

CCPC Board of Governors Meeting Minutes

Wednesday, January 10, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Mr. Robert Brown, Ms. Michelle Burns, Mr. Timothy Collier, Dr. Angelica Hardee, Dr. Camille Jones, Dr. Phil Lichtenstein, Ms. Luz Schemmel, Ms. Debra Sellers, Ms. Jen Straw, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Ms. Pamela J. Adams, Mr. Jeff Brewster, Mr. Robert Cummings

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Dr. Denise Saker, Mr. David Miller, Dr. Michelle Daniels, Dr. Edward Herzig, Ms. Angela Mullins, Mr. Ryan Baumgartner



CCPC Board
Meeting Agenda Pa

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	11 present, 3 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the November 8, 2023, CCPC Board Meeting. <i>Dr. Lichtenstein and Ms. White-Johnson joined the meeting after this vote</i>	M: Mr. Robert Brown 2nd: Dr. Camille Jones Action: 9-0 Passed	Mr. Tim Collier
Old Business			
CEO Update	Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board. Strategic Planning Recap <ul style="list-style-type: none"> • Ms. Tate shared that she felt the December strategic planning session went well. The board was unable to finish strategic planning. • Ms. Tate went on to recap that there was enormous participation and thanks staff and board members for pulling together to start the strategic planning process. • The SWOT Analysis was not completed and will be scheduled with facilitators Dr. Angelica Hardee and Ms. Denisha Porter. This will take place on February 14, 2024, CCPC Board Meeting at 3pm (which is a special time). All reports will be in the packet and Ms. Tate invited everyone back to the session. Roberts Academy Dental Update <ul style="list-style-type: none"> • Ms. Tate informed the board that Dr. Anna Novais will come and present an update on the Roberts 	n/a	Ms. Joyce Tate

	<p>Academy Dental Center at an upcoming Board meeting.</p> <p>Capital Project Update</p> <ul style="list-style-type: none"> • Ms. Tate informed the board that she spoke with the executive committee regarding capital project updates. • Ms. Tate shared that the team has been working on a few federal grants and has had some barriers due to their being several changes in HRSA Project Managers; therefore, when a new project manager is assigned, the process starts over. • Ms. Tate’s team is working with Mr. Menkhaus and his team, and procurement on these capital projects. • Ms. Tate announced that the team does have a letter of intent that they are working on to lease the space in Avondale Towne Center for the Crest Smile Shoppe relocation. The team is also working on a realtor to secure the need for federal interest, which will protect the space (with help from legal). After these things are accepted, then the team can proceed with the process of moving Crest Smile Shoppe. • The two additional projects listed in the grant were the waiting room renovation at the Price Hill Health Center and the Call Center expansion at the Burnet & King location. • Ms. Tate announced that there is a joint CCPC & Board of Health session being planned, regarding a presentation of the CHD Facility Master Plan by Jensen Partners. 		
<p>CMO Update</p>	<p>Dr. Saker presented her CMO Report to the board.</p> <p>Highlights</p> <ul style="list-style-type: none"> • See the memo in the agenda packet. • Dr. Saker discussed the 2023 Quality Improvement Steering Committee End-of-Year Celebration. <ul style="list-style-type: none"> ○ Opportunity to showcase the depth and variety of clinical and public health initiatives from all the service areas within CHD. ○ Leaders from several areas presented on QI Projects. There were CCPC representation from Primary Care presenting on Diabetes, Hypertension, and Immunizations; Dental, School Health, and Pharmacy. Additional presentation areas included Epidemiology, Environmental Health, Food licensing, Vital Statistics, and Infant Mortality. 	<p>n/a</p>	<p>Dr. Denise Saker</p>

	<ul style="list-style-type: none"> • Dr. Saker gave some of the QI presentation highlights. <ul style="list-style-type: none"> ○ Reduction in uncontrolled diabetes in all groups from 27% in 2021 to 23.5% in 2023. ○ Improvement in blood pressure control with reduction in racial disparity. ○ Increase in home inspections for environmental asthma triggers in children with recent hospital admissions. ○ Collaborative care model for chronic disease state and medication management for primary care providers and clinical pharmacists. ○ Improvement in students' access to dental care. • Dr. Saker discussed the impact of these quality improvements. <ul style="list-style-type: none"> ○ Diabetes and Hypertension: Sustained, system-wide improvement, with reduction in racial disparity. ○ Operational Objectives: Access to care, response to public needs, customer service. ○ Community Partnerships: Cincinnati Public Schools, Cincinnati Children's Hospital, University of Cincinnati. ○ Cooperative Efforts within the Organization: Intersection of clinical and public health goals. • No additional commentary from the board. 		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of November 2023.</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours were down 30%. • School Based Disaster Hours were down 99%. • Revenue decreased 15.59%. <ul style="list-style-type: none"> ○ Grant revenue decreased 18.27%. ○ Self-paid patients decreased 7.74%. ○ Medicare decreased 2.04%. ○ Medicaid decreased by 41.09%. ○ Private Pay increased 13.68%. ○ Medicaid managed care decreased 24.45%. ○ 416—Offset decreased 2.48%. • Expenses increased 18.20%. <ul style="list-style-type: none"> ○ Personnel expenses increased 16.08%. ○ Material expenses increased 48.32%. ○ Contractual Costs increased 8.24%. ○ Fixed costs increased 22.23%. ○ Fringes increased 23.08%. • Net Gain was \$380,983.89; decreased 93.15%. <ul style="list-style-type: none"> ○ Invoices greater than 90 days are at 10% (below 20% 	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

	<p>is the goal).</p> <ul style="list-style-type: none"> ○ Invoices greater than 120 days are at 4 (below 10% is the goal). ○ Days in Accounts receivable were 12.8 days. ● Mr. Menkhaus discussed the Board of Health Contract that pertains to CCPC. <ul style="list-style-type: none"> ○ Mr. Menkhaus discussed the Greater Cincinnati Behavioral Health Services contract which was an amendment. They provide licensed independent social workers with experience in behavioral health to the Health Department. They also are working on a pilot project with the city involving a partnership with law enforcement. The 4th Amendment to this contract that was approved extended those services through June 2025 and increases CCPC's portion by \$70,000. ○ Mr. Menkhaus discussed the Ohio Department of Health (ODH) contract that is providing CCPC up to \$50,000 for the placement and training of students in the areas of medical, dental, and behavioral health. ODH agreed to provide funding to place those students in FQHCs. This was approved by the Board of Health. ○ Mr. Menkhaus discussed the amendment to the OACHC Subcontractor agreement CHD has with them for Hep C; to increase screening, diagnosis, and treatment of Hep C. This contract would bring in \$70,000. The amendment that was approved extended that contract by one year. ○ Mr. Menkhaus discussed a grant received from the Delta Dental Foundation. This was related to purchasing dental equipment for the Roberts Academy Dental Center. This grant was in the amount of \$324,500 and was approved by the Board of Health. ● No additional commentary from the board. 		
<i>New Business</i>			
Public Comments	<ul style="list-style-type: none"> ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 6:53 pm

Next meeting: February 14, 2024, at 3:00pm (special time)

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/qFvFjgzYDu/>



Date: 1/10/2024

Clerk, CCPC Board of Governors



Date: 1/10/2024

Mr. Tim Collier, CCPC Board Chair



City of Cincinnati Primary Care Board of Governors Meeting & Strategic Planning Session

December 13, 2023

Agenda

Pamela J. Adams	Jeffery Brewster	Robert H. Brown	Michelle Burns
Timothy Collier	Robert Cummings	Dr. Angelica Hardee	Dr. Camille Jones
Dr. Phil Lichtenstein	Luz Schemmel	Debra Sellers	Jen Straw
Erica White-Johnson	Dr. Bernard Young		

Meeting Reminders: Please raise your virtual hand via Zoom when asking a question and please wait to be acknowledged and always remain muted, unless actively speaking/presenting (With the exception of the Board Chair).

4:00 pm – 4:03 pm Call to Order and Roll Call

Strategic Planning Session

4:03 pm – 6:55 pm Dr. Angelica Hardee & Ms. Denisha Porter, MPH, RS, REHS, HHS – CCPC Strategic Planning Facilitators
Grounding – 15 mins
Strategy Review Discussion – 60 mins
SWOT Analysis – 45 mins
SOAR Analysis – 30 mins
Closing – 15 mins

New Business

6:55 pm – 7:00 pm Public Comments

7:00 pm Adjourn

Documents in the Packet but not presented.

- *Monthly Finance Update is included in the packet, contact Mr. Mark Menkhaus Jr. with Questions*
 - *Efficiency Update is included in the packet. Please contact Dr. Geneva Goode with any questions/concerns.*
-

Next Meeting – January 10, 2024

Mission: *To provide comprehensive, culturally competent, and quality health care for all.*



City of Cincinnati Primary Care Board of Governors Meeting & Strategic Planning Session

February 14, 2024

Agenda

Pamela J. Adams	Jeffery Brewster	Robert H. Brown	Michelle Burns
Timothy Collier	Robert Cummings	Dr. Angelica Hardee	Dr. Camille Jones
Dr. Phil Lichtenstein	Luz Schemmel	Debra Sellers	Jen Straw
Erica White-Johnson	Dr. Bernard Young		

Meeting Reminders: Please raise your virtual hand via Zoom when asking a question and please wait to be acknowledged and always remain muted, unless actively speaking/presenting (With the exception of the Board Chair).

3:00 pm – 3:03 pm Call to Order and Roll Call

Leadership Update

3:03 pm – 3:10 pm Ms. Joyce Tate, Chief Executive Officer
CEO Report
Personnel Actions – **handout**

Strategic Planning Session

3:10 pm – 5:25 pm Dr. Angelica Hardee & Ms. Denisha Porter, MPH, RS, REHS, HHS – CCPC Strategic Planning Facilitators
SWOT Analysis – 45 mins
SOAR Analysis – 30 mins.
Closing – 15 mins

New Business

5:25 pm – 5:30 pm Public Comments

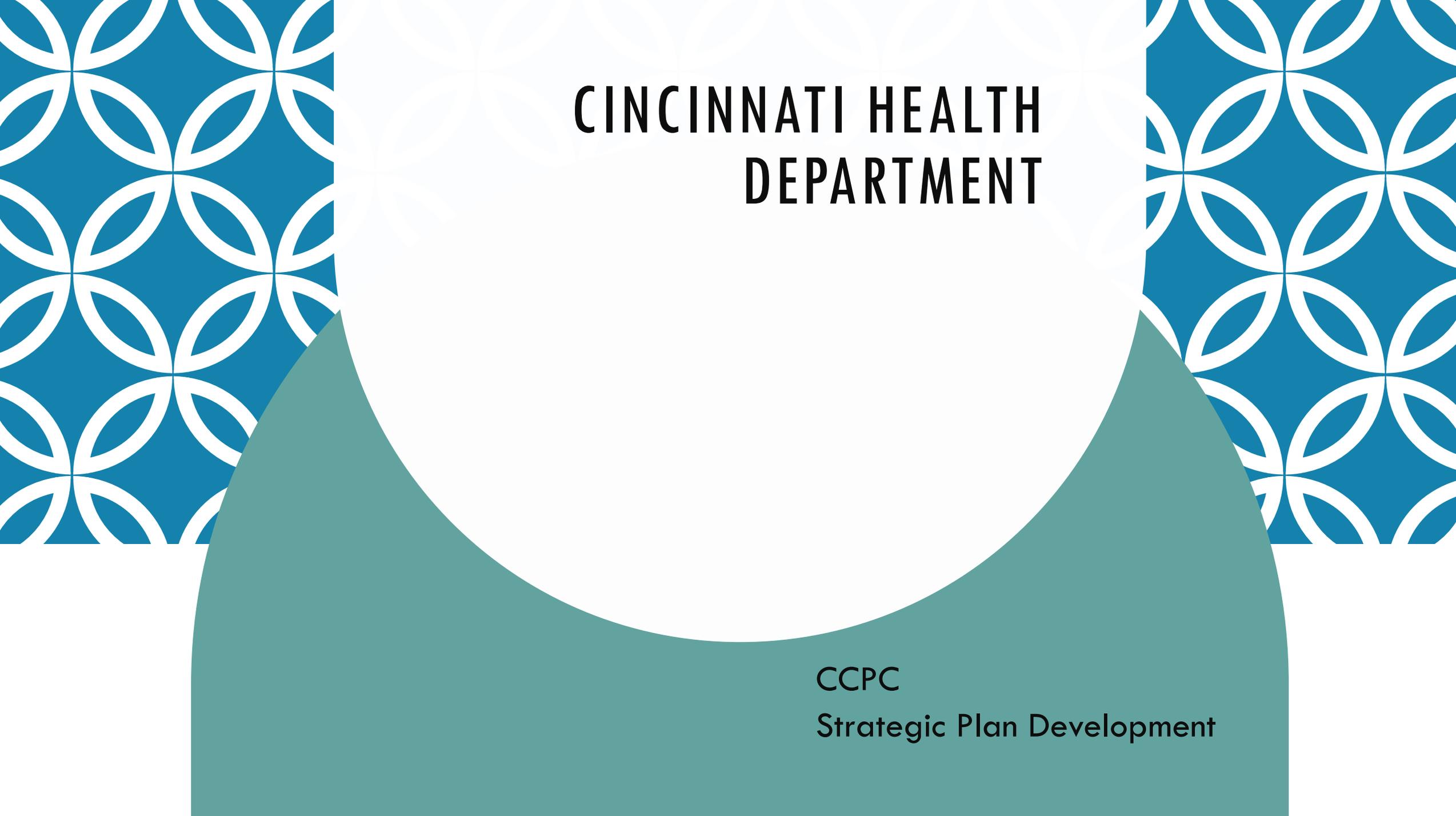
5:30 pm Adjourn

Documents in the Packet but not presented.

- Monthly Finance Update is included in the packet, contact Mr. Mark Menkhaus Jr. with Questions
- Efficiency Update is included in the packet. Please contact Dr. Geneva Goode with any questions/concerns.

