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| **SERCC Executive Team Meeting**  **Date and Time: September 23, 2021 3:30pm-4:30pm**  **Location: TEAMS** |

**Agenda**

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| **Time CDT** | **Topic** | **Proponent(s)** | **Attachment** |
| 3:30 pm | Welcome | Chair-Dr. Sutor |  |
| 3:35 pm | Telemedicine- ED | Dr. Clements |  |
| 3:45 pm | Updates   * Staffing * Facilities | Nicole |  |
| 4:00 pm | Data   * Positive moments * Utilization * Triage: Who is presenting, but not being admitted? * Procedures if we learn of concerns | Nicole/all |  |
| 4:20 pm | Finances   * Revenue * Child Stabilization | Nicole/Tim |  |
| 4:25 pm | County of Financial Responsibility or Residence | Nicole/Tim |  |
| 4:30 pm | Adjourn | All |  |

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| Attendance: **Must have quorum to vote** |

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| **Member** |  | **Member** |  | **Voting Member** |  |
| Amy Becker |  | Wendy Moore |  | Dr. Sutor |  |
| Tim Hunter |  | Ashley Rosival |  | Sean Kinsella |  |
| Nicole Mucheck |  |  |  | Nina Arneson |  |
| Margaret Vimont |  |  |  | Amy Rauchwarter |  |
| Jamie Swift |  |  |  | Dr. Hoffmann |  |
| Clare Larson |  |  |  | Tara Reich |  |
| Amy Thompson |  |  |  | Dr. Clements |  |

X= attending; 0 = absent

Minutes of the September 23, 2021 SERCC Executive Board meeting.

Meeting called to order at 3:31pm, motion made by Nina Arneson and seconded by Sean Kinsella to open meeting and motion passed unanimously.

Motion to approve August 26th meeting minutes and May 19th meeting minutes made and seconded and voted unanimously to approved.

Dr. Clements opened the discussion around telemedicine access options for SERCC. Options: 1. Curbside assessments – no billing/no documentation and no ability to prescribed. 2. Set up a contract – cost waived contract – documentation and video assessment and might have some cost to consumer and the ability to prescribe. 3. Using the EP3 Process – ambulance shows up and can do a video visit with the ambulance staff. Originally thought that #1 would be all that was needed but both ED and SERCC staff have expressed interest in more than option #1. Looking for feedback regarding how this process/contract would look. Option #2 would be a hybrid of #1 and #2 used in cases where prescribing is needed. Workgroup is being established to explore the options and come back to the Ex. Board with a recommendation – included in the conversation should be the cost, process, consent, etc.

Facility Update – fence is in place and delayed egress door alarms are also in place. Gutters and sod are being installed now. Damages process regarding costs to fix need to be addressed. Should this be an administrative and insurance level? Would we need a rider to insurance policies to cover damages by consumers? Is there a policy/procedure around deciding to charge for damages or not? Some concern about charging consumers for damages sustained during a crisis. Amy Rauchwarter will connect with Olmsted County insurance staff for some clarity and report back.

Staffing Update – nursing remains a struggle and are currently prioritizing on-site nursing staff from 7am-11pm, there is also access to on-call nursing if needed. Still hiring some positions. Has been some feedback from the community that there is an impression of a staffing exodus from SERCC and would like to clarify that this has not been the case. Nexus surveyed staff at 30 and 60 days and will again at 90 days of work. Using this feedback to tweak the training from mostly video pre-opening and more hands-on now that SERCC is open. Additionally, modifying workflows based on feedback now that SERCC is open. Filled three vacant positions and one new position internally via promotion opportunities. Including individual meetings with staff to support staff and gather weekly feedback. Tracking staffing concerns to clarify community impressions and to maintain a positive work culture.

Data Discussion – Nicole Mucheck shared a mission moment from a resident who felt support and had a very positive experience at SERCC for services and with staff. Another mission moment is a youth consumer shared very great things when discharging that both staff and family were in tears of happiness based on what the youth shared. Nicole Mucheck also shared some of the date Nexus is collecting. So far SERCC has served 119 unique individuals with only 7% individual returning. Seeing a slight increase this week in consumers access services. Ex. Board expressed being impressed with the data being collected and reported and encouraged by the usage numbers thus far. Comments regarding using the data dashboard with other stakeholder groups and Nexus is hoping to do so but the dashboard is not finished and does needs to be fleshed out more and some tweaks made.

Procedure regarding concerns – how do we gather any concerns in order to address them. Asking that if any stakeholders/partners hear anything send that feedback/concerns to Nicole Mucheck. Nicole is asking for information and connections regarding wider community concerns. Encouraged to connections with the CREST Region Supervisors and Directors from the county perspective.

Concerns regarding the approval process for referrals made to SERCC especially regarding youth from medical settings. Will be reforming the clinical/operations committee to discuss this and other concerns. Nexus is already looking into modifying referral process based on feedback.

Motion to adjourn made by Sean Kinsella and seconded by Amy Rauchwarter, motions passed unanimously. Meeting adjourned at 4:35pm.