



**westside**  
HEALTH CARE DISTRICT

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

**BOARD MEETING**

**Monday, December 18, 2017, at 12:00 pm**

**1. CALL TO ORDER**

Board President, Eric Cooper, called the meeting to order at 12:00 pm. Eric Cooper led the Pledge of Allegiance. Those present were:

Eric Cooper	Board President
Adele Ward	Board Vice President
Virginia Miller	Board Secretary
Jan Ashley	Board Member
Added* Darren Walrath	Board Member
Gerald Starr	Executive Director
Dr. Timothy Lee	Medical Director
Robyn Melton	Board Clerk

Also in attendance, Clinic Director, Summer Wood-Luper, Administrative Intern, Ryan Shultz, and Account Manager, Lisa Weaver.

**2. PUBLIC INPUT**

None

**3. APPROVAL OF MINUTES**

The Board meeting Minutes of Thursday, November 16, 2017, were reviewed. Adele Ward made a Motion to approve the Minutes. Ginny Miller Seconded, Motion carried.

The Personnel Committee meeting Minutes of Tuesday, December 12, 2017, were reviewed. Adele Ward made a Motion to approve the Committee Minutes. Jan Ashley Seconded. Motion carried.

The Personnel Committee recommended Board approval for the 403(B) Employer Contributions and District paid CPR Renewal fees in 2018. Jan Ashley made a Motion to approve 403(B) contribution and CPR renewal fees. Darren Walrath Seconded. Motion carried.

The Facilities Committee meeting Minutes of Friday, December 15, 2017. Jan Ashley made a Motion to approve the Committee Minutes. Ginny Miller Seconded. Motion carried.

**4. FINANCIAL REVIEW**

The Financial Statements for November 2017 were reviewed by Executive Director, Gerald Starr. After discussion, and review of reports, Ginny Miller made a Motion to approve the November 2017 Financials and file for Audit. Adele Ward Seconded. Motion carried.

Fiscal year 2016/2017 audit was reviewed via telephone by CPA, Rick Jackson. After discussion, Adele Ward made a Motion to approve the 2016/2017 Audit. Ginny Miller seconded. Motion carried.

**5. DISCUSS/APPROVE EXCESS OFFICE EQUIPMENT TO TAFT CHAMBER OF COMMERCE**

The Taft Chamber of Commerce was interested in purchasing excess office furniture located in the District storage. After discussion, the Board approved donating the furniture to the Chamber. Ginny Miller made a Motion to donate the office furniture. Adele Ward Seconded. Motion carried.

6. RECEIVE/REVIEW CORRESPONDENCE, EXECUTIVE DIRECTOR, GERALD STARR
  - A. City of Taft, Letter of Acknowledge for Medical Disaster Storage Support
  - B. Congressman Kevin McCarthy, Support for District USDA Loan
  - C. Congressman David Valadao, Support for District USDA Loan
  - D. Supervisor David Couch, Support for Medical Disaster Storage Support
  
7. REVIEW/APPROVE 2018 FINANCE AND BOARD MEETING DATES  
After discussion, Ginny Miller made a Motion to approve the 2018 Finance Committee and Board meeting dates. Adele Ward Seconded. Motion carried.
  
8. 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. Adele Ward Seconded, Motion carried.  
The Policies and Procedures approved were: Sliding Fee Scale
  
9. REVIEW/DISCUSS QUALITY IMPROVEMENT MINUTES, MEDICAL DIRECTOR, DR. LEE  
Dr. Timothy Lee led the discussion and reviewed the Quality Improvement meeting Minutes with the Board. Discussions included Wait Time, Nursing Peer Review and Quarterly Chart Review.
  