Next Meeting – March 13, 2024

Mission: To provide comprehensive, culturally competent, and quality health care for all.



CINCINNATI HEALTH DEPARTMENT

CCPC
Strategic Plan Development



AGENDA

Grounding - 15 mins

Ms. Tate Presentation - 15 mins

Strategy Review Discussion 60 mins

SWOT Analysis - 45 mins

SOAR Analysis - 30 mins

Closing - 15 mins



INTRODUCTION

Angelica Hardee

What is your superhuman strength?



CPCC STRATEGIC PLAN OVERVIEW & DISCUSSION

Ms. Joyce Tate

SWOT ACTIVITIES

MISSION

What is a Mission Statement?

- A mission statement is a concise explanation of an organization's reason for existence and describes its purpose, intention and overall objectives.
- **To provide comprehensive, culturally competent, and quality healthcare for all.**

VISION

What is a Vision Statement?

- A vision statement outlines the organization's long-term goals and aspirations for the future in terms of its long-term growth and impact on the world.
- **A healthier community by serving one patient at a time.**

SWOT ANALYSIS

What is SWOT Analysis?

- SWOT stands for Strengths, Weaknesses, Opportunities, and Threats.
- A SWOT analysis is a framework to help assess and understand the internal and external forces that may create opportunities or risks for an organization.

STRATEGIC PLANNING PROCESS

What is a SWOT analysis?

A SWOT analysis identifies *strengths, weaknesses, opportunities, and threats* for your business or even a specific project. It's most widely used by organizations—from small businesses and non-profits to large enterprises. While simple, a SWOT analysis is a powerful tool for helping you identify competitive opportunities for improvement.

A facilitator leads participants through a brainstorming session for each of the SWOT areas individually. The main goal is to generate as many creative ideas and solutions as possible. The results are then compiled in a matrix to help develop a meaningful strategic or business plan.

COMPONENTS OF A SWOT ANALYSIS

Strengths

Strengths refer to internal elements that are performing well. Examining these areas helps you understand what's already working. You can then use the techniques that you know work—your strengths—in other areas that might need additional support. When looking into the strengths of your organization, ask yourself the following questions:

- *What do we do well? Or, even better: What do we do best?*
- *What's unique about our organization?*
- *What does our target audience like about our organization?*
- *What are our best programs or services?*

Weaknesses

Weaknesses refer to internal elements that might hinder an organization from being successful in the long-run. Weaknesses are not permanent – they are areas where your organization can make changes. Identifying weaknesses can help determine where improvements can and should be made to be successful. Identify weaknesses by asking:

- *Internally, what makes it challenging to achieve goals?*
- *What are the areas for improvement?*
- *What are we lacking? (resources, technology, people, etc.)*
- *Are any programs or services not working as you had hoped?*

COMPONENTS OF A SWOT ANALYSIS

Opportunities

Opportunities are external elements that represent the ability to grow and improve. Opportunities can be potential new partnerships or capitalizing on new technology or trends. It can also mean taking advantage of funding opportunities or exploring new ways to find resources. It's helpful to consider these questions:

- *What programs or services are popular with our residents?*
- *How do others view our brand, product, or services?*
- *What new trends are on the horizon?*
- *What technology will be popular in the future?*
- *Are there potential new partnerships or resource sharing opportunities in our community or across the state?*

Threats

Threats are external elements with the potential to cause problems. Different from weaknesses, threats are out of your control. This can include many things such as a change in the public health landscape, poor economic or market issues, or a small labor pool. Consider these questions:

- *What could put our organization at risk?*
- *What trends do we not have the resources to address?*
- *Is the market expected to be bad or turbulent and how might that affect us?*
- *Are our services and programs losing relevance?*
- *Are there potential policies or legislative changes that might affect us?*

SWOT ANALYSIS

SWOT ANALYSIS TEMPLATE

STRENGTHS

- What do we do well?
- What do our customers say we do well?
- What is our unique selling proposition?
- Do we have strong brand awareness? Customer loyalty?
- Supplier, distributor, influencer relationships?
- What proprietary or unique assets do we have?
- What skills do we have that our competitors don't?
- Strong capital?
- Do our profit margins compare to industry benchmarks?

WEAKNESSES

- Where can we improve?
- What do our customers frequently complain about?
- Which objections are hard to address?
- Are we new or not well known?
- Do we have any limitations in distribution?
- Are our resources and equipment outdated or old?
- Are we lacking in staff, skills, or training?
- Do we suffer from cash flow problems? Debt?
- Are our profit margins smaller than industry benchmarks?

OPPORTUNITIES

- Do our competitors have any weaknesses we could benefit from?
- Target market growing or shifting in our favor?
- Is there an untapped pain point or niche market?
- Are there upcoming events we could benefit from?
- Are there geographic expansion opportunities?
- Are there potential new sources of financing?
- Industry or economic trends that could benefit us?
- Social or political trends that could benefit us?
- Any new technology that could benefit us?

THREATS

- New competitors or expansion in existing competitors?
- Is our target market shrinking or shifting?
- Could any indirect competitors become direct competitors?
- Industry or economic trends that could work against us?
- Social or political trends that could work against us?
- Any new technology that could work against us?



SWOT ANALYSIS RESULTS:

Strengths



SWOT ANALYSIS RESULTS:

Weaknesses

SWOT ANALYSIS RESULTS:

Opportunities



SWOT ANALYSIS RESULTS:

Threats



SUMMARY

Staff will work to develop objectives, action steps and timelines for each of the strategic objectives selected by the Board.



THANK YOU

Denisha Porter
denishagarland@gmail.com

CCPC Board of Governors Meeting Minutes

Wednesday, March 13, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Pamela J. Adams, Mr. Robert Brown, Ms. Michelle Burns, Mr. Timothy Collier, Dr. Angelica Hardee, Dr. Camille Jones, Ms. Luz Schemmel, Ms. Jen Straw, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent –Mr. Jeff Brewster, Mr. Robert Cummings, Dr. Phil Lichtenstein, Md. Debra Sellers

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Mr. David Miller, Dr. Anna Novais, Mr. Kyle Idahosa, Dr. Monica Mitchell

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	10 present, 4 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the January 10, 2024, CCPC Board Meeting. <i>Ms. Adams and Dr. Hardee joined the meeting after this vote</i>	M: Mr. Tim Collier 2nd: Ms. Michelle Burns Action: 7 Yes, 1 Abstain- Passed	Mr. Tim Collier
Executive Committee			
CCPC Board Officer Elections	Mr. Tim Collier & Ms. Sa-Leemah Cunningham discussed and requested nominations for CCPC Board officer elections. <ul style="list-style-type: none"> • List of CCPC Board members eligible for CCPC Elections was included in the packet. • Nominations for Chair, Vice-Chair, and Secretary were discussed. <ul style="list-style-type: none"> ○ Ms. Pamela Adams nominated Dr. Bernard Young for Chair. Dr. Young accepted the nomination. ○ Ms. Erica White-Johnson nominated Mr. Tim Collier for Chair. Mr. Collier accepted the nomination. ○ Mr. Tim Collier nominated Ms. Michell Burns for Board Vice-Chair. Ms. Burns accepted the nomination. ○ Ms. Michelle Burns nominated Dr. Angelica Hardee for Board Secretary. Dr. Hardee accepted the nomination. ○ Ms. Cunningham informed the board 	n/a	Mr. Tim Collier & Ms. Sa-Leemah Cunningham

	that they have, through the April 10, 2024, Board meeting, to submit nominations. The vote will also take place on April 10, 2024, during the CCPC Board meeting.		
Old Business			
CEO Update	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <p>Crossroads Harrison Site Update</p> <ul style="list-style-type: none"> Ms. Tate informed the board that the team had to send prior approval for the relinquishment of the Crossroads Harrison site; for them to separate from CHD. Mr. Collier signed off on it and the process is moving forward. <p>HRSA Annual UDS Report</p> <ul style="list-style-type: none"> Ms. Tate let the board know that the team is the process of editing the annual UDS report that they will be submitting to HRSA. <p>Update on Proposed Creation of a CCPC Foundation</p> <ul style="list-style-type: none"> Ms. Tate announced to the board that after speaking to the city legal department, CCPC cannot set up a foundation. Ms. Tate elaborated that if a foundation is set up, it must be by a non-city entity (neutral third-party with their own employees and board). CCPC can be a benefactor. If a donor wants to donate to CCPC, the donor can set up a foundation that can be tied to CCPC but again, they will have their own board, employees, and resources. Legal is not able to advise the board on a foundation and will not be able to speak publicly about it. <p>Personnel Actions</p> <ul style="list-style-type: none"> Ms. Tate discussed the personnel actions listed in the agenda packet that were approved at the February Board of Health Meeting. CCPC welcomes 3 new health clinic coordinators and a new call center manager (senior administrative specialist). <p>Grant Award for Maternal Infant Health</p> <ul style="list-style-type: none"> Ms. Tate also announced to the board that the team has received a portion of \$500 Million in funding announced by Ohio Governor DeWine that supports improvement of Maternal Infant Health. Ms. Tate gave kudos to Dr. Goode and the Reproductive Health and Wellness Team (Ms. Emily Herchline and Mr. 	n/a	Ms. Joyce Tate

	Joseph White) for being awarded \$349,136 of grant funding to increase prenatal and post partem doctor’s visits; and, to support nutrition insufficiencies during pregnancy. The CHD team received one of the highest award amounts in the state of Ohio.		
Roberts Academy Dental Center Update	<p>Dr. Novais gave an update on the Roberts Dental Center Expansion to the board.</p> <p>Highlights</p> <ul style="list-style-type: none"> • See the attached Roberts Academy Dental Center floor plan in the agenda packet. • Dr. Novais discussed the progress of the Roberts Expansion project. • The team has finalized the floor plan for the Roberts Dental Expansion Project. • CCPC was able to find space inside the school for the Dental Expansion; that will have separate entrance for community patients. • The school has been very supportive of the process. CPS has donated some offices for the CCPC staff to use in the school; therefore, the school-based health center and the Roberts Dental Center will be in the same location in the school. • The team is currently looking at starting the construction phase. • Dr. Novais is looking forward to having the dental center open at the beginning of the next school year (Fall 2024). • 	n/a	Dr. Anna Novais
Finance Update	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of November 2023.</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours were down 70%. • School Based Disaster Hours were down 95%. • Revenue decreased 7.14%. <ul style="list-style-type: none"> ○ Grant revenue decreased 38.48%. ○ Self-paid patients decreased 9.71%. ○ Medicare decreased 1.55%. ○ Medicaid decreased by 28.75%. ○ Private Pay increased 3.88%. ○ Medicaid managed care decreased 6.25%. ○ 416—Offset decreased 4.43%. • Expenses increased 17.44%. <ul style="list-style-type: none"> ○ Personnel expenses increased 18.25%. ○ Material expenses increased 5%. ○ Contractual Costs increased 9.36%. ○ Fixed costs increased 29.94%. 	n/a	Mr. Mark Menkhaus Jr.

	<ul style="list-style-type: none"> ○ Fringes increased 22.64%. ● Net Gain was \$162,202.73; decreased 96.92%. ○ Invoices greater than 90 days are at 17% (below 20% is the goal). ○ Invoices greater than 120 days are at 3% (below 10% is the goal). ○ Days in Accounts receivable were 0.6 days. ● Mr. Menkhaus discussed the Board of Health Contract that pertains to CCPC. <ul style="list-style-type: none"> ○ Mr. Menkhaus discussed the Hamilton County Public Health Dollars for Dentures program-contract 45x10614. In this contract Hamilton County Public Health will pay the City of Cincinnati Health department the cost of the laboratory fee for removable appliances fabricated for low-income (under 200 percent poverty) patients. These appliances include dentures and partials (including flippers). This contract was approved by the Board of Health. ● No additional commentary from the board. 		
<i>New Business</i>			
Public Comments	<ul style="list-style-type: none"> ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 7:05 pm

Next meeting: April 10, 2024, at 6:00pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/reyndUEkyE/>



Date: 3/13/2024
Clerk, CCPC Board of Governors



Date: 3/13/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, April 10, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Pamela J. Adams, Mr. Robert Brown, Ms. Michelle Burns, Mr. Timothy Collier, Dr. Angelica Hardee, Dr. Camille Jones, Dr. Phil Lichtenstein, Md, Ms. Luz Schemmel (*joined late*), Ms. Debra Sellers, Ms. Jen Straw (*joined late*), Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent –Mr. Jeff Brewster, Mr. Robert Cummings,

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Mr. David Miller, Dr. Edward Herzig, Dr. Geneva Goode, Ms. Colleen Swim, Ms. Ashanti Salter



CCPC Board
Meeting Agenda Pa

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	12 present; 2 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the March 13, 2024, CCPC Board Meeting. <i>Ms. Schemmel and Ms. Straw were not present for this vote.</i>	M: Dr. Phil Lichtenstein 2nd: Ms. Michelle Burns Action: 10-0 Passed	Mr. Tim Collier
Executive Committee			
CCPC Board Officer Previous and New Nominations of Officers	Mr. Tim Collier & Ms. Sa-Leemah Cunningham discussed and requested nominations for CCPC Board officer elections. <ul style="list-style-type: none"> • Previous and new Nominations for Chair, Vice-Chair, and Secretary were discussed. <ul style="list-style-type: none"> ○ Previous Nominations <ul style="list-style-type: none"> ▪ Chair: Mr. Timothy Collier & Dr. Bernard Young. ▪ Vice-Chair: Ms. Michelle Burns ▪ Secretary: Dr. Angelica Hardee ○ New Nominations <ul style="list-style-type: none"> ▪ Ms. Adams nominated Dr. Camille Jones for Vice-Chair. Dr. Jones accepted her nomination. 	n/a	Mr. Tim Collier & Ms. Sa-Leemah Cunningham
CCPC Board Election of Officers	The board began election of officers. <ul style="list-style-type: none"> • There was an issue at the beginning of the meeting regarding the vote with the majority of the board having to vote in favor of a new officer for it to be passed into law. • Colleen Swim (legal representative) reviewed the CCPC Board by-laws (while in meeting) 	Results of the Final Vote Vote: Board Chair Election Collier – 7 votes	Ms. Sa-Leemah Cunningham

