

5/27/2022 – RHIO Board Meeting

Meeting Minutes

Attendees: Larry Becker (Immediate Past Board Chair), Roger Benn, Carl Cameron, Kesha Carter, Lucia Castillejo, Jake Flaitz, John Glynn, Michael Mendoza, MD, Peter Robinson, Chris Wagner, Rich Yarmel (guest), John Sheehan, Jennie Spencer, Hardick Kapadia, Denise DiNoto, Sara Abrams, Judy Mendoza

Not in attendance: Board Chair Ann Marie Cook, Kathleen Johnson, Wade Norwood, Adrian Hale, Tarun Kothari MD

Meeting Opens @ 4:04 p.m. – No Quorum

Immediate Past Board Chair Larry Becker opens the meeting. Asks for a motion to approve previous meeting minutes, but there is no quorum. Tables meeting minutes for approval later in the meeting. He announces a special June board retreat in June. Larry provides an overview of the meeting agenda.

Rochester RHIO CEO John Sheehan goes over the budget and current financials for the company. He has high confidence in the current financials.

4:06 p.m. – Enough board members have joined for a quorum. Larry asks for a notation in the meeting minutes.

Financials

CEO John Sheehan has firm financial numbers for 2021 and financials for Q1 2022 (Jan 1, 2022 – March 31, 2022). All of 2021 has been entered into the new accounting system. 2021 audit is in process. 2022 budget is budgeted for about a \$687K loss. 2022 budget was approved by the Board in February. Loss for Q1 is ~\$181,000. This is a significant improvement over previous years. In previous years, the company's been losing about \$500,000 a quarter. First quarter is supposed to be around -\$171,000, a variance of about \$10,000 from budget plan. There are a couple of outstanding contracts, and John is confident the Board will continue to see improvement as the year progresses.

LCastillejo: What's the plan moving forward to continue to close the gap?

JSheehan: What you see here is us attacking certain costs, bringing them down, and then shoring up our existing agreements.

John also wants to see how the company continues to perform in Q2. The company is also looking at other revenue opportunities. The budget revenue is flat otherwise.

LCastillejo: That is helpful. Thank you. Great job!

JSheehan: We've been excited to do turn this around, and we're still able to recruit great talent to the team.

John then talks about the cash on hand, and the history of cash on hand and the improvement that is shown there as well. John mentions that we're also working with a financial consultant, Lisa Smith, Eagle Wings Consulting who has extensive financial background and nonprofit expertise.

Days Cash on Hand (*Improvement*)

3/31/2022: 109 Days Cash on Hand

4/30/2022: 114 Days Cash on Hand

A Year Ago: 05/2021: 96 Days Cash on Hand

State News

John talks about the new NYeC (New York eHealth Collaborative) David Horrocks. He's from CRISP in Maryland. He visited the Rochester RHIO leadership team in late April, in person. The NYeC CIO Michael Berger also visited the RHIO office last week. He conducted a deep dive into RHIO services and asked a lot of good questions like what kind of Alerts we have and how are they counted and where are they provided, etc. John is optimistic about the leadership change at NYeC.

Key State Updates: NYS DOH (New York State Dept. of Health) is requiring QEs to be 508 compliant over the next three years. This will be integrated into QE certification. This has to do with access for those who have disabilities. SHIN-NY policy approved the new All-in-Consent form. Also the new QE funding year is officially underway (which normally begins on April 1).

Jennie Spencer provides an update on Hitrust certification process. She says the company is in the home stretch of the certification process and that there are no immediate concerns. Assessment will be submitted at the end of June.

RHIO Key Performance Indicators (KPIs)

Denise talks about the state's participation metric requirement. All indicators for OMH (Office of Mental Health) participants, OASAS Licensed Providers, and Community Based Organizations are all green and target has been achieved. Denise talks about the state participation stats differ from our organization's stats around CBOs. The state only recognizes 30 or 40 organizations as CBOs. Rochester RHIO has about 300 CBOs in total, but those aren't included in this category.

Denise then talks about the DFF metrics (data contribution). The categories are Hospital, Clinics, Long Term Post-Acute Care, and Physicians. All of these are red, and goal has not been met for any of the four. Goals are due at the end of 2022. In the past, hospitals are usually green, but not this year. Denise explains that it's one hospital which has dual certification as a hospital and long term post-acute, which contributes data. A board member (Roger Benn) asks if the number can be appealed since this particular organization is licensed in two areas. Denise indicates that the organization will try and appeal. This goal could prove difficult to meet for year-end. (See ppt slides for additional info)

Denise talks about the heartbeat monitor metric. She talks about how it's going to be a 'razor' thin year with this goal. For 2022, the goal for heartbeat monitor is 99.77. This includes scheduled downtime like maintenance windows, as well as unexpected downtime. (See ppt slides for additional info)

Denise introduces the Norc Survey (SHIN-NY Customer Satisfaction Survey) results and mentions how it's a bit long and it is important part of our annual KPIs. Judy talks about a couple of highlights from the survey results, including the participation rates from target audiences like clinical participants, local health departments, and community-based organizations (see ppt slides for info).

Additional Operational Updates

HealthVantics Network Operations Center. Team hiring continues along with process mapping; process streamlining. Aigilx Health: Team continues key operations support for HealthVantics. Hiring continues to be challenging; Audit Underway. John conducts town hall for Chennai team in May. Development improvements continue for Explore+.

Staffing Updates (see ppt slides)

- Jennie Spencer – New Chief Information Officer. Also Chief Privacy and Security Officer
- Elizabeth Bailey's Retiring – A long-term employee. Been with the RHIO for over 11 years.
- 3 new hires in the Network operations center (all are very customer focused), and administrative hires

Larry Becker asks for a motion to accept the meeting minutes from February and March meetings. There is still a Quorum. Roger Benn makes a motion. John Glynn seconds the motion. No modifications are made to minutes. Both Meeting Minutes approved.

Larry thanks John for his leadership and for bringing the team along and for all of the good news.

Meeting adjourned at 4:54 p.m.