10. ADMINISTRATIVE UPDATE
  - A. Executive Director and Management Team:
    - West Side Family Health Care Outpatient Facility Construction Documents (CD) have been authorized. As of this Board meeting, those documents should be at 100%.
    - We have initiated additional project scope and budget discussions for remodeling exam rooms in the existing Clinic to accommodate dental services. The estimate for equipment is at \$227.5K; There has been discussion as to the inclusion of the dental cost/income in the 5-year pro forma for the USDA loan. The revenue benefit from the Denti-Cal program should be significant.
    - The USDA application for financing continues in process. The financial feasibility with Hendrickson Consultants is targeted to be completed by the end of this month (subject to approval of the FY2017 audit) with the input from Cheryl Duncan and Kelly Hohenbrink. Mr. Gary Hicks has coordinated that process and the submission to the USDA officials in Fresno and Sacramento.
    - The Athena EMR and Revenue-Cycle Update: The A/R as of 11/30/17 was \$707,276 with \$648,831 (92%) less than 90 days and 48% less than 31 days. We are starting to see cash flow as a result of those claims being processed. We expect significant cash deposits will continue through December and January with \$433,149 bills dropped in the last 90 days (as of 12/8/17).
    - We are presenting a policy to the Board this month to initiate the process of a sliding payment scale for clinical services. Having such a policy in place will enable us to achieve "eligible provider" status with the National Health Service Corps (NHSC). Such status will enable providers to apply for "forgiveness" of student loans for their service in rural-health HPSA-designated areas. This should be a valuable recruiting tool in our expanded clinic operations in CY 2019.
    - The Administrative Internship Experience for graduate student, Mr. Ryan Shultz continues with job shadowing and participation in District/Clinic operational issues. Ryan continues to oversee the project to develop the storage space for the disaster medical supply cache.
    - We have made a strategic decision to continue the implementation of OB/GYN service line. We will continue this planning for implementation following the flu season.

- The Executive Director has been active with ACHD in Board meetings and Webinar's consistent with Board membership. There is travel and out-of-office on occasion. I have registered for the Leadership Seminars scheduled Feb. 8<sup>th</sup> and 9<sup>th</sup> as there is a concurrent Board of Director's meeting. Attendance from our Board is encouraged.
- Disaster Medical Planning: The Medical Supply Storage project has begun. Excess/obsolete equipment has been disposed of. Planning for acquisition and installation of shelving is in process. Mid-January is the expected completion of the facility development and we then move to placement and management of the Cache inventory.
- Tax Exempt issues: We continue to communicate to follow up on correspondence with the County on the various parcels that we feel are tax-exempt--including the new 7-acre parcel (Parcel No 9).

B. Medical Director:

- Medical Staff issues: Drs. Nancy Ferrel, Burnett Rucker and Ron Ostrom along with Dr. Lee in Pediatrics continue our MD schedule. Drs. Mohamed Hammami, Dr. Joseph BenPerlas and Dr. Burton Slinger are providing per diem MD coverage. Heather Bosma (NP-C) and Dorian Reed PA-C make up the mid-level staff.
- We reported last month that we were adding a physician with a contractual relationship with Dignity Health Medical Foundation. That contract was withdrawn prior to execution by DHMF due reorganization and rescheduling of physicians within their organization.
- Physician and mid-level staffing: Jackson Physician Search continues to search for a full-time FNP-C.
- We are adding a second provider on Monday through Thursday afternoons at 5 PM due to increased volumes. This will provide better patient care and service and reduce stress on both provider and staff in meeting quality and service standards.
- Telemedicine: Our Telemedicine services are growing. In November and month to date, we have seen 14 patients in Psychiatry, 4 patients in Endocrinology and 2 patients in Infectious Disease. There is the potential that referrals for these specialties for Kern Health Systems patients from other Taft providers will be referred to our telemedicine services by KHS.
- The Grand Rounds event for November, an Occupational Medicine talk by Dr. Ferrel, will be rescheduled for this spring. The next Grand Rounds will be a presentation by the director of the Neurosciences program at Memorial Hospital on Seizures. Tentative date is Jan 31.
- Our after-hours on-call service, where patients will have to ability to reach an on-call doctor, will start late Dec.
- A report from the Quality Assurance Performance Improvement (QAPI) Committee is on the Board's primary agenda.

C. MCCF Health Services:

- Dr. Rupal Sidhu: C. Harris PA-C, has covered two days in December (8<sup>th</sup> and 11).

4. District Manager and the Accounting Manager:

- The District Manager continues with the myriad duties and responsibilities of the District Office, support of the Executive Director, Human Resources functions, Community Outreach and the Board. The process of Annual review of Policies and Procedures is ongoing.
- The District Manager has completed the process of reviewing our Storage facility with removing unnecessary items. Ryan Shultz is checking with his business contacts to see if any of our items can be used elsewhere.