	<p>and stated there must be a majority vote of the ENTIRE governing board decided by at least 7 members (which was the board majority) of the board for an officer to be elected. Also, Officers MUST be voted on at the April Annual meeting and cannot be delayed.</p> <ul style="list-style-type: none"> • Mr. Collier asked if there an Abstained is allowed. Ms. Swim answered that the Abstain doesn't count as a vote, which really means everyone needs to vote. • It was also decided that Mr. Brewster was no longer on the board so there were officially 13 board members, which made 7 board members the majority. • Ms. Straw and Ms. Schemmel joined later in the meeting so the vote could resume. It was again emphasized to the board members that the voting would be repeated until one candidate had at least 7 votes. <ul style="list-style-type: none"> • Board Chair Election <ul style="list-style-type: none"> ○ The board chair election happened twice due to not enough of the majority voting the first time. ○ The first Vote of Mr. Collier versus Dr. Young resulted in a vote of 6 votes for Mr. Collier, 3 votes for Dr. Young and 1 Abstain. Due to not having 7 votes, the vote was repeated later in the meeting once Ms. Schemmel and Ms. Straw could join. ○ During the second vote, Mr. Collier received 7 votes and Dr. Young received 4 votes. ○ Mr. Collier was elected Board Chair. ○ The board had no additional discussion regarding the New Board Chair vote. • Board Vice-Chair Election <ul style="list-style-type: none"> ○ The board vice-chair election happened twice due to not enough of the majority voting the first time; resulted in a 5-5 tie between candidates. ○ The first Vote of Burns versus Dr. Jones resulted in a vote of 5 votes for Ms. Burns and 5 votes for Dr. Jones. Due to not having 7 votes, the vote was repeated later in the meeting once Ms. Schemmel and Ms. Straw could join. ○ During the second vote, Ms. Burns received 5 votes and Dr. Jones received 7 votes. ○ Dr. Jones was elected Board Vice-Chair. ○ The board had no additional discussion regarding the New Board Vice-Chair vote. 	<p>Young – 4 votes</p> <p>Vote: Board Vice-Chair Election Burns – 5 votes Jones – 7 votes</p> <p>Vote: Board Secretary Election Hardee (ran unopposed)- 8 votes; 1 Abstain, 1 voted No.</p>	
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	<ul style="list-style-type: none"> • Board Secretary Election <ul style="list-style-type: none"> ○ The board secretary election only happened once due to their being only 1 person running for this seat—Dr. Angelica Hardee. ○ The board voted 8 yes, 1 No, and 1 Abstain. Dr. Angelica Hardee was elected as Board Secretary. ○ The board had no additional discussion regarding the New Board Secretary. 		
Resignation of Mr. Jeffrey Brewster	<p>Mr. Collier and Ms. Tate discussed the resignation of Mr. Jeffrey Brewster with the board.</p> <ul style="list-style-type: none"> • Ms. Tate stated that Mr. Collier had a conversation with Mr. Brewster where he stated he needed to resign from the board due to other commitments. • Ms. Tate also stated that he was asked by Mr. Collier to send in a resignation letter, however he never sent the letter. • This was his last scheduled meeting due to his first term ending. No motion or vote for his resignation is needed. 	n/a	Mr. Tim Collier and Ms. Joyce Tate
Recognition of Outgoing Board Members	<p>Mr. Tim Collier gave recognition to the outgoing Board Members – Ms. Pamela J. Adams, Mr. Jeffrey Brewster, and Mr. Robert Brown.</p> <ul style="list-style-type: none"> • Mr. Collier recognized and thanked Mr. Brewster for his service as a CCPC Board member and all his wonderful work in the community. • Mr. Collier recognized and thanked Ms. Adams for her many years of service on the CCPC Board and support in the community. <ul style="list-style-type: none"> ○ Ms. Tate also thanked and recognized Ms. Adams for her service on the North Fairmount Community council and her service on the board. ○ Ms. Adams thanked the board for allowing her to serve and enjoyed her time on the board. • Mr. Collier recognized and thanked Mr. Brown for his many years of service and leadership on the CCPC Board, as well as his support in the community. <ul style="list-style-type: none"> ○ Ms. Tate also thanked and recognized Mr. Brown for his tireless many years of service, commitment to the organization, and contribution as a leader on the board. ○ Mr. Brown thanked the Board for allowing him to serve and enjoyed his time on the board. • On Behalf of the Board of Health, Dr. Herzig thanked the outgoing board members. 		Mr. Tim Collier
Old Business			
CEO Update	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <p>Ohio Department of Health SBHC Expansion Application</p> <ul style="list-style-type: none"> • Ms. Tate requested a motion from the board to approve the submission and acceptance of the Ohio Department of Health (ODH) SBHC 	<p>Vote: SBHC Expansion application M: Mr. Robert Brown 2nd: Dr. Camille Jones Action: 10-0</p>	Ms. Joyce Tate

	<p>Expansion application, if awarded.</p> <ul style="list-style-type: none"> • Ms. Tate explained that this grant had a very tight timeline under the Ohio Department of Health. • The team applied for some School Based Health Center Expansion funds. The money was earmarked for the expansion of services in the School Based Health Centers, including the Roberts Expansion. • The grant gave the opportunity to apply for construction costs up to \$250,000. Also, for expansion of services (equipment and furnishings). The team put in the application mostly for equipment for Medical and Dental Suites; especially for the Medical services being moved closer to the new Dental Center both at Roberts Academy. This grant request also included the construction of a private entry way for the Roberts Dental services; so, the public can enter and not disrupt the students in the school. • Application was submitted on April 5, 2024. <p>Sliding Scale Fee Update</p> <ul style="list-style-type: none"> • Ms. Tate discussed the updated 2024 CCPC Sliding Fee Discount Program. • Ms. Tate explained that every year, HRSA posts the new Sliding Fee Scale, according to the Federal Poverty Guideline. CCPC has to adjust their sliding fee scale according to the updates from HRSA. The nominal fee is listed on the handout and the fees do not change. • The English and Spanish Sliding Scale Fee documents were included in the agenda packet. • Ms. Tate requested a motion from the board to approve the updated 2024 Sliding Scale Fee Guidelines. <p>Personnel Actions</p> <ul style="list-style-type: none"> • Ms. Tate presented current CCPC Personnel Actions that were approved at the March Board of Health Meeting. • CCPC welcomes 2 Nurse Practitioners and 1 WIC Dietician. <p>Vote: Motion to approve the submission and acceptance of the Ohio Department of Health (ODH) SBHC Expansion application if awarded.</p> <p>Vote: Motion to approve 2024 Sliding Fee Scale, based on the new Federal Poverty Guideline.</p>	<p>Passed</p> <p>Vote: 2024 Sliding Scale Fee M: Ms. Michelle Burns 2nd: Dr. Phil Lichtenstein Action: 10-0 Passed</p>	
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<p>Risk Management Presentation</p>	<p>Ms. Angela Mullins presented the 2024 Risk Management Presentation to the Board.</p> <p>Highlights</p> <ul style="list-style-type: none"> • See the attached presentation in the agenda packet. • Ms. Mullins discussed the 2023 Risk Management and Safety Annual Report. • Ms. Mullins highlighted the risk management training administered in 2023. <ul style="list-style-type: none"> ○ Trainings administered through the Relias training platform were Fire Safety: The Basics; Hazardous Chemicals: The Essentials; Understanding Bloodborne Pathogens; Infection Control: Basic Concepts; Essentials of HIPAA; Shoulder Dystocia: Prediction, Prevention, and Management; The Impact of Care Transitions on Outcomes and Readmissions; Handling Aggressive Behaviors; Providing Effective Internal Customer Service; Providing Customer Service; City-wide Required Acknowledgment; AED LifePak; Documentation: The Legal Side; Diversity, Equity, and Inclusion for the Healthcare Employee. • Ms. Mullins announced there were no 2023 claims. • In 2023, Safety was the top risk based on frequency of incident/occurrence and severity. • Ms. Mullins also briefly discussed quarterly risk management assessment data/trend reports which are top risks broken down by quarter. • In 2023, there was an increase to 97 reported incidents. • Ms. Mullins discussed incidents reported by site/location. Some sites didn't have any incidents reported. • Ms. Mullins discussed the 2023 Risk management goals. <ul style="list-style-type: none"> ○ One goal was to improve and increase training and education. Ms. Mullins announced that the team completed this goal by organizing the first hands-on skill competency training session in partnership with Xavier University (given use of their nursing skills lab) and Relias Software (to track and document the skills training). ○ Another goal completed was the efforts made to improve the culture of safety, identify, and reduce risks. The team is progressing with this as there was a 20% increase in incident reports from the previous year—the team has been encouraging submission of incident reports. 	<p>M: Mr. Robert Brown 2nd; Action: Dr. Camill Jones 10-0ssed</p>	<p>Ms. Angela Mullins</p>
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	<ul style="list-style-type: none"> • Ms. Mullins discussed the Completed Risk Management Activities, which include: <ul style="list-style-type: none"> ○ Hands-on Skills Competency ○ Relias Training Software ○ HIPAA Audit Tool ○ 2022 WELL Software Initiatives ○ Patient Experience Surveys ○ Patient Suggestion Boxes ○ Incident Reporting/Evaluation ○ Claim(s) Report(s) ○ New Automated External Defibrillator (AED) ○ Health Center Administered Medication Audit(s) • Ms. Mullins shared the 2024 Risk Management Goals. <ul style="list-style-type: none"> ○ Streamlining Incident Reporting & Modernize Reporting tool (Electronic) ○ Education/Training ○ Improve Risk Assessment(s) • Dr. Jones asked if there had been a decrease in the severity of incidents. Ms. Mullins said it depended on the category. <p>Vote: Motion to Approve the 2024 Risk Management Presentation.</p>		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of February 2024.</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours were down 100%. • School Based Disaster Hours were down 100%. • Revenue decreased 6.38%. <ul style="list-style-type: none"> ○ Grant revenue decreased 98.89%. ○ Self-paid patients decreased 9.28%. ○ Medicare increased 1.67%. ○ Medicaid decreased by 24.74%. ○ Private Pay decreased by 2.07%. ○ Medicaid managed care decreased 4.11%. ○ 416—Offset decreased by 4.96%. • Expenses increased 16.85%. <ul style="list-style-type: none"> ○ Personnel expenses increased 18.93%. ○ Material expenses decreased 8.97%. ○ Contractual Costs increased 12.78%. ○ Fixed costs increased 25.60%. ○ Fringes increased 21.70%. • Net Gain was -\$711,482.39; decreased 115.00%. <ul style="list-style-type: none"> ○ Invoices greater than 90 days are at 16% (below 20% is the goal). ○ Invoices greater than 120 days are at 8% (below 10% is the goal). ○ Days in Accounts receivable were 3.7 days. 	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

	<ul style="list-style-type: none"> No additional commentary from the board. 		
<i>New Business</i>			
Public Comments	<ul style="list-style-type: none"> No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 7:30 pm

Next meeting: May 8, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/rUVodSVwZs/>



Date: 4/10/2024
 Clerk, CCPC Board of Governors



Date: 4/10/2024
 Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, May 8, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Michelle Burns, Mr. Timothy Collier, Dr. Camille Jones, Dr. Phil Lichtenstein, Md, Ms. Luz Schemmel, Ms. Debra Sellers, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent –Dr. Angelica Hardee, Ms. Jen Straw

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Dr. Michelle Daniels, Ms. Angela Mullins, Dr. Edward Herzig, Mr. Ian Doig



CCPC Board
Meeting Agenda Pa

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	9 present; 2 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the April 10, 2024, CCPC Board Meeting.	M: MS. Michelle Burns 2nd: Ms. Erica White-Johnson Action: 8 Yes, 1 Abstain-Passed	Mr. Tim Collier
<i>Executive Committee</i>			
Board Committees	Mr. Tim Collier discussed board committees with the board members. <ul style="list-style-type: none"> • Mr. Collier announced that as a policy board, the board needs to get serious about establishing board committees. • Mr. Collier encouraged members to review the bylaws to see which committee they would best serve. • Mr. Collier informed the board that they will review the board bylaws at an upcoming meeting. He said he will lean on the committee chairs to help format the individual committees. • If the board has any additional questions, Mr. Collier invited the board to contact the Board Clerk, CEO and Board Chair • Dr. Lichtenstein inquired about what the exact committees are. <ul style="list-style-type: none"> ▪ Executive Committee—for executive 	n/a	Mr. Tim Collier

	<ul style="list-style-type: none"> officers only. ▪ Finance Committee ▪ Planning and Development Committee ▪ Personnel Committee ▪ Clinical and Quality Assurance Committee • Ms. Burns is currently the chair of the Personnel Committee. 		
Old Business			
CEO Update	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <p>Ohio Association of Community Health Centers (OACHC) Annual Meeting</p> <ul style="list-style-type: none"> • Ms. Tate informed the board that staff members attended the OACHC Annual Meeting in Columbus, Ohio. • Ms. Tate explained staff members attended workshops, brought back updates, and were excited about what they learned. <p>Project Updates</p> <ul style="list-style-type: none"> • Ms. Tate informed the board that the team is moving forward with the Crest Smile Shoppe move to the Avondale Towne Center, next to the Ambrose Clement Health Center. She elaborated that the process has been extensive due to many changes in project officers at HRSA. • Ms. Tate announced that CCPC has a new project officer at HRSA, Mr. Robert Brown, who has more time to dedicate to CHD/CCPC projects. • The three big projects that were in motion were Crest Smile Shoppe Move, Minor renovations at the Price Health Center and the Call Center Expansion at the Burnet & King location. • Ms. Tate informed the board that HRSA had been giving push back on the call center expansion; due to Burnet and King not being a service site. Also, due master plan findings for the building—team may not want to invest money expanding in a building they may vacate. <p>Grant for Roberts Expansion</p> <ul style="list-style-type: none"> • Ms. Tate updated that the team may hear back about the ODH Grant for Roberts expansion in late May 2024. <p>Personnel Actions</p> <ul style="list-style-type: none"> • Ms. Tate presented current CCPC Personnel Actions that were approved at the March Board of Health Meeting. 	n/a	Ms. Joyce Tate

