

**North Country Health Consortium
Board of Directors Meeting Minutes
April 8, 2011
Littleton, NH**

Attendance: Alisa Druzba, Eileen Bolander, Adele Woods, Charlie Cotton, Gail Tomlinson, Roxie Severance, Jim Michalik, Lucille Tremblay

Absent: Gail Clark, Russ Keene, Sharon Beaty, Tony Poekert, Ed Shanshala, Charlie White, Margo Sullivan

Staff: Debra Simmons, Martha McLeod, Nancy Frank, Dr. Draper

Molar Express

Dr. Draper and the Molar Express staff explained their clinic set up, equipment and electronic health record to the Board. Discussion moved into the Retreat Follow-up item on the agenda.

Ms. McLeod explained the public health model of assessment, planning, implementation and evaluation that was used to develop a response to the challenges of finding affordable oral health services for the underserved population in the North Country region. The process identified that most Medicaid children did not have access to oral healthcare; low income adults did not have access to affordable dental care; and transportation challenges kept many families from accessing care that was available in southern areas.

Strategic planning sessions resulted in a mobile regional model, focused originally on Medicaid children. Funding was found for start up costs through a variety of sources. Services have been delivered to more than 6,500 patients since the inception.

The organization and Board are currently evaluating and prioritizing the services, the delivery model and the funding model for sustainability. Are we doing what we set out to do? Are we doing what we should be doing now? Can we support the continuation of services for the target population? And what are the options to move forward? Ms. McLeod suggested the group look at the following options, review the populations to serve and discuss the funding models that would support the option:

- Hygiene only
- Hygiene and blitz clinic combo
- Hub and spoke model
- Hub and spoke model in collaboration with ACHS (expecting expansion funding)

Ms. Severance asked for cost figures for each option. Ms. McLeod explained that it would take extensive work to provide a business plan for each option and asked the Board to prioritize the option(s) of most interest.

Mr. Cotton asked what the loss was for the current year. A spreadsheet was provided that compared profit and loss for the current year and for last year. The deficit is currently \$25,000 which may grow to \$50,000 by the end of the fiscal year. The revenues have grown by 28% over the past year while expenses have only grown by 15% so the trend is headed in the right direction. The program is still expecting a check from Tillotson to subsidize sliding fee scale services in Coos County.

Ms. Simmons explained that NCHC is not structured to support the contractual adjustment involved in a sliding fee scale funding model. There are not other income sources to offset the losses.

The question is about how to close the gap. Which services/which funding model is the Board comfortable with and what outcomes does Board staff to focus on accomplishing?

Directors did not feel they had the resources to participate in a capital campaign or conduct personal appeals for funding. They also felt this model would require funding for a coordinator and often the

income derived does not support the staffing. Donors are more willing to provide funding toward oral health care for children.

Options/considerations to explore:

- Could hygiene be connected to a Community Health Center
- Look at the payer mix again and consider backing off of community clinics and explore other sites for kids in summer months
- Molar Express is in year three of full time services. Ms. Simmons maintains that it takes 5 years to build a dental practice with enough clientele to pay operations.
- Explore the use of Care Credit. Ms. Tremblay reports that this is used successfully to pay for substance abuse treatment services and would help to close the gap.
- Dr. Draper does not feel that Molar Express can compete with fixed sites if the charges are raised too high.
- Although Mr. Shanshala was not in attendance, it was expressed that ACHS is looking to pay a daily stipend for a dentist to serve his patients in the ACHS site. Ms. McLeod suggested there be a Board member in the negotiations with ACHS.
- Board assist in appealing to local hospitals for funds to serve the dental patients with emergencies as they would otherwise show up in the local ER.
- Bridge funding may be necessary to get to the next stage of the program.

Ms. Bolander asked if the County is paying the cost of services. The County Jail has discontinued dental services for rest of the year; however, they were paying the costs for the day. The County nursing home contract pays \$2500/day for the dentist and \$1800/day for hygiene.

Ms. Druzba expressed that any of the models/options will need help with fund raising and feels the Board should participate. The success rests on the commitment of the board; and resources from the Board and members.

Ms. Tremblay offered to look into oral health and substance abuse grants; and Ms. Woods said she would look at any for domestic violence victims and oral health. There may be other sources such as this to support the needs of the population and sustain Molar Express.

There are no new social services requests/initiatives being funded thru Grafton County however Nancy Bishop has met with Molar Express staff and will be looking for other resources.

Ms Woods expressed that the organization has use its reserves to support the services which shows a huge commitment on behalf of the Board.

Ms. McLeod asked if there is commitment from the Board to assist staff in meeting with funders. Mr. Cotton offered to meet with Tillotson. Judge Michalik suggested that we bring together several funders for a discussion.

Action Items:

- Serve as many people as can be served without losing money.
- Provide funders an update on the program so they can make choices
- Prioritize kids in Coos County for services
- Schedule a meeting with funders and members of the Board.
- Get information on the cost of oral health emergency visits to local hospitals and provide this to the hospitals
- Focus on Medicaid kids, insured adults, current contracts
- Review the sliding fee scale and adjust to reduce the discounts
- Prepare application for Care Credit

Mr. Cotton said that staff should be proud of what has been accomplished and the number of people that have been served.

Grants

Ms. Frank proposed submitting a grant to Robert Wood Johnson to respond to the Mobilizing Action Toward Community Health (MATCH) Community Grants Program. The purpose of this initiative is to strengthen the ability of communities to work together to translate the County Health Rankings into action and implement policies and practices that improve health outcomes.

Judge Michalik made a motion to move forward on the RWJ grant proposal. Mr. Cotton seconded the motion. The motion passed.

The Board also agreed to have staff move forward on collaborating with the Berlin Housing Authority on an EPA grant of \$25,000 Healthy Homes/Healthy Communities.

Workforce Training Plan

The discussion on the Rural Health Network Workforce Plan will be moved to a future meeting.

Next meeting

Monday, May 9th, 8:30-NCHC

A motion was made to adjourn the meeting.

Attendance Record

Board Attendance 2011

Directors	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Adele Woods, President	√	√	√	√	√	√						
Charles Cotton, Vice Pres.	√	√	√	√	√	√						
Russell Keene, Treasurer	ab	√	√	ab	ab	ab						
Gail Tolimson, Secretary	ab	√	√	ab	ab	√						
Roxie Severance, Asst Sec	√	√	√	√	√	√						
Sharon Beaty	√	ab	√	√	√	ab						
Eileen Bolander	ab	√	√	ab	√	√						
Gail Clark	ab	ab	√	ab	ab	ab						
Alisa Druzba	√	ab	√	√	√	√						
Jim Michalik	ab	ab	ab	ab	ab	√						
Tony Poekert	√	√	ab	√	√	ab						
Ed Shanshala	ab	√	√	√	√	ab						
Margo Sullivan	√	√	√	√	√	ab						
Lucille Tremblay	√	ab	√	ab	ab	√						
Charlie White	ab	√	√	√	√	ab						