

## **APPENDIX L-3**

### **Home Health & Hospice Care Board of Directors' Meeting Minutes dated February 2, 2021**

# Home Health & Hospice Care

## BOARD OF DIRECTORS MEETING MINUTES

TUESDAY FEBRUARY 2, 2021

4:00 – 5:30 P.M.

REMOTE MEETING VIA ZOOM

**Attendees:** Elizabeth Cote, Marcia Donaldson, John Getts, Dee Pringle, Sue Berube, Ken Bridgewater, Rolf Goodwin, Pat Bernini, Linda Robinson, Jolie Blauvelt, Peter Chaloner, Sandy Rodgers, David Phillips, Scott Toothaker, Scott Flegal, David Christensen, Jeanine Kilgallen, Jennifer Yeomans, John Truslow and Lisa Law.

**Absent:** Stephanie Wolf-Rosenblum MD

**Staff:** Tina Andrade, Ruth Ellen Whitney, Barbara Lafrance, Brenda Rugg, Lucy Saia, Ellen Sorensen and Julie Stone.

**Welcome** Elizabeth Cote

**Introductions:** Guest Speakers Sherry Hausmann, CEO Solution Health  
Steve Norton, SH Chief Strategy

John introduced Sherry & Steve. In looking at the next steps after the LOI, John wanted the BOD to see the faces behind the SH organization. Sherry stated she is thrilled to have further conversations as we work together to better serve our community. Our conversations have only accelerated her interest in the importance of shifting care, when possible, out of the hospital and into the home. Sherry also said that our excellent staff differentiates us from other providers.

Marcia commented that although this is moving along very nicely we still need the blessing of the state.

Steve replied that we are represented by two great lawyers and so far, conversations with regulators have been positive. SH will talk again with the Attorney General tomorrow after the announcement. Steve stated that there will be a process to engage the community, but so far it feels like responses are more green than yellow.

Jolie asked if there would be any opportunity for feedback from community. John replied that there will be Listening Sessions to receive input and hear any concerns. We also have an extensive communications plan that has been developed. Sherry replied that concerning the AG & Department of Charitable Trusts, SH reports to them annually and has taken great caution to satisfy and exceed their expectations. She thinks this will further the community needs.

Elizabeth asked if we expect pushback from other hospitals. Steve replied the intention is to continue relationships with our long standing organizations. The status quo should not change. At this time, John doesn't anticipate any overt negativity. Steve added there are other entrants to the market so there shouldn't be too much concern.

John stated that we look forward to the next steps and that the board will be kept informed at every step along the way. John stated that this is a big step for HHHC and the BOD. We want the organization's and our community's best interest to be protected as we proceed. John thanked the BOD for their engagement and feedback throughout this process.

#### **Business**

- Approval of January 5, 2021 Minutes Dee Pringle  
Motion was made by Rolf and seconded by Sue to accept the January 5, 2021 Meeting Minutes as presented. Motion carried
- Treasurer's Report Rolf Goodwin / Ruth Ellen Whitney  
December Financial Report  
Motion was made by Ken and seconded by Peter to accept the December Financials as presented. Motion carried.

Ken stated that despite Covid, the aging after 6 months is not getting worse.

Rolf agreed that this is a real achievement and maintaining costs below budget is amazing. We did not think we'd be in such great shape at the beginning of Covid. This has been a nice surprise.

Tina commented that donors began stepping up at the beginning of the pandemic. We received grants, donations from New Hampshire Charitable Foundation, the Draper Trust and Kathy Grossman, and then the rotaries pitched in. It's remarkable how much the community stepped up.

Elizabeth stated even with a lot of deferred income, relating to the CARES ACT, we have not sat back on our laurels. She is very impressed with the financial strength of HHHC.

