



*Morongo Basin Health Care District*  
**Community Health Center**  
**GOVERNING BOARD MEETING MINUTES**  
**October 24, 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, not present
- Ricardo Tagle, member
- Sue Tsuda, member
- Sandy Potts, member
- Peggy Toney, member

**STAFF:**

- Ron Stewart, Executive Director
- Jackie Combs, CEO
- Karen Graley, Board Clerk
- Alexandra Barba, Board Clerk trainee
- PK White, Controller
- Angie Villaluz, Patient Care Manager
- Kathy Alkire, Director Quality
- Janeen Duff, Dental Manager
- Cindy Schmall, Director of Facilities
- Dr. Austin Puglisi, Psychiatrist

**CALL TO ORDER:** 5:50 p.m.

**OBSERVANCES:**

- Mary Jane Binge led the assembly in the Pledge of Allegiance.
- Laura Grabow read the mission and vision statements.

**PUBLIC COMMENTS:**

There were no public comments.

**APPROVAL OF MEETING AGENDA:**

**Mike Lopez motioned to approve the meeting Agenda as presented; motion seconded by Ricky Tagle; motion passed by unanimous vote.**

**EDUCATION**

- 2017 EMPLOYEE ENGAGEMENT SURVEY SUMMARY – *Cindy Schmall, Director of Operations*

Cindy Schmall, Director of Operations, presented the results of the Employee Engagement Survey that staff completed back in late July/August of this year. She reported that 82% of eligible employees participated. Ms. Schmall explained that the District measures employee engagement because it is statically proven that revenue will increase by 23% when employees have high engagement in their work place. The results showed that 50% of staff were satisfied with their opportunities for professional growth, but almost 24% of respondents were neutral and neither agreed nor disagreed with the question. For several questions a significant amount of employees were neutral

in their responses and Ms. Schmall shared that the District's goal is to change this pattern so that staff would be more inclined to agree with the questions posed.

The need to increase employee recognition was also highlighted in the discussion, as the results of two questions that dealt with this topic, in particular, revealed that staff would like to be recognized more by their employer. Sandy Potts asked if the management team had any tactics planned to increase employee recognition and Ms. Schmall shared that, as of now, the tactic is to present these findings to staff as a group and ask for their feedback. She explained that it would be better for a recognition program to be established based on what employees want, rather than what the management team thinks employees want. In addition, Peggy Toney asked how this tactic would impact employee feedback and confidentiality. Ms. Schmall stated that supervisors would hold feedback discussion with employees who do not report to them, but rather each supervisor would switch sites so that employees feel more comfortable voicing their opinions. She disclosed that while the survey statistics were broken down by department, the surveys themselves are completely anonymous and cannot be traced back to any specific employee. Next year the management team plans to increase access to the online engagement survey in order to increase employee participation. Ms. Schmall concluded by stating that the management team is actively working on improving their business practices so that employees can feel more committed to and engaged at MBHD.

## **ACTION ITEMS**

### POLICY COMMITTEE REPORT & APPROVAL OF POLICIES – *Laura Grabow, Committee Member*

Mrs. Grabow reviewed the policies as presented under Tab 1 in the Agenda packet.

- CHC-BH-106 Patient Appointment Scheduling

The policy facilitates patient throughput by maintaining an organized appointment schedule.

**Motion by Sue Tsuda, second by Sandy Potts to approve policy CHC-BH-106 as presented; motion passed by unanimous vote.**

- CHC-BH-001 Guidelines for Use of Antipsychotics in Adults

This policy promotes the safe and effective use of antipsychotic medications in adult patients.

**Motion by Mike Lopez, second by Sue Tsuda to approve the policy CHC-BH-001 as presented; motion passed by unanimous vote.**

### APPROVAL OF REVISED BYLAWS – *Michael Lopez, ad hoc committee Chairperson*

Sue Tsuda's comments from last month were incorporated into the copy of redlined bylaws in this month's meeting agenda. No additional comments were submitted by board members.

**Motion by Mike Lopez, second by Sandy Potts to approve the revised bylaws; motion passed by unanimous vote and will move forward for legal review.**

## **DISCUSSION**, *Michael Lopez, Finance Committee Chair*

The Finance Committee requested discussion about the monthly financial reports and how much detail the Governing Board members want presented in the agenda packet. The Governing Board concluded that full electronic copies of the monthly financial reports did not need to be presented in the Governing Board packet as long as the Finance Committee was reviewing a detailed report.