	<ul style="list-style-type: none"> • CCPC welcomes 4 Dental Assistants, 1 Medical Assistant, 1 Physician, 1 WIC Promotion. 		
Risk Management Plan	<p>Ms. Angela Mullins presented the updated 2024 Patient Safety and Risk Management Plan with the Board.</p> <p>Highlights</p> <ul style="list-style-type: none"> • See the attached policy in the agenda packet. • Ms. Mullins discussed the updates to the plan <ul style="list-style-type: none"> ▪ Did updates to the distribution of duties, from the Director of Nursing (Risk Manager, Assistant Health Commissioner) to Ms. Mullins. ▪ The changes are on Pages 3 and 8 of the policy. ▪ Ms. Mullins discussed a change that needs to be made on page 8, which is in reference to the reporting structure. The risk manager reports directly to the director of nursing, Also, the overall responsibility of risk management will be shared between the CEO and the CMO. ▪ Previously, this policy was reviewed and updated in 2023. <p>Vote: Motion to Approve the Patient Safety and Risk Management Plan, with the necessary corrections.</p>	<p>M: Ms. Michelle Burns 2nd: Action: Dr. Bernard Young 9-0 Passed</p>	Ms. Angela Mullins
Finance Update	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of March 2024.</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. • Mr. Menkhaus informed the board that \$5.7 million was received for the Medicaid Maximization payment. This will reflect on the May report. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours continue to be low. • School Based Disaster Hours continue to be low. • Revenue decreased 1.20%. <ul style="list-style-type: none"> ○ Grant revenue decreased 21.14%. ○ Self-paid patients decreased 8.84%. ○ Medicare increased 4.51%. ○ Medicaid decreased by 25.12%. ○ Private Pay decreased by 2.64%. ○ Medicaid managed care increased 1.35%. ○ 416—Offset decreased by 5.08%. • Expenses increased 20.11%. <ul style="list-style-type: none"> ○ Personnel expenses increased 19.10%. ○ Material expenses increased 37.14%. ○ Contractual Costs increased 12.16%. ○ Fixed costs increased 27.52%. 	n/a	Mr. Mark Menkhaus Jr.

	<ul style="list-style-type: none"> ○ Fringes increased 21.69%. ● Net Gain was -\$1,241,309.82; decreased 130.29%. ○ Invoices greater than 90 days were at 18% (below 20% is the goal). ○ Invoices greater than 120 days were at 9% (below 10% is the goal). ○ Days in Accounts receivable were 4.7 days. <ul style="list-style-type: none"> ● No additional commentary from the board. 		
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> ● Ms. Burns announced that the personnel committee is actively recruiting new board members (due to the loss of 3 board members because of the end of term). Ms. Burns asked if the board knows anyone interested in coming on to the board, they can email Ms. Cunningham and leave their information for consideration with the personnel committee. <ul style="list-style-type: none"> ▪ Mr. Collier and Ms. Tate also encouraged current and future board members to become users of the CCPC Health Center services (Medical, Dental, Vision or Behavioral Health). ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 7:30 pm

Next meeting: June 12, 2024, at 6:56 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/sD3CCP5B7R/>



Date: 5/8/2024
Clerk, CCPC Board of Governors



Date: 5/8/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, June 12, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Michelle Burns, Mr. Timothy Collier, Dr. Camille Jones, Dr. Phil Lichtenstein, Md, Ms. Luz Schemmel, Ms. Debra Sellers, Ms. Jen Straw, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Mr. Robert Cummings, Dr. Angelica Hardee

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Dr. Michelle Daniels, Dr. Tanara Ellis, Mr. David Miller, Dr. Anna Novais, Mr. Jonathan Burns



CCPC Board
Meeting Agenda Pa

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	9 present; 2 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the May 8, 2024, CCPC Board Meeting.	M: Ms. Debra Sellers 2nd: Ms. Michelle Burns Action: 8-0 Passed	Mr. Tim Collier

Executive Committee

<p>Introduction of New Board Member Prospects: Ms. Renu Bahkshi, Ms. Alexius Golden Cook, Mr. John Kachuba</p>	<p>Discussion Items: Document included in the agenda packet.</p>  <p>CCPC Board Recommendations.c</p> <ul style="list-style-type: none"> • Ms. Michelle Burns presented new board member prospects—Ms. Renu Bahkshi, Ms. Alexius Golden Cook, Mr. John Kachuba. • Ms. Burns gave background information about the new board member’s prospects. <ul style="list-style-type: none"> ○ Ms. Bahkshi would bring her community involvement to our board. She is interested in identifying community needs and assisting in quality initiatives that would help to strengthen and improve health equity in the community. Ms. Bahkshi is currently involved in the Working in Neighborhoods (W.I.N) organization. She is eager to serve on the board in developing strategies to enhance board involvement in the community. Ms. Bahkshi is not a user of the services with 	<p>M: Dr. Camille Jones 2nd: Dr. Phil Lichtenstein Action: 9-0 Passed</p>	<p style="text-align: center;">Ms. Michelle Burns</p>
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	<p>Cincinnati Health Department.</p> <ul style="list-style-type: none"> ○ Mrs. Golden Cook is a current user of services with the Cincinnati Health Department Dental site. She is a certified personal trainer and nutrition specialist. Mrs. Golden Cook doesn't have past board experience, but I feel she would bring her experience of working with individuals and recognizing their needs to ensure that we are providing what the community is seeking. Mrs. Golden Cook feels that being on the board would mean being a part of an organization that helps put policies in place to ensure quality health care by providing feedback on how services can be improved, and she will bring objectivity to the board so that new possibilities can be considered. ○ Mr. Kachuba has served on several boards since 1997. He also was board chair of the CCPC board from 2015 to 2018. Mr. Kachuba is a user of the services provided by the Cincinnati Health Department. He is actively involved in social justice issues facing immigrants, the indigent and the homeless which is a part of the composition of those we serve. Mr. Kachuba has no actual or potential conflict of interest. <p>Ms. Burns highly recommends all three prospects to be added as new CCPC Board Members.</p> <p>Mr. Collier also asked for board members to consider joining Ms. Burns on the personnel committee.</p> <p>Motion to approve Ms. Renu Bahkshi, Ms. Alexius Golden Cook, and Mr. John Kachuba as new members of the CCPC Board.</p>		
Special Presentation			
<p>Clinical Pharmacy Presentation</p>	<p>Discussion Items: Presentation included in the agenda packet.</p> <p> Pharmacy CCPC BOH Meeting (1).ppt</p> <p>Dr. Tanara Ellis gave a presentation to the Board about the CCPC/CHD Clinical Pharmacy.</p> <p>Highlights</p> <ul style="list-style-type: none"> ● Dr. Ellis introduced herself, the oath of pharmacists, and reviewed the mission statements for CCPC and HRSA. <ul style="list-style-type: none"> ○ CCPC Mission Statement: To provide comprehensive, culturally competent, and quality health for all. ○ HRSA Mission Statement: To improve health outcomes and achieve health equity through access to quality services, a skilled health 	n/a	Dr. Tanara Ellis

	<p>workforce, and innovative, high-value programs.</p> <ul style="list-style-type: none"> • Dr. Ellis discussed the 4 CCPC Pharmacy Model. <ul style="list-style-type: none"> ○ The CCPC pharmacy model is centered around traditional dispensing services, with the pharmacists primarily serving patients on the benchtop alone. ○ The program is expanding to include clinical pharmacy services in response to the evolving landscape of healthcare and the inclusion of pharmacists as providers: <ul style="list-style-type: none"> ▪ Incorporating clinical pharmacists into the healthcare team to provide direct patient care and management of patients with chronic illnesses. ▪ Medication-therapy-management (MTM) services to include comprehensive medication reviews (CMRs), patient education and individual, personalized care plans. • Dr. Ellis touched on the role of Clinical Pharmacists in primary care. <ul style="list-style-type: none"> ○ Clinical pharmacists employ their unique knowledge and skills to optimize medication use, manage chronic conditions, and promote disease prevention and wellness. Interventions made by pharmacists can prevent and manage adverse drug events (ADRs), help overcome barriers to medication adherence, combat treatment inertia, and improve clinical outcomes • Dr. Ellis discussed her residency project titled “Impact of Pharmacist-Physician Collaboration in Federally Qualified Health Centers”; which was presented at American Pharmacist Association, Ohio Pharmacist Association, and Ohio Pharmacy Resident Conference. • Dr. Ellis also discussed her business plan which was focused on adding transitions of care into current clinical services to address the need for effective transitions of care for patients recently discharged from hospitals. • Dr. Ellis reviewed her quality improvement project, which was on the development of a service and pilot the service for implementation. A Nicotine Replacement Therapy (NRT) protocol was developed and piloted at the Price Hill Health Center. • Dr. Ellis reviewed the research background and objectives with the board. • Dr. Ellis discussed the patient cohorts which included patients who received care from the primary care team and clinical pharmacists. The inclusion criteria were all non-pregnant patients, over 18 years old, Type II diabetic, A1C greater than 9%, and received care between October 2021 to December 2023. • The research findings included: <ul style="list-style-type: none"> ○ There is no statistical difference ($p > \alpha$) in the mean change of A1C between the groups ($p = 0.8392$, $\alpha = 0.05$) ○ There is a statistical difference ($p < \alpha$) in the mean change of A1C within the groups in 		
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	<p>Cohort 1 and Cohort 2: ($p < .00001$, $\alpha = 0.05$) and ($p = 0.0488$, $\alpha = 0.05$)</p> <ul style="list-style-type: none"> ○ There is no statistical difference ($p > \alpha$) between adherence pre and post pharmacist engagement ($p = 0.067$, $\alpha = 0.05$) ○ Pharmacists provided disease state education and recommended therapeutic lifestyle changes in a majority of visits ○ Most revenue generated during the study period was due to G-code billing (\$768.91) <ul style="list-style-type: none"> ● Given the findings of the research project, the pharmacists provide care to patients that is no different than the care provided by the primary care team and support the expansion of pharmacist roles to include disease state management within CHD. ● Per CHD CPA, pharmacists can manage patients with diabetes, hypertension, asthma/COPD and hyperlipidemia and at the discretion of the primary care provider ● CHD physicians and nurse practitioners would have more time to see new patients, acute cases, same day appointments and manage more complex cases. ● Dr. Ellis shared that she felt the biggest barrier to the clinical pharmacy program moving forward is adequate staffing and availability of pharmacists. ● Mr. Collier praised Dr. Ellis and thanked her for presenting to the CCPC Board. ● Mr. Miller, the Pharmacy Director, praised the work Ms. Ellis had been doing and announced she will be staying on with the Health Department as a Pharmacist. 		
Old Business			
<p>CEO Update</p>	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <p>Roberts Academy Update</p> <ul style="list-style-type: none"> ● Ms. Tate gave the board an update regarding the Roberts School-based health center. ● Ms. Darlene Kamine, Dr. Novais, and Dr. Oberlander attended the Cincinnati Public Schools Board Meeting and discussed the Roberts expansion project with the Board. The presentation was well received, and CPS agreed to proceed. ● Ms. Tate announced that the estimated construction time will be 3-4 months and the anticipated opening for the Dental Center will be September 2024. <p>ODH Grant Update for Roberts</p> <ul style="list-style-type: none"> ● Ms. Tate announced that CCPC was awarded a \$400,000 grant from ODH for the Roberts Academy expansion. The purpose of receiving this grant was to construct a walkway from the parking lot to the front door where the patients would access services. ● Ms. Tate thanked CCPC leadership for their 	n/a	Ms. Joyce Tate

work on this grant application.

HRSA Uniform Data System (UDS) Report Submission

- Ms. Tate informed the Board that the team submitted their HRSA UDS report in February 2024 and the report was accepted.
- Ms. Tate announced HRSA awarded CCPC \$52,707; based off the UDS report and quality measures.
- Ms. Tate thanked the staff and leadership for their hard work.

Ms. Tate informed the board of some CCPC school-based Team Updates.

- School-health had a very successful school year.
- Dr. Denise Saker is the Medical Director of School and Adolescent Health and is no longer interim CHD/CCPC Manager.
- Ms. Angela Robinson is the Health Programs Manager of school-health and Ms. Adrienne Sirbu is the Nursing Manager.

CPS Nursing Services Contract

- Ms. Tate extended congratulations to Dr. Mussman and Dr. Daniels for all their hard work on the CPS Nursing Services contract. CPS has selected CHD/CCPC as a vendor for their Nursing Services contract. The team looks forward to meeting with their leadership team to discuss the terms and conditions in more detail.

HRSA Service Area Competition Grant was released

- Ms. Tate informed the board that on May 20, 2024, the Service Area Competition grant was released. The team will be working with health management associates to submit CCPC's HRSA grant. This application will be submitted in August 2024 for a January 2025 start date. Ms. Tate will be asking for a motion to approve the submission and budget for the HRSA Service Area Competition Grant Application at the July meeting.

Medical Director Interviews

- Ms. Tate informed the board that Dr. Mussman has begun interviews for a new Medical Director and there are three potential candidates. Ms. Tate and Dr. Daniels are the representatives from CCPC on the interview panel.

