

**LEXINGTON-FAYETTE COUNTY HEALTH DEPARTMENT
 PRIMARY CARE CENTER
 GOVERNING COUNCIL
 January 18, 2007
MINUTES**

MEMBERS:		PRESENT	ABSENT
	Carolyn Benford	X	
	Toni Brown		X Excused
	Lynne Flynn	X	
	Linda Johns	X	
	Marge Keller	X	
	Dennis Kelly, MD	X	
	Samuel Matheny, MD		X Excused
	William Rasinen	X	
	Helen Reese	X	
	James Sleet	X	
	Linda Robinson	X	
	James Reese	X	
	Andrea Tapia		X Excused
	Judith Rodriguez		X Excused
	Oliver Hamilton		X

STAFF PRESENT: Melinda Rowe, MD, Commissioner
 Steve Castle, CFO
 Roger Reynolds, Finance Manager
 Rice Leach, MD, Executive Director
 Deborah Stanley, MD, Medical Director
 Karen C. Jones, Administrative Grants Manager
 Linda Phelps, Executive Assistant

GUEST: Mr. Kyle Black
 Mr. Herman H. Hardesty

The Primary Care Governing Council meeting was called to order by Chairperson, Marge Keller on January 18, 2007 at 5:35 PM.

CALL TO ORDER

Chairperson Marge Keller did not declared a quorum at role call but a quorum was attained shortly after role call as members arrived. All motions were made after a quorum was declared.

DECLARATION OF QUORUM

Bill Rasinen made a motion to adopt the Agenda. James Reese seconded. The Governing Council Agenda was adopted without additions.

ADOPTION OF AGENDA

The minutes from the meeting of December 11, 2006 were presented. Bill Rasinen made a motion to accept the minutes. James Reese

APPROVAL OF MINUTES

seconded. Motion carried.

Dr. Leach introduced Mr. Kyle Black, who will be joining the Primary Care staff on Monday as the Business Officer.

**EXECUTIVE DIRECTOR'S
REPORT**

Dr. Leach asked GC members to read materials provided by HRSA project officer, Carol Lindsey included in GC packet. These materials describe of Board Members' legal responsibility, formal training recommendations for the Board Members, member vacancy match to user population and documenting minutes of Finance Committees, etc.

He noted that the Council does not have a Strategic Plan for the Center as required by HRSA.

Dr. Leach reported Primary Care has agreed to give up 8 – 10 % clinic space to Public Health in order to see patients to draw down money appropriated to PH for PH services that we have been doing. Our numbers will decrease temporarily until real estate arrangements are made for PH to open South side Clinic. He mentioned the need to find space to implement the agreement with Blue Grass Mental Health to establish a presence.

Electronic Medical Records is on the distant horizon but the budget contains funds for a health information system upon which it can be built.

The Foundation for Healthy Kentucky notified Commissioner Rowe that the department has been awarded a grant (\$40 + thousand dollars). Support staff required to come up with an organizational structure and a business plan to provide more services to Latin American and medically under served on the North side of Lexington by December 2007. The Grant requires us to work closely with UK North Clinic, Farm Workers, and St. Joseph Healthcare and others. Dr. Leach suggested the need for work groups to do the work including a finance work group because the plan must be economically self-sufficient.

Dr. Leach announced that the Center had terminated services to a patient who was combative and threatened a staff member.

Dr. Leach requested the Council to review the proposed procedure for managing patients who fail to do their part in keeping appointments with consultants and said that he would like to have a discussion and vote at the February meeting.

James Reese made a motion to approve the clinical privileges requested in the January 5, 2007 note from Dr. Stanley and Dr. Leach. The motion was approved with the following conditions: Medical Staff shall provide documentation of their specialty training

and fitness for duty to practice in the Center. Bill Rasinen seconded. Motioned carried.

The data report shows that our numbers are down. This is partially because Public Health is doing some of the activities in the past that was counted as Primary Care.

Members expressed concern from a patient calling Dental complaining they are not able to reach a human – only a recorder – and then it is forever before anyone calls them back. Dr. Leach expressed unacceptable behavior about honoring patient’s request in Dental and is priority on his list and will be addressed. Marge Keller concerned we need better first impression. Another member said this was not something that is totally restricted to Dental. A GC member overheard a Central Registration Clerk when questioned how things are going make a loud comment, “they ain’t coming up with no more money so I ain’t doing no more work”.

Dr. Leach suggested training, performance requirements, and possibly percentage of collection might be the answer.

Mr. Sleet feels the public needs to be educated we are not a free service.

Dr. Leach explained Primary Care requirement in the public health report to the state DPH is that patients must be counseled about smoking and chronic disease management activities

Chairperson. Keller called on Steve Castle for finance report since Dr. Matheny was absent. Steve said Finance Committee has not met this month. Dr. Leach commented that the men and women who manage the money for Dr. Rowe have been working very diligently teasing out the budget in order to get strictly a Primary Care budget for the auditors. Dr. Kelly requested that, in fairness to all committee members, the finance meeting be held a week earlier than the council meeting so their information could be available to the Council in time to have meaningful discussion at the Council meeting. He recommended conference call meetings if in-person meetings were difficult to accomplish.

FINANCE REPORT

Dr. Stanley distributed data on Medical Staff productivity and patient show rates. Dr. Stanley stated the numbers confirm what Dr. Leach stated about numbers being down for December. She stated taking into consideration reorganization, loss of experienced clinic staff, need to recruit, orient and train a significant number of new clinic staff, and the other changes Primary Care has had, the numbers are not unexpected. Discussion followed regarding the show rate. James Reese expressed concern regarding the no show rate of 75%. Dr. Stanley stated this is a rate that is comparable to other FQHCs. Dr. Kelly suggested overbooking for minor illnesses. Dr. Stanley noted the schedules are overbooked to compensate for the anticipated no show rate of 25%. Dr. Kelly also asked

MEDICAL DIRECTOR’S REPORT

that data be collected to determine if the center is running at capacity. There was discussion about why patients do not keep appointments. Some reasons for patients not keeping appointments include not all appointments not being made at time patient is in clinic; some appointments are scheduled later and cards are sent out with the date and time. With this type of appointment scheduling, many factors such as address errors, inconvenient appointment time for the patient, lack of transportation, transportation, could increase the no show rate. There was a question about whether or not patients are being reminded of appointments. Reminder calls are being made the day before for appointments, however, not all patients are notified because the contact phone number may no longer be working and contact telephone numbers are not available for all patients.

Ms. Reese stated she had observed the Greeter in Central Registration holding patient sign-in sheets for a long time instead of passing them along to the registration clerk for prompt processing.

Lynne Flynn stated not unusual for organization to have quality improvement committee to review patient complaints and surveys in order to get patterns to report where improvement is needed.

Committee for Employee of the Month was appointed today to serve a year. They will be able to appoint our first Employee of the Month for February.

OLD BUSINESS

Consensus of members to send warning letter to Oliver Hamilton emphasizing the importance of his attendance and participation in Governing Council meetings after his two consecutive absenteeism. Mr. Rasinen asks for review of minutes of how members would be warned or dismissed after absenteeism.

The public announcement in your packet has been sent to the media that the February meeting will be held on February 22nd instead of the 15th.

ANNOUNCEMENTS

Chairperson, Marge Keller declared the meeting adjourned at 6:50 PM.

ADJOURNMENT

APPROVED: _____

Chairperson

Secretary

Date