



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

## BOARD MEETING MINUTES

Thursday, December 20, 2018, at 12:00 pm

### 1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 12:01 pm. President, Eric Cooper led the Pledge of Allegiance. Those present were:

Eric Cooper	Board President
Virginia Miller	Board Secretary/Treasurer
Jan Ashley	Board Member
Darren Walrath	Board Member
Gerald Starr	Executive Director
Robyn Melton	Clerk of the Board

Board Vice President, Adele Ward was excused. In attendance, Director of Clinical Operations, Ryan Shultz, Clinic Director, Summer Wood-Luper, and Consultant, Cheryl Duncan.

### 2. PUBLIC INPUT

None

### 3. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, November 15, 2018, were reviewed. Darren Walrath made a Motion to approve the Minutes. Jan Ashley Seconded. Motion carried.

### 4. FINANCIAL REVIEW

The Financial Statements of November 2018 were reviewed by Accountant, Kelly Hohenbrink via telephone. After discussion, Jan Ashley made a Motion to approve the November 2018 financials and file for Audit. Ginny Miller Seconded. Motion carried.

### 5. APPOINTMENTS AND OATHS OF OFFICE, FOR DIRECTORS APPOINTMENT IN LIEU OF ELECTION

Clerk of the Board, Robyn Melton administered the Oath of Office for Board Members, Eric Cooper, Virginia Miller and Darren Walrath.

### 6. ELECTION OF THE 2019 OFFICERS OF THE DISTRICT BOARD, AND APPOINTMENT OF COMMITTEE MEMBERS

was tabled until January 2019, when all Board Members can be present.

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

Policies were reviewed, Jan Ashley made a Motion to Approve the following Policy and Procedures. Ginny Miller Seconded. Motion carried. The Policy and Procedures approved were: Informed Consent, Initial Patient Contact and Medical Emergencies, Blue Shield Eligibility Verification, Infection Control, Communications with Persons with Limited English Proficiency, Hazardous Waste, Exam Table and Exam Room Cleaning and Disinfection, Eye Medications Dispensing, Formulary, Infection Control, Intramuscular Injections, Flu Shots, Follow up of Patients, Eye Irrigation, Intravenous Therapy, Infection Control- Overview, Fit Testing, Electronic Protected Health Information (ePHI), Critical Alert Value Notification, Information Technology Rules of Use, Kaiser Eligibility Verification, Kern Health Systems Specialist Request, Lapses of Consciousness -DMV Reporting, and Consent for Treatment- Guidance.

8. DISCUSSION OF WEST SIDE FAMILY HEALTH CARE PROJECT SCHEDULE

Executive Director Gerald Starr and Director of Clinical Operations, Ryan Shultz reported on the progress of the project. There is a conference call scheduled for December 21, 2018 at 9:00 am, about the steel fabrication and delivery schedule.

9. ADMINISTRATIVE UPDATE

A. Executive Director:

- West Side Family Health Care (the "Project"): The Project Report for November has been completed with a request for payment. The Kitchell report is in your read file. The requested report has been forwarded to the Donor. Further comments on the Agenda.
- The next (2 of 4) installment of the Donor Grant funds was received on November 29<sup>th</sup> and deposited to the District's Project account on November 30<sup>th</sup>. The next installment of the Donor's grant is scheduled NLT February 28, 2019.
- The Foundation Board met on November 13<sup>th</sup>. There were financial and project reports. New Board member Jamie Little (Synagro) was present. The next meeting is scheduled for January 15, 2019.
- We have reached out to the UC Davis Rural Prime residency program as well as the program at Clinica Sierra Vista. As of the date of this writing there has been no response.
- Disaster Medical Planning: The replacement supplies for expired items (gloves and IV fluids/administration sets) and 3 generators have been received. We will request reimbursement from the County of Kern NLT April 12, 2019. An external disaster exercise drill is scheduled for December 20<sup>th</sup>. A verbal summary may be available during the administrative report. 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 completed. We have submitted the City of Taft Certificate of Compliance and supporting documentation to the County Recorder's Office.

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

- We are continuing to recruit with contingency recruiters for a Board Certified Family Practice physician. In addition we have added Kimberly Stevenson-Adams to the recruiting effort in a modified retained recruiting agreement. Ms. Adams was previously involved in the placement of Drs. Lee and Ferrel.
- Medical Staff issues: Drs. Nancy Ferrel continues as a scheduled MD. However, she has submitted her 90-day notice to terminate the agreement with the District effective 2/14/19. Drs. Burnett Rucker, and Dr. Ostrom are providing per diem MD coverage. Dr. Mohamed Hammami assists with call-coverage only.
- Dr. Dina Villanueva, Family Practice continues locum's coverage. She is considering a full-time position with the District.
- Heather Bosma (FNP-C) and FNP Beth White are our primary scheduled mid-level staff. Their support and commitment to our Clinic cannot be overstated. They are true professionals committed to their patients and our patient-care mission.
- 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): The next QAPI Committee meeting is scheduled for December 20<sup>th</sup>.

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. PTO requested by Dr. Sidhu in December is covered by providers from Registry of Physician Specialists.