	<p>Additional Updates</p> <ul style="list-style-type: none"> • Ms. Tate updated that she did reach out to Mr. Brewster to receive his letter of resignation to make sure it was noted in the file. • Ms. Tate also updated that her evaluation is done yearly on her anniversary in October. She explained that her evaluation is completed by the Board Chair and Commissioner Mussman. Ms. Tate recapped that the board was presented an opportunity by Ms. Burns for feedback on her evaluation at the October 2023 meeting. She wants to make sure there are no ongoing issues surrounding her performance and her evaluation process; also, that the board knows that they are responsible for initiating her evaluation process. Ms. Cunningham will be sending out an evaluation tool that shows all the measures closer to the time of evaluation. Ms. Tate thanked the board for letting her serve. • The board discussed further defining the evaluation process and allowing the board time to review comments before submission. Mr. Collier took note and will work on enhancing this process. 		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of April 2024.</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Finance Update CCPC as of May 618.</p> </div> <div style="text-align: center;">  <p>May Report CCPC 6.18.24.docx</p> </div> </div> <div style="text-align: center; margin-top: 10px;">  <p>May Committee Revenue Presentatic</p> </div> <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours continue to be low. • School Based Disaster Hours continue to be low. • Revenue increased by 10.81%. <ul style="list-style-type: none"> ○ Grant revenue decreased 20.76%. ○ elf-paid patients decreased 7.62%. ○ Medicare increased 2.14%. ○ Medicaid decreased by 19.14%. ○ Private Pay increased by 10.03%. ○ Medicaid managed care increased 6.77%. ○ 416—Offset decreased by 5.04%. • Expenses increased by 19%. <ul style="list-style-type: none"> ○ Personnel expenses increased 19.50%. ○ Material expenses increased 23.67%. ○ Contractual Costs increased 10.62%. 	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

	<ul style="list-style-type: none"> ○ Fixed costs increased 24.07%. ○ Fringes increased 21.76%. ● Net Gain was \$973,982.48; decreased 66.79%. ○ Invoices greater than 90 days were at 18% (below 20% is the goal). ○ Invoices greater than 120 days were at 11% (below 10% is the goal). ○ Days in Accounts receivable were 2.8 days. <ul style="list-style-type: none"> ● No additional commentary from the board. 		
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 7:17 pm

Next meeting: July 10, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/tcjmahITIK/>



Date: 6/12/2024
Clerk, CCPC Board of Governors



Date: 6/12/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, July 10, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Renu Bahkshi, Ms. Michelle Burns, Mr. Timothy Collier, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Dr. Phil Lichtenstein, Md, Ms. Luz Schemmel, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Mr. Robert Cummings, Ms. Debra Sellers, Ms. Jen Straw

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Dr. Michelle Daniels, Ms. Angela Robinson, Dr. Kim Oberlander, Ms. Angela Mullins



CCPC Board
Meeting Agenda Page

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	11 present; 3 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the June 12, 2024, CCPC Board Meeting.	M: Dr. Phil Lichtenstein 2nd: Ms. Michelle Burns Action: 11-0 Passed	Mr. Tim Collier
Executive Committee			
Welcome & Introduction of New Board Members: Ms. Renu Bahkshi, Ms. Alexius Golden Cook, Mr. John Kachuba	Mr. Collier welcomed and introduced the newly elected Board members—Ms. Renu Bahkshi, Ms. Alexius Golden Cook, and Mr. John Kachuba. <ul style="list-style-type: none"> • New board members were sworn in at the Burnet & King building and given an Oath before the meeting. • Mr. Collier explained the purpose of the board and welcomed their input to the board. • Ms. Bakshi expressed her pleasure and excitement in serving on the CCPC Board. • Ms. Golden Cook expressed her excitement in serving on the board and hopes to make a community impact. • Mr. Kachuba shared his excitement in returning to the CCPC Board. • All board members introduced themselves to the new board members. 	n/a	Mr. Tim Collier
Old Business			
Emergency	Dr. Kim Oberlander, one of the CCPC Dental	n/a	Dr. Kim

<p>Dental Services</p>	<p>Providers, spoke to the board about concerns regarding Emergency Dental Services.</p> <ul style="list-style-type: none"> • Dr. Oberlander practices in both the school-based and community health centers and has for 10+ years. • Dr. Oberlander explained how the Emergency Dental Services process works. <ul style="list-style-type: none"> ○ The CCPC community health centers provide emergency dental services daily. ○ Dental Services start seeing patients at 7:30am but begin accepting emergencies at 7:00am (when doors open, and registration begins). ○ All patients are welcome that have dental pain, discomfort, infection, or any emergent dental concern. ○ Patients are seen regardless of financial status—self-pay, uninsured, underinsured. However, patients will still be asked to fill out documents requesting their income and insurance verification. No patients are turned away for emergencies. ○ Patients are normally seen in the order of registration; unless a patient is in severe distress, which happens occasionally. ○ At the end of the visit, patients are advised of the next steps in their care. ○ If a patient calls in during the day for an emergency visit, they can be seen the next morning during the 7am walk in time or offer any cancellations or last-minute open slots same day or next day (if possible). ○ In the school based dental centers, they operate differently due to the schools not wanting unannounced people showing up early in the morning due to safety concerns. Patients call these locations and are given a time to come. The school centers see a lot of pediatric patients with emergencies throughout the school day. • Dr. Lichtenstein discussed the specific complaint that was raised and addressed it as a public comment. <p><i>“I was informed that an acquaintance needed emergency dental treatment but was unable to elicit a response from CHD call center beyond "call back in six months". As long as I have been advocating for CHD/CCPC, I have typically pointed out that CHD/CCPC was the exclusive source for emergency dental care for Cincinnati residents. I was instructed to advise my acquaintance to contact the dental director and request an emergency dental evaluation. I was unaware of this policy and questioned if this was a policy. My acquaintance received emergency treatment but hardly through a</i></p> 	<p>Oberlander</p>
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	<p><i>normal procedure”</i></p> <ul style="list-style-type: none"> • Dr. Oberlander responded that she had been informed of the patient’s situation by the Dental Director, Dr. Novais. The patient had been seen and taken care of by the Dental team. • Dr. Oberlander informed the board that if a patient is having issues scheduled, then there is a Dental Administration number located on the CCPC website. Administration will help the patient. Dr. Oberlander will investigate what is being said when patients end up in the Health Care call center by mistake to schedule a dental appointment. • Dr. Jones asked if Dr. Oberlander could present this information to call center. Dr. Oberlander said she would be happy to. • Dr. Jones suggested re-publicizing the emergency services process and hours to the public. • The Dental Administration number is 513-357-7380. 		
<p>Policy Updates</p>	<p>Ms. Angela Mullins presented the updated Patient Center Medical Home Standard Operating policy and Standard Operating Procedures, Patient Care</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>Patient Centered Medical Home.docx SOP Coordinated Care Management.d</p> <ul style="list-style-type: none"> • Ms. Mullins discussed the updated Patient Center Medical Home Standard Operating Policy. <ul style="list-style-type: none"> ○ Approaching annual reporting period for Patient Center Medical Home in September. ○ This is a short policy that is designed to make sure patients have access to the patient center medical home information and where its being reported, including the link for more information and brochure. ○ The updates were language, verbiage changes, and brochures will now be given to all patients (not just new patients). • Ms. Mullins discussed the updated Standard Operating Procedures (SOP), Patient Care. <ul style="list-style-type: none"> ○ This standard operating procedure is for patient care coordination, management, and planning specific to nursing practice. ○ SOP has been in place for several years now. ○ The goal of this update is to streamline procedures, improve efficiency, and make sure it is easy for staff to follow. ○ This SOP explains how the team approaches patients in regards to care 	<p>Vote: Patient Center Medical Home M: Dr. Camille Jones 2nd: Ms. Luz Schemmel Action 11-0 Passed</p> <p>Vote: Standard Operating Procedure, Patient Care M: Dr. Phil Lichtenstein 2nd: Ms. Luz Schemmel Action: 11-0 Passed</p>	<p>Ms. Angela Mullins</p>

	<p>management and care planning.</p> <ul style="list-style-type: none"> ○ The highlighted area of change was the three conditions for behavioral health (high cost, high utilization, and social determinants of health); which was directed by NCQA who governs patient center medical home. ○ PCMH consultant has reviewed the SOP with the team and has approved it. 		
Finance Update	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of May 2024.</p> <ul style="list-style-type: none"> ● Please see the memo and presentation attached to the agenda. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  May Committee Revenue Presentatic </div> <div style="text-align: center;">  May Report CCPC 6.18.24.docx </div> </div> <div style="text-align: center; margin-top: 10px;">  Finance Update CCPC as of May 618. </div> <p>Highlights</p> <ul style="list-style-type: none"> ● Health Center Disaster hours continue to be low. ● School Based Disaster Hours continue to be low. ● Revenue increased by 3.88%. <ul style="list-style-type: none"> ○ Grant revenue decreased 45.36%. ○ Self-paid patients decreased 6.88%. ○ Medicare increased 1.14%. ○ Medicaid decreased by 9.36%. ○ Private Pay increased by 6.14 %. ○ Medicaid managed care increased 9.94%. ○ 416—Offset decreased by 5.45%. ● Expenses increased by 19.06%. <ul style="list-style-type: none"> ○ Personnel expenses increased 19.86%. ○ Material expenses increased 18.14%. ○ Contractual Costs increased 11.54%. ○ Fixed costs increased 26.34%. ○ Fringes increased 21.73%. ● Net Gain was \$5,977,604.14; decreased 41.52%. <ul style="list-style-type: none"> ○ Invoices greater than 90 days were at 23% (below 20% is the goal). ○ Invoices greater than 120 days were at 13% (below 10% is the goal). ○ Days in Accounts receivable were 2.2 days. <ul style="list-style-type: none"> ● No additional commentary from the board. 	n/a	Mr. Mark Menkhaus Jr.
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update is included in the packet. 	n/a	n/a

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Meeting adjourned: 7:30 pm

Next meeting: August 14, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/tW64YKISNB/>



Date: 7/10/2024
Clerk, CCPC Board of Governors



Date: 7/10/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, August 14, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present – Ms. Michelle Burns, Mr. Timothy Collier, Mr. Robert Cummings, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Ms. Luz Schemmel, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Ms. Renu Bakhshi, Dr. Phillip Lichtenstein, Ms. Debra Sellers

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Michelle Daniels, Ms. Angela Robinson, Ms. Angela Mullins, Dr. Edward Herzig, Dr. Anna Novais, Mr. David Miller



CCPC Board
Meeting Agenda Page

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	11 present; 3 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the July 10, 2024, CCPC Board Meeting. <i>(Ms. Jen Straw Joined after this vote)</i>	M: Ms. Michelle Burns 2 nd : Dr. Camille Jones Action: 10-0 Passed	Mr. Tim Collier
Executive Committee			
Introduction of New Medical Director—Dr. Yury Gonzales	Mr. Collier and Ms. Tate introduced and welcomed the new Medical Director, Dr. Yury Gonzales. <ul style="list-style-type: none"> • Ms. Tate spoke to Dr. Gonzales’ compassion, patience, dedication to patients, and her excitement about him returning as medical director. • Ms. Tate shared Dr. Gonzales has been a practicing physician at the Price Hill Health Center. <p>Dr. Gonzales extended his appreciation and gratitude for welcoming him back into the role and for the kind introduction. He shared that he is honored to work for CHD/CCPC.</p>	n/a	Mr. Tim Collier & Ms. Joyce Tate

<p>Board Committees</p>	<p>Mr. Tim Collier discussed finalizing Board Committees with the members.</p> <ul style="list-style-type: none"> • Mr. Collier stated that he had begun reaching out to board members regarding the committee they would like to join. • Mr. Collier asked that board members review the committees in the bylaws and decide which committee they would like to join. • Mr. Collier wanted members to serve on the committee where they feel they could serve best. • Mr. Collier has created a list of committees and will update them as it's finalized. • Mr. Collier reviewed the current members confirmed for each committee. <ul style="list-style-type: none"> ○ Executive Committee: Mr. Collier, Dr. Jones, Dr. Hardee. ○ Finance Committee: Mr. Collier, Dr. Jones, Ms. White-Johnson. ○ Planning and Development Committee: Mr. Kachuba, Ms. Straw, Ms. Sellers, Ms. Golden Cook. ○ Personnel Committee: Ms. Burns, Mr. Cummings, Ms. White-Johnson ○ Clinical and Quality assurance committee: Dr. Young, Dr. Lichtenstein, Ms. Schemmel, Ms. Bakhshi • Mr. Collier discussed two short-standing committees and asked for board support on those as well. <ul style="list-style-type: none"> ○ BOH Facility Master Plan Review Committee CCPC Representatives: Dr. Jones, Dr. Young, and Ms. Burns agreed to be a part of this committee. ○ Final Strategic Plan Committee: Mr. Kachuba, Dr. Lichtenstein, and Ms. Sellers. • No additional commentary or questions from the board. 	<p>n/a</p>	<p>Mr. Tim Collier</p>
<p>Old Business</p>			
<p>CEO Report</p>	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <p>Service Area Competition Grant</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Cincinnati SAC Abstract Final 2025.c</p> </div> <div style="text-align: center;">  <p>SAC 2025 Budget Narrative .docx</p> </div> </div> <ul style="list-style-type: none"> • Abstract and budget documents were included in the agenda packet. • Ms. Tate shared with the board that the HRSA Service Area Competition Grant submission was due and submitted on August 26. • Ms. Tate informed that she sent over the abstract and the 2025 overall budget for the 	<p>Vote: Submission and budget for the HRSA Service Area Competition Application M: Dr. Camille Jones 2nd: Ms. Michelle Burns Action 11-0 Passed</p> <p>Vote: Proposed</p>	<p>Ms. Joyce Tate</p>

