

Meeting Minutes

August 17th, 2022 – 5:00pm – Solvera Healthcare Center, Inc. – Patient Education Center

Agenda – Meeting Recorded with Microsoft TEAMS

1. **CALL TO ORDER – 5:00 PM**
 - I. Welcome presentation was completed by Mr. Scott R. Anderson. Mr. Patrick Caplis, CEO was experiencing medical issues, and delegated the completion of today's meeting to Mr. Anderson.
 - II. Mr. Anderson discussed the submission of the FQHC narrative LaL application including the forms and attachments required for FQHC LaL status. The submission will occur at the end of September 2022 which will include the submission of 6 months of consecutive meeting minutes along with the application, narrative, and exhibits.
 - III. Roll Call – Board Members Present:
 - Doug Shaw, Board President
 - Phil Caplis, Complete Healthcare Managers (CHM)
 - Faith Caplis, CFO
 - Alex Shaw
 - Sarai Marchan
 - Alison Kempthorne, Virtual
 - Mary Wyneth, RN
 - Dr. Tariq Muhammad
 - Scott Anderson, facilitator - CHM
 - Mike Miller, virtual
 - Alison Kempthorne
 - Eric Heard, virtual
 - IV. New Board Members Introduced:
 - Ann Johnston, Central States Media
 - Dan Kerns, Retired School Teacher
2. **APPROVAL OF THE AGENDA**
 - I. Review & Approval of the Current Agenda – Discussion by Scott R. Anderson, new agenda approved by the Board
 - II. Board Member updates to Current Agenda – Approved by the Board
 - III. Additions from Staff to Current Agenda – Discussion by Scott R. Anderson -
3. **MEETING MINUTES REPORT:***(insert date of previous meeting here)*

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- I. Review & Approval of Prior Meeting Minutes – July 20th, 2022, meeting minutes were discussed, reviewed, and approved.
 - II. Suggested New Business – Discussed, no new business
 - III. Revisions/Updates to the By-Laws, as of the date of this Board meeting, there were no modifications to the Governance By-Laws, although the current By-Laws will be forwarded to the Board of Directors for current year review and approval
 - IV. Board Member Suggestions – No suggestions were offered, thus this discussion item was closed
4. **CLOSED SESSION:**
- I. Finance CFO Report - To be presented at the next Board Meeting
 - II. Referral Agreements – New Referral Agreements were discussed that are in process or completed.
 - III. Health System Outreach – Discussion was commenced by Scott R. Anderson in regard to the new SHCC “Collaborative Agreement” and MOU “Memorandum of Understanding” template that SHCC will be using and has used for new Community Outreach initiatives throughout the defined market area. The three (3) forms of Collaboration were reviewed, that being Co-Location, Referral and/or purchased services.
 - IV. New Opportunities – no new opportunities discussed for Peoria office. Discussion in regard to the submission of the FQHC narrative commenced, and how our narrative has established a significant need in our community according to an FQHC reviewer that completed a partial review of our submission paperwork.
5. **OTHER ITEMS FOR REVIEW AND DISCUSSION:**
- I. Community Outreach Report – Collaborative Agreements – Report from Community Outreach Staff – Illinois Lyme Association, goal is to become “Lyme Literate” and recognized as a specialist provider for the conditions related to “Lyme Disease.” The clinical visits opportunity was quantified and discussed by the team members. Also discussed was our new relationship with the National Youth Advocacy Program and the relationship that we have commenced. Also discussed was LHC Home Care and their representative Ms. Teri Peterson. Discussion in regard to a shortage and access to providers for this patient population was discussed in detail. Also, OSF Galesburg Hospital team visit to SHCC was discussed, and a new Admissions agreement was discussed and presented.
 - II. Review of New/Updated or Revised SHCC Sales & Marketing Materials – Discussion commenced in regard to a process/workflow for the review and approval by the Board of Directors for all SHCC sales & Marketing materials as well as the prior and upcoming months of “Community Outreach” events. The Board was appraised of their role in the review and approval of SHCC sales & marketing materials. All sales &

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marketing materials are available on the SHCC website for review, comments, and approval by the SHCC Board of Directors.

- III. Public Comment – Ms. Faith Caplis commented on the crossover between “Community Outreach” and “Sales & Marketing” promotional events. A methodology was discussed on how to differentiate between the two different types of outreach. Dr. Muhammad discussed the differentiation process. Community Outreach events all include a “Collaboration Agreement” for the outreach effort.

