

**NORTHPOINTE HEALTHCARE SYSTEMS BOARD OF DIRECTORS**

**Special Board Meeting**

**MINUTES**

**715 Pyle Drive, Kingsford, MI 49802**

**September 10, 2020 – 3:00 p.m.**

**CALL TO ORDER/ROLL CALL**

Joan Luhtanen, Chairperson, called the meeting to order at 3:02 p.m.; No roll call was conducted

<u>MEMBERS</u>	<u>Present</u>	<u>Excused Absent</u>	<u>Absent</u>	<u>MEMBERS</u>	<u>Present</u>	<u>Excused Absent</u>	<u>Absent</u>
Dehn, Janet			X	Negro, Mari			X
Hafeman, Jan***	X			Pasternak, Nancy***	X		
Hofer, Millie***	X			Phillips, Patricia***	X		
Roberge, Robert***	X			Korpi, Thomas		X	
Pirlot, Kevin***	X			Luhtanen, Joan ***	X		
Martin, Ann***	X						

\* Zoom conference from alternate site

\*\* Telephone attendance

\*\*\* Web-Ex conference

**REPRESENTING ADMINISTRATION:** J. Cescolini, J. Lindow, V. Johnson

**PLEDGE OF ALLEGIANCE** – Withheld do to Covid – 19

**PUBLIC COMMENTS** – None.

**ACTION ITEMS**

• **Press-Ganey Employee Engagement Survey**

WebEx video presentation given by S. McLaughlin of Press-Ganey. Discussed the engagement, data review, and goal setting modules from the September 2020 survey. Three areas measured were organizational, management, and employee domains. S. McLaughlin informed the board that the agency had an increase of 32 % in the overall survey results. Some areas that need improvement in decompression, career and pay, and staffing and stress areas. Breakdown of the team index showing obstacles (from fewest to greatest) by group reviewed. Discussed recommendations for improvement. Target goal of 4.05 on the 2021 Employee Engagement Survey. Survey comments provided for consideration. Miscellaneous questions addressed.

**Outcome:** Informational

**PUBLIC COMMENTS** – None.

**BOARD COMMENTS**

J. Cescolini informed the board that Northpointe and Press Ganey are partnering for a case study. Press-Ganey would like to see what our organization has done in the last year to see this type of result.

K. Pirlot the amount of detailed information is outstanding. Very well spoken and put together well. We are headed in the right direction.

**ADJOURN**

Meeting adjourned at 3:54 p.m.

The next Regular Board meeting is scheduled for Thursday, September 24,2020 via Zoom/Telephone. at 4:30 p.m.

*Joan Luhtanen*  
Joan Luhtanen, Chairperson

*Patricia Phillips*  
Patricia Phillips, Secretary/Treasurer

*Vivian Johnson*  
Vivian Johnson, Administrative Assistant