	<p>application already. CHD/CCPC received about \$3 million in funding from HRSA; for providing services to those that are medically uninsured and underinsured. The funding goes to supporting operational costs (personnel, supplies, equipment, fringe, travel, contractual). The abstract is an introduction page used in the grant submission that discusses CCPC services offered, number of health centers, and dental centers.</p> <ul style="list-style-type: none"> • Ms. Tate explains that HRSA would put together a service area announcement table that predicts where the organization needs to be in terms of the community being served. • The grant submission will be an extensive report that includes a detailed listing of services, patients served, personnel and key staff officers. • Ms. Tate requested a motion to approve the submission and budge for the HRSA Service Area Competition Application from the board. • Dr. Jones asked Ms. Tate when the grant would be active. <ul style="list-style-type: none"> ○ Ms. Tate answered January 1, 2025. The team will find out if the grant would be awarded in November or December 2024. <p>Motion to approve the submission and budget for the HRSA Service Area Competition Application.</p> <p>Extended Hours of Operation at Ambrose Clement Health Center</p> <ul style="list-style-type: none"> • Ms. Tate discussed the need to extend hours of operation at the Ambrose Clement Health Center. • Ms. Tate explained that there is normally one late night per week at each health center to adhere with HRSA extended hour requirements. • Ambrose doesn't currently have a late night and now the team is looking to have extended hours and is looking to start early in the morning instead of late night. • Ms. Tate informed the board that the team chose not to do evening extended hours due to safety reasons in the evening hours in the area where Ambrose is located. • Ms. Tate requested a motion to approve the Extended hours of operation at the Ambrose Clement Health Center at 3559 Reading Road. <p>Motion to Approve the Proposed Extended Hours of operation at the Ambrose Clement Health Center.</p> <p>Personnel Actions</p>	<p>Extended Hours of operation at the Ambrose Clement Health Center M: Ms. Michelle Burns 2nd: Dr. Camille Jones Action: 11-0 Passed</p>	
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	 <p>Board of Health Personnel Ac</p> <p>Ms. Tate shared the CCPC Personnel Actions passed by the Board of Health on July 23, 2024.</p> <ul style="list-style-type: none"> • A list of Personnel Actions was included in the agenda packet. • CCPC New Hires include a Caseworker Associate (Chinelo Aluka) and Medical Assistant (Natalie Arambula). • CCPC Promotion of Medical Director (Dr. Yury Gonzales) was included. 		
<p>Emergency Dental Services and Roberts Dental Center Expansion Update – Dr. Anna Novais</p>	<p>Ms. Tate invited Dr. Novais to give an update on Emergency Dental Services and Roberts Dental Center Expansion.</p> <p>Emergency Services Update</p> <ul style="list-style-type: none"> • Dr. Novais gave an update to the board regarding emergency hours. <ul style="list-style-type: none"> ○ The Dental team has reached out to the company that manages after hours calls and updated the correct business hours and site information, in the event patients reach out during non-business hours. Also, a very detailed script was provided for their representatives to follow; to ensure correct information is being shared with patients regarding emergency visits. <p>Roberts Dental Center Expansion</p> <ul style="list-style-type: none"> • Dr. Novais gave an update regarding Roberts Dental Center expansion. • Demolition work has finally begun at Roberts. • Pictures were included in the agenda packet. • The tentative move in date is December 2024—during Cincinnati Public School Winter Break with a grand opening slated for January 2025. • Dr. Novais shared that the delay was due to last-minute permit code issues the architects had to address involving the design. • No additional comments from the board. 		
<p>Transition from Pediatrics to Adult Medicine Policy</p>	<p>Ms. Angela Mullins presented the updated Transition from Pediatrics to Adult Medicine Policy.</p>  <p>Transition from Pediatrics to Adult M</p> <p>Highlights</p> <ul style="list-style-type: none"> • The Policy Document was included in the Board agenda packet. • New Policy for Board Approval • This policy covers transitioning of CCPC Pediatric patients to adult medical. • This policy came in response to CCPC’s participation in being a CPC Health Center. 	<p>M: Dr. Camille Jones 2nd: Ms. Michelle Burns Action 11-0 Passed</p>	<p>Ms. Angela Mullins</p>

	Motion to approve Transition from Pediatrics to Adult Medicine Policy.		
Finance Update	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of June 2024.</p> <ul style="list-style-type: none"> Please see the memo and presentation attached to the agenda. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  June Report CCPC 8.2.24.docx </div> <div style="text-align: center;">  Finance Update CCPC as of June 8.2. </div> </div> <div style="text-align: center; margin-top: 10px;">  June Committee Revenue Presentatic </div> <p>Highlights</p> <ul style="list-style-type: none"> The June data gave a picture of the entire fiscal year and more of a full year over year picture. Health Center Disaster hours continue to be low. School Based Disaster Hours continue to be low. Revenue decreased by 11.35%. <ul style="list-style-type: none"> Grant revenue decreased 49.64%. Self-paid patients decreased 5.06%. Medicare decreased 1.39%. Medicaid decreased by 16.84%. Private Pay increased by 4.49%. Medicaid managed care increased 11.67%. 416—Offset decreased by 5.11%. Expenses increased by 5.04%. <ul style="list-style-type: none"> Personnel expenses increased 1.87%. Material expenses increased 24.62%. Contractual Costs increased 6.32%. Fixed costs increased 16.47%. Fringes increased 2.75%. Net Gain was \$3,053,625.06; decreased 68.60%. <ul style="list-style-type: none"> Invoices greater than 90 days were at 28%; an increase of 5% from the previous month (below 20% is the goal). Invoices greater than 120 days were at 18%: an increase of 5% from the previous month. (below 10% is the goal). Days in Accounts receivable were 1.7 days. No additional commentary from the board. 	n/a	Mr. Mark Menkhaus Jr.
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 6:55 pm

Next meeting: September 11, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/uw9xW2LcNr/>



Date: 8/14/2024

Clerk, CCPC Board of Governors



Date: 8/14/2024

Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, September 11, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present – Ms. Michelle Burns, Mr. Timothy Collier, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Dr. Phillip Lichtenstein, Ms. Luz Schemmel, Ms. Debra Sellers, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Mr. Robert Cummings, Ms. Jen Straw

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Dr. Geneva Goode, Mr. Mark Menkhaus Jr, Dr. Michelle Daniels, Ms. Angela Mullins, Dr. Edward Herzig, Dr. Anna Novais, Mr. David Miller



CCPC Board
Meeting Agenda Pa

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	12 present; 2 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: the City of Cincinnati Primary Care Board of Governors approves the minutes of August 14, 2024, CCPC Board Meeting. <i>(Dr. Phil Lichtenstein Joined after this vote)</i>	M: Ms. Debra Sellers 2nd: Ms. Michelle Burns Action: 10-0 Passed	Mr. Tim Collier
Executive Committee			
Committee Update	Mr. Collier gave an update regarding Committees <ul style="list-style-type: none"> • Mr. Collier reminded the board to review the finalized committee roster that was sent out. • Mr. Collier thanked Ms. Tate for assisting the finalizing the roster. • Mr. Collier is looking to move the strategic plan to be moved to a committee, as are other items that are applicable to a committee. • The last thing to be finalized is whether the committees will be meeting as a public entity or meeting privately. Ms. Tate will consult with the legal department for clarity on this. • One of the outstanding items that need to be addressed is the review of the bylaws, which will be done by a committee. • Ms. Burns, personnel committee chair, shared with the board that the personnel committee is looking to formulate a pool of recruitment tentative candidates for the City of Cincinnati Primary Care Board; so, the committee is not 	n/a	Mr. Tim Collier

	<p>scrambling to find candidates when someone leaves the board or term off.</p> <ul style="list-style-type: none"> ○ In addition, there is currently an even number of board members, and the goal is to get to an uneven number. ○ Ms. Burns asked the board if they were aware of any community members who are involved in health care, health awareness, or any patients that are interested in serving, please forward them to Ms. Burns. 		
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Old Business

<p>CEO Report</p>	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <p>Strategic Plan Feedback</p> <ul style="list-style-type: none"> • Ms. Tate informed the board that feedback regarding the strategic plan was received from Dr. Jones and Dr. Lichtenstein. Both sent feedback that was extremely helpful. • Dr. Lichtenstein broke the strategic plan into 4 pillars: Access to care, Quality Clinical Care, Financial Stewardship, and Enhancing • Ms. Tate asked the board to continue to send recommendations and feedback, as she is looking to finalize the strategic plan with Ms. Denisha Porter ASAP. <p>Health Center Open House</p> <ul style="list-style-type: none"> • Ms. Tate announced that the team wants to host an upcoming Ambrose Clement Health Center open house for board members this fall (either October or November). More details to come on this. <p>CEO Evaluation</p> <ul style="list-style-type: none"> • Ms. Tate reminded the board that her CEO evaluation is due in October and her, along with Mr. Collier, would engage with Dr. Mussman regarding the process. • Ms. Tate wanted to ensure that there is transparency with the board during this process. <p>No additional feedback from the board</p> <p>Personnel Actions</p>  <p>BOH Personnel Actions 8.27.pdf</p> <p>Ms. Tate shared the CCPC Personnel Actions passed by the Board of Health on August 27, 2024.</p> <ul style="list-style-type: none"> • A list of Personnel Actions was included in the agenda packet. • CCPC New Hires includes 3 Medical Assistants (Kimberly Brown, Ariauna Childress, and Juane Ramsey), 1 Dentist (Joshua Cochran), and 1 Nurse Practitioner (Anna Ridder). 	<p>n/a</p>	<p>Ms. Joyce Tate</p>
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	<ul style="list-style-type: none"> • CCPC Promotion includes one promotion from Public Health Nurse 2 to Public Health Nurse 3 (Jonda Proffitt). 		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of July 2024 and spoke about the public meeting regarding the CHD Master Plan.</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  July Report CCPC 8.30.24.docx </div> <div style="text-align: center;">  Finance Update CCPC as of July 8.30. </div> </div> <div style="text-align: center; margin-top: 10px;">  July Committee Revenue Presentatic </div> <p>CHD Master Plan Review</p> <ul style="list-style-type: none"> • Mr. Menkhaus shared with the board that CHD would be hosting a review of the CHD Master Facility Plan on Thursday, September 19, 2024. This meeting is to review the plan and findings from Jensen Partners (the company who completed the master plan). • Mr. Menkhaus also elaborated to new board members the origin of needing a master plan and the work Jensen Partners did to create the master plan report and recommendations. • Dr. Jones asked Mr. Menkhaus if there would be time for community comments and Mr. Menkhaus answered that there would be a limited Q&A. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours continue to be low. • School Based Disaster Hours continue to be low. • Revenue was increased by 8.77% <ul style="list-style-type: none"> ○ Self-paid patients increased by 2.37% ○ Medicare decreased 2.34%. ○ Medicaid decreased by 87.20%. The decrease is due to HMO wrap payments not being received from the Ohio Department of Medicaid. Our third-party biller, OCHIN Billing Services, is currently working on a solution to the issue. The Ohio Association of Community Health Centers (OACHC) has verified that many of our peer organizations are experiencing the same interruption. ○ Private Pay decreased by 4.83%. ○ Medicaid managed care increased 21.09%. ○ 416—Offset increased by 118.45%. 	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

	<ul style="list-style-type: none"> Expenses increased by 56.80%. <ul style="list-style-type: none"> Personnel expenses increased 278.30%. Material expenses increased 9.59%. Contractual Costs increased 7.02%. Fixed costs decreased 2.07%. Fringes increased 27.35%. Net Gain was -\$355,694.84; decreased 197.49%. Invoices greater than 90 days were at 29%; (below 20% is the goal). Invoices greater than 120 days were at 19%; (below 10% is the goal). Average Days in Accounts receivable were 0.7 days. <ul style="list-style-type: none"> No additional commentary from the board. 		
Standard Medical Care Policy	<p>Ms. Angela Mullins presented the Standard Medical Care Policy to the Board.</p>  <p>Standards of Medical Care visible</p> <p>Highlights</p> <ul style="list-style-type: none"> The Policy Document was presented during the meeting. New Policy change for Board Approval Due to the PCMH audit, there were changes recommended for this policy. Language was added for comprehensive health assessments section under Section III-Procedures #2. The PCMG audit team wanted to see that the team does medical, social, and mental health assessments; as well as the process for addressing communication needs and social determinants of health of the families served. The reference link was also updated. <p>Motion to approve Standard Medical Care Policy.</p>	<p>M: Dr. Phil Lichtenstein 2nd: Dr. Camille Jones Action 12-0 Passed</p>	<p>Ms. Angela Mullins</p>
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> Efficiency Update is included in the packet. 	n/a	n/a

Meeting adjourned: 6:40 pm

Next meeting: October 9, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/v3IeI6YYA/>



Date: 9/11/2024
Clerk, CCPC Board of Governors



Date: 9/11/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, October 9, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present – Ms. Renu Bahkshi, Mr. Timothy Collier, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Dr. Phillip Lichtenstein, Ms. Debra Sellers, Ms. Jen Straw, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Ms. Michelle Burns, Mr. Robert Cummings, Dr. Camille Jones, Ms. Luz Schemmel

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Dr. Geneva Goode, Mr. Mark Menkhaus Jr, Dr. Edward Herzig, Mr. David Miller, Dr, Yury Gonzales



CCPC Board
Meeting Agenda Pa

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies, the staff, and patients. Mr. Collier also gave prayers and acknowledgements to those that were affected by Hurricane Milton.	n/a	Mr. Tim Collier
Roll Call	10 present; 4 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: the City of Cincinnati Primary Care Board of Governors approves the minutes of September 11, 2024, CCPC Board Meeting.	M: Dr. Philip Lichtenstein 2nd: Dr. Bernard Young Action: 10-0 Passed	Mr. Tim Collier
Old Business			
CEO Report	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>Governance-Guide-fo National Association 2023 Patient r-Health-Center-Boarcof Community Health Satisfaction Survey 1.0</p> <p>NACHC Board Member Training</p> <ul style="list-style-type: none"> Ms. Tate announced to the board that the National Association of Community Health Centers put together a Board Training Manual and video. It included information regarding board member roles and responsibilities. The training information (manual and video link) were included in the board agenda packet for further review. <p>Patient Satisfaction Survey Results</p> <ul style="list-style-type: none"> Ms. Tate discussed the 2023 Patient Satisfaction Survey Results with the Board. The Board received this powerpoint on October 8th for their review. Ms. Tate informed the board members that the epidemiology team analyzed the results. 	n/a	Ms. Joyce Tate

