



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

## BOARD MEETING MINUTES

Thursday, September 20, 2018, at 4:00 pm

### 1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:03 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
Ryan Shultz	Director of Clinical Operations
Gerald Starr	Executive Director
Robyn Melton	Clerk of the Board

Ginny Miller was excused. In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan and LaDonna Hickernell.

### 2. PUBLIC INPUT

Taft Union High School Senior, Ryan Hickernell addressed the Board and shared his ideas for an Oil Academy Senior Project. Ryan would like to decrease heat illness in the workplace by making bags that contain various items to prevent and/or treat heat illness. Ryan's presentation highlighted the contents of the bag, and he named a few businesses he would ask to carry the bags during the workday. Inside the bag will also be a questionnaire to fill out if the continents are used. Ryan will collect data and include it in his final report. Ryan asked the Board for a financial contribution to help fund the project. After discussion, it was requested that Ryan return after his project is complete, and share the findings with the Board.

After discussion, and due to the urgency of temperature restrictions needed for the project the Board approved a donation of \$400.00 to help Ryan buy supplies for the heat kits.

Jan Ashley made a Motion, Adele Ward Seconded, Motion carried.

### 3. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, August 23, 2018, were reviewed. Darren Walrath made a Motion to approve the Minutes. Jan Ashley Seconded. Motion carried.

### 4. FINANCIAL REVIEW

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

### 5. REVIEW OF QAPI MINUTES FROM AUGUST 2018, DR. OSTROM

Executive Director, Gerald Starr, and Consultant, Cheryl Duncan reviewed the Quality Assessment and Performance Improvement Minutes of the last meeting of August 2018. The recap was reviewed for informational purposes only.

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: Employee Health Access Benefit, Human Resources Policy, Sliding Fee Scale, Waived Testing- Respiratory Panel Test, Waived Testing- Gastrointestinal Panel Test, Kaiser Specialist Request, HIV Testing, Follow up Calls, Disruption of Electrical Services, and Cash on Hand Management, Cash Collection, Cardiopulmonary Resuscitation/Basic Life Support, Business Hours, Auxiliary Aids for Services for Persons with Disabilities, Audiogram- Threshold, Aseptic Procedure, Appointment Scheduling, Appointment Rescheduling, Appointment Notification, Answering a Phone Call, After Hours Telephone Management, Abnormal Vital Signs, Antigen Administration, and Age Restriction
7. **DISCUSSION AND APPROVAL, 2018**
  - A. October 25, 2018 at 4:00 pm
  - B. November 15, 2018, 4:00 pm
  - C. December 20, 2018, 4:00 pm

Jan Ashley made a Motion to Approve the Meeting date changes, Adele Ward Seconded. Motion Carried.
8. **REVIEW AND APPROVE J.E. BURKE CONSTRUCTION LEASE AGREEMENT FOR 120 E. CENTER STREET**

After discussion, a one-year lease renewal was approved for the rental property at 120 E Center Street. The 2018/2019 lease reflects a 10% increase in the monthly agreement. Adele Ward made a motion to approve the lease. Jan Ashley, Seconded. Motion carried.
9. **DISCUSSION OF INSTALLATION OF SPRINKLER SYSTEM IN CURRENT CLINIC, SHUTDOWN TIMEFRAME**

Discussions will continue, as more information becomes available on the timeline of the project.
10. **ADMINISTRATIVE UPDATE**
  - A. Executive Director:
    - West Side Family Health Care (the "Project"): The Project Report for August has been completed with a request for payment of \$186, 810.97. The Kitchell report for August is in your read file. The requested report has been forwarded to the Donor.
    - Those funds directed through the Foundation are then placed in the Project account at United Security Bank.
    - "Concept" ideas for donor recognition from the architect have not yet been reviewed by the Foundation/staff.
    - The Athena EMR and Revenue-Cycle Update:
      - 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. A specific QAPI process has been developed and
    - each staff member is meeting individually with Summer to review their compliance with requirements and to develop a personal plan of improvement with personal goals. The corrections to the eligibility-checking functionality requested by Caitlin has helped to decrease the number of "holds" and "errors" related to eligibility.
    - Claims processing update: Claims are being processed in < 2 days (average). Staff is doing a superior job in collecting patient co-pays at the time of service. We will work to maintain that level of performance and provide staff with feedback to support their efforts to collect aged-remainder balances at the time service. (Remainder balances "remain" on the account after the insurance company payment is posted to the patient's account.
    - Application to be a National Health Service Corps: Corrections have been made to our patient census and revenue data table at the request of NHSC.

