

APPENDIX L-4

Home Health & Hospice Care Board of Directors' Meeting Minutes dated March 2, 2021

(confidential treatment requested)

Home Health & Hospice Care

BOARD OF DIRECTORS MEETING MINUTES

TUESDAY MARCH 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, Scott Toothaker, Scott Flegal, Jennifer Yeomans and Stephanie Wolf-Rosenblum MD.

Absent: David Phillips, David Christensen, Jeanine Kilgallen, John Truslow and Lisa Law.

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

Welcome Elizabeth Cote

Business

- Approval of February 2, 2021 Minutes Dee Pringle
Motion was made by Rolf and seconded by Marcia to accept the February 2, 2021 Meeting Minutes as presented. Motion carried
- Treasurer's Report Rolf Goodwin / Ruth Ellen Whitney
Motion was made by Peter and seconded by Stephanie to accept the January 2021 Financials as presented. Motion carried.
- Auditor's Report
Motion was made by Ken and seconded by Scott T. to accept the Auditor's Report for Fiscal Year June 30, 2020 as presented. Motion carried.

Ruth Ellen added that we have been selected by the SBA for a review of our \$ [REDACTED] PPP concerning Loan Forgiveness. We should know the results of that audit no later than June 30, 2021.

Board Education

Ken Wilde, IT Manager

- HIPAA – Email Security

President's Report

John Getts

Since our announcement regarding the Letter of Intent with Solution Health, there has been very little in the media or direct feedback from the community. After our initial announcement and follow up meetings with staff, we have also received little feedback. Also, since the initial announcement, both Solution Health and HHHC have begun collecting information, as part of our due diligence process, to share documents with each other through a secure portal. We anticipate receiving a draft definitive agreement document for our lawyer to review. Once received, the document will also be reviewed by our board work group.

Along with SH representatives, we plan to develop a workgroup for both the IT and for billing departments to evaluate how we may transition our software and possibly other support functions within these departments. Both Ellen and Ruth Ellen will be engaged in these workgroups for their departments. Later this week, Barbara, Lucy, Julie and I will be meeting with our peers at the MVNA to further discuss possible opportunities for clinical collaboration between our two agencies.

The state of New Hampshire has recently notified homecare providers that they will soon provide vaccines for homecare providers to vaccinate their home bound patients. Details of the state plan are still evolving and we hope to begin vaccinations in the near future. At this time, 76% of interested staff have now received either the first or both doses of the vaccine.

We continue to hear from our peers, and experience for ourselves, challenges recruiting staff. Since the beginning of last summer, the availability of new applicants has been shrinking. This of course may be related to workforce COVID fatigue. Our annualized agency turnover at this time is just under 17%. Even though this is higher than our rate of 15% the previous year, it is lower than our peer average turnover rate of 27%. Our senior leadership team continues to seek and implement strategies in support of our amazing clinicians and support staff.

- Motion was made by Ken and seconded by Scott authorizing John Getts, President/CEO to sign and accept funds on behalf of HHHC. Motion carried.

Relating to the affiliation discussion:

Dee asked if the public was going to have an opportunity to ask questions about our alliance with Solution Health. John replied that on March 18th at 3:00 there will be a community “listening session”. Once a definitive agreement is signed between SH and HHHC, the Attorney General will then also lead a public listening session. Jolie stated that this was very encouraging.

Stephanie agreed that it was wonderful, as we look to the benefit of better software. In transitioning, we should try to get information from other agencies regarding the staffing work flow, coding, etc. ‘Free stuff is not so free’ once we try to implement it. John commented that we will need to plan on implementation expenses during the transition. Elizabeth stated that transition costs need to be

estimated concerning redundancies and training around learning curves and down time. John stated that we will be careful to track unusual expenses relating to software conversions.

Concerning Covid vaccines, Stephanie stated that 10% of vaccines are now being allocated for the most vulnerable via popup clinics. Reaching through clergy, soup kitchens, etc., but distribution has been an issue. Distribution channels didn't match the opportunities, but as the weather improves the distribution opportunities will improve. We can be thoughtful about leftover vaccine, keeping in mind the end of lifecycle of vaccine. We need to have a thoughtful plan for equitable distribution for those who cannot get to the mass vaccination sites.

Relating to the strain on our workforce, Jolie asked if there was anything that volunteers can do, stating that everyone is getting tired; it's beginning to take its toll.

Julie explained how the Staff Support & Appreciation Committee is helping to identify staff pressure points. They are working with staff to ensure they have a break:

- Volunteers have prepared 60+ family style meals, for delivery or pick-up. Volunteers are doing this at their own expense. Recipients are nominated by their peers.
- A retired school librarian will be leading virtual story hours for 3 different age groups.
- "Share the Love" care packages are being delivered to employee homes. They are being nominated by their peers.
- "Spring Essentials" goodie bag will be given to staff and will continue on a quarterly basis, based on needs that clinicians have identified.

Elizabeth stated that it's nice to know everyone is helping the staff.

Chairperson's Report

Elizabeth Cote

- Board Sharing

Elizabeth stated that she was somewhat surprised by the limited reaction to the Letter of Intent accouchement, but she feels good that everyone feels the same.

Dee told the Good Cheer Society about the alliance and the feedback was very positive. All thought it was a great idea.

Scott F reiterated that this reflects the trust that the community has in Home Health & Hospice Care.

Committee Update

- Development

Ken Bridgewater/Tina Andrade

Ken stated that he's very impressed with our philanthropy year-to-date numbers being 38% ahead of budget and thanked Sandy Rodgers for her past excellent leadership of the committee.

This year the Annual Appeal has 10% less donors, but the average gift is up 16%.

Overall in money raised, we are 4% ahead of our numbers from this time last year.

There are 43 participants and 10 sponsors for the *Italian Wine Tasting Event* on Thursday. Ken read the names of our sponsors to the board and thanked them for their support in raising \$19,610 for this event, minus expenses. This is a small but fun fundraiser.

Ken is not sure of all the details regarding our June Golf Tournament but will keep the board posted. The committee wanted an online auction but it may be too complicated.

- Nominating Scott Flegal
 - New Board Member vote:
 - Eileen Beckhardt Freedman
 - Scott is very happy to nominate Eileen. She's been a community leader and a past BOD member. She is excited to get involved with us again.
- Motion was made by Jolie and seconded by Pat to accept the nomination of Eileen Beckhardt Freedman as presented. Motion carried.

Elizabeth thanked everyone for participating. Next time we would like everyone to get on at 3:45 if possible, allowing more time for socialization before the meeting.

Motion was made by Ken and seconded by Sandy to adjourn the meeting. Elizabeth adjourned the meeting at 5:35 p.m.

Respectfully submitted by: Dyan Parker, Executive Assistant

Reviewed and approved by: Dee Pringle, Board Member, Secretary