



# Social Welfare Board

Patee Market Health Center  
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James McMillen, MD  
Medical Director

Linda Judah  
Executive Director

Deborah Borchers  
Operations Director

Serving the healthcare needs of the underserved of the City of St. Joseph and Buchanan County since 1913.

Celebrating our heritage of more than 100 years!

Social Welfare Board  
Board of Directors Minutes  
October 23, 2018

## Social Welfare Board Members

Robert Stuber, MD, President  
Jo Eyberg, Secretary and  
Treasurer  
Tim Curry, DDS  
Nancy Potter  
Rex Robinson  
Tom Russell

Ad Hoc:  
Ron Hook, Buchanan County  
Commissioner

Bill McMurray, St. Joseph City  
Mayor

## FOFC Board Members

Sidney Breese, President  
Jimmy Albright, Vice-  
President  
Patty Ziesel, Treasurer  
Kristie Arthur  
Barbara Braznell  
Merry Burtner  
Karen Corder  
Eileen Duty  
Karen Foley  
Chad Gaddie  
Suzanne Kissock  
Janet Kropp  
Gail McMillen  
Marsha Rosenthal  
Deborah Weems, MD  
Ashley Wheeler  
John Wilson  
Rachael Wilson  
Denise Young

The October 23, 2018 board meeting was called to order by Dr. Stuber at 2:30 pm.

Board members present: Jo Eyberg and Dr. Stuber Dr. Tim Curry, Rex Robinson, Tom Russell

Board members absent: Nancy Potter

Staff present: Linda Judah, Deborah Borchers and Dr. McMillen

- I. Minutes: The minutes of the September 25, 2018 meeting were reviewed and stood as presented.
- II. Old business:  
Kenney Hales presented his audit findings for the Social Welfare Board. After a question and answer period Jo Eyberg moved to accept the audit and Dr. Stuber seconded the motion.  
The board discussed possible updates to the stat report and decided to have the volume of unduplicated patients added to the report.

## III. New Business:

### Director Reports:

#### a. Director of Operations'

#### ii. Financials

The financials for September were presented. Jo Eyberg moved to accept the financial reports and Tom Russell seconded the motion. The financials were filed for audit. Deborah also presented the September income statement for the Westside Clinic. For the month of September, Westside had a net loss of \$6,118.61.

## Statistics

Statistics for September were presented as follows:

	September 2017	September 2018	Variance
Total Patient visits for rolling year	15,650	16,330	4.3% increase



Recognized by the NCQA for our quality of patient care.

2018 DEC 26 PM 2:39

CITY CLERK

Prescriptions	1,874	2,459	31.2% increase
Number of medical visits	9,924	9,813	1.1% decrease
Number of dental visits	3,852	4,058	5.4% increase

Center referrals	August	September
Number of SWB sessions/patients Scheduled	156/81	130/66
Number of actual sessions	72	62
Number of referrals	21	12

Linda Judah, Executive Director's report contained the following information:

**Personnel:**

- Westside's MA tendered resignation effective 10/23/2018. Created new job description for Health Aid...Interviews are underway.
- Billing specialist hired through IMKO on a trial basis.
- Office Manager, Jeanie Hambrick is acclimating very well to her new position.

**Initiatives:**

- LACIE should go live first of November
- Working on last stages of the Civil surgeon designation for Dr. Mulder/ process with Mosaic

**Westside:**

- Grant City Clinic continues the 4<sup>th</sup> Thursday of each month.
- Preparing for Title X audit;
- Chaired SMHW Advisory Board meeting
- Signed amendment for Wise woman services ...extra \$13,000.

**HEALTH:**

- Created process for SWB's referrals to HEALTH

**Miscellaneous:**

- Attended the National Association of Free Clinic Symposium in Henderson, NV. A lot of great information was obtained. Linda will explore with staff the text messaging system through Care Message and patient survey system.
- Following the NAFC meeting Americares paid for Linda to attend the Roadmap to Healthcare Quality Measures Initiative.

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- Re-negotiating Stericycle contract
- Rogers provided staff a complementary flu shot clinic for SWB employees.
- Working with Digital Guarantee on 4 clinic videos – pending
- Exploring process improvement options for the Dispensary
- Working with the Public Health Department on a joint Evidenced Based Public Health initiative... Medical and Westside now each have unique NPI numbers for billing purposes.
- Submitted Diabetes initiative update to the United Way
- Organizing staff retreat for October 25, 2018 at the Gallery
- NW MO CIT Council presentation
- Participated in Buchanan County Opioid Task Force 10/11/18; Served on Senator Blunts round table discussion regarding substance abuse issues in Buchanan County.
- Clinic is preparing to donate meds to the 10/27 drug take back event
- Weekly MDR meetings

**Community events:** Bi-National Health fair,

**Operations:** Staff meetings: October 2, 2018; provider meeting 10/18; Westside 10/10; Quality Improvement Committee 10/4/2018

**FOFC:** Continuing to work with FOFC on revising investment/spending policy as well as creating a Marketing and fundraising plan for 2018.

#### IV. **Operations:**

Staff/board/volunteer retreat scheduled 10/25/2018 at the The Gallery, 107 S. 6<sup>th</sup>, 8-4:30. The agenda includes: Ruby Payne's poverty findings; poverty simulation hosted by CAPSJO, Trauma Based care by Jean West, Sex Trafficking by FBI/U.S. Attorney General's office, Importance of Self-Care, The Importance of Customer Care and a guided mediation.

Christmas Party scheduled for 12/14/18 at The Gallery. The board agreed that each SWB board member will contribute \$50.00 to the cost of the party.

#### **Clinic reports:**

**Medical** – The dispensary processes are under review.

**Westside** – Staff participated in the Paint the Parkway Pink walk.

**HEALTH** - The program moved to CAPSTJO effective September 3<sup>rd</sup>.

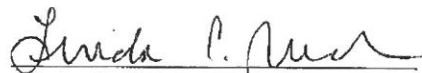
**Dental** - Deborah applied to participate in AmeriCare's Charitable Dental Clinic Leadership Institute.

Meeting adjourned at 3:30 p.m.

Next meeting scheduled November 27, 2018



Dr. Robert Stuber, Board President



Linda C. Judah, Executive Director