4. District Manager and the Accounting Manager:

- The District office staff continues with the duties and responsibilities of the District Office, Human Resources functions, Community Outreach, and Board responsibilities. The process of annual review of Policies and Procedures is ongoing.
- Took some time off in November and December, thank you for the support as I cared for my family.
- Coverage for Dr. Sidhu vacation request, Christmas Eve and New Year's Eve will be covered by Andy Hoosier, PA.
- The District Transparency Certificate of Excellence through CSDA will be completed and submitted for approval as soon as all Board members complete sexual harassment training, and certificates are completed.
- Carrie Coleman continues as Medical Affairs Coordinator, 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 Monthly clinic 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.
- A marketing meeting was held with the Rec Department on November 20<sup>th</sup> and December 14<sup>th</sup>. Both meetings produced some great suggestions on how the Rec and WSHCD can partnerships in an effort to promote both Districts.
- 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.

5. West Side Family Health Care: (Ryan Shultz, Director of Clinical Operations)

Dashboard Census: 1267 (43/day); 11 LWBS; 5 Higher Level of Care, 4 Condition Not Urgent/Emergent, 1 Patient Preference, 1 Insurance Issue; November 2017: 1427 (48/day); X-Ray: 80

Telemedicine Volume: Endocrinology: 6 seen, 1 canceled, 0 no show. Behavioral Health: 16 seen, 6 canceled, 3 no show.

Revenue Cycle:

- a. The Athena EMR and Revenue-Cycle Update: Project relative to the aged AR continues in process. Staff is focusing on aged AR over 120 days. Goal is to reduce Medi-Cal and Managed Medi-Cal aged ARs. Processes related to clinic staff, providers, and Athena are being addressed. Billing and Front Office staff have begun an improvement project targeting registration errors, missing slips, and holds. Staff will continue to track the progress of these

- b. Claims processing update: Claims are being processed in < 3 days (average). Best practices for claims processing are < 2 days. Since October the practice has reduced claims processing by nearly ¼ days.
- c. Process Improvements for Athena: A working group has been established to incorporate improvement strategies related to Front and Back Offices, Patient Engagement, Billing, Management Oversight, and Providers. Staff will track the progress of the committee and report as needed. Outcomes: As of 12/1/2018 the practice will require ALL patients to bring a photo ID and current insurance card at the time of care to reduce claims processing. Management and Providers are developing criteria to expand appointments on Saturdays and two additional appointment slots Monday through Friday with the goal of increasing patient volumes and providing greater staffing effectiveness. On December 20, 2018, Athena will conduct a full practice assessment to measure clinic operations to date and identify opportunities for improvement.

Clinic Operations:

- a. A Live Action Emergency Preparedness Exercise has been scheduled for December 20, 2018. Our emergency preparedness plan has been reviewed, updated, and staff training is underway.
- b. The Clinic Operations Plan has been updated and is currently under review by management.
- c. We have hired a new per diem MA who has begun clinic orientation. The interview/selection process for additional per diem MA will resume in January, 2019.
- d. CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- e. VFC recertification is due January 21. Vaccine management plan will be updated and annual staff training will begin mid December.
- f. We have seen a few cases of the flu to date. The Athena Communicator Flu Campaign has been activated to contact patients identified in this Care Gap. Community Outreach: Clinic staff have reached out to Wastequip and Robinson Construction to schedule flu clinics.
- g. Community Outreach: Monthly Blood Pressure Clinic at WSPRD for Seniors.

**B. AUTHORIZED AGENT REPORT**

Nothing at this time.

**10. DISCUSSION RESCHEDULING JANUARY 2019 BOARD MEETING**

Due to the attendance of the Association of Californian Health Care Districts Leadership Academy on January 23- 25 in Sacramento, the January Board Meeting has been rescheduled to Tuesday, January 22, 2019 at 4:00 pm.

**11. BOARD COMMITTEE REPORTS**

- 1. Finance Committee- No further updates at this time.
- 2. Facilities Committee- No Further updates at this time.
- 3. Community Outreach Committee-No further updates at this time.
- 4. Personnel Committee-January 2019 Meeting will be scheduled.

**12. BOARD MEMBER INPUT-**

Ginny Miller- Merry Christmas!

Darren Walrath- Thank you to all Staff for doing such a great job in 2018.

Jan Ashley- So happy to work with such a great group of people. Merry Christmas!

Eric Cooper-The District has come a long way, thank everyone for their effort and hard work.

Proud to be part of such a great organization.

13. **CLOSED SESSION-**  
President, Eric Cooper asked for a Motion to enter into Closed Session. Ginny Miller made the Motion. Jan Ashley Seconded. The Board entered into Closed Session at 1:15 pm.
14. **ITEMS FOR FUTURE AGENDAS –** None at this time.
15. **OPEN SESSION**  
Ginny Miller made a Motion to return to Open Session at 1:35 pm. Darren Walrath Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.
16. **ADJOURNMENT**  
At 1:36 pm, Jan Ashley made a Motion to adjourn the Board Meeting of December 20, 2018. Ginny Miller Seconded. The Meeting was adjourned.

Respectfully Submitted:   
Virginia Miller, Board Secretary/Treasurer

**Next regular Board Meeting is scheduled for Tuesday, January 22, at 12:00 pm  
at the West Side Health Care District Office**