



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

BOARD MEETING MINUTES

Tuesday, January 22, 2019, at 4:00 pm

1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:01 pm. Dr. Ron Ostrom 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
Ryan Shultz	Director of Clinical Operations
Gerald Starr	Executive Director
Robyn Melton	Clerk of the Board

Adele Ward was excused. In attendance, Medical Director, Dr. Ron Ostrom, Clinic Director, Summer Wood-Luper, and Doug Keeler of the Taft Midway Driller.

2. PUBLIC INPUT

None

3. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, December 20, 2018, and the Personnel Committee Minutes of Friday, January 18, 2019, were reviewed. Being no corrections, the Minutes were Approved by the Board of Directors.

4. FINANCIAL REVIEW

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

5. DISCUSSION/APPROVAL RECOMMENDATIONS FROM THE PERSONNEL COMMITTEE MEETING ON FRIDAY, JANUARY 18, 2019, FOR A 3% COST OF LIVING RAISES FOR STAFF.

After discussion, the Board Approved the 3% cost of living raises for the staff. Jan Ashley made a Motion, Ginny Miller Seconded. Motion carried. 2018/2019 Impact on the District is approximately \$32,016.00. Raises will go into effect on January 28, 2019.

6. ELECTIONS OF 2019 DISTRICT BOARD OFFICERS AND COMMITTEE MEMBERS

This was Tabled until the February 2019 Board Meeting, so all Board Members can be present.

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

- A. Policies were reviewed, Darren Walrath made a Motion to Approve the following Policy and Procedures. Jan Ashley Seconded. Motion carried. The Policy and Procedures approved were: GemCare Specialist, Infectious Control, Laundry and Linen, List of Services, Litigation (potential), Look-Alike Sounds alike Medications, Medi Cal Eligibility Verification, Medical Director Direction of Practitioners in the Clinic, Medical Records Forms and Fees, Medical records Release, Medical Records Transfer, Medical Staff Credentialing, Medication Administration, Medication Management response to Power Failure, Medication Reconciliation, Medication, Supply and Equipment recall, Mission Statement, Monitoring Inspection of Medication Inventory, Motor Vehicle Accident reporting, Nebulizer Treatment, Non Discrimination, Par Levels, Patient Left Without Being Seen, Patient Medical record Content, Patient Rights and Responsibilities Statement, Patient with Urgent Complaints or Distress.
- B. Policies were reviewed, Darren Walrath made a Motion to approve the following District Policies and Procedures. Jan Ashley, Seconded. Motion carried. The Policies and Procedures approved were: Board Meetings: Time, Date and Quorum, topics of Discussion at a Board Meeting, Conduct of Meetings, District By-Laws.

8. DISCUSSION WEST SIDE FAMILY HEATH CARE PROJECT UPDATE, EXECUTIVE DIRECTOR, GERALD STARR

The December construction report was distributed to all Board Members for review. Steel delivery should be the week of February 4, 2019. The Construction crews are busy removing debris that was found in the ground underneath the hospital. The next Project meeting is Wednesday, January 23, 2019 at 9:00 am in the District office.

9. ADMINISTRATIVE UPDATE

A. Executive Director:

- West Side Family Health Care (the "Project"): The Project Report for December 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 installment (3 of 4) of the Donor's grant is scheduled NLT February 28, 2019.
- The Foundation Board met on January 15th. There were financial and project reports. The next meeting is scheduled for March 19, 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 Supply Cache: The replacement supplies and 3 generators have been received. We will request reimbursement from the County of Kern NLT April 12, 2019.
- Disaster Medical Planning: An external disaster exercise drill was held on December 20th. 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.)

- Medical Staff issues: Drs. Nancy Ferrel continues as a scheduled MD, her 90-day notice to terminate is effective on 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 in January. A Letter of Intent for a full-time Agreement, through the recruiter on 1/3/2019, has been accepted. A Physician's Service Agreement is being prepared by our attorney.
- We have had an interview with an Internal Medicine physician on 1/18/2019. The outcome of that interview is pending.
- We are continuing to work with contingency recruiters and a modified retained search recruiter for a Board Certified Family Practice physician.
- We believe that a full-time panel of two Family Practice physicians and an Internal Medicine physician should be our recruiting objective. This panel, with our mid-level providers, will fully utilize our expanded Clinic space and enable us to meet patient care objectives for seniors, children, and families.
- 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 will be scheduled in March.