John stated he is so appreciative of all the staff efforts behind the numbers. However, the staff are working very hard due to unpredictable staffing levels. At any given time, some staff are out with Covid or due to quarantine requirements. Staff is tired and stressed, but they are feeling better with recent access to the vaccine. The management team & volunteers are actively working to help alleviate staff stress. The retention and appreciation bonus approved by the board was also well received. John said he is very proud of the combined board, staff and volunteer's teamwork and he thanks everyone.

## Chairperson's Report

Elizabeth Cote

- 2021 Standing Board Committees Review
- Letter of Intent Communications/Timelines

### Timeline:

John thanked Tina and Julie for working with SH representatives to develop our LOI announcement communications.

The communication schedule is as follows and John will send this out to the board along with the actual communications and talking points:

- Tuesday 2/2/21 Board receives announcement talking points
- Wednesday morning 2/3/21 John contacts area hospital CEO's to share impending announcement
- Wednesday 2/3/21 at 12:00pm John and the leadership team meet with all managers and supervisors to inform and discuss the LOI
- Wednesday 2/3/21 at 1:30pm the internal announcement to staff is released, followed by a Question & Answer sheet
- Wednesday 2/3/21 and Thursday 2/4/21 3:30pm and Thursday 2/4/21 8:30am open forum "Town Hall" meetings will be held for further communication.
- Thursday 2/4/21 10:00am the media press release is published. John will be the HHHC contact for questions and comments.
- Thursday afternoon 2/4/21 volunteer communications are distributed. John and Tanya have a zoom meeting with Volunteers scheduled for Monday 2/8/21 and Wednesday 2/10/21 of next week.

Tomorrow John will reach out to many of our past board members and key donors. Tina commented we will plan to reach other donors in a more general way but as efficiently as possible.

### Benefits of Affiliation:

John reviewed the board talking points highlights.

The biggest advantage for us is EMR (Electronic Medical Records) EPIC system. This is important because when care is provided it's best to all be on the same page; all the caregivers will have access to the same records. It will improve efficiencies in accessing medical information and will allow clinicians real time information.

We are friendly competitors with MVNA, we share best practices and, except for the CHH, we have similar services. Concerning behavioral health, we struggle because it's difficult to hire and retain behavioral health specialists. Within the SH system they have expertise and operate a behavioral health unit. Barbara stated that although we work closely with SNHH, we would be involved in more quality improvement meetings. The goal of HHHC and SH is a more

coordinated approach for home care. To do so, we need to be at the table to design and implement those changes.

Tangible examples:

- Reduced admissions to hospitals that can be avoided.
- Nurse Practitioners from the physician practices would be able to coordinate care with our staff for evaluation and treatments.
- Telehealth joint visits could be incorporated.
- We know strategically the insurance companies have evolving reimbursement plans. Their vision is that payments will be more for outcomes and wellness, with incentive for all healthcare to have a suite of services,
- We are not restricted to only see SH patients.

Jolie asked if we are anticipating any kind of staff concerns. John replied yes, and has prepared a FAQ sheet. With any two organizations coming together staff becomes fearful of their jobs. Julie added that we want to provide accurate information to staff and to express our excitement about this opportunity that we are further exploring.

Tina reminded everyone that it is certainly possible the general public will reach out to board members. The FAQ sheet will be provided to help you feel confident; if you are asked, and are not sure of an answer, please reply with “I don’t know that yet” and refer them to John. Tina stated that we are very excited, this is the future and it will tremendously impact the population of southern NH.

Pat commented, with her franchise business, whenever there is an issue with their business she refers all comments to the head office.

Ken doesn’t think the BOD will be approached by the press, but sponsors may contact them. Marcia agreed that the BOD has no business in talking with press or anyone, and to forward them to John.

Dee has not mentioned anything to Good Cheer, and agrees that today’s information is very helpful.

Lisa commented that it might be helpful to have a few sentences prepared, making them very positive; people are looking for reassurances. Elizabeth reminded everyone that John will remain our point person.

