



West Side Health Care District

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

BOARD MEETING MINUTES

Thursday, November 15, 2018, at 4:00 pm

1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:00 pm. President, Eric Cooper led the Pledge of Allegiance. Those present were:

Eric Cooper	Board President
Adele Ward	Board Vice President
Jan Ashley	Board Member
Darren Walrath	Board Member
Gerald Starr	Executive Director
Robyn Melton	Clerk of the Board

Board Secretary/Treasurer, Virginia Miller was excused. In attendance, Medical Director, Dr. Ron Ostrom, Director of Clinical Operations, Ryan Shultz, Clinic Director, Summer Wood-Luper, and Consultant, Cheryl Duncan..

2. PUBLIC INPUT

None

3. Ryan Hickernell, was present at the meeting. Mr. Hickernell presented a completed heat prevention bag that he will soon distribute to a few local oilfield businesses. Included inside the sling bags are first aid supplies, a cooling towel, electrolyte replacement pouches, sunscreen, eye wash, and other items to help prevent heat exhaustion. Ryan expressed his gratitude for the donation from the District to assist with his project.

4. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, October 25, 2018, were reviewed. Jan Ashley made a Motion to approve the Minutes. Darren Walrath Seconded. Motion carried.

5. FINANCIAL REVIEW

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

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: Service Animal, Age Restrictions, Autoclave Spore Testing, Biohazard Material Management, Contagious Patient, Correction of Information in the Medical Record, Crash Cart, Demonstrated Competency, Disaster- Water Contamination, Equipment Management, EKG, Elder or Dependent Adult Abuse Reporting, Emergency Ambulance Transfer, Employee Health, Electronic Protected Health Information, Adverse Drug Reaction, Consent for Treatment-Guidance, Critical Alert Value Notification, Drug Samples, Emergency Release of Patient Records, and Waived Testing i-Stat Blood Chemistry-Waived.
- B. DISTRICT POLICIES REVIEWED Mission Statement, Statement of Directors Duties and Responsibilities, Term of Office, District Officers, Board Committees, Annual Audit of District Financial Reports and Management; Budget Processes, General Accounting System Policy, Attendance at Meetings, Agenda and Teleconference Requirements.

7. DISCUSSION OF WEST SIDE FAMILY HEALTH CARE PROJECT SCHEDULE

Executive Director Gerald Starr and Director of Clinical Operations, Ryan Shultz reported steel fabrication delays have pushed the project completion date back approximately 60 days. Concrete testing returned excellent results. Ryan Shultz reported that plans are underway for the new temporary clinic entrance while work begins on the link connecting the new clinic to the old.

8. ADMINISTRATIVE UPDATE

A. Executive Director:

- West Side Family Health Care (the "Project"): The Project Report for October has been completed with a request for payment. The Kitchell report for is in your read file. The requested report has been forwarded to the Donor.
- The next installment of the Donor Grant funds that are directed through the Foundation is scheduled for distribution on or before November 30th. The funds will be placed in the Project account by the Foundation at United Security Bank.
- "Concept" ideas for donor recognition and other Foundation issues were reviewed and discussed by the Foundation Board on November 13th.
- We have reached out to the UC Davis Rural Prime residency program. Hopefully this will assist us in physician recruiting given the recent approval by the NHSC program of loan forgiveness.
- Disaster Medical Planning: The request for replacement funds and the purchase of additional items (3 generators) is in process. The timing would be to purchase NLT 12/31/18 with reimbursement by the County of Kern NLT April 12, 2019. 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 was discussed by the Facilities Committee. Staff will proceed to accomplish the realignment through the appropriate Title Company.