	<ul style="list-style-type: none"> • Survey measured Medical, Dental, School-Based, Behavioral health patient areas. • The survey measured areas of success and needs of improvement. Overall, the results came back positive. • Staff and providers were measured, which came back with positive feedback. • There were questions surrounding our facilities, which came back with positive feedback. • Ms. Tate went over some of the specific questions that were asked in the survey within each subsection. • Ms. Tate shared a number of patients expressed that CCPC needs improvement in the availability of same day appointments and also medical advice availability after hours. • Ms. Tate informed the board that CCPC Leadership team will spend the next 6-12 months working to improve the overall patient experience. • No additional commentary from the board. <p>Personnel Actions</p>  <p>BOH Personnel Actions_9.24.pdf</p> <p>Ms. Tate shared the CCPC Personnel Actions passed by the Board of Health on September 24, 2024.</p> <ul style="list-style-type: none"> • A list of Personnel Actions was included in the agenda packet. • CCPC New Hires includes 1 Dentist (Otteria Miller), 1 Medical Assistant (Alyssa O’Bryant), 1 Pharmacist (Aisha Oliver), 1 Dietitian (Amanda Sokol), and 1 Health Counselor (Tonya Banks). • CCPC Promotion includes one promotion from Public Health Nurse 2 to Public Health Nurse 3 (Jonda Proffitt). 		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY24 and FY25 for the month of August 2024.</p>    <p>August Report CCPC Finance Update CCPC July Committee 9.30.24.docx as of August 9.30.24.cRevenue Presentation</p> <ul style="list-style-type: none"> • Please see the memo and presentation attached to the agenda. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours continue to be low. • School Based Disaster Hours continue to be low. • Revenue was decreased by 8.46%. <ul style="list-style-type: none"> ○ Self-paid patients increased by 26.08%. ○ Medicare increased 5.87%. ○ Medicaid decreased by 91.62%. This is because the FY24 figure was inflated because CHD received several months of backlogged payments from Medicaid resulting from ODM’s transition from MITS system to the Provider Network Management System (PNM). Meanwhile, the FY25 figure is deflated because of interruptions with OBS claims 	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

	<p>going to Medicaid wrap. The issue with Medicaid wrap payments was resolved as of October 2024.</p> <ul style="list-style-type: none"> ○ Private Pay decreased by 7.40%. ○ Medicaid managed care increased 26.54%. ○ 416—Offset increased by 5.21%. <ul style="list-style-type: none"> ● Expenses increased by 11.12%. The increase is due in part to COLAs and the corresponding fringes. Increases are also due to the timing of invoices paid (ex. LabCorp paid \$87,430.25 in FY24 but was paid \$181,272.99 in FY25. Also, Cardinal Health was paid \$224,228.43 in FY24 but was paid \$439,528.39 in FY25. However, Ochin was paid \$132,462.73 in FY24 but was paid \$63,223.36 in FY25.) <ul style="list-style-type: none"> ○ Personnel expenses increased 7.06%. ○ Material expenses increased 67.15%. ○ Contractual Costs increased 20.16%. ○ Fixed costs decreased 24.20%. ○ Fringes increased 3.57%. ● Net Gain was -\$1,459,743.05; decreased 168.30%. <ul style="list-style-type: none"> ○ Invoices greater than 90 days were at 26%; (below 20% is the goal). ○ Invoices greater than 120 days were at 18%; (below 10% is the goal). ○ Average Days in Accounts receivable were 4.8 days. <ul style="list-style-type: none"> ● No additional commentary from the board. 		
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update was included in the packet. 	n/a	n/a

Meeting adjourned: 6:47 pm

Next meeting: November 13, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/vIy0ACbI0B/>



Date: 10/9/2024
Clerk, CCPC Board of Governors



Date: 10/9/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, November 13, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Renu Bahkshi, Ms. Michelle Burns, Mr. Timothy Collier, Mr. Robert Cummings, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Dr. Phillip Lichtenstein, Ms. Luz Schemmel, Ms. Debra Sellers, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Ms. Jen Straw

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Edward Herzig, Mr. David Miller, Dr. Yury Gonzales, Ms. Abria Drummonds, Ms. Alvenia Ross, Ms. Angela Mullins, Ms. Angela Robinson, Dr. Michelle Daniels, Ms. LaSheena White



CCPC Board
Meeting Agenda Page

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies, the staff, and patients. M	n/a	Mr. Tim Collier
Roll Call	13 present; 1 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: the City of Cincinnati Primary Care Board of Governors approves the minutes of October 9, 2024, CCPC Board Meeting. <i>(Mr. Cummings, Dr. Hardee, and Ms. White-Johnson joined after this vote)</i>	M: Dr. Camille Jones 2nd: Dr. Phillip Lichtenstein Action: 8 Yes, 2 abstain Passed	Mr. Tim Collier
Executive Committee			
Mayor Health Center Site Visits	<ul style="list-style-type: none"> • Mr. Collier thanked Dr. Mussman and the staff who worked on the site to visit Mayor Pureval to a few CCPC sites. The mayor visited the health centers to learn more about the services and CCPCs role in governing and policy as it relates to the health centers. • Mr. Collier also informed that he will be meeting with city officials to discuss CCPC and its role in governing and policy as it relates to the health centers. • Mr. Collier acknowledged the existing gap of what CCPCs presence is and what it means when there is decision making processes with the city or anything regarding the health centers. • No additional commentary from the board. 	n/a	Mr. Tim Collier

Special Presentation

Call Center Presentation



CSU Board Presentation.pptx

Ms. Abria Drummonds, Senior Administrative Specialist/new CCPC Call Center Manager, gave a Call Center Operations Presentation to the Board.

- Please see the presentation included in the agenda packet.

Highlights

- Ms. Drummonds shared the Central Scheduling call center serves as CCPC’s first line of contact when patients, partners, or providers call. Our CRRs field inquiries, appointments need and aid in resolving any challenges patients might be experiencing. Patients who call in are often dependent on the agent on the other end of the line, and a single negative interaction can easily send a patient into the arms of a competing healthcare provider. Therefore, we understand how incredibly important it is to run efficiently and provide excellent service. She also discussed some of the negative connotations and misconceptions that can be out there regarding call centers.
- The Call Center upgraded to the Genesys phone system in August 2024 to streamline operations and improve patient experience.
- Ms. Drummonds shared that according to research, scheduling appointments over the phone takes more than 8 minutes and are transferred out 63% of the time while CCPC call center representatives handle ALL CALLS TO THE ENTIRETY.
- Ms. Drummonds shared a view of the provider list for each site that the call center representatives’ reference.
- Ms. Drummonds shared a view of the Epic system used for appointment scheduling.
- Ms. Drummonds discussed the following factors that the call center representatives consider when scheduling:
 - The patient’s needs and preferences
 - The availability of equipment and personnel
 - The capacity, requirements, and preferences of the scheduler.
- Ms. Drummonds gave some call center data for the previous 12 months (October 2023-October 2024)
 - 94,887 Calls were received
 - The Average call duration was 3 minutes and 58 seconds.
 - 34% of calls were above Service level
- Ms. Drummonds shared Call Center Rep Lunch schedules, Performance indicators: Calls

n/a

Ms. Abria Drummonds

	<p>Answered, Calls Abandoned, Abandoned Rate. Percent in Service Level, Service Level Calls, Average speed of answer, average talk time, average wrap time, longest wait/Max Hold, Virtual Queue Calls, VQ+ Calls Answered.</p> <ul style="list-style-type: none"> • Ms. Drummonds discussed and noted areas of improvement for the call center which included abandoned calls, in service level, and average wrap time. • Ms. Drummonds shared the call center annual performance report. • Ms. Drummonds informed the board that some of the challenges the call center staff faces are: chronic absenteeism, time off queue, unscheduled time from workstation, capacity, and unbalanced workload. • Ms. Drummonds discussed strategies for continuous improvements: Regular Training updates, staff & one-on-one meetings; team building, feedback from health centers, implementation of advanced call routing, enhancement of self-service options, monitoring and improving call quality, optimizing scheduling and staffing. • Dr. Jones asked what counts an “answered call”? <ul style="list-style-type: none"> ○ Ms. Drummonds answered that whenever a call is answered with a greeting from a representative, that counts as an answered call. • Dr. Lichtenstein asked if there was a way to break out the data of foreign language calls. <ul style="list-style-type: none"> ○ Ms. Drummonds answered yes, that can be done. • Ms. Tate thanked Ms. Drummonds for her leadership and contribution to the team. She also acknowledged Ms. Schemmel for bringing awareness to the language in Spanish on the call in prompts not being correct. Ms. Drummonds was able to assist in correcting that. 		
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Old Business

<p>CEO Report</p>	<p>Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  CEO Report 11.13.24.docx </div> <div style="text-align: center;">  Mayor Visits to Health Centers.pptx </div> <div style="text-align: center;">  2024 Ambrose Community Day Flye </div> </div> <ul style="list-style-type: none"> • Please see the memo with outline included in the agenda packet <p>Facility Planning Updates</p> <ul style="list-style-type: none"> • Ms. Tate updated that the team has been meeting with the Commissioner (Dr. Mussman), CFO (Mr. Menkhous), CCPC board chair (Mr. Collier) and city manager’s office to discuss the facility plan. • The purpose of the meetings was to strategize on how to engage (and encourage people to engage) patients in the community around health center 	<p align="center">n/a</p>	<p align="center">Ms. Joyce Tate</p>
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locations.

Capital Projects Update

- Ms. Tate updated on the current capital projects that are stemming from the million-dollar capital grant awarded to CHD.
- The three big projects are the renovation of the waiting area at Price Hill Health Center, relocation of Crest Smile Shoppe, and expanding the call center.
 - Call Center expansion is no longer moving ahead with capital funds due to the call center being located at Burnet & King administrative location, which HRSA does not want to allocate the resources to update the call center. Leadership will investigate other means of funding that project.
 - Working on securing architect bids to begin the Price Hill waiting area renovation.
 - Also, continue to work the process with HRSA on the relocation of Crest Smile Shoppe.

Mayor’s Visit to the Health Centers – Pictures included in Packet

- Ms. Tate expressed excitement and gratitude to Mayor Pureval for his recent visits to the CCPC Health Centers (Ambrose Clement and Price Hill Health Centers).
- Site Staff, Dr. Goode, Dr. Gonzales, Dr. Mussman, and Mr. Marques were present along with staff from the mayor’s office.

CEO Performance Evaluation-

- Ms. Tate reminded the Board that it is time for her annual CEO Performance evaluation. Board members can send comments and recommendations as deemed appropriate.

Ambrose Clement Health Center Fall Festival – Community Day

- Ms. Tate announced that the annual Ambrose Clement Health Center Fall Festival—Community Day is coming up on Saturday, November 23, 2024, from 10am-1pm.
- Ms. Tate encouraged board members to come out and attend. Ms. Tate expressed her gratitude to the community partners that helped sponsor that event.

Braxton Cann Signage

- Ms. Tate updated that the Braxton Cann signage is still in production.
- The target completion date is sometime in

	<p>December 2024. The installation date will be announced once the sign is completed.</p> <p>NCQA Renewal Level 3 Recertification</p> <ul style="list-style-type: none"> Ms. Tate congratulated the CCPC staff on achieving their Level 3 NCQA renewal and recertification for Patient Center Medical Home. <p>Personnel Actions</p>  <p>BOH Personnel Actions_10.22.pdf</p> <p>Ms. Tate shared the CCPC Personnel Actions passed by the Board of Health on October 22, 2024.</p> <ul style="list-style-type: none"> A list of Personnel Actions was included in the agenda packet. CCPC New Hires includes 3 Medical Assistants (Ashley Boyd, Melanie Lallathin, Alyssa Smith), 1 Public Health Nurse 2 (Jazmin Johnson), 1 Customer Relations Representative (Anders Martin). 		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY24 and FY25 for the month of September 2024.</p>    <p>September Report CCPC 11.1.24.docx September Committee Revenue Finance Update CCPC as of Septemb</p> <ul style="list-style-type: none"> Please see the memo and presentation included the agenda packet. <p>Highlights</p> <ul style="list-style-type: none"> Health Center Disaster hours continue to be low. School Based Disaster Hours continue to be low. Revenue was decreased by 21.65%. <ul style="list-style-type: none"> Self-paid patients decreased by 2.23%. Medicare decreased by 2.04%. Medicaid decreased by 91.61%. Private Pay decreased by 5.99%. Medicaid managed care increased 10.45%. 416—Offset increased by 4.79%. Expenses increased by 4.38%. <ul style="list-style-type: none"> Personnel expenses increased by 5.94%. Material expenses decreased 2.26%. Contractual Costs increased by 7.31%. Fixed costs increased 0.81%. Fringes increased 2.82%. Net Gain was -\$2,728,425.84; decreased 243.88%. <ul style="list-style-type: none"> Invoices greater than 90 days were at 26%; (below 20% is the goal). Invoices greater than 120 days were at 18%: (below 	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

