



*Morongo Basin Health Care District*  
**Community Health Center**  
**GOVERNING BOARD ANNUAL MEETING**  
**MINUTES of March 28, 2017**  
*District Administrative Offices*  
6530 La Contenta Road, Suite 100, Yucca Valley CA 92284

**Mission Statement:** *To provide affordable, quality healthcare to the communities we serve.*

**Vision Statement:** *We will improve the health of the community by increasing access to care in the Morongo Basin.*

**PRESENT:**

- Susan Madavan, chairperson
- Amanda Brannon, secretary
- Mary Jane Binge, treasurer
- Mara Cantelo, member
- Laura Grabow, member
- Mike Lopez, member
- Ricardo Tagle, member
- Sandy Potts, member, not present
- Peggy Toney, member, not present

**STAFF:**

- Jackie Combs, executive director
- Karen Graley, board clerk
- Cindy Schmall, director operations
- Kami Zimmerman, finance manager
- Ron Stewart, operations consultant
- Jeff Chawenson, director finance
- Kathy Alkire, director quality
- Alexandra Barba, admin assistant

**GUEST:**

- Sandy Brannon
- Marge Doyle, District board member

**CALL TO ORDER:** 5:46 p.m.

**OBSERVANCES:**

- Mara Cantelo led the assembly in the Pledge of Allegiance.
- Amanda Brannon read the mission and vision statements

**PUBLIC COMMENTS:**

There were no public comments.

**APPROVAL OF MEETING AGENDA:**

Amanda Brannon motioned to approve the meeting Agenda as presented; motion seconded by Michael Lopez; motion passed by unanimous vote.

**BOARD EDUCATION**

**BOARD AUTHORITY & RESPONSIBILITY** – Jackie Combs, Executive Director/CEO

Ms. Combs introduced her PowerPoint presentation and announced that HRSA survey will be on site May 2-4. The survey team will have three surveyors (administration, financial, clinical). This presentation is timely for the survey preparation process. Ms. Combs referred the board to the two handouts she provided.

Ms. Combs spoke to the grievance process currently in place at the clinics. If a patient has a complaint which is resolved immediately, it remains categorized as a complaint; if time is needed to

resolve the complaint, it is classified as a grievance. Staff will be presenting an updated policy on the patient grievance process.

Additionally, District personnel and financial policies are scheduled for District board review and approval.

As part of the presentation, Ms. Combs asked for board member opinions if they felt the governing board is representative of the community demographics, ethnicity and gender; general consensus was the board is a good cross-section of the community.

#### **ACTION ITEMS:**

##### **CO-APPLICANT AGREEMENT:**

Ms. Combs introduced the proposed changes to the current co-applicant agreement. Changes to the text were presented in red. The proposed changes define the reporting structure for the Executive Director: ED reports on daily operations to the CEO; the governing board retains authority for hiring, performance evaluation and termination. The proposed reporting structure was discussed with the HRSA representative who advised the change must be reflected in the document.

Motion by Ricky Tagle, second by Mary Jane Binge to approve the changes to the co-application agreement between the District and Community Health Center; motion passed by unanimous vote.

The co-application agreement will be presented to the District's board for co-approval of the changes.

#### **REPORTS:**

##### **EXECUTIVE DIRECTOR'S REPORT:** *Jackie Combs, ED/CEO*

Ms. Combs referred the board members to the written report in the agenda packet. She added the following information to the printed report.

- HRSA site visit is scheduled for May 2-4.
- Clinic name change project: signage is up and most of the changes have been implemented.
- Change of Scope for the new Airway location has been submitted to HRSA for approval. The Airway site will provide behavioral health, pain management and ophthalmology services.
- Phone system update: The full system has been diagrammed out and the technician will be on site tomorrow to implement changes. Employees will be reassigned to phone stations and held accountable for answering the phones.
- Personnel: We are in the process of administering employee evaluations with merit increases.
- Joint budget workshop: Ms. Combs explained that the Finance Committee and the Executive Committee will convene at the finance meeting on May 18 to review the clinic operational budget. The operational budget will be presented to the Governing Board for review and approval at the May 23 regular meeting. On May 24, the Executive Committee will join the District board for the budget workshop to give input on the capital budget.
- Billing: Ms. Combs introduced Kami Zimmerman, business office manager, as the key person fixing the billing problem presented in previous meetings. Cash flow has increased since she has been working on the project. Kim Harrison, contract service, is billing for Medicare. Ms. Combs stated, "We have turned the corner on the billing issue."

Jeff Chawenson has been researching vendors for the electronic medical records to present in the next budget. The process will include evaluation by all sites using the software, including clinical and front desk staff.

- UDS Report: The UDS report to HRSA has been accepted but was returned for additional data on quality. They said that the data will be marked as invalid and will not interrupt funding.