The board will be privy to the entire press release. Scott F asked who needs to get a phone call. John replied that the Development Committee will work on a strategy of reaching our top donors. Steve Norton will reach out to state legislatures

Marcia stated the volunteers will be at a meeting with John on Monday 2/8/21 and he and Tanya will develop a communication strategy. Volunteers are an important part of HHHC.

Sue went through a recent merger acquisition and experienced rumors being placed out there. It's very important to keep the staff well informed,

We do have a number of for-profits agencies that may be opportunists and take a negative spin on this.

John asked the BOD to give him any feedback. Lisa reminded everyone to keep a positive message.

Jeanine stated the employees are the biggest and most important stakeholders! Make sure that the rollout is simultaneous: 1:30 announcement, FAQ (job & patients), then the 3:30 Zoom.

### **President's Report**

John Getts

John asked if there were any questions about vaccines. Ken asked if many staff are declining. Lucy stated there is a small percentage declining but 72% will get it. Direct care staff have all received their first dose. We did have a few who won't get it due to reactions. John T asked if staff is required to tell management if they are getting it. John said we are not requiring the vaccine but are tracking who has received it.

### **Committee Update**

- Development

Ken Bridgewater/Tina Andrade

Ken stated it's a pleasure working with Tina, who is so creative with such a wonderful personality. To come out so far ahead of projections is incredible. During the Annual Fund Tina asked board members to write personal notes to selective donors. As of now, we have received \$174,000; we will continue to get money trickle in.

Following up on the Annual Fund, Tina is requesting a nice thank you note be sent to those contributing donors.

One of our annual events is inviting our major donors to an Appreciation Breakfast at Surf. Tina decided this is not the year for that. Tina sent a nice letter to Michael & Sarah Buckley, which was Ken's idea. We know that our BOD and donors appreciate Michael and Sarah and can't wait to be back in their restaurant. Please thank them the next time you go in, or even write *Thank You from HHHC* on your receipt.

We will probably not have an auction/lunch/dinner but the date for our golf tournament is June 7 at Vesper Country Club.

Tina is excited about a virtual wine tasting, "Whine not, March 4<sup>th</sup>" with Italian wine maker via Zoom. We will make up boxes with two bottles of red and/or white wine, cheese, crackers and chocolates. We will also reach out via social media. The boxes will be at HHHC and participants have a week to pick them up. The evening will have corporate sponsors, reaching

out to folks, and do a Fund-a-need. Tickets per household will be \$150. This is our first zoom soiree and it should be lots of fun.

Our week for charitable gaming contributions is March 22. Boston Billiards said the charities are making more money than before Covid.

On Feb 11<sup>th</sup> Tina will testify at the House Ways & Means Committee for Historic Racing. One of the lobbyists asked for other people to sign up and visit the zoom meeting. Tina will send out an email with the information.

The Champagne luncheon is scheduled for the first Sunday in November, November 7<sup>th</sup>. Tina expressed her delight with the Development Committee and thanked Ken for taking on the chair position. Tina also thanked Sandy for the marvelous job she has done the past year as chair and thanked Elizabeth for all her help.

For the next appeal Tina asked board members to work harder to get letters personalized. She will provide a list of all the donors and what they gave. Tina thanked Peter who brought in a ton of money from a lot of people and also thanked Sandy who brought in a ton of money from just a few people! Make a list of who you think would be good supporters (neighbors, friends, colleagues) and Tina will personalize letters to those people specifically from you. This is one of the strongest things we can do.

- Nominating Scott Flegal
- Eileen Freedman – Owner of “Beckonings” recently lost her husband Ben, who received our services. Eileen is a past board member and she’d like to come back on the board. Scott will prepare a brief bio and send it out to the board.

Motion was made by Ken and seconded by Jennifer to adjourn the meeting. Elizabeth adjourned the meeting at 5:45 p.m.

Respectfully submitted by: Dyan Parker, Executive Assistant  
Reviewed and approved by: Dee Pringle, Board Member, Secretary