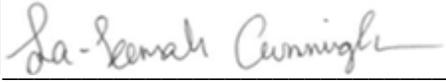
	<p>10% is the goal).</p> <ul style="list-style-type: none"> ○ Average Days in Accounts receivable were 4.2 days. <ul style="list-style-type: none"> ● No additional commentary from the board. 		
<p>Accommodation of Service Animals in Health Centers Policy</p>	<p>Ms. Angela Mullins, Nursing Supervisor, presented the Accommodation of Service Animals in Health Centers Policy update to the Board.</p>  <p>Accommodation of Service Animals in H</p> <p>Please see the policy included in the agenda packet.</p> <ul style="list-style-type: none"> ● The purpose of this policy is to establish a process by which the City of Cincinnati Primary Care (CCPC) personnel will address the presence of a service animal (SA) and emotional support animals (ESA) on the premises of healthcare facilities. ● This policy streamlines the processes and includes letter templates that are sent to health center patients regarding service animal accommodations. <p>Motion to approve the Accommodation of Service Animals in Health Centers Policy</p>	<p>M: Ms. Renu Bakhshi 2nd: Ms. Luz Schemmel Action: 10-0 Passed</p> <p>(Ms. Burns, Ms. Golden Cook, Ms. White-Johnson, does not present for vote)</p>	<p>Ms. Angela Mullins</p>
<p>Drug Supply Chain Security Act (DSCSA) Compliance Policy and Procedure</p>	<p>Mr. David Miller, Pharmacy Director, presented the Drug Supply Chain Security Act (DSCSA) Compliance Policy and Procedure update to the board.</p>  <p>DSCSA policy and procedure chd ccpc.</p> <p>Please see the policy included in the agenda packet.</p> <ul style="list-style-type: none"> ● The DSCSA is a federal law which became effective on January 1, 2015, requiring all pharmacies, pharmaceutical wholesalers, and manufacturers (each a “Trading Partner”) to maintain and share information on the purchasing history of pharmaceutical products. The purpose of the law is to create a secure drug supply chain and a standard industry process for identifying and quickly locating any potential counterfeit or adulterated products which might enter the supply chain. The goal of the law is to ensure patient safety and prevent fraudulent medications from being dispensed. ● The purpose of this policy is to provide a formal outline of procedures to follow to ensure compliance with the dispenser requirements under DSCSA. ● The policy provides insurance that CCPC/CHD complies with the Drug Supply Chain Security Act (DSCSA) to enhance the security of the pharmaceutical distribution supply chain. 	<p>M: Dr. Camille Jones 2nd: Dr. Phillip Lichtenstein Action: 10-0 Passed</p> <p>(Ms. Burns, Ms. Golden Cook, Ms. White-Johnson, not present for vote)</p>	<p>Mr. David Miller</p>

	Motion to approve the Drug Supply Chain Security Act (DSCSA) Compliance Policy and Procedure		
<i>New Business</i>			
Future of Public Health Discussion	 <p>Now What for Public Health.docx</p> <p>Ms. Tate and Mr. Kachuba led a discussion regarding the future of public health.</p> <ul style="list-style-type: none"> • Article to Reference included in the agenda packet. • Mr. Kachuba shared the article “Now What for Public Health” which discusses the future of public health. He also spoke about the uncertainties of public health going into a new federal administration. • Mr. Kachuba gave three areas of concern that the board should keep in mind, further discuss in future meetings, and have eyes open of these effects on CCPC: <ul style="list-style-type: none"> ○ How revenue & Medicaid will be affected or minimized. ○ Possibility of the disband of the Affordable Care Act, which would increase the uninsured population and cause a burden/strain on health care system. ○ Lack of allowance of immigrants • Dr. Lichtenstein asked if there has been talk amongst the department and FQHCs about FQHC importance amongst the population at large. <ul style="list-style-type: none"> ○ Ms. Tate answered that she will be engaging soon and having prep calls for strategies in how FQHCs reach out to the new administration—whether in person or virtual. 	n/a	Ms. Joyce Tate/Mr. John Kachuba
Public Comments	<ul style="list-style-type: none"> • No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> • Efficiency Update was included in the packet. 	n/a	n/a

Meeting adjourned: 7:45 pm

Next meeting: December 11, 2024, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/wn-4TqwcYU/>



Date: 11/13/2024
Clerk, CCPC Board of Governors



Date: 11/13/2024
Mr. Timothy Collier, Board Chair

CCPC Board of Governors Meeting Minutes

Wednesday, December 11, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Renu Bahkshi, Ms. Michelle Burns, Mr. Timothy Collier, Mr. Robert Cummings, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Dr. Philip Lichtenstein, Ms. Luz Schemmel, Ms. Jen Straw, Ms. Erica White-Johnson,

CCPC Board members absent – Ms. Debra Sellers, Dr. Bernard Young

Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Dr. Geneva Goode, Mr. Mark Menkhaus Jr, Dr. Edward Herzig, Mr. David Miller, Dr. Yury Gonzales, Ms. Angela Mullins, Dr. Anna Novais



CCPC Board Meeting
Agenda Packet_12.11.

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies, the staff, and patients.	n/a	Mr. Tim Collier
Roll Call	12 present; 2 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: the City of Cincinnati Primary Care Board of Governors approves the minutes of November 13, 2024, CCPC Board Meeting. <i>(Dr. Jones and Ms. White-Johnson joined after this vote)</i>	M: Ms. Alexius Golden Cook 2nd: Ms. Michelle Burns Action: 10-0 Passed	Mr. Tim Collier
Old Business			
CEO Report	Ms. Tate gave her CEO Update and shared the latest CHD Personnel Actions with the Board.  CEO Report 12.11.24.docx <ul style="list-style-type: none">• Please see the memo included in the agenda packet• Ms. Tate thanked Mr. Collier for attending the CHD Quality Steering Committee End of Year Celebration. Meeting Time Change <ul style="list-style-type: none">• Ms. Tate began a discussion regarding changing the meeting time.• Meeting time change poll was sent out. The results have indicated that 5pm and 5:30pm start times are the times that are the preference of the majority.• Mr. Collier stated to be mindful of the individuals that may be working and joined the board because the meetings were at 6pm. He opened the discussion up to the board.	n/a	Ms. Joyce Tate

- Dr. Hardee expressed a conflict that could come up quarterly if the time moved to 5pm or 5:30pm which could make her late for this board meeting.
- Ms. Bakshi expressed a conflict in getting off work, if the meeting is before 6.
- Due to the vote having to be unanimous for a time change, the board decided it was best to keep the meeting time at 6pm for now and table the conversation for a later date.

Florist Delivery for Ms. Schemmel

- Ms. Tate announces that flowers were sent to Ms. Luz Schemmel for the loss of her loved one

Dental Director change in leadership

- Ms. Tate announced to the board that Dr. Anna Novais will be stepping down from her role as Dental Director. Dr. Nick Taylor (Dentist at the Bobbie Sterne Health Center) will be serving as Interim Dental Director. Dr. Novais will stay as one of the Assistant Dental Directors along with Dr. Oberlander.
- Dr. Novais shared her gratitude and appreciation for the opportunity as Dental Director and looks forward to continuing to serve the patients and work with the staff.

Crest Smile Shoppe and Roberts Academy update

- Ms. Tate updated that The Crest Smile Shoppe move to Avondale Towne Center is moving along. There is a meeting scheduled with an architect to discuss the plans.
- Ms. Tate informed the board that Roberts Academy is scheduled for January but may experience some slight delays.

2025 CCPC Board Training

- Ms. Tate told the board that she is looking to set up a 2025 CCPC Board Training.
- Ms. Tate stated that with new officers coming in April and several new board members, it is necessary for an educational update for board members. The date is coming soon.

OACHC and NACHC—yearend focus and handouts

- Ms. Tate shared some Legislative priorities and links to the National Association of Community Health Centers' policy papers for Health Centers
 - [Health Center Funding](#)
 - **Request:** Strengthen Health Centers by allocating \$5.8 Billion in base funding for CHCs in the year-end package and dedicating majority of funding to stabilization fund to maintain and expand patient access and services as well as adjust for rising costs around workforce, technology, cyber security.
 - [Telehealth](#)
 - **Request:** support at least a two-year

	<p>extension to Medicare telehealth flexibilities as part of a year-end health package. Support Key legislation includes the CONNECT for Health Act (H.R. 4189/S. 2016) and the Telehealth Modernization Act (H.R. 7623) These bills modernize Medicare policy by recognizing health centers as “distant sites” and removing “originating site” restrictions, allowing telehealth coverage wherever the patient or provider is located, and harmonizing payment between in-person and virtual visits. Additionally, the Telehealth Modernization Act includes coverage of audio-only care.</p> <ul style="list-style-type: none"> ○ Workforce <ul style="list-style-type: none"> ▪ Request: Support \$950M per year for National Health Service Corps, \$300M over five years for Teaching Health Center GME Program and support legislation such as the Health Care Workforce Innovation Act (H.R. 7307 / S. 4957), and the Senate Bipartisan Primary Care and Health Workforce Act (S. 2840) that funds important grants and programs for preceptorship and healthcare career laddering programs. ○ 340B <ul style="list-style-type: none"> ▪ Request: Support comprehensive 340B legislation in 2025 that protects the viability of the program for health centers and patients. <p>Personnel Actions</p>  <p>BOH Personnel Actions_12.3.24.pdf</p> <p>Ms. Tate shared the CCPC Personnel Actions passed by the Board of Health on December 3, 2024.</p> <ul style="list-style-type: none"> • A list of Personnel Actions was included in the agenda packet. • CCPC New Hires includes 1 Optometric Technician (Ashley Bacher), 4 Medical Assistants (Yasmine Bernard, Shakiyla Cunningham, Linda Walker, Brianna Washington), 1 Public Health Nurse 2 (Tonya Best), 1 Pharmacist (Tanara Ellis), 1 Pharmacy Technician (Kany Sow), 		
<p>Finance Update</p>	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY24 and FY25 for the month of October 2024.</p>    <p>October Report CCPC 12.2.24.docx October Committee Revenue Presentationas of October 12.2.24 Finance Update CCPC 12.2.24</p>	<p>n/a</p>	<p>Mr. Mark Menkhaus Jr.</p>

	<ul style="list-style-type: none"> • Please see the memo and presentation included the agenda packet. <p>Highlights</p> <ul style="list-style-type: none"> • Health Center Disaster hours continue to be low. • School Based Disaster Hours continue to be low. • Revenue decreased by 23.61%. <ul style="list-style-type: none"> ○ Self-paid patients increased by 1.25%. ○ Medicare increased by 6.27%. ○ Medicaid decreased by 77.78%. This is because the FY24 figure was inflated because CHD received several months of backlogged payments from Medicaid resulting from ODM’s transition from MITS system to the Provider Network Management System (PNM). Meanwhile, the FY25 figure is deflated because of interruptions with OBS claims going to Medicaid wrap. The issue with Medicaid wrap payments has been resolved, and Medicaid payments will level out. ○ Private Pay decreased by 7.29%. ○ Medicaid managed care increased 24.18%. ○ 416—Offset increased by 5.98%. • Expenses increased by 6.40%. <ul style="list-style-type: none"> ○ Personnel expenses increased by 5.15%. ○ Material expenses increased 19.37%. ○ Contractual Costs increased by 13.00%. ○ Fixed costs decreased 7.58%. ○ Fringes increased 2.66%. • Net Gain was -\$2,960,515.98; decreased 974.32%. ○ Invoices greater than 90 days were at 19%; (below 20% is the goal). ○ Invoices greater than 120 days were at 11%; (below 10% is the goal). ○ Average Days in Accounts receivable were 1.9 days. <ul style="list-style-type: none"> • No additional commentary from the board. 		
<p>Care of A Minor Without Parent/Guardian Consent Policy & Procedure</p>	<p>Dr. Yury Gonzales presented the Accommodation of Service Animals in Health Centers Policy update to the Board.</p>  <p>Care of A Minor without ParentalGuarc</p> <p>Please see the policy included in the agenda packet.</p> <p>Highlights</p> <ul style="list-style-type: none"> • The purpose of this policy is to outline how CCPC staff determine minor consent for health services under Ohio and federal laws. • With this policy, minors can receive certain services without parental consent under specific 	<p>No Vote taken due to corrections</p>	<p>Ms. Joyce Tate</p>

	<p>legal conditions.</p> <ul style="list-style-type: none"> • Ages 14+: Can request outpatient mental health services without parent consent (medication excluded). • Ages 12+: Can receive confidential drug/alcohol abuse treatment. Minors aged 12 and over do not need parental consent for services. • Parents are notified only for safety reasons or legal obligations. • Services are limited to six sessions or thirty days, after which parental consent may be sought • Services are free when minors seek counseling without parental notification; standard billing applies after the initial period with consent. • CCPC's reproductive health services are funded by the federal Family Planning Program (Title X). <ul style="list-style-type: none"> ○ Under Title X, minors can receive care without parental consent, regardless of age. • Services include pregnancy tests and contraceptive services. • Provision of these services is in accordance with federal and state laws. • If a minor is under 12, Child Protective Services must be notified. • CCPC providers can evaluate and treat STIs in minors without parental permission. <ul style="list-style-type: none"> ○ STI cases must be reported to Hamilton County Public Health, ensuring confidentiality. • In Ohio, patients must notify sexual partners of any disease. • Clinicians at CCPC are required to report suspected cases of: Child molestation, Sexual abuse, Rape, Incest, Intimate partner violence, Sexual exploitation, Trafficking • Reports go to Ohio's Public Children Services Agency or the Ohio Department of Job & Family Services. • Dr. Lichtenstein had a question pertaining to paragraph three of the policy, under the "procedure" section; he asked if the language in that paragraph was specific enough to indicate that if a child reports abuse (more specifically child abuse by a family member), the report needs to be made to the authorities and not to the parents first. <ul style="list-style-type: none"> ○ Dr. Goode stated that there are several situations listed in the policy in that section that would require either a counselor or contacting a parent. ○ Ms. Tate mentioned that she believes the providers do understand that they have a duty to report child abuse. ○ Dr. Lichtenstein still felt the language needs to be a bit clearer regarding this. 		
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	<ul style="list-style-type: none"> It was decided that revisions will be made with Dr. Lichtenstein's input, and the policy will be presented with the revisions at the January Board Meeting for a final vote. Dr. Lichtenstein will send a list of recommendations and suggested language for the policy. 		
<i>New Business</i>			
Public Comments	<ul style="list-style-type: none"> No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> Efficiency Update was included in the packet. 	n/a	n/a

Meeting adjourned: 6:55 pm

Next meeting: January 15, 2025, at 6:00 pm.

The meeting can be viewed and is incorporated in the minutes: https://fb.watch/x2umnexS_9/



Date: 12/11/2024
 Clerk, CCPC Board of Governors



Date: 12/11/2024
 Mr. Timothy Collier, Board Chair