

Meeting Minutes DCT Executive Board Meeting

Thursday, September 18
Direct Care and Treatment
3200 Labore Road Suite 104 Vadnais Heights, MN 55110
(Meeting was held with a virtual option for board members and the public)
3:00 PM – 5:04 PM

DCT Executive Board Attendees

Board Chair Carol Olson, Vice Chair Dr. Paul Goering, Shireen Ghandi, Cathy Chavers, Mary Maertens, John Dinsmore, Lynn Butcher, Dr. Prachi Striker

DCT Staff in Attendance

Dale Klitzke, Dan Storkamp, Terra Carey, Lynn Glancey, Dr. KyleeAnn Stevens, Dr. Soniya Hirachan, Jeshua Livstrom, Amy Chantry, Breanna Drummer, Kari Gallagher

3:00 p.m. Introductions/Roll Call

- A quorum was established based on the number of members present, allowing the board to proceed with official business.
- Board member Laurie Halvorson was marked absent

Board Member	Present	Not Present	Abstain/Absent
Carol Olson	X		
Dr. Paul Goering	X		
Shireen Gandhi	X		
Mary Maertens	X		
John Dinsmore	X		
Dr. Prachi Striker	X		
Catherine Chavers	X		
Laurie Halvorson			X
Lynn Butcher	X		

3:05 p.m. Consent Agenda Items

- Approval of August Meeting Minutes
 - Board members reviewed the August meeting minutes

Board Member	Vote For	Vote Against	Abstain/Absent
Carol Olson	X		
Dr. Paul Goering	X		
Shireen Gandhi	X		
Mary Maertens	X		
John Dinsmore	X		
Dr. Prachi Striker	X		
Catherine Chavers	X		

- Dr. Paul Goering motioned to approve the August meeting minutes; Mary Maertens seconded. All in favor, no opposition. **Motion passes.**

Privileging and Credentialing

Board Member	Vote For	Vote Against	Abstain/Absent
Carol Olson	X		
Dr. Paul Goering	X		
Shireen Gandhi	X		
Mary Maertens	X		
John Dinsmore	X		
Dr. Prachi Striker	X		
Catherine Chavers	X		

- Board members reviewed the privileging and credentialing document from August
- Dr. Prachi Striker motioned to approve Privileging and Credentialing; Mary Maertens seconded. All in favor, no opposition. **Motion passes.**

Delegations

Board Member	Vote For	Vote Against	Abstain/Absent
Carol Olson	X		
Dr. Paul Goering	X		
Shireen Gandhi	X		
Mary Maertens	X		
John Dinsmore	X		
Dr. Prachi Striker	X		
Catherine Chavers	X		

- Board members reviewed the delegations of authority documents
- John Dinsmore motioned to approve delegations of authority; Dr. Prachi Striker seconded. All in favor, no opposition. **Motion passes.**

3:15 p.m. CEO /Board and Vice Chair Updates

- In the absence of Marshall E. Smith, Chief Executive Officer (CEO), Direct Care and Treatment (DCT) Health System, who was attending the Minnesota Hospital Association Annual Conference (MHA), General Counsel Dale Klitzke sat in his place.
- Annual Excellence Conference (AEC) Overview
 - Vice Chair Dr. Paul Goering reflected on the growth of the Annual Excellence Conference (AEC), noting the wide range of projects across all divisions, the importance of staff taking ownership in improvement efforts, and the value of continuing self-reflection even when things are going well. Board Chair Carol Olson added that the event showed significant staff engagement and hard work, and she highlighted the recognition of projects in different areas, including new awards such as the DAISY Award for nursing and acknowledgement of custodial staff. Both emphasized that the conference

provided an opportunity to showcase innovation and celebrate contributions from across DCT.

- Advisory Committee Update
 - Dan Storkamp, External Relations Executive Director, shared an update on the Advisory Committee, noting that four legislators had been appointed, the union person had been appointed, the county and the National Alliance on Mental Illness (NAMI) have been asked to provide representatives, and the Secretary of State will be posting for the two lived-experience members.
 - He also shared that as part of DCT's creation, Operation Services received first place at the Annual Excellence Conference (AEC), the first time this division has been awarded the traveling quality trophy.

3:30 p.m. Board Workgroups: Quality, Compliance, and Finance (Terra Carey, Jeshua Livstrom, Lynn Glancey)

- Jeshua Livstrom, Compliance Director and Lynn Glancey, Chief Financial Officer presented on the establishment of Board workgroups for Quality, Compliance, and Finance.
- Discussion was held regarding Board member participation in the workgroups. Direct Care and Treatment (DCT) leadership will coordinate scheduling, and Board members will notify Direct Care and Treatment (DCT) of their interest in serving.
- Membership identified for initial workgroups:
 - Quality and Compliance Workgroup
 - Dr. Prachi Striker
 - Mary Maertens
 - Cathy Chavers
 - Finance Workgroup
 - John Dinsmore
 - Carol Olson

4:00 p.m. DCT Executive Board Bylaws (Dale Klitzke)

- Board members reviewed the Direct Care and Treatment (DCT) Executive Board Bylaws.
- Discussion included several clarifications and changes:
 - Under Section 3.6, adding language so that time spent in workgroups counts toward attendance/affiliation.
 - Under Section 3.7, clarifying the reference language.
 - Under Section 5.3, updating the qualifications to specify the Medical Director, aligning with Minn. Stat. § 246C.09.
 - Adding language regarding reimbursement to align with contract language (clarifying coverage for represented vs. non-represented members).

Board Member	Vote For	Vote Against	Abstain/Absent
Carol Olson	X		
Dr. Paul Goering	X		
Shireen Gandhi	X		
Mary Maertens	X		
John Dinsmore	X		

Dr. Prachi Striker	X		
Catherine Chavers	X		

- Dr. Prachi Striker made a motion to approve the DCT Executive Board Bylaws with the noted changes; Shireen Ghandi seconded. All in favor, no opposition. **Motion passes.** With one change that was

4:35 p.m. Quality and Strategic Planning (Terra Carey)

- Terra Carey, Chief Quality Officer presented an overview of Quality and Strategic Planning for Direct Care and Treatment (DCT)
 - She explained how quality staff are both centralized and decentralized, with quality directors in each service line (Forensics, Minnesota Sex Offender Program (MSOP), Outpatient, etc.) and some positions aligned horizontally across the system.
 - DCT has a system-wide quality plan, and each division has local quality programs and plans.
 - A governance structure is in place using the Institute for Healthcare Improvement (IHI) six domains of quality for executive team reporting.
 - She described incident review processes, peer review, root cause analysis, and mock audits.
 - Noted expansion of continuous improvement training, with many green belt and black belt projects, and use of the Malcolm Baldrige framework.
 - Shared examples from the Annual Excellence Conference (AEC), including projects on workplace safety, de-escalation, and peer recognition (over 450 nominations this year).
 - Talked about the cultural shift toward transparency, reporting, and psychological safety.
 - Reviewed the strategic plan launched July 1, built around five pillars: Service, People, Quality, Finance, and Technology.
 - Said the plan is a “living, breathing document” with strategies reviewed quarterly, using a red/yellow/green dashboard.

5:05 p.m. Shireen Ghandi made a motion to adjourn the meeting, Dr. Prachi Striker seconded. All in favor, no opposition. **Motion passes.**

Board Member	Vote For	Vote Against	Abstain/Absent
Carol Olson	X		
Dr. Paul Goering	X		
Shireen Gandhi	X		
Mary Maertens	X		
John Dinsmore	X		
Dr. Prachi Striker	X		
Catherine Chavers	X		