

Land of Sky Regional Council  
September 25, 2019  
Regular Meeting



*Please mute all electronic devices, including cell phones, laptops, tablets, and recorders. Delegates are requested to state their names when moving on orders of business. Thank you!*

**AGENDA**

***Special Presentation: Vaya Health: Medicaid Reform and Behavioral Health and Intellectual/Developmental Disabilities Services in Western North Carolina (12:45pm)***

- I. **Call to Order (1:15pm)**
- II. **Invocation**
- III. **Pledge of Allegiance**
- IV. **Roll Call**
- V. **Modification and Approval of Agenda**
- VI. **Public Comment**
- VII. **Recognition of Special Guests**
- VIII. **Chairman's Comments and Roundtable**
- IX. **Approval of Minutes from the August Regular Meeting**
- X. **Consideration and Approval of Consent Agenda Items**
- XI. **Presentations/Recognition**
- XII. **Old Business**
- XIII. **New Business**
- XIV. **Executive Director's Report**
  - A. NEMT Call Center
  - B. Special Recognition
- XIV. **Important Dates**
  - A. Next Regional Board Meeting is scheduled for October 23, 2019
- XV. **Adjournment**



## **BOARD OF DELEGATES AGENDA ITEM**

- Subject:** August Board of Delegates Meeting Minutes
- Item Number:** X. Approval of Minutes from the August Regular Meeting
- Responsible Party:** Zia Rifkin, Administrative Services
- Attachment(s):** Minutes from the August 2019 Meeting
- Background:** A quorum was present to conduct business at the August 2019 meeting and the minutes provide a recap of the special presentation by Greg Lowe and Chad Patrick with HCA Healthcare.
- Staff Recommendation:** Recommend acceptance of the August 2019 meeting minutes
- Suggested Motion(s):** Move to approve the August minutes as submitted

**Meeting of  
Land of Sky Regional Council Board of Delegates  
August 28, 2019**

**Minutes**

Special Presentation – HCA Healthcare Presentation by Greg Lowe and Chad Patrick. Greg Lowe provided an overview of HCA Healthcare. He noted that many of the organization's facilities are in large cities. The company is divided into two groups- American and National. The NC Division is part of the National Group with six hospitals associated in that group. There is competition in the state, especially in the large metro areas. He shared that the NC Division operates six acute care hospitals and regional hospitals surrounding Asheville. Asheville has a busy trauma center, with the ability to care for any type of trauma cases. Over 1000 licensed beds with over 800 patients in the hospitals on a daily basis, along with hundreds more in outpatient, lab, and diagnostic services. The NC Division employs 3300 nurses and has over 12000 total employees.

Through its NC Division, HCA also has an active Cardio-Vascular and Labor and Delivery Services, especially for high-risk pregnancies. However, there is a capacity issue and the goal is to create as many additional beds as possible. Many patients must come to Asheville for specialty care. HCA has an on-going recruitment for nurses, doctors and other support staff. Greg Lowe also noted that CarePartners- In-Patient Rehab, Asheville Specialty Hospital, Reuters Children's Hospital, and Fullerton Genetics Lab are also part of the system. The Mission Health System covers an 18 county region (that has 50% market share).

Chad Patrick shared about the new Mission Hospital-North Tower, which is the newest part of the system and officially opens on September 5 and includes additional acute-care beds. Additionally, an expanded Emergency Room (ER) is planned. He shared about the Residency Program (over 1200 hundred medical students are looking for a residency hospital). This is a transitional year, where some residencies are ending and others beginning. There are also plans to expand into larger spaces for Internal Medicine and High-Risk Pregnancies. HCA feels a responsibility to meet the healthcare needs of the region and provide ability for patients to access services- especially in the rural areas.