- The District Manager/Assistant are completing the process to designate the West Side Health Care District as a Certified District by ACHD. The Binder was mailed to ACHD on 11/7. Next designation task: District Transparency Certificate of Excellence through CSDA.
- District manager: Credentialing activities continue with new providers (MD and Mid-level). Carrie Coleman continues in the part-time medical staff assistant position taking on tasks in support of the Medical Director. She is currently the process of completing the "On-Call Doc" phone app, and maintains the provider scheduler in Athena. She is also the contact person for medical records requests.
- The Board will evaluate, monthly, accounts which should be assigned to Transworld. At this point, we've transferred 196 accounts with collections in two phases amounting to approximately a 19.9% recovery or approximately \$32,909.08 transferred and \$6,539.85 recovered.
- Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly Financial Statements. We are also preparing for the FY 2017 Audit.
- Meetings regards to the branding process for West Side Family Health Care, with Heise Media continue. Website activities are in motion including provider pictures utilizing the new logo.
- Accounting Manager focus: On Going Activity: Accounts Receivable management; reconciliation of inaccurate/incomplete

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

- Census: 1,427 (48/day) 10 LWBS; (5 to higher LOC; 4 Non-emergent; 0 insurance issues; 1 patient preference. November 2016: 1,248 42/day
- Collections: PV: \$895.15; Clinic Collections: \$16,434.30; Athena: \$188,615.07; Misc. Deposits: \$1,644.61; Total Deposits: \$244,049.73
- Clinic Staffing is adequate. We are at 96% staffing effectiveness. The rise in staffing effectiveness indicates a need to increase staffing to improve both patient and staff satisfaction as well as minimize staff error. Increase in staffing has begun with the addition of a third back office staff M-Th between 1-9 pm. We have hired a new MA who is currently on orientation and will need an additional Per Diem MA.
- We continue to provide VFC vaccines to children who qualify. 100% immunizations continue to be audited for correct eligibility verification and chart documentation. We will need to recertify in 2018.
- Registration audits indicate improvement in compliance with our registration processes. Staff continues to audit 100% of patients registered utilizing a daily self-audit tool to ensure compliance with our registration policies and procedures. Self-auditing will continue until compliance is reached and sustained.
- CHDP survey preparations are underway as we finalize requirements: Provider on-call schedule; system in place to follow-up on missed and canceled appointments as well as preventative visit reminders. Remaining staff also need CHDP vision and hearing training that is awaiting scheduling. The CHDP site survey tool has been reviewed to ensure we are in compliance with program requirements.
- Our Athena EHR has been enhanced with a variety of Web Scheduling tools labeled as Patient Communications Content Management (PCCM). Basically, the systems is functional through the Patient Portal and provide many options in managing appointments and scheduling interactive with patient communications and participation.

- The second PAS Associates Customer Service training was held on November 28th. Training topics covered adapting to change, key principles of customer service (service, attitude, consistency, teamwork) and creating an action plan.
- We have received our full inventory of Flu vaccines and will continue to offer an opportunity to vaccinate our community members.

9. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee- No further updates at this time.
3. Committee Outreach- No further updates at this time.
4. Personnel Committee- Meeting on December 12, 2017. Approved revised copy of Employee Handbook. Asked for a salary schedule for each position.

10. DISTRIBUTION OF BOARD INFORMATION AND NEWSLETTERS

Monthly Association of California Healthcare Districts, California Special District Association Newsletters for review.

11. BOARD MEMBER INPUT

None at this time.

12. CLOSED SESSION

Mr. Cooper asked for a Motion to enter into Closed Session. Adele Ward made a Motion, Ginny Miller Seconded. The Board entered into Closed Session at 1:10 pm.

13. ITEMS FOR FUTURE AGENDAS

None Requested

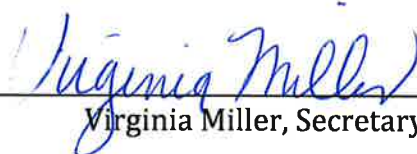
14. OPEN SESSION

At 1:48 pm, Board President, Eric Cooper announced that no action was taken during Closed Session.

15. ADJOURNMENT

At 1:49 pm, December 18, 2017, Board Meeting was adjourned.

Respectfully Submitted:



Virginia Miller, Secretary/Treasurer

**Next regular Board Meeting is scheduled for Thursday, January 25, 2018, at 4:00 pm  
West Side Health Care District Office**

