



Morongo Basin Health Care District
Community Health Center
GOVERNING BOARD MEETING MINUTES
September 26, 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
- Mary Jane Binge, vice president
- Mike Lopez, treasurer
- Laura Grabow, member
- Summer Grenzow, member
- Ricardo Tagle, member
- Sue Tsuda, member
- Sandy Potts, member
- Peggy Toney, member, *not present*

STAFF:

- Ron Stewart, Executive Director
- Jackie Combs, CEO
- Karen Grale, Board Clerk
- Alexandra Barba, Board Clerk trainee
- PK White, Controller
- Kathy Alkire, Director Quality
- Janeen Duff, Dental Manager
- Cindy Schmall, Director of Facilities
- Joe Ruddon, Director Business Dev.

GUESTS:

- Marge Doyle, MBHD board member
- Wadia Hannah, MD, HRSA surveyor

CALL TO ORDER: 5:45 p.m.

OBSERVANCES:

- Summer Grenzow led the assembly in the Pledge of Allegiance.
- Sue Tsuda read the mission and vision statements.

Mr. Stewart introduced Wadia Hannah, MD, HRSA surveyor for the Quality grant. He is on site for two days providing technical assistance to our quality team for the HRSA grant funding. Dr. Hannah stated that he was pleased to see how far this program has come in the short time it's been funded; and that it is due to strategic decisions by leadership and the dedication of staff. It is a program that fills a great need in this community. I can only see the program growing and having a greater impact on the community. In the first day he identified two things that are best practice to share nationally, Take A Hike Program, and the community directory.

PUBLIC COMMENTS:

There were no public comments.

APPROVAL OF MEETING AGENDA:

Mike Lopez motioned to approve the meeting Agenda as presented; motion seconded by Sue Tsuda; motion passed by unanimous vote.

ACTION ITEMS

APPROVAL OF PROVIDER PRIVILEGES – *Jackie Combs, CEO*

Jackie Combs reviewed the qualifications for two candidates:

- Joseph Dunn, PhD, psychologist; and
- Andrea Randall Shih, MD, genecology

Motion by Ricky Tagle, second by Mike Lopez to approve the credentials of Joseph Dunn, PhD,; motion passed by unanimous vote. Laura/Mary Jane Binge

Motion by Laura Grabow, second by Mary Jane Binge to approve the credentials of Andrea Randall Shih, M.D.; motion passed by unanimous vote.

APPROVAL OF POLICIES – *Summer Grenzow, Committee Member*

Ms. Grenzow reviewed the policies as presented under Tab 1 in the Agenda packet.

- CHC-PC-126 Follow Up Appointment and Referrals for Patients
The policy dictates the patient flow through the system for referrals; this is an update to an existing policy.

Motion by Ricky Tagle, second by Sue Tsuda to approve policy CHC-PC-126 as presented; motion passed by unanimous vote.

- CHC-PC-170 Continuing Education for Mid-Level Providers & Licensed Clinicians
This policy ads part time staff to the benefits of

Motion by Ricky Tagle, second by Mike Lopez to approve the policy CHC-PC-170 as presented; motion passed by unanimous vote.

ACCEPTANCE OF DISTRICT POLICY – *Jackie Combs, CEO*

Jackie Combs reviewed the District's policy, LD-240 Procurement. Originally the policy was written by Jeff Chawenson and later it was determined that it needed to be a District policy for broader scope. HRSA leadership recommended that the CHC Governing Board accept the policy.

Motion by Sue Tsuda, second by Ricky Tagle to accept LD-240 Procurement policy; motion passed by unanimous vote.

REVIEW OF REVISED BYLAWS, Michael Lopez, ad hoc committee Chairperson

The redlined bylaws were physically mailed to all board members before the agenda was posted so that everyone would have plenty of time to review the proposed changes. Sue Tsuda responded with additional recommendations.

The additional changes will be presented at the next governing meeting before the bylaws are forwarded to legal counsel for review.

The committee also reviewed the co-applicant agreement and recommends no change. There was no discussion raised to the contrary; general consensus to leave the document intact.

MEMORIAL OF MARA CANTELO

The information for the Celebration of Life was presented to the assembly. Susan Madavan proposed that the Governing Board name a room after her to memorialize her contribution on the board. Discussion about naming the pediatric lobby after Mara because of her love of children. It was also proposed to designate a future outdoor play area for naming. Topic tabled for future consideration.