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

- We are continuing to recruit with contingency recruiters for a Board Certified Family Practice physician.
- Medical Staff issues: Drs. Nancy Ferrel continues as a scheduled MD. Drs. Mohamed Hammami, Burnett Rucker, and Dr. Ostrom are providing per diem MD coverage.
- Dr. Dina Villanueva, Family Practice will begin locum's coverage on November 23rd for a 2-3 month period. She is considering a full-time position with the District.
- Dr. Burton Slinger has submitted his resignation effective November 21, 2018.
- Heather Bosma (NP-C) is our primary scheduled mid-level staff. FNP Beth White has completed her proctoring period with Heather and will be placed on a routine Clinic schedule.
- 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.

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 November and December will be covered by providers from Registry of Physician Specialists.

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 Board responsibilities. The process of annual review of Policies and Procedures is ongoing.
- District Manager will be out of the office Monday 22nd thru Wednesday 24, completing Clerk of the Board Certification through CSDA in Lake Tahoe.
- Discussions have begun in reference to a Christmas Parade entry, The theme this year is "Winter Wonderland".
- Worked on coverage for Dr. Sidhu vacation request, Thanksgiving week will be covered by Dr. Kandkhorova.
- The District Transparency Certificate of Excellence through CSDA will be completed and submitted for approval soon.
- 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. Carrie has also been preparing for two new Providers to join the clinic roster in November.
- Preparation has begun for the 2017/2018 Audit. Rick Jackson, CPA was in the District Office the week of September 17, to begin the review of documents. Completed
- A meeting regarding the marketing process for West Side Family Health Care, with Heise Media was held in October, website updates are complete. New billboards and newspaper ads have been completed as well. Marketing ideas were discussed.

- 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: 1471 (48/day); 21 LWBS; 12 Higher Level of Care, 3 Condition Not Urgent/Emergent, 5 Patient Preference, 1 Insurance Issue; October 2017: 1511 (49/day); X-Ray: 94

Telemedicine Volume: Endocrinology: 6 seen, 0 canceled, 1 no show. Behavioral Health: 24 seen, 4 canceled, 3 no show. (Note: Behavioral Health clinic extended by one hour)

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 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 < 2 3 days (average). The increase in processing time is attributable to billing staff PTO.
- 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.

Clinic Operations:

- a. A Live Action Emergency Preparedness Exercise has been scheduled for December 6, 2018.
- b. We have hired a new per diem MA who is nearing completion of the pre-employment process. Once completed clinic orientation will begin. The interview/selection process for additional per diem MAs will resume once our new hire has begun clinic orientation.
- c. Evidence Binder is complete and staff training is underway. The Evidence Binder is used to support staff during the survey process to answer Compliance Team questions if management staff are unavailable. Evidence Binder will be updated on a monthly basis.
- d. CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- e. Our full inventory of Private & VFC Flu inventory has arrived. West Side Family Health Flyers regarding flu inventory and need for vaccination were sent to local schools. A Flu-Shot Questionnaire has been created to identify our outreach efforts. 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.

AUTHORIZED AGENT REPORT
Nothing at this time.

9. **BOARD COMMITTEE REPORTS**
 1. Finance Committee- No further updates at this time.
 2. Facilities Committee- Building Committee Meeting held on November 14, 2018
 3. Community Outreach Committee-No further updates at this time.
 4. Personnel Committee-No further updates at this time.

10. **BOARD MEMBER INPUT-**

Darren Walrath – New Billboard looks great.
Adele Ward – Loves being on the Board, and the Staff members are great!
Eric Cooper – Great comments on the District Facebook page from the community.

11. **CLOSED SESSION-**

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


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

13. **OPEN SESSION**

Adele Ward made a Motion to return to Open Session at 5:33 pm. Jan Ashley Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.

14. **ADJOURNMENT**

At 5:34 pm, Adele Ward made a Motion to adjourn the Board Meeting of November 15, 2018. Darren Walrath Seconded. The Meeting was adjourned.

Respectfully Submitted: 
Adele Ward, Board Vice President

**Next regular Board Meeting is scheduled for Thursday, December 20, at 12:00 pm
at the West Side Health Care District Office**