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Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

EMERGENCE HEALTH NETWORK BOARD OF TRUSTEES

MINUTES

(Audio copy of the meeting is available upon request)

Emergence Health Network Board of Trustees (“EHNBOT”) Meeting

Thursday, February 27, 2020 at 3:32 PM

Central Administration, Boardroom, 201 E. Main St. Ste. 600, El Paso, Texas

PRESENT: WILSON, THOMPSON (arrived at 3:36 PM), MYER (left at 4:27 PM), ANNELLO (arrived at 3:47 PM), GOLDFARB and C. STOUT

ABSENT: D. STOUT and LIEUTENANT ROMERO

1. INTRODUCTORY ITEMS

A. **Call to Order and Certification of a Quorum**

Quorum was certified.

B. **Citizens’ comment**

No members of the public spoke during public comment.

2. CONSENT AGENDA

A. Approve minutes of the Board of Trustees meeting held on January 30, 2020 (reviewed by Executive Committee).

B. Adopt Substance Use Services Policy (TAC & Joint Commission) (reviewed by Planning and Development Committee).

C. Adopt Evidence-Based Practices (EBP) and Evidence-Based Assessments (EBA) Compliance Policy (HHSC Performance Contract, Joint Commission & CCBHC) (reviewed by Planning and Development Committee).

D. Adopt the Chief Financial Officer’s report on EHN financials (reviewed by Finance Committee).

EHNBOT Action: GOLDFARB moved/ MYER seconded to approve consent agenda. Motion Carried (4/0)

3. REPORTS AND PRESENTATIONS

A. **Receive CEO report regarding current EHN operations to include strategic plan update.**

Ms. Kristen Daugherty provided a presentation highlighting the center wins accomplished in the month of November/December.

- Veterans One Stop Shop coordinated a Mental Health Peace Officer Interventions Training for the Sheriff’s Department
- EHN Chief of Staff named to August 3rd Family Resiliency Center Advisory Committee.

- EHN started two new counseling groups, Emotion Regulation and Eye Movement Desensitization and Reprocessing (EMDR), which are available to all clients.
- EHN named to El Paso's Complete Count Committee, the regional committee created to ensure maximum participation during the Census.
- Opportunity – EHN continues to work through various reimbursement and revenue cycle issues associated with the myAvatar implementation.
- Quarter one and two FY20 Strategic Planning updates were provided highlighting:
 - School-based MOU with EPISD
 - NCQA accreditation for the IDD program for services and support
 - Joint Commission data collection; Governance Committee created to secure and analyze data with an additional creation of a subcommittee to drive clinical decision making
 - Multi-media campaign for counseling services
 - Referral tracking system tool developed for direct sales efforts for counseling and PHP/IOP
 - Grant Priority Matrix developed to evaluate and prioritize grant opportunities
 - Three interim charges submitted for advocacy and lobbying efforts
 - Regional and national media pitch consist of Time Magazine a Houston News affiliate regarding Aug. 3rd incident
 - Tenet/HCA consultant plan for behavioral health support at their sites
 - EHN white paper created for CCBHC
 - Two self-care tips sent to staff to remind staff its important
 - Two potential resources for assessments on language competency
 - Policies provided by MAG are being reviewed that include total compensation language including TCDRS retirement plan, leave and 403 plans; recommendation made to inform committee on the policies opted not to move forward
 - CEO for a day was announced to staff resulting in 11 submissions; will allow all to participate
 - Created a system for all community and professional presentations
 - EHN learning library was launched and the four community-based trainings are in use
 - Conducting a comparative analysis of patient outcomes related to the 1115 Waiver project
 - myAvatar implementation system is stable; high/medium issues have been addressed; based on survey results the staff feels they are competent with the basic functions of the system
 - Implemented DocuSign for electronic signatures
 - Physician time analysis for no-show (patient) rate; looking into the EHR virtual waiting room concept

B. Receive presentation regarding program operation

Enrique Correa, Clinic Manager provided the following:

- Central Outpatient (COP) and East Valley Outpatient (EVOP) clinic overview was presented. Presentation included services offered, clinic location, personnel, and total clinic census.

C. Committee updates

1. Board Planning and Development committee report.

Representative Aleksandra Annello reported the following points for the meeting held on February 21, 2020:

- Program operation presentation for COP/EVOP clinics
- Two policies were reviewed Substance Use Services and Evidence Based Practices
- FY20 strategic updates were reviewed

2. Board Public Relations Committee report

Rene Hurtado reported the following points for the meeting held February 21, 2020:

- Communication wrap-up highlighting Wal-Mart shooting 6-month anniversary radio interview on KTEP and Israel Trauma Coalition training
- Presentation from Spectrum representative on the initiative to streamline EHN’s online presence and increase visibility
- FY20 strategic updates were reviewed

3. Planning and Network Advisory Committee (PNAC).

David Driscoll reported the following points for the meeting held February 12, 2020:

- PNAC policy training will be conducted at the next meeting for all new and current member
- Committee elections were held. David Driscoll was appointed and Chair and Ngoni Griffith Vice-Chair.
- Received update on the EHR system; resolving billing issues
- Media outreach wrap-up was presented

4. ADJOURNMENT

THE MEETING ADJOURNED AT 4:43 PM.

Approval Date: 4/9/2020 | 10:02 AM PDT

By: Rick Myer
Dr. Rick Myer, Board Secretary