Greg Lowe shared about the Telemedicine Program that is starting up, which would allow the ability to provide expanded services, especially in the rural areas. The Asset Purchase Agreement details what occurred between Mission, the community and HCA, which led to the formation of the Dogwood Health Trust. Additional infrastructure is being put into place to serve the 18-county region. HCA hopes to grow on the phenomenal foundation that the Mission System has built. To take services to the next level, investment in the community is imperative. Over \$230 million has been invested into the community over the past year. Other capital has been committed to improving parking. There are a lot of infrastructure needs in the regions' hospitals. Additional behavioral health beds have been opened on the St Joe's Campus. HCA brings expertise about behavioral health centers to the region for adult, geriatrics, and pediatrics and has plans to build a new behavioral health hospital. Over the next six months, an announcement will be made about the location of the new hospital. HCA has provided additional investments in IT and brought additional technology to the region regarding robotics surgery, which is especially beneficial for gynecological cancers. With the backing of HCA Healthcare, plans are in place to expand robotic surgery. HCA is also committed to replacing the hospital in Franklin, NC, once approval from the state is gained. The goal is to have high-functioning facilities. Additional growth in McDowell County may lead to expanded in-patient beds.

Discussion occurred regarding the WestNGN Broadband Initiative and it was noted that the telehealth rollout could be synergistic with that initiative. Greg Lowe noted that HCA is healthcare-focused and careful where dollars are invested. He shared about community-benefits dollars, which are meant to serve the homeless or uninsured, to improve their health and the health of the overall community. At this time, there are so many emergent needs in the community that requests for funding are scrutinized closely.

Discussion occurred around housing for nurses and other staff. Chad Patrick shared that most staff need to live within 30 minutes of their worksite. With the high cost of living, consideration is being given to how to help staff with their housing needs. Erica Anderson shared about the workforce shuttle initiative that is under development. Ritchie Rozzelle

communicated that the goal of the shuttle is to provide another commuter option for workers in the tourism/hospitality sector. He noted that HCA could be a strong partner in such an initiative. Greg Lowe shared that HCA is always willing to work with regional partners. Chair Harris shared that the moving parts (boards) at Land of Sky meet in this room (French Broad Conference room) and HCA is always welcome to join the boards at their meetings.

Discussion occurred about why HCA chose this area and Greg Lowe shared that the Mission System's great reputation was well known across the country. Bringing Mission into the HCA family provides a lot of opportunity to expand the size and scale of healthcare services. This enables HCA to leverage resources to bring down prices due to scale. Additionally, HCA has tools, developed over time, to increase efficiencies and serve patients better. He also shared about HCA's policy on indigent care, which provides more dollars and greater good for the community, providing patients who might receive a service on a sliding fee, more options with an expanded sliding fee scale. Greg Lowe noted that under HCA, the Mission System could be comparable to larger systems across the nation. He communicated that HCA is partnering with MAHEC to create the largest provider of residencies in the country. The ability to develop physicians locally is the goal of the active residency program, which eliminates a lot of bureaucracy.

- I. Call to Order – Chairman Larry Harris called the meeting to order at approximately 1:30pm.
- II. Invocation – Chairman Harris gave the invocation.
- III. Pledge of Allegiance – All stood as Chairman Harris led the group in the Pledge of Allegiance.
- IV. Roll Call – Justin Hembree called the roll. The following members were present: Norris Gentry, Forrest Gilliam, George Goosmann, Jonathan Kanipe, Larry Harris, Albert Gooch, Bob Davy, Barbara Volk, Ron Stephens, John Connet, and Nathan Bennett, Kitty Fouche, George Morosani, Bob Tomasulo, and Gaylyn Justice. The following guests were present: Tammy Cody, April Riddle, Greg Lowe, and Chad Patrick, Becky Frawley, and Julie Roper. Justin Hembree announced a quorum was present to conduct business.
- V. Modification and Approval of Agenda – The agenda was presented with no modification requested.  
***Bob Davy moved to approve the agenda as presented. Albert Gooch seconded and the motion carried without further discussion.***
- VI. Public Comment – No public comments were made.
- VII. Recognition of Special Guests – Chair Harris recognized April Riddle and Julie Roper with Dominion Energy.
- VIII. Chairman's Comments and Round Table –
- IX. Approval of Minutes from the June Regular Meeting –  
***Bob Davy moved to approve the minutes of the June 2019 meeting as submitted. Norris Gentry seconded and the motion carried without further discussion.***
- X. Consideration and Approval of Consent Agenda Items –
- XI. Presentations/Recognition –
- XII. Old Business –
- XIII. New Business –  
Justin Hembree provided an update on the Healthy Opportunities Pilot. Since the June meeting, there has not been a lot of new information to provide. Generally, the Healthy Opportunities Pilot would be funded by US DHHS through a grant to the state. Locally, Dogwood Health Trust has submitted a letter of interest to the state and a proposal to hopefully, receive funding to operate one of the pilot programs. Due to the budget impasse in the state, the request for proposals (RFP) has yet to be released. He noted that LOSRC would continue their involvement in the Healthy Opportunities Pilot to bring partners together. In collaboration with Dogwood Health Trust, LOSRC would be a "Service Captain" for the housing and