6. **REPORT FROM PATRICK CAPLIS, CEO**

- I. Provider Agreements Report – Dr. Chris Hanson in Carbondale was discussed. He has signed a new employment agreement with SHCC in the Carbondale, IL office. He will commence to see patients on or about October 10th, 2022. He is an EPIC EMR Certified Chart Builder, he is also an SIH Hospitalist. The Board motioned the approval of the hire of Dr. Hanson, the motion was approved. The employment agreement of Dr. Hanson will be forwarded to the Board.
- II. Payer Agreements – Contracting - A conversation in regard to WellCare was commenced. We have been seeing contracting challenges with new providers get credentialed and contracted with this payer. The conversation was wide ranging and included multiple facets of the challenges related to WellCare contracting.
- III. Provider Recruiting Report – Dr. Dombrowski, Dr. Salem both of Carbondale were reviewed. Also, a NP for Galesburg, IL office was discussed.
- IV. Finance Committee Report – Faith Caplis, CFO provided updated financial reports to Mr. Patrick Caplis for Q1 and Q2 of 2022. Ms. Faith Caplis also reviewed the dynamic market challenges currently being seen in many areas of healthcare. She requested that the entire team do additional research in this regard. Ms. Robin Henry was assigned the task of reaching out to the Advisory Board for additional insight into these market dynamics. Mary Wyneth, RN discussed the challenges being faced by the major health system here in Peoria, IL and how her neighbor and she held a short conversation. Her neighbor stated that one of the challenges being faced was due to top-heavy administration costs.
- V. Human Resources Report – A new employee was introduced. Ms. Robin Henry, RN the new Chief Population Health officer for SHCC. She started work on August 1st, 2022. Ms. Henry discussed her experience in depth of knowledge of the Peoria, IL market.
- VI. Patient Safety Report – No Sentinel events were reported based on the full definition of a Sentinel Event in the market. The staff was instructed to ensure that all clinical staff members understand the full definition of a Sentinel Event, and when it should be reported. Dr. Muhammad will develop a full suite of training materials in this regard. These materials will also be presented to the BoD at the next meeting.
- VII. Patient Grievances Report – None to report

7. **STAFF COMMITTEE REPORTS**

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- I. Staff Training – Updates – Dr. Muhammad has commenced the full implementation of the design, development and implementation of staff training modules using MCN Healthcare for documentation of training of the administration and clinical staff. Due to the large volume of new and/or updated Plans, Policies and Procedures this effort will be considerable. All of the PPP has also been presented to the BoD for review and approval. Discussion also included the drafting by Dr. Muhammad of a 90 Day implementation plan for all of the above.
- II. Medical Staff Committee – Peer to Peer Review – Discussion in regard to our Medical Director Dr. Schock and how he will complete the annual provider Peer to Peer review workflows and report to the BoD. Also discussed
 - i. New Provider Staff – No new staffing to report
 - ii. Changes in Provider Staffing No changes

8. **Discussion - Revisions or updates to any Plans/Policies/Procedures:**

Plan – Policy or Procedure:	Status:	Review/Approval:
QAPI Plan	Submitted to the BoD for Review and Approval	
Emergency Response Plan	Submitted to the BoD for Review and Approval	
Risk Management Plan	Submitted to the BoD for Review and Approval	
Compliance Plan	Submitted to the BoD for Review and Approval	
Leadership Plan	Submitted to the BoD for Review and Approval	
Medical Staff Plan	Submitted to the BoD for Review and Approval	
Human Resources Plan	Submitted to the BoD for Review and Approval	
HIPAA Compliance Plan	Submitted to the BoD for Review and Approval	
Medical Records Plan	Submitted to the BoD for Review and Approval	

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Infection Prevention & Control Plan	Submitted to the BoD for Review and Approval	
Patient Treatment Plan	Submitted to the BoD for Review and Approval	
Medication Management Plan	Submitted to the BoD for Review and Approval	
Provision of Care Treatment & Services Plan	Submitted to the BoD for Review and Approval	
Environment of Care Plan	Submitted to the BoD for Review and Approval	
Patient Rights & Responsibilities Plan	Submitted to the BoD for Review and Approval	

9. **UNFINISHED BUSINESS**

- I. New Board Members
- II. Board Member conflict of interest
- III. Board Members – Active Patients

10. **NEW BUSINESS**

- I. Review and consider for approval updates/revisions of SHCC By-Laws

No updates or revisions to consider

- II. Review and consider for approval SHCC Policies:

Updated Plans, Policies and Procedures submitted to the BoD for review and approval

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III. Review and consider for approval SHCC Committee Calendar Updates

The next BoD meeting will be on the third Wednesday in October.

IV. Review and consider for approval key management staff and organization charts of SHCC

Updated management staff, clinical staff and organizational charts have been submitted for Review and Approval

V. Review and consider for approval SHCC locations and hours of operation

The hours of operation are posted on the SHCC website, no changes have been made since the last notification
The location of SHCC is 3525 North University Street Peoria, IL 61604

11. **BOARD MEMBER COMMENTS**

No additional BoD comments were submitted for this meeting

12. **CONSIDERATIONS FOR FUTURE AGENDA ITEMS**

No additional considerations for future agenda items were submitted by the BoD at this
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13. **ADJOURN:**

SHCC Governing Board does not discriminate against persons with disabilities and is an accessible facility. If you wish to attend this meeting and you will require assistance in order to participate, please call SHCC at 855-476-5837 at least 24 hours in advance of the event to make reasonable arrangements to ensure accessibility to this meeting.

If you wish to address any item listed on the Agenda, please submit a Speaker Card to the Board Clerk before the Board considers the specific item. Cards are available at the entrance to the Board chambers. Please limit your comments to three minutes.

14. **Handouts:**

Discussion was held in regard to all of the handouts shown below:

- Annual Planners for all Plans – Policies & Procedures
- Strategic Plan – Executive Summary – VBC & PHM
- FQHC LaL Narrative & Application
- MOU – Collaboration Agreement Template
- Board of Directors Knowledge & Guidance
- Prior Meeting Minutes
- Board Attendance
- SHCC Bylaws

Respectfully submitted,



Sarai Marchant
Secretary