



119 Adkisson Way Taft, CA 93268 (661) 765-7234

BOARD MEETING MINUTES

Thursday, August 23, 2018, at 4:00 pm

1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:01 pm. President, Eric Cooper led the Pledge of Allegiance. Those present were:

Eric Cooper	Board President
Adele Ward	Board Vice President
Ginny Miller	Board Secretary/ Treasurer
Jan Ashley	Board Member
Darren Walrath	Board Member
Gerald Starr	Executive Director
Dr. Ronald Ostrom	Medical Director
Robyn Melton	Clerk of the Board

In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan, and Doug Keeler.

2. PUBLIC INPUT

None

3. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, July 26, 2018 were reviewed. Adele Ward made a Motion to approve the Minutes. Jan Ashley Seconded. Motion carried. The Special Board Retreat meeting Minutes of Friday, July 27, 2018, were reviewed. Jan Ashley made a Motion to approve the Minutes. Darren Walrath Seconded. Motion carried.

4. FINANCIAL REVIEW

The Financial Statements for July 2018 were delayed and the review was Tabled until the September 2018 Board meeting.

5. REVIEW OF CLINIC FACILITY PROJECT, EXECUTIVE DIRECTOR, GERALD STARR

Executive Director, Gerald Starr discussed the first bi-weekly construction meeting. Everything is coming together and the process is moving forward. Office trailers and equipment should start arriving early in the week of August 27th.

6. REVIEW/APPROVAL OF WEST SIDE FAMILY HEALTH CARE POLICY AND PROCEDURES

A. Policies were reviewed, Jan Ashley made a Motion to Approve the following Policy and Procedures. Darren Walrath Seconded. Motion carried.

The Policy and Procedures approved were:

Alternate Communication, Board Conflict of Interest, Communicable Disease Reporting, Disaster Plan, Earthquake or Weather Emergency, Extreme Temperatures, Group Billing, HealthNet Linguistic Services, John/Jane Doe Registration, Management of Referral Requests, Medication Waste Stream, Operation During Internal Disaster, Peer Review, Policy Development and Review, Preventive Maintenance Inspections, Registering Patient Complaints, Shelter in Place, Volunteer Deployment, Website Patient Portal Information, and the Organizational Chart.

A. 7. Executive Director:

- West Side Family Health Care (the "Project"): The project pre-construction meeting was held on Monday 8/13/18. The Notice to Proceed to the General Contractor Superior Construction was dated 8/13/18. Site work began the next day. The project schedule is 273 days and projected completion the 3rd week of May 2019.
- The USDA Loan authority for \$5.0 Million has been de-obligated based on the \$4.0 Million grant. The first installment of \$1.0 million was received on August 6th by the Foundation. Those funds have been placed in the Project account at United Security Bank.
- The development of the model for display and presentations to the community was discontinued. "Concept" ideas for donor recognition from the architect have not yet been reviewed by the Foundation/staff.
- The Athena EMR and Revenue-Cycle Update:
All aged wrap claims have been submitted to Athena and payments are being received from MediCal weekly. Athena continues to research the reason why dropped wrap claims were held incorrectly and caused to be denied due to untimely filing. A project relative to the aged AR continues in process. Staff are being supervised on registration best practices to ensure more accurate registrations to decrease/eliminate administrative delays in claims processing. Corrections to the eligibility checking functionality were requested by Caitlin to eliminate errors that were a result of a faulty "link" between Kern Family, MediCal, and Athena.
- Claims processing update: Claims are being processed in < 2 days (average). This improves the number of days in A/R outstanding. We are focusing on claims that are placed in "denial" status. This will improve both our knowledge and workflow and to hold Athena accountable for their processes. "Small balance" write-off process continues. Our collections letters have resulted in numerous calls from patients to query their account balances and to make payments on open accounts. We are getting results and will continue to review process and improve as necessary.
- Application to be a National Health Service Corps. Approved location has been submitted and we await the organization's acceptance of our packet and moving from pending to active status.
- Disaster Medical Planning: The West Side Disaster Preparedness Planning Group has not met at this point.
- Restructure of the District parcel map(s): The project to reduce the number and realign identified parcels on the District property has been presented to the City. We are awaiting review/comment.

B. Medical Director: (Ronald J. Ostrom, D.O.)

- The search for a Family Nurse Practitioner has been finalized with the start of Elizabeth (Beth) White on August first. We continue with Jackson Physician Search and contingency recruiters for a Board Certified Family Practice physician.
- Medical Staff issues: Drs. Nancy Ferrel continues as a scheduled MD. Dr. Nadeem Goraya, Board Certified Family Practice continues to provide extensive coverage for the Clinic. Drs. Mohamed Hammami, Burnett Rucker, Burton Slanger, and Dr. Ostrom are providing per diem MD coverage.
- Heather Bosma (NP-C) is our primary scheduled mid-level staff. Heather is proctoring FNP Beth White for a 12-week period of orientation. Ms. White has been well received by patients and staff.
- Clinic volumes are down consistent with the seasonal (summer) period.