The Governing Board packet should present a summary of overview with appropriate graphs for patient visits. Additionally, the Finance Committee packet will be emailed to all Governing Board members so they can review the report in detail. Sandy Potts, expressed interest in joining the Finance Committee and the Governing Board unanimously agreed to her joining.

## **REPORTS:**

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

Mr. Stewart presented his written report under Tab 3 in the Agenda packet.

#### QUALITY

- During the month, Dental, Adult, Behavioral Health and Pediatric Program providers & Center leadership convened to engage in patient care review, discuss advances in care & treatment, and share information.
- Health Resources and Services Administration (HRSA) is processing the Center's corrections from the May Operations Site Visit (OSV).
- Year 2 (August 2017 – July 2018) of the Hospital 2 Home program will focus on expansion and growth by adding a new feature - incorporating Center patients. Mid/high risk diabetic patients will be RN case-managed and other diagnosis may be added to increase the Program's volume.
- The Center participated in the 2017 International Great Shake Out earthquake preparedness drill. Leadership reported that staff (and patients) were fully engaged and that important observations were made as to how to make the workplace safer.

#### SERVICE

- Sheri Tincher has been selected for the position of 29 Clinic Site Supervisor and reports to Stephanie Eigner (Clinic Manager).
- Construction and remodeling has started in the 29 Palms clinic. Approximately 1200 sq. ft. of new, additional clinic space has been walled off and added to the existing clinic's footprint.
- During downtime, the operators are calling first-time patients to the Center thanking them for coming to the CHC and asking them if they have any feedback regarding their experience that they'd like to share.
- The Morongo Basin Healthcare District has closed escrow on the Split Rock campus in 29 Palms. Planning is underway for the rehabilitation of this space.
- Ben Costello, outreach staff, has been trained in smoking cessation programming and his first class

#### PEOPLE

- The Center's first Medical Staff Mixer and Dinner was held. Providers used this opportunity to strengthen working relationships and discuss the provision of high-quality patient care.
- Two applications have been received for consideration as Center board members. These applications have been forwarded to the chair of the Board Development Committee.
- Follow up work is underway with all staff to further explore areas within the District-wide 2017 Employee Engagement Survey in which 25% or more of employees were either neutral or dissatisfied.
- Dr. Prem Salhotra will be recognized by the District Board for his long-standing commitment to the community during their meeting on November 2.

#### FINANCE

- In September the Center picked up 122 new patients with a total of 2,748 visits completed. First quarter actual visits compared to budgeted visits is being analyzed. Volume in the Adult service line is

behind projection by 40%; Pediatrics is ahead by 224%; Behavioral Health is ahead by 9%; and Dental is behind by 7%.

- Capital expenses planned for the 29 Palms clinic have been reevaluated. Planned costs will not be incurred (for flooring) and these dollars will be repurposed to upgrade & replace that clinic's three dental chairs & chair-side equipment.
- California's single-payor health care bill (SB 562) remains stalled in the Assembly. Speaker Anthony Rendon has blocked it stating that the bill is incomplete.
- Staff will gather on October 25 to review Electronic Health Record options and reach consensus as to which product to move forward with (Greenway or eClinicalWorks).

#### GROWTH / COMMUNITY

- Over 700 persons attend the Health Fair at Lucky Park in 29 Palms. Thank you to Summer Grenzow and Sandy Potts for staffing the CHC board table!
- In preparation for the new First 5-funded dental program, staff toured Morongo Elementary and the high schools in Yucca and 29 Palms. Board member Laura Grabow's class was featured during the tour.
- The Center's first in a series of community lectures took place with Dr. Andrea Randall (GYN) meeting prospective patients in a relaxed environment to discuss issues related to women's health.
- Anne Thompson, MSW intern with the Center, conducted community-based surveys to help identify possible support group offerings that could be developed & offered by the Center. Heidi Albright, LCSW, is the field instructor for Anne Thompson.

#### OTHER

- Mr. Stewart invited the Board to attend the Electronic Health Record (EHR) Selection Meeting that the Center's staff would be attending on October 25<sup>th</sup> at 4pm in the Administration