

**Jefferson Parish Human Services Authority  
JeffCare Board of Directors  
Meeting Agenda and Minutes**

May 21, 2024 at 6:30 p.m.  
JeffCare Community Health Center  
3616 I-10 Service Road W., Metairie, LA 70001

**Present:** Jermaine Baptiste, Alan Carroll, Jean Isaac, Toni Kawash, Patty Militello, Dede Redfearn, Bill Renaudin, Dana Tozel


**Staff Present:** Staci Rodney, Division Director, JeffCare; Susan Landry, Executive Assistant, JeffCare; Javonna Mercadel, Controller, JPHSA (left the meeting at 6:47 p.m.); Christy Dempster, CFO, JPHSA (left the meeting at 6:47 p.m.)

**Excused:**

**Absent:** Patricia Martinez

**Guests:**

**Recorder:** Susan Landry

 WILLIAM RENAUDIN, CHAIR 6/18/24

Agenda Item	Action Recommended/Outcome	Response Date	Accountable Party
Follow-up from Last Meeting, if applicable	None.		
New Items			
Agenda Item	Action Recommended/Outcome	Response Date	Accountable Party
1. Call to Order, Attendance, Introduction of Visitors and Staff, and Adoption of of Agenda	<u>Mr. Renaudin</u> called the meeting to order at <u>6:42</u> p.m. Mr. Renaudin asked for a motion to adopt the agenda.		<u>Mr. Carroll</u> motioned to adopt the agenda. <u>Ms. Isaac</u> seconded. Passed with <u>8</u> votes.
2. Public Comment	None		

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3. Board Education	<p>A. Division Director Update</p> <p>1. Finance Committee Update</p> <p>Ms. Mercadel shared the Consolidated Revenue and Expense Analysis for the nine months ending March 31, 2024. Percent of Spend for all categories is where it should be. HRSA grant is doing well. Mr. Carroll said the Finance Committee suggests to the full Board they move one million dollars from the JeffCare Operating Account to the Investment Account. Mr. Renaudin asked for a motion to move the money.</p> <p>B. Quality Improvement Assessment</p> <p>1. HRSA Compliance Resolution Opportunity (CRO) Update</p> <p>Ms. Rodney said there is one piece on one of the findings that we need to show evidence. She is working on this.</p> <p>2. PQI Committee Update</p> <ul style="list-style-type: none"> <li>• JeffCare Quarterly Feedback report listed seven compliments and no complaints.</li> <li>• JeffCare Quarterly Incident report had ten incidents. Four deaths (all non-suicide), one disturbance without restraint, and one injury to staff member. The remainder were minor incidents.</li> <li>• Quality Measures – Controlling High Blood Pressure</li> </ul>		<p><u>Mr. Carroll</u> motioned to move one million dollars from the JeffCare Operating bank account into the JeffCare Financial bank account. <u>Ms. Militello</u> seconded. Passed with <u>8</u> votes.</p>

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<p>3. Board Education (continued)</p>	<p>58% of patients have controlled hypertension. This is up 7% from last quarter.</p> <ul style="list-style-type: none"> <li>• Quality Measures – Poor Controlled Hemoglobin A1C 65% of patients have poor controlled hemoglobin. No change from last quarter.</li> <li>• Provider Productivity Report Appointments kept for the East Jefferson Health Center was 67% and for the West Jefferson Health Center was 66%. Both centers were up 4 from last quarter.</li> <li>• Language Needs Spanish continues to be the number one language used for translation services.</li> <li>• Patient Satisfaction and Experience Survey Both health centers did well. 100% of patients said they would recommend the clinic to a friend or family member.</li> <li>• SMBP Program The average reading for active patients is 135/79.</li> <li>• Review Credentialing and Privileging Packets There were none.</li> </ul> <p>3. JeffCare Board of Directors' Strategic Plan FY 2023-2024 – 3<sup>rd</sup> Quarter Update</p>		

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<p>3. Board Education (continued)</p>	<ul style="list-style-type: none"> <li>• Appointment Access and Provider Retention – Primary Care providers productivity for third quarter was 66% overall. The quarterly goal for each provider is 60%. This is up 4% from last quarter.</li> <li>• Quality Measures Tracking – Blood Pressure Control – For the third quarter, 58% of patients have adequately controlled blood pressure. This is up 7% from last quarter.</li> <li>• Quality Measures Tracking – Uncontrolled Diabetes – For the third quarter, 53% of patients have uncontrolled diabetes. This is a 12% decrease from last quarter.</li> <li>• Patient-Centered Medical Home Recognition – recognition was received for both sites on October 18, 2023.</li> </ul> <p>C. Board Review</p> <p>1. Community Linkage</p> <ul style="list-style-type: none"> <li>• Louisiana House of Representatives, Committee on Health and Welfare – 4/16/24 – Toni Kawash Nine House Bills were discussed. Two were deferred and five were reported with amendments. Two were reported favorably: HB828 Boards/Commissions - provides relative to the professional organization of medical</li> </ul>		