REPORTS:

NATIONAL ASSOC. OF CHC CONFERENCE REPORT: *Susan Madavan, Chairperson*

Ms. Madavan shared that she attended four different seminars at the San Diego conference:

- Board member mentoring: Ms. Madavan stated that we do a good job of orienting our board members and incorporating them into the board.
- Integrating family planning: which was primarily about statistic gatherings
- Best Practices for engaging the media: the speaker recommended that put something in the bylaws as to how we interact with the media and have a policy to give direction to staff. All media questions should be directed to a designated person, in our case that would be Karen Graley, Director of Communications. Jackie Combs stated that the District will evaluate the existing policy and adapt it to include the CHC governing board; it will be brought to this board for review.
- Setting the bar for legal/board compliance: technical considerations from the seminar were shared with Ron Stewart. The District has a risk management program and coverage. It is the board's responsibility to insure that the organization complies with all state and federal requirements, making sure staff is aware of the law relative to their position. Ms. Combs reminded the board that she presented information on these topics at the annual meeting.

CHC STRATEGIC PLAN 2015-18 UPDATE: *Ron Stewart, Executive Director*

Mr. Stewart presented a handout of the strategic plan update. The current plan expires this year. The yellow highlights indicate where items are not completed.

- ITEM 1B: Twentynine Palms improve signage. Leased property has limitations; we are not able to make changes at this time; can carry forward if desired.
- ITEM 3B Mobile clinic van: District staff is still seeking funding.
- ITEM 3C Expanded services: psychiatry has been expanded. Other services have not.
- ITEM 3F Partner with Healthy Generations: Partnership is in process.
- ITEM 4A Provider recruitment: on-going recruitment.
- ITEM 4E Team building opportunities between staff and board: anything planned must include all District employees, not just clinic staff.
- ITEM 4G: Physician satisfaction survey: has not been conducted but Mr. Stewart is in constant communication with the provider and is hosting a medical staff meeting on October 20.
- ITEM 5C MBTA bus shelter advertising: MBTA no longer offers that space for advertising.

Susan Madavan suggested the board convene a strategic planning session; Mr. Stewart suggested that the Executive Committee discuss how to proceed. Marge Doyle, MBHD board member, suggested that the CHC and District boards conduct a joint session to review the health needs assessment before beginning the strategic plan process. The board was favorable of her suggestion.

EXECUTIVE DIRECTOR'S REPORT: *Ron Stewart, Executive Director*

Mr. Stewart presented his written report under Tab 4 in the Agenda packet.

QUALITY

- During the month of August, Dental, Adult, Behavioral Health and Pediatric Program providers & CHC leadership convened to engage in patient care review, discuss advances in care and treatment, and to share information.
- I submitted the requested corrections for the six findings from HRSA's May operations site visit.

- I filed the CHC's mid-year grant report to HRSA outlining progress in the first six months of 2017 toward achieving stated clinical measures.
- The Small Health Care Provider Quality Improvement grant from HRSA (aka Hospital to Home) began a two-day site visit today looking back at this first year of the Program.

SERVICE

- The third electronic health record vendor (eClinicalWorks) was on-site to present their system. Staff conducted a site visit to a similarly sized FQHC in Orange County to see how the Greenway product is working for them.
- Stephanie Eigner, RN, has assumed day-to-day management of all medical and behavioral health service sites within the CHC. Sheri Tincher, Front Office Supervisor, has volunteered to serve as the acting Site Supervisor for the 29 Clinic.
- The 29 Palms medical clinic is preparing for some remodeling and upgrades. When complete, new clinical and administrative space will have been created and all existing vinyl and carpet flooring will be replaced with new vinyl flooring. A bench for patients will be installed outside the clinic's main door for those arriving on LIFT before the clinic is scheduled to open.
- Suite 202 at Airway opened on September 18. The opening coincided with the first day of Dr. Austin Puglisi's employment.
- A dedicated Triage Room is being created off the patient lobby in Yucca Adult to help expedite patient arrivals with the end goal of improving patient throughput.

PEOPLE

- Dr. Andrea Randall has started part-time employment providing women's health services. Marketing is underway to assist with creating awareness of her services in order to build volume for this service line.
- The first Medical Staff Mixer and Dinner has been scheduled for Friday, October 20. This affords the medical team a chance to interact informally and then engage in a business meeting.
- Mara Cantelo, CHC board member and devoted advocate for those less fortunate, passed from this life on Friday, September 8.
- Rohit Arora, chief resident at Arrowhead (internal medicine) will be interviewed on October 7. He graduates in June of 2018 and is required to complete two years of employment with a CHC (such as ours) as part of his loan repayment requirements.
- An offer has been extended to Sheldon Hough, DDS, to join CHC as the Dental Director. This role will assist with quality of care oversight.