- At the last meeting there was a request for information about board member responsibilities; Ms. Combs presented an excerpt of job descriptions from the Governing Board's bylaws.
- Also from the last meeting was a question about electronic meetings from an off-site location. Ms. Combs presented an excerpt on the topic from the League of Cities, Brown Act Guidelines.
- Concern about chronic patient no-show for appointments: Ms. Combs presented information for discussion so that staff can provide a policy for approval by the board. A letter has been forwarded to patients but the board agreed that the text should be clarified. Mr. Stewart stated that the patient packet is being redesigned and that this consideration is timely. Mara Cantelo suggested that staff engage the patient directly rather than relying on the written information sheet as many of the patients are not reading the no-show information.
- Dr. Frascetti and Dr. Shih have closed their office in the Coachella Valley and will be seeing patients exclusively at the clinics. A radio spot is targeted for April to inform the community.

FINANCIAL REPORT: *Jeff Chawenson, director finance*

Mr. Chawenson gave a highlight presentation with graphs for the month of February. Of note:

- Bar Graph: shows an overview of current month, months budget, YTD, YTD budget and total budget. The overall pattern shows an increasing revenue stream except for the Yucca Valley dental start up in December.
- Line Graph: presents an overview of billing. Mr. Chawenson pointed out the disparity between claims and payment history illustrating the cash receipt issues related to the billing project. Now that Kami Zimmerman and Kim Harrison have turned the corner on the billing project, the disparity should even out and not be so dramatically erratic.

EXEC COMMITTEE: *Susan Madavan, chairperson*

- Susan Madavan reported that the committee interviewed candidates for the Executive Director position.

FINANCE COMMITTEE: *Michael Lopez, chairperson*

- Michael Lopez referred the board members to the minutes in the agenda packet.
- Mary Jane Binge asked about the UDS tracking for "unknown" patient information. Ms. Combs believes that if the patient refuses to declare their income they then become "unknown" in the data report. This is another example of the potential software system failure as presented in previous meetings.
- Ms. Madavan stated that she attended the District's annual audit presentation and no deficiencies were identified that related to grant performance. Last year the District's audit identified failures related to the grant and required a plan of correction. Because of the hospital closure that required the help of the auditors for journal entries, the audit did show material weakness for the District but the findings were not reflective of the clinics. It was considered a one-time issue relative to closing the hospital business. The District has more than a year's financial reserve to sustain operations.

OUTREACH COMMITTEE: *Amanda Brannon, chairperson*

- Amanda Brannon reported that the District is hosting a team at Relay for Life.
- The events calendar is attached to the agenda packet calendar. Board members are encouraged to participate in the events.

**APPROVAL OF CONSENT AGENDA:**

Motion by Amanda Brannon, second by Michael Lopez, to approve the Consent Agenda as presented. The motion passed by unanimous vote.

MINUTES

- Minutes of the Governance Board annual meeting dated February 28, 2017
- Minutes of the Executive Committee meeting dated March 13, 2017
- Minutes of the Executive Committee special meeting dated March 20, 2017
- Minutes of the Outreach & Patient Education Committee meeting dated March 15, 2017
- Minutes of the Finance Committee dated March 16, 2017

**BOARD CALENDARS**

- The agenda packet presented calendar for April and May, 2017 as well as a list of Outreach opportunities in which the board members could participate.
- Budget Review: Ms. Combs explained that the Finance Committee and the Executive Committee will convene at the finance meeting on May 18 to review the operational budget. The MBCHC operational budget will be presented to the Governing Board for review and approval at the May 23 regular meeting. On May 24, the Executive Committee will join the District board for the budget workshop to give input on the capital budget.
- Mara Cantelo will attend the District board meeting on April 11.

**ITEMS FOR NEXT AGENDA:**

- Susan Madavan requested that the Board Development Committee convene a meeting to review a potential consumer-board member. She also requested that the committee review the board member attendance and bring recommendations to the governing meeting. She also requested a policy for no-show board members be presented stating that they need to call to advise their absence. There was discussion; board members thought there was an existing policy in place and that it only needed to be enforced. Chairperson Mary Jane Binge called the meeting for May 10 at 10:00 a.m.

**MEMBER COMMENTS:**

- Mary Jane Binge thanked Alexandra Barba and Kami Zimmerman for attending the meeting.

**ADJOURNED TO CLOSED SESSION:**

The meeting was adjourned at 6:55 p.m. for a brief break. Closed session convened at 7:10 p.m. Closed session adjourned at 7:40; Chair Susan Madavan reported that:

- The board interviewed Ronald Stewart for the Executive Director position.
- Ronal Stewart has been appointed as Executive Director of the Community Health Center.

Meeting adjourned at 7:42.

  
\_\_\_\_\_  
Susan Madavan, Governing Board Chair