



# Social Welfare Board

Patee Market Health Center  
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Linda Judah  
Executive Director

James McMillen, MD  
Medical Director

Deborah Borchers  
Operations Director

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

## Social Welfare Board Board of Directors Minutes August 24, 2021

### Social Welfare Board Members

Robert Stuber, MD, President  
Carol Burns  
Dan Kellogg  
Nancy Nash  
Rex Robinson  
Tom Russell

Ad Hoc:  
Ron Hook, Buchanan County  
Commissioner  
Billi McMurray, St. Joseph City  
Mayor

### FOFC Board Members

Dr. Jimmy Albright, President  
Patty Ziesel, Treasurer  
Kristie Arthur  
Pam Brock  
Karen Corder  
Col. Kevin Echterling  
Taira Garvey  
Ashley Hess  
Janet Kropp  
Melissa Lawyer  
Lisa Little  
Gail McMillen  
Roxanne Miller  
Denise Moore  
Carol Robb  
Toni Sawyer  
Frank Sindelar  
Jennifer Soper  
Mark Struthers  
Deborah Weems, MD  
John Wilson

Rex called the August 24, 2021 board meeting to order at 3:00 p.m. from Rogers Pharmacy's Conference room at 3705 N. Belt Highway, St. Joseph, MO

Board members present: Nancy Nash, Rex Robinson, Tom Russell and Carol Burns.  
Absent: Judge Kellogg and Dr. Stuber

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

**I. Minutes:** The minutes of the June 22, 2021 meeting were reviewed. Tom moved to approve the minutes and Carol seconded the motion. Motion carried.

**II. Old Business:** None

**III. New Business: Director Reports:**

1. Director of Operations-Deborah Borchers  
Financials

Deborah presented the financials for June and July 2021. Nancy Nash moved to accept the financials. Tom seconded the motion. Financials were filed for audit.

2. Linda Judah, Executive Director's report follows:

**Personnel:**

A RN has been hired for Westside and began her employment on Monday August 23, 2021. A RN was hired for medical and will begin employment on August 30<sup>th</sup>; one of the intake specialists transferred to a phlebotomy/ MA position; a new intake specialist has been hired. The added staff has placed a strain on the budget; funding sources are being sought.

**COVID-19:**

A reimbursement proposal is pending with the City for cleaning; a proposal for the American Recovery Fund is pending in the amount of \$15,000. Work also continues with Americares and Project Finish Line with two grant initiatives around vaccine hesitancy. The clinic continues to use the COVID HELPLINE with Sostento through SWB's existing phone line continues.

**Westside:**

The clinic received an outstanding evaluation from its federal Title X audit. A team from Missouri Family Health Council and a team from OPA (Office of Population Affairs, Washington DC conducted the 3-day audit. All policies, processes, documents,



Recognized by the NCQA for our quality of patient care.

work flows were evaluated along with various interviews. Linda continues to participate in monthly ARC meetings. Linda and her team are working with Aspen Media to develop an APP for Westside to be used by prospective users of the Title X program. Other work being done for Westside: Managing work plans for Title X program; Facilitating monthly staff meetings; Managing navigation grant through SMHW; attending SMHW monthly meeting

**Medical:**

Ongoing facilitation of the medical and Quality Assurance meetings;  
Participating in weekly MDR meetings;  
Developing NCQA scorecard with NP around NCQA's core measures: Access, care coordination, risk stratification, clinical quality measures, resource stewardship and patient experience.  
Managing the Care Signal diabetic initiative...attending meetings;  
2021 Continuity in Care Grant Program – decision pending.

**Agency as whole:**

Conducted the Employee Appreciation breakfast...6/23/2021;  
Issuing weekly clinic news publication to staff;  
Issuing the Clinic Beat;  
Trauma Informed Care project- continues...  
Waiting for the determination of two foundation requests to U.S. Bank  
Participating in the State Exec monthly meetings for NAFCC  
Participated in the Unmet needs meeting

**Dental:** Dr. Barzee honored for his 11 years of employment with the SWB.

**FOFC:** Working with new Social Media Consultant Julie Garey on FOFC funded social media campaign; working with special events committee for 2022 event; working with Network for Good on account issues; recruited 4 new board members.

**Initiatives:**

MAFCC- Americares initiative regarding Vaccine hesitancy –year 1.  
Beginning year 4 with the Roadmap to Health Equity. Objective to establish a nationwide quality data infrastructure to systemically report quality measures for FCC's.

**IV Operations:**

Linda reported the staff retreat is scheduled for October 15, 2021. The board discussed strategies to conduct the upcoming strategic plan. Linda will query the staff regarding wish lists and high level SWOT analysis. The board will meet on Rogers November 19<sup>th</sup> from 8 -11 to develop the agency's strategic plan.

**Deborah presented the monthly stats as follows**

Statistics for 1/1/21 Thru 6/30/21 Average

**MEDICAL CLINIC**

<b>1/1/21 THRU 6/30/21 AVERAGE</b>				
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
83	57	87	9.4	66.0%
249	157	247	9.9	64.3%
29	19	31	10.1	45.7%
48	29	72	6.9	45.9%
116	187	88	9.2	100%
147	49	50	6.8	100%
19	13	13	9.0	100%
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
691	411	588	8.7	77.75%

**WESTSIDE CLINIC**

<b>1/1/21 THRU 6/30/21 AVERAGE</b>				
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
222	128	193	7.8	62.3%
94	50	119	7.8	47.1%
Scheduled	Total Seen	Capacity	average Seen Per Day	% Capacity
316	178	312	7.8	54.7%

**DENTAL CLINIC**

<b>1/1/21 THRU 6/30/21 AVERAGE</b>				
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
175	149	151	8.3	99.5%
93	71	105	6.4	65.0%
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
268	220	256	14.7	82.3%

**MEDICAL CLINIC**

<b>July-2021</b>				
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
76	45	80	9.0	56.3%
245	143	258	9.0	55.4%
61	32	64	8	50.0%
30	14	30	6.9	46.7%
125	87	95	9.7	100%
58	40	48	4.4	100%
0	0	0	0	0%
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
595	361	588	7.7	77.1%

**WESTSIDE CLINIC**


<b>July-2021</b>				
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
264	161	268	9.5	60.1%
25	16	30	8	53.3%
Scheduled	Total Seen	Capacity	average Seen Per Day	% Capacity
289	177	298	8.75	56.7%


**DENTAL CLINIC**

<b>July-2021</b>				
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
163	111	136	6.5	81.7%
93	76	98	5.5	77.6%
Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
256	187	234	6	79.7%

IV. Clinic updates: See Director's notes above.  
Meeting adjourned at 4:30 p.m.

Next board meeting scheduled September 28, 2021

  
Rex Robinson, Acting President

  
Linda Judah, Executive Director