

Purpose:	Community Behavioral Health (CBH) Board of Directors
Date:	Thursday, February 8, 2024
Time:	3:17 p.m.
Location:	CBH 801 Market Street
Board Members Present:	Dr. Jill Bowen/President; Dr. Jean Wright/Vice President; Dr. Tierra Pritchett/Secretary and Treasurer; Kimberly Ali/Member; Amanda David/Member; Keisha Hudson/Member; Mary Horstmann/Member; Cheryl Bettigole/Member; David Holloman/Member; Donna Bailey/CEO CBH; Alex Gauthier/Chief Financial Officer CBH; CBH; Andy DeVos/COO CBH

Agenda Item	Discussion	Action Taken/Follow Up
Call to Order	The meeting was called to order, and introductions were made.	<i>The meeting was called to order at 3:17 p.m. by Dr. Jill Bowen.</i>
Minutes Review	The meeting minutes from December 14, 2023, were reviewed.	<i>The meeting minutes were approved.</i>
Staffing Updates	Donna Bailey presented staffing updates, mentioning a compensation analysis conducted in the previous year and the elimination of certain positions to align with business functions. She highlighted promotions within the organization and structural changes, including the elimination of the CHRO/DEI and Growth departments positions, with DEI responsibilities now under a director reporting directly to her. The discussion ensued regarding DEI initiatives and the return-to-work plan, emphasizing a phased approach. Donna also addressed recruiting and retention challenges, noting an increase in resignations, particularly in clinical care management, with reasons ranging from relocation to dissatisfaction with roles or return-to-office expectations. Despite challenges, some positive developments were noted, such as a former employee returning due to changes in hybrid work policies at another organization. Jill Bowen visited the topic of turnover, noting the organization's	<i>No board action required.</i>

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	<p>hiring efforts and the identification of internal candidates for promotion. The discussion underscored the importance of understanding and addressing factors contributing to turnover within the organization. The discussion concluded with questions about the timeframe of resignations and potential factors contributing to the resignations, including the mayoral change.</p>	
<p>Strategic Plan 2024-2026 Overview and Implementation</p>	<p>Donna Bailey provided an overview of the organization’s strategic plan for 2024-2026. She expressed enthusiasm for the comprehensive process undertaken by the executive team over the past year and a half, highlighting alignment between the plan’s pillars and initiatives with her vision for focus on staff, providers, and members. Donna mentioned ongoing efforts to prioritize initiatives within the pillars, focusing on action steps for 2024 while acknowledging the need to communicate the plan effectively to staff. She emphasized the plan’s dynamic nature, aiming for it to be actionable and adaptable to changing circumstances. Donna offered to share detailed information from the plan and invited questions from the board.</p>	<p><i>No board action required.</i></p>
<p>Key Metrics and Dashboards</p>	<p>Donna Bailey discussed the organization’s data dashboards and highlighted efforts to align and utilize data effectively. She noted that there are multiple dashboards maintained by different departments, emphasizing the need to ensure data alignment. Donna then addressed the impact of the unwinding public health emergency on Medicaid enrollment, explaining that while overall enrollment is decreasing, high-utilization individuals remain, resulting in higher medical expenses relative to member months. Alex Gauthier provided additional context, adding that despite a drop in capitation rates, medical spending is slightly increasing due to the continued presence of high-utilization members. Mentioning rate adjustments made during the pandemic and the need for strategies to offset increased medical spending, Donna outlined plans to review care management strategies and coordinate with OMHSAS to address these challenges.</p> <p>Donna then transitioned to discussing performance metrics, focusing on follow-up measures after hospitalization for mental health and substance use disorder. She explained the goals for timely follow-up and outlined interventions aimed at improving performance, such as provider collaboration, network expansion, and engagement platforms for members. Donna presented a dashboard tracking performance metrics and addressed questions from board members regarding data breakdowns by demographics and providers. She encouraged further feedback and engagement from board members regarding data analysis and presentation. Jill Bowen emphasized the importance of board members’ input and encouraged them to communicate their preferences for data analysis in future meetings. Donna concluded by offering ongoing support for board members’ inquiries and feedback on data-related matters.</p>	<p><i>No board action required.</i></p>

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<p>Providers</p> <ul style="list-style-type: none"> ➔ SUD Treatment Bed Capacity ➔ IBHS Updates ➔ Telehealth Updates/Challenges 	<p>Donna Bailey provided updates on activities within the provider community, including efforts to streamline requests to providers and address barriers in substance use treatment. She discussed ongoing work to align requests with program standards and reduce duplicate requests to providers. Donna also mentioned plans to address wait times at Crisis Response Centers (CRCs) and improve partnerships between CRCs and inpatient providers.</p> <p>Andy DeVos elaborated on the efforts to enhance collaboration between CRCs, inpatient providers, and community-based service providers to address barriers in substance use treatment. He emphasized the importance of seizing the window of opportunity when individuals seek treatment and avoiding passivity in reaching out to potential patients.</p> <p>Donna then discussed the transition of programs to new providers based on criteria such as evidence of practices and regional alignment. She noted positive feedback from the school district regarding the transition and ongoing efforts to refine the process. Additionally, Donna highlighted the four walls requirement for telehealth services mandated by CMS and efforts to address its impact through legislation. She acknowledged the concerns raised by providers and emphasized the importance of maintaining options for in-person care while navigating the evolving telehealth landscape.</p> <p>Jill Bowen provided additional context on the four walls requirement, explaining its revelation during a telehealth bulletin development by OMHSAS. She underscored the expectation of in-person care options even during the pandemic and the necessity for providers to be prepared to offer in-person services when needed.</p>	<p><i>No board action required.</i></p>
<p>Members</p> <ul style="list-style-type: none"> ➔ Member Portal 	<p>Donna Bailey provided updates on the development of both the member portal and the provider portal simultaneously, highlighting the involvement of a member advisory committee in providing input for the member portal. She presented preliminary mock-ups of the member portal’s features, including the ability for members to view visits, receive alerts, access claims information, prescriptions, provider directories, and messages from CBH. The project is led by the Project Management Office (PMO) with collaboration from the IT team, Provider Ops, and Member Services. Mary Horstmann appreciated the ambitious approach to the portal development and inquired about the platform being used, to which Donna confirmed the engagement of HealthTrio and slight customization for CBH. Donna also addressed the language options for the member portal, stating that besides Spanish, the platform will support other top-requested languages tracked by Member Services.</p>	<p><i>No board action required.</i></p>

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Adjournment	<p>Before concluding, Jill Bowen raised a question about the format of CEO reports, suggesting a consideration of whether the current format meets the board’s requirements and preferences. Donna Bailey expressed openness to modifying the format based on feedback from the board. Mary Hortsmann suggested revisiting the discussion in a future meeting to allow Donna and her team to refine the format and present suggestions. The board agreed to this approach, with a focus on streamlining and efficiency while ensuring the report’s comprehensiveness.</p> <p>A moment was taken to express gratitude to Cheryl Bettigole, the outgoing Health Commissioner of Philadelphia, who attended her last board meeting. Cheryl was praised for her unwavering support, valuable contributions, and genuine concern for the community. It was acknowledged that Cheryl’s presence will be greatly missed, and her dedication to public health was commended.</p> <p>The session ended at 4:15 p.m.</p>	<i>No board action required.</i>

Respectfully submitted,



Tierra Pritchett, Secretary/Treasurer