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3. Board Education (continued)	<p>psychologists and HB860 Medicaid – provides relative to Medicaid reimbursement for home visiting services provided after the birth of a child.</p> <ul style="list-style-type: none"> <li>• Louisiana House of Representatives, Committee on Health and Welfare – 5/7/24 – Patty Militello The following was on the agenda: <ul style="list-style-type: none"> <li>○ Two House Bills – one favored with amendments and one not favored.</li> <li>○ One House Concurrent Resolution to continue the Task Force on African American suicide rates – favored.</li> <li>○ Five Senate Bills – one deferred, one favored with amendments, and three favored including Public Records – provides relative to strategic plan records of a hospital service district.</li> <li>○ Two Senate Concurrent Resolutions – one favored and one favored with amendments.</li> </ul> </li> </ul>		
4. Required Approvals Agenda	<p>A. Approval of May 2024 Consent Agenda Items</p> <ol style="list-style-type: none"> <li>1. May 2024 Board Meeting Minutes</li> <li>2. Finance Committee Report</li> <li>3. PQI Committee Report</li> <li>4. JeffCare Credentialing and Privileging Packets</li> </ol>		<p><u>Ms. Redfearn</u> motioned to approve the consent agenda items. <u>Ms. Tozel</u> seconded. Passed with <u>8</u> votes.</p>

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4. Required Approvals Agenda (continued)	<p>5. JPHSA and/or JeffCare – Policies/Plans/Procedures</p> <ul style="list-style-type: none"> <li>• Performance and Quality Improvement Plan</li> </ul> <p>Mr. Renaudin noted there were no Credentialing and Privileging packets presented to the PQI Committee. Mr. Renaudin asked for a motion to approve the consent agenda items.</p> <p>B. JeffCare/JPHSA Co-Applicant Agreement</p> <p>Mr. Renaudin read the amended copy to the Board and asked for a motion to approve the changes.</p> <p>Mr. Renaudin asked for a motion to approve the final JeffCare/JPHSA Co-Applicant Agreement.</p> <p>C. Development of JeffCare Board of Directors’ Strategic Plan FY 2024-2025</p> <p>The Board reviewed the current plan. Ms. Rodney said HRSA recommends the need for capital expenditures be reviewed annually, so this will need to be added to the plan. She asked the Board to decide if there were any other quality measures they wanted to track. The plan for next fiscal year will be brought up for discussion at next month’s meeting.</p> <p>D. Development of JeffCare Board of Directors Goals FY 2024-2025</p> <p>The Board reviewed their current goals and updated for next fiscal year. Ms. Landry will have typed for next month.</p>		<p><u>Ms. Kawash</u> motioned to approve the amended copy. <u>Ms. Tozel</u> seconded. Passed with <u>8</u> votes.</p> <p><u>Ms. Redfearn</u> motioned to approve the final agreement. <u>Ms. Isaac</u> seconded. Passed with <u>8</u> votes.</p>

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5. Monitoring Division Director Performance	<p>A. Monitoring Report</p> <p>1. E.L. 2.4 Financial Conditions and Activities This has been deferred to June.</p> <p>2. E.L. 2.8 Communication and Support to the Board There were no questions or concerns. Mr. Renaudin asked for a motion that Ms. Rodney's interpretation is reasonable. Mr. Renaudin asked for a motion that the data shows compliance.</p> <p>3. HRSA Chapter 20: Board Composition There were no questions or concerns. Mr. Renaudin asked for a motion that the data supports compliance.</p>		<p><u>E.L. 2.8 – Mr. Carroll</u> motioned the interpretation is reasonable. <u>Ms. Militello</u> seconded. Passed with <u>8</u> votes.</p> <p><u>Ms. Redfearn</u> motioned the data shows compliance. <u>Ms. Militello</u> seconded. Passed with <u>8</u> votes.</p> <p><u>Chapter 20 – Ms. Tozel</u> motioned the data supports compliance. <u>Ms. Kawash</u> seconded. Passed with <u>8</u> votes.</p>
6. Monitoring Board Performance	<p>A. Policy Review</p> <p>1. G.P. 3.4 Chairperson's Role</p> <p>2. G.P. 3.6 Vice-Chairperson's Role Mr. Renaudin asked these be marked as reviewed.</p> <p>B. Recruitment The Board will start brainstorming ideas to recruit new members.</p>		

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6. Monitoring Board Performance	<p>C. Board Member Attendance Reviewed.</p> <p>D. Board Self-Evaluation  Ms. Kawash read the self-evaluation questions.  An example of one thing that was done well: <i>Board Goals – Bill Renaudin</i>  An example to improve overall functioning: <i>Recruitment – Jermaine Baptiste</i></p>		
7. Announcements	<p>A. Board Generated Items  None.</p> <p>B. Next Board Meeting:  Tuesday, June 18, 2024 at 6:00 p.m.  JeffCare Community Health Center  5001 West Bank Expressway, Marrero, LA 70072</p>		
8. Adjournment	Mr. Renaudin asked for a motion to adjourn.		<u>Mr. Carroll</u> motioned to adjourn. <u>Mr. Baptiste</u> seconded. Passed with <u>8</u> votes and the meeting ended at <u>8:19 p.m.</u>