

1/25/2022 – RHIO Board Meeting

Meeting Minutes

Attendees: Ann Marie Cook, Larry Becker, Kathy Johnson, Lucia Castillejo, Chris Wagner, Carl Cameron, Roger Benn, John Glynn, Tarun Kothari, MD, John Sheehan, Sara Abrams, Denise Dinoto, Hardick Kapadia, Ted Wright, Judy Mendoza

Not in attendance: Kesha Carter, Jake Flaitz, Adrian Hale, Wade Norwood, Dr. Mike Mendoza, Peter Robinson

Meeting Opens @ 4:00 p.m.

Board Chair Ann Marie Cook welcomes everyone to the meeting.

Ann Marie asks for a motion to approve the previous minutes, or any adjustments. Larry makes a motion. Chris Wagner seconds the motion to approve meeting minutes.

CEO John S. explains some of the happenings at Rochester RHIO in regards to the Finance Department. He is currently overseeing the Finance Department. He also explains how the company has hit a large performance bonus with NYeC.

John: "I cannot be happier for this group of people.... Denise, in particular and her team deserve a lot of recognition for what they were trying to accomplish. And as you know Judy is playing air traffic control for all us during a period of duress. Sara, Ted, and the team just really came together to do the work and get it done. I'm excited to present that data to you today.

Judy: First up is the Norc Survey. We executed a marketing campaign with an all hands-on deck approach, along with some cool graphics. Our target was our baseline, we had to hit 24.219 and our adjust score was way over at 41. So, a grand slam out of the park.

Dense: A big thank you to the community partners here in particular, Rochester Regional and U of R.

Judy explains a survey loopback error that occurred with the Norc Survey that NYeC gave a little bit of credit for to the QEs. She explains the email bounce back rate and how Rochester RHIO's bounce back rate is in line with other QEs.

Hardick: Hardick talks about the annual Heartbeat monitor goal. Rochester RHIO made 99.7% uptime right and exceeded the 2021 goal that NYeC set up.

Denise: Denise explains the performance-based metrics for two categories: participation and data contribution. "So we've done and continue to do great in participation and really pushed with our long-term post-acute nursing homes and our clinics to increase data contribution and also with Sarah's help to really look at data quality and identify data gaps that needed to be filled, especially by those using a certified vendor." Denise says regional account managers pushed hard to get some of the sources onboarded. It takes the technical team to connect with these sources.

Ted: We have a roadmap of organizations for 2022 to see about making even more connections.

Sean Curley explains the NYeC performance funding in detail and how it works for the state. He also shows how RHIO met performance goals in 2021.

Sara explains the Data Quality metric (DQIP) that will be new in 2022. She explains that NYeC has taken feedback from all the QEs on the standardization around blood pressure to use as a performance-based metric. She explains how our data should have high conformity for this future metric. Sara also talks about our initiatives around race and ethnicity data and the Greater Rochester Health Foundation.

Question from Ann Marie Cook around race and ethnicity data.

Question from Carl Cameron around blood pressure data quality. How was this decided to become the standard? Sara explains the common clinical data set and Hedis and how those supported the DQIP metric.

John Sheehan and Sean Curley go over Rochester RHIO financials in general. They also discuss looking for a new audit firm and a new Controller position for the Finance Department.

Ann Marie Cook and Kathy John discuss how the Finance committee could provide input.

Ann Marie asks Sean how he is doing with two people down in the department. Sean says that with the Bonadio Group, he has a strong teammate behind him.

Kathy asks a question: What was Bonadio's response when we informed them that we were going to bid the audit out.

John explains since Bonadio is doing the day-to-day financials that Bonadio can't actually do the audit for Rochester RHIO in 2021 since they are now doing outsourced Accounting services for the RHIO. Hence, the need for a new Audit firm.

Ted talks about two new additions to the Network Operations Center (NOC Team): a Senior Engineer and Engineer. The new Senior Engineer is familiar with Cisco.

Ted explains that we're reviewing all technology spends. He also provides an update on company contracting with major contracts (RRH, UPMC, Excellus).

John and Sean review Rochester RHIO's general financials and 2022 budget. Sean also reviews 2021 and 2020 deficits and how that has changed over the last months. He further explains how doing well on the NYeC performance funding & bonus has positively impacted the company's bottom line.

Kathy asks about budget assumptions.

John Glynn asks questions about the contract money from NYeC and what's included. Sean explains the performance dollars include the heartbeat monitor, new data sources, etc.

Ann Marie asks a question about last year's budget. Sean explains that the 2022 budget is more conservative and less ambitious than the previous year's budget. Sean and John explain while the budget is conservative, there's a lot of potential upside to the budget.

Ann Marie moves for a vote on the 2022 budget. Lucia expresses concern with voting on the budget and asks for it to be reviewed and re-presented to the board. Ann Marie tells Sean to send it back to the Finance Committee for review with Kathy Johnson. Kathleen agrees that it should go to review before the Finance Committee.

Larry Becker asks about cash flow. John explains that the cash flow situation has much improved since the state paid in December.

RHIO reviews a couple of key operations updates including Minor Consent and Hitrust audits.

Ann Marie mentions that an extra closed board meeting will be held to discuss financials and key issues.

5:24 p.m. - Meeting adjourned. Roger Benn with the motion. Kathy Johnson with the second to adjourn.