.

Motion to approve the March finance reports as presented was made by Lisa. This was seconded by Jane and carried by unanimous approval of the Board present.

Executive Director update (Kelsey):

Lakemont Front Porch is scheduled to open for urgent care only on 6/17 with an open house the week prior.

The McGoff Hill building with the Children's program is scheduled to open on 5/6 with an open house a few weeks after.

This Wednesday Denis/Sharon/Kelsey are going to testify on payment and system reform of the DS system. Kelsey stated that we expect payment to change based on who does what service. He is concerned about the intangible services, including care coordinators providing after-hours services.

6/1/2024 is the jury draw for a DS person who died in 2017. The primary care provider has settled, but Heartbeet, and NKHS are being sued. If this goes to trial, that is scheduled for the last two weeks in May and we should expect lots of public press. Kelsey noted that we will work with a crisis PR firm to help support NKHS during that time. Staff will have to testify and are being prepped. Kelsey will send more info as it comes available.

End of the fiscal year is coming up and advocacy continues with the Legislature for a budget increase of 3%.

Other business: none

Executive session: none

Motion to adjourn was made by Jane. This was seconded by Patrick and carried by unanimous vote of the Board present.

Meeting adjourned at 12:02pm

DocuSigned by:
 Jane Kitchel 2/2024
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