FINANCE

- During July the CHC picked up 136 new patients. Patient volume was up 766 visits over prior month with a total of 5,360 visits. As has become standard practice, staffing is evaluated daily and staff are flexed accordingly to help control operating expenses.
- CHC chairperson, Susan Madavan, Ron Stewart and Jackie Combs attend the National Association of Community Health Centers annual conference in San Diego.

GROWTH / COMMUNITY

- Staff are preparing for the Health Fair on Saturday, October 14 at Lucky Park in 29 Palms.
- I attended the Morongo Basin Haven meeting to engage with community partners and promote the CHC.
- I traveled to Big Bear to see telemedicine in action. The Rural Health Center in Big Bear accomplishes 75% of their behavioral healthcare using telemedicine. This site visit was part of the exploratory consultation conducted over the past two months (information attached).
- Joe Ruddon, director of business development, and I met with Julie Fontana, coordinator of multi-tiered system of supports and child welfare and attendance, of the Morongo Unified School District to brainstorm avenues for greater partnership and to explore ways to introduce the students and parents within the District to the CHC.

- I attended the bi-monthly Board of Directors meeting for the Community Health Association Inland Southern Region to advocate for an intra-clinic partnership to support peer review for medical directors within the Association.
- CHC board member, Summer Grenzow, accompanied me on a complete tour of the clinics in order to see operations first hand and to meet staff & patients.

OTHER

- Telemedicine: discussion about using telemedicine in the clinics.
- Mr. Stewart spoke to the outstanding pediatricians at the health center who this week diagnosed two children with cancer from their well-child visits; the patients were referred to the next level of care.
- The patient satisfaction report was presented for August.

FINANCE COMMITTEE: Mike Lopez, Committee Chair

Mike Lopez gave the financial report and referred board members to Tab 5 of the Agenda packet.

OVERVIEW

Net income for the month of August 2017 was lower than expected as there was a net loss for the month of \$47K. This leads to a fiscal-year-to-date net loss of \$177K compared to a year to date budget net surplus of \$58K.

Operating income for the month was \$8,730 before district overhead. The net loss includes district overhead of \$56K.

Net loss does not include a deduction for depreciation in the amount of \$4,264.

REVENUE

Patient service revenues improved since last month and were \$4,500 higher than budget, but year-to-date revenues are still about 11% less than budget. July year-to-date revenue was 25% less than budget.

Contractual allowances have been adjusted to true-up the revenue we expect to receive. Last year we recognized the contractual allowance adjustments when cash was received which caused overstatement of revenues in some periods and understatement of revenues in other periods. We will continue to calculate and recognize contractual adjustments in the month the revenue is recognized, and we will reconcile to the actual contractual adjustments on a quarterly basis.

HRSA grant revenue is slightly better than budget, but for the year to date is about 10% under budget. August HRSA grant revenue was greater than July and closer to budget because we received an increase in funding on the HRSA 330 grant. The Quality Initiative grant began a new grant year as of August 1, so we started to recognize income from that grant for the new grant year.

EXPENSES

Personnel costs were approximately \$41K over budget.

Supplies were \$7K over budget because of pharmaceutical orders which are done only once per quarter.

Purchased services were less than budget by \$19K with savings coming in most of the categories of purchased services. Purchased services include \$10K per month for a new EHR/PM system, but this cost has not been incurred yet.

APPROVAL OF CONSENT AGENDA:

Motion by Sue Tsuda, second by Mike Lopez, to approve the Consent Agenda as presented. The motion passed by unanimous vote.

MINUTES

- Minutes of the Governing Board regular meeting dated July 25, 2017
- Minutes of the Policy Review Committee, July 24 and August 9, 2017
- Minutes of the ad hoc Bylaws & Co-app Agreement Committee, August 14, 2017
- Minutes of the Finance Committee, August 17, 2017

BOARD CALENDARS

- The agenda packet presented calendars for October through December, 2017.
- Appointment to attend MBHD meeting:
 - ♦ October 5, 2017: Mike Lopez
 - ♦ October 19: Sandy Potts

MEMBER COMMENTS: None presented.

ITEMS FOR NEXT AGENDA:

- None presented

Susan Madavan thanked all the guests who attended the meeting.

MEETING ADJOURNMENT

Susan Madavan adjourned the meeting at 7:00 p.m.

Minutes recorded by Karen Graley, Board Clerk.



Susan Madavan, Governing Board Chair