

Strategic Planning Committee Report

DATE: 10 May 2023

MEETING TYPE: Teams

BOARD MEMBERS PRESENT: Gary De Gasta (Chair), Brenda Cruickshank, Charly Dickerson, Peter Fagan, Michael Klopchin, and Joyce Scribner

INVITED GUESTS: Melissa Jackson, Asa Morin and Robyn Boland

MEMBERS ABSENT: Jennifer Carmichael. Guest absent: Asa Morin

MEETING START TIME: 10:14 am

IMPLEMENTATION of STRATEGIC GOALS: VVH Strategic Plan Goals: #1 - Serve More Vermont Veterans; Goal #3 - Expand Geographic Reach; and Goal #4 - Offer New Services.

Review of SPC Report of January 11,2023. Motion to accept January 11,2023, Committee Report made by Peter Fagan, second by Brenda Cruickshank. No discussion. None opposed. Motion carried.

Contents and summary of discussions:

1. Status of the Market Study
2. Back to Basics overview/training (History, Regulatory requirements and Overview of each department)
3. Committees: Committee Chairs are encouraged to continue to accomplish their Committee responsibilities and to perform due diligence in concert with Article VI of the By-Laws of the Board of Trustees of the Vermont Veterans' Home including involvement with department heads and staff.
4. Problems implementing Outlook and any impact of committee efforts for Strategic Planning.

DISCUSSION:

CHARGE #1: Status of Market Study: CEO Jackson reported has been meeting regularly with representatives from Gibbous and provided an update on data they are currently gathering and then next steps Gibbous will be conducting in the Market Study. CEO Jackson is assisting with connecting Gibbous with Robert Burke (for property tax credit information), the Vermont Town Clerks Association to see what information they may be able to provide, White River Junction VA, the VFW and American Legion. Next steps are to schedule interviews with stakeholders to arrange community listening sessions. Gibbous is scheduled for a VVH site visit soon. Also hope to have them join the June 14 Board meeting either in person or remotely.

COMMITTEE RESPONSE: Lengthy discussion on the PowerPoint slides from Gibbous. Primary focus was on two slides showing the percentage of veterans receiving disability compensation and the other slide showing the number of veterans in Vermont broken down by conflict. Slides are in the Marketing Study folder on the Board Teams page.

NOTE: Slides, data, summaries, etc. provided to the VVH by our Market Study vendor, Gibbous, is proprietary information and is NOT TO BE DISTRIBUTED OR SHARED outside of the Board until we are advised to the contrary.

CHARGE #2: Back to Basics overview/training (History, Regulatory requirements and Overview of each department): CEO Jackson reported that prior to covid, newly appointed Trustees would participate in a half day+ orientation at VVH to learn about who we are, what we do, budget process, our regulatory environment, the statutes, an overview from each of our department heads, etc. Instead of only offering this to the recent new Board members, offering it to the entire Board as a refresher for baseline knowledge.

COMMITTEE RESPONSE: Peter Fagan, Chair of the Education and Training Work Group, concurred saying it could be an item to certainly consider for October's program. The Work Group meets in a couple of weeks and will discuss adding this to the agenda. The SPC Chairperson agreed a refresher would be beneficial to all Trustees.

CHARGE #3: Committees: Committee Chairs are encouraged to continue to accomplish their committee responsibilities and to perform due diligence in concert with Article VI of the By-Laws of the Board of Trustees of the Vermont Veterans' Home including involvement with department heads and staff.

COMMITTEE RESPONSE: The SPC Chairperson noted that having the Market Study underway now, committee focus will return to strategic planning soon. In the meantime, Chairs have an advisory role to report to the Board itself as well as through the Home organizational staff to oversee their program areas, and feels we are accomplishing this. The Chairs have access, and are encouraged, to use the Quarterly tracking of committee meeting document. Several committees have scheduled meetings so hopefully we will have feedback at the June Board meeting.

CHARGE #4: Problems implementing Outlook and any impact of committee efforts for Strategic Planning.

COMMITTEE RESPONSE: Given the circumstances, it appears that Trustees will need to have access to a computer, Outlook and Teams, in order to do our job as Trustees now. Some Trustees are still working through some issues. Mike Klopchin commented he likes to read the Morning Report each day as now receives it as part of Teams. It is a great communication mechanism for everyone.

OTHER TOPICS DISCUSSED:

Update on Agency on Healthcare Research and Quality Survey on Patient Safety and Nursing Home Culture:

CEO Jackson reported she had shared the outcome of the survey results at the last Board meeting and had just shared the information with the staff recently. Will start addressing the issues ranked lowest and work up to those ranked highest. Communication ranked the lowest and many issues also tie back to communication. It is difficult for frontline staff who are providing hands-on care to access their emails so we will first investigate if we can get them better access so they can check their emails more than once a month. Regarding communicating changes in care, we are now using handheld devices that give LNA's access to care right at the bedside. We are exploring ways to leverage technology.

FINDINGS and RECOMMENDATIONS:

FUTURE AGENDA ITEMS: Obstacles Board Committees, including the SPC, encountered while addressing Strategic Initiatives.

MEETING END TIME (adjournment): 10:58 am

COMMITTEE CHAIR: Gary De Gasta 12 May 2023

2023 Strategic Planning Committee Meetings: 10:00 am July 12 and November 8