transportation parts of the Healthy Opportunities Pilot. That means that LOSRC would work with nonprofits, community organizations, etc. on the areas of housing and transportation to improve outcomes for Medicaid recipients. The goal is to have Medicaid recipients make fewer trips to the doctor through the provision of abatement services. These abatement services would be Medicaid-billable. LOSRC's role would be to bring those networks of organizations together to work to identify their capacity to take on these types of programs and bill Medicaid for the service. Another part of the program could potentially lead LOSRC to develop abatement services in-house if those are not available in the region served by the pilot project. LOSRC is moving forward and is in communication with Dogwood Health Trust and the potential providers of abatement services. Release of the RFP could occur late this year.

Discussion occurred regarding how frequently the collaborative group would meet (monthly) and Justin Hembree noted that based on feedback from Dogwood Health Trust, LOSRC would continue to reach out to potential service providers. Chair Harris shared that based on the plan, there may already be an idea on the staffing needs to fulfill the pilot project. Justin Hembree shared that Dogwood Health Trust has developed a tool to allow service providers to determine what their capacity is and whether they have the ability to bill for Medicaid. He noted that LOSRC could offer the Medicaid billing as a fee-for-service to service providers.

Discussion occurred about long-term administrative costs to LOSRC and Justin Hembree noted that there is a portion of the administrative cost that could be funded as part of the Medicaid billable service. In addition, the organization could request Dogwood Health Trust to provide the funding to support an administrative staff. Tammy Cody, with Madison County Health Department, shared that another moving part is the ability to provide Medicaid billing. Justin Hembree noted that there are many gaps that could provide opportunities for LOSRC to fill in. April Riddle noted that the Medicaid providers could offer different services to counties in the various tiers of services.

Justin Hembree shared about the NEMT Call Center under the Medicaid transformation. He communicated that with the transition into managed care; the providers are taking all Medicaid services in-house, meaning that early in 2020, LOSRC would be winding down the operations of the call center. Currently, staff are working with the employees who would be affected and many of them are job searching. This could create some challenges for the organization due to the impact on the budget. While not easy to deal with, this is the nature of government service. More information will be provided going forward.

Discussion occurred about the number of staff who would be impacted by the call center closing, which is seven NEMT staff.

XIV. Executive Director's Report –

A. 4<sup>th</sup> Annual Summer BBQ Lunch – Justin Hembree shared that the BBQ lunch was a great success! He estimated that 200-220 people were fed. Next year the BBQ plans to be in Madison County.

B. NADO Impact Awards - Justin Hembree shared that LOSRC has received Impact Awards from NADO for the following programs: Workforce Development's Mountain Area Careers (MAC), The ECD's Regional Resiliency Project, and the MPO's Congestion Management Plan.

C. Appalachian Regional Commission (ARC) Summit – Justin Hembree shared that the annual ARC Summit is scheduled for September 4-6 in Asheville at the Renaissance Hotel. This is shaping up to be the largest ARC summit ever- registrations have been capped at 500 attendees (not counting federal and state ARC staff). Governors from all the ARC states will be in attendance.

D. Strategic Plan Implementation Update – Justin Hembree shared that an update will be distributed on the progress of the Strategic plan. The Programs and Communications Committee had their first meeting last week. Good ideas were gained to improve the Board of Delegates meeting experience.

XV. Important Dates – The next LOSRC Board meeting is scheduled for Wednesday, September 25, 2019.

XVI. Adjournment – Chair Harris adjourned the meeting, as there was no further business.



## **BOARD OF DELEGATES AGENDA ITEM**

**Subject:** Executive Director's Report

**Item Number:** XIV. Executive Director's Report

**Responsible Party:** Justin Hembree, Executive Director

**Attachment(s):** None

**Background:** The following items will be presented as part of the Executive Director's Report:

- A. NEMT Call Center
- B. Special Recognition

**Staff Recommendation:** N/A.

**Suggested Motion(s):** N/A