- Our after-hours on-call service continues in keeping with our primary care provider contractual obligations and continuity of care responsibilities.
- The Quality Assurance Performance Improvement (QAPI) Committee is up to date with their 8/9/18 meeting. Dr. Ostrom will present the QAPI meeting report to the Board this month.

3. MCCF Health Services: Through Contract with City of Taft

- Dr. Rupal Sidhu, MD: Coverage continues
- Dr. J. Sterling Bryan, DDS: Coverage continues
- PTO and CME Coverage continues with MD or Mid-level providers credentialed by CDCR

4. District Manager and the Accounting Manager:

- The District office staff continues with the countless duties and responsibilities of the District Office, Human Resources functions, Community Outreach and the Board. The process of annual review of Policies and Procedures is ongoing.
- The District Transparency Certificate of Excellence through CSDA will be completed and submitted for approval soon.
- District manager: Credentialing activities continue with new providers (MD and Mid-level). Carrie Coleman continues in the Medical Staff Assistant position taking on tasks in support of the Medical Director. She is responsible for the ongoing and provider scheduling of the "Call My Doc" phone app and maintains the provider scheduler in Athena. She has taken on the added responsibility of developing the initial provider schedule, which will then be approved by Dr. Ostrom before publishing. She is also the contact person for medical records requests. Additionally, she is preparing peer review packets for submittal to Dr. Ostrom each month.
- Meghan Miller is the new District Office receptionist.
- A meeting regarding the marketing process for West Side Family Health Care, with Heise Media is scheduled.
- Transworld collections: responsibility for the accounts to collections function has been moved to Caitlin's desk. She has partially automated those tasks.
- a. Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly Financial Statements is in transition with the oversight of Robyn and involvement of the Office staff. An interim person (Kellie) with experience in accounting activities is performing her duties rigorously.

5. West Side Family Health Care Operations: Clinic Director Summer Wood-Luper, BSN, PHN

Dashboard: Census: 1000 (32/day); 28 NSOT; 14 higher Level of Care, 10 Condition Not Urgent/Emergent, 3 Patient Preference, 1 Insurance Issue; July 2017: 1017 (33/day); X-Ray: 117
Collections: Clinic/District; Athena Deposits: Misc. Deposits: Total Deposits:

Accounts Operations:

- Clinic Staffing is adequate. We have currently two per diem MA's; one is on orientation. We are at 78% staffing effectiveness for the first pay period in July and 62% in the second pay period. The decrease in productivity is significant. This drop is related to a decrease in census without an increase in flexing of staff. To increase efficiency and ensure productivity, close examination and monitoring of census is occurring daily. Flexing of staff when needed will ensure productivity is met.
- CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- Telemedicine: July volume is as follows: Endocrinology: 1 seen, 4 canceled, 1 no show (Dr Chaychi was off two clinic days). Behavioral Health: 11 seen, 1 canceled, 3 no show.

- Registration oversight needed improvement in collection of accurate demographics on intake. Staff assigned to make corrections have demonstrated improvement in demographic data-entry.
- Primary healthcare meetings have begun. Topics included identifying newly assigned primary care patients to our practice, developing a method of contacting patients for their initial and annual physical exams. Primary care logs are in formation: Care Gap, Annual Physical. Development of forms for primary care patients: Health History, Quality Assessment, Documentation of Face-to-Face Encounter, Addendum to Medicare Home Health Certification.
- Staff training includes renewal of Annual Demonstrated Competencies.

B. AUTHORIZED AGENT REPORT- Nothing further at this time.

8. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee- No further updates at this time.
3. Committee Outreach-
2019-Back to school, Cut-a-Thon at Shawn's Barber Shop, District will participate at next year's event.
CTEC, once a month Blood Pressure Clinic. The staff was directed to order blood pressure registers, to be used at the monthly clinic.
4. Personnel Committee- Nothing at this time.

9. BOARD MEMBER INPUT- Darren Walrath -the new signage at both facilities look good, thanks!

10. ITEMS FOR FUTURE AGENDAS – None at this time.

11. CLOSED SESSION

President, Eric Cooper asked for a Motion to enter into Closed Session. Jan Ashley made the Motion. Ginny Miller Seconded. The Board entered into Closed Session at 1:20 pm.

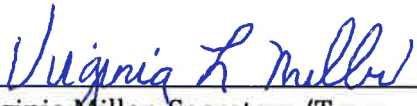
12. OPEN SESSION

Ginny Miller made a Motion to return to Open Session at 2:15 pm. Jan Ashley Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.

13. ADJOURNMENT

At 2:18 pm, Adele Ward made a Motion to adjourn the Board Meeting of June 28, 2018. Ginny Miller Seconded. The Meeting was adjourned.

Respectfully Submitted:


Virginia Miller, Secretary/Treasurer President

**Next regular Board Meeting is scheduled for Thursday, September 20, at 4:00 pm
at the West Side Health Care District Office**