- 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. We are awaiting review/comment.

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

- . 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. 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 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): 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.
- 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.
- 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.
- A meeting regarding the marketing process for West Side Family Health Care, with Heise Media, was held in August, website updates are in process. Marketing ideas were discussed.
- Staff has begun preparations for the CTEC monthly blood pressure clinic, as well as the annual Spooktacular event in the Albertsons parking lot.
- Transworld collections: responsibility for the accounts to collections function has been moved to Caitlin's desk. She has partially automated those tasks.

### Accounting Manager Routine

- a. 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 Operations: Clinic Director Summer Wood-Luper, BSN, PHN  
Dashboard: Census: 1406 (45/day); 13 LWBS; 8 higher Level of Care, 4 Condition Not Urgent/Emergent, 1 Patient Preference, 0 Insurance Issue; July2017:1,249 (40/day); X-Ray: 124  
Collections: Clinic/District; Athena Deposits: Misc. Deposits: Total Deposits:

- Clinic Staffing is adequate. We currently need to add two additional per diem MA's. The interview/selection process is underway. Staffing effectiveness and productivity has significantly increased. Close examination and monitoring of census is occurring daily and flexing of staff will continue as needed. Staffing effectiveness for the first pay period in August was 90%; 101% for the second pay period.
- The Compliance Team (TCT) Rural Health Clinic's (RHC) Mid-term self-evaluation was completed on 8/31/18. Our signed letter of attestation signified that WSFH is in continued compliance with TCT's RHC quality standards and the Medicare Conditions for Certification. Standards and policies outlined and evaluated for compliance: Corporate Compliance, Administration, Human Resources, Quality Improvement, Risk, Equipment Management, Infection Control, Patient Services, and Instruction, Diagnostic Services, Pharmaceutical Services, Regulatory, Emergency Preparedness.
- Telemedicine: August volume is as follows: Endocrinology: 4 seen, 4 canceled, 1 no show. Behavioral Health: 23 seen, 1 canceled, 3 no show.
- CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- Private Flu vaccine inventory has arrived. We expect VFC inventory to arrive towards the end of September. Upcoming Flu Clinics: Jerry Melton & Sons October 4<sup>th</sup>.

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

### 11. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee- A meeting will be scheduled for the early October.
3. Community Outreach Committee- CTEC, Blood Pressure Clinic may have the first event on November 2, during First Friday Cruise Night.
4. Personnel Committee- Meeting will be set for early October for Employer 403B contribution discussions.

### 12. BOARD MEMBER INPUT-

Darren Walrath - Excited to see the project progress.  
Eric Cooper – Wishing Adele a happy retirement from Taft City School District!

### 13. 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 5:47 pm.

### 14. ITEMS FOR FUTURE AGENDAS – None at this time.

### 15. OPEN SESSION

Jan Ashley made a Motion to return to Open Session at 6:13 pm. Darren Walrath Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.

16. ADJOURNMENT

At 6:14 pm, Adele Ward made a Motion to adjourn the Board Meeting of June 28, 2018. Jan Ashley Seconded. The Meeting was adjourned.

Respectfully Submitted:

A handwritten signature in cursive script, appearing to read "Adele Ward", written over a horizontal line.

Adele Ward, Board Vice President

**Next regular Board Meeting is scheduled for Thursday, November 15th, at 4:00 pm  
at the West Side Health Care District Office**