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

Dental Coverage with Dr. Sterling Bryan, DDS: Coverage continues for PTO and CME coverage with MD or Mid-level providers credentialed by CDCR.

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 Board responsibilities. 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 as soon as all Board members complete sexual harassment training and certificates are available.
- Preparations were made to prepare for Dr. Herbert Bazron's site visit January 17th -20th, 2019
- Discussions have started for a "Topping-off" ceremony. Tentatively scheduled for the week of February 4th, 2019. More details to follow.
- 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. She has also taken on the responsibility of onboarding the new Providers to the workings of the clinic, and introductions to Athena.

- Discussions continue between the Rec District and the WSHCD to encourage community health and wellness among youth and seniors. Monthly blood pressure clinics are currently being held for seniors.
- 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: 1248 (41/day); 21 NSOT; 11 After Registration Closure, 10 Patient Preference, December 2017: 1427 (48/day); X-Ray: 64

Telemedicine Volume: Endocrinology: 56 seen, 01 canceled, 10 no show. Behavioral Health: 1716 seen, 46 canceled, 93 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. The goal is to reduce Medi-Cal and Managed Medi-Cal aged ARs. Processes related to clinic staff, providers, and Athena are being addressed. All Front Office Staff will receive training to reduce registration errors and improve the billing process. This training will be completed by 2/1/2019. 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 improvements and report as needed. Staff will continue to track the progress of these improvements and report as needed.
- 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 $\frac{1}{4}$ 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. Outcomes: Weekend and Evening appointments will begin to be offered 1/21/2019. Additional appointment slots have been designed to increase patient satisfaction and providing greater reliability of patient volumes on historically low census days.

Clinic Operations:

- a. A Live Action Emergency Preparedness Drill was held on December 20, 2018. Clinic and Administrative staff participated in the drill. Future drills will be scheduled as needed. 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 has been approved by management. Clinic and Administrative staff have reviewed and completed competency tests.

- c. A donation of expired medical supplies to the California State University Bakersfield Nursing Program was completed on 1/10/2019. The expired supplies came from the Emergency Supply Inventory and Kern County Public Health Grant Program.
- d. 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.
- e. A CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- f. VFC recertification was completed 1/16/19. Our vaccine management plan has been updated and annual staff training is complete.
- g. We are seeing more cases of the Flu. The Athena Communicator Flu Campaign continues to contact patients identified in this Care Gap.
- h. Community Outreach: Monthly Blood Pressure Clinic at WSPRD for seniors.

9. 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- Lincoln Jr. High Career Day, Friday, February 1, 2019
- 4. Personnel Committee-No further updates at this time.

10. BOARD MEMBER INPUT-

Darren Walrath – Clinic staff always does a good, caring job with their patients.

Jan Ashley – Thank you, Eric Cooper, for being so kind during Christmas. The Board meeting was fun!

Eric Cooper – Thanks to everyone who participated in the visit with Dr. Bazron. And thank you for the birthday cake as well.

11. CLOSED SESSION-

President, Eric Cooper asked for a Motion to enter into Closed Session. Jan Ashley made the Motion. Darren Walrath Seconded. The Board entered into Closed Session at 5:05 pm.

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

13. OPEN SESSION

Virginia Miller made a Motion to return to Open Session at 6:02 pm. Darren Walrath Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.

14. ADJOURNMENT

At 6:03 pm, Darren Walrath made a Motion to adjourn the Board Meeting of January 22, 2019. Virginia Miller Seconded. The Meeting was adjourned.

Respectfully Submitted:


Virginia Miller, Board Secretary/Treasurer

**Next regular Board Meeting is scheduled for Thursday, February 28, at 4:00 pm
at the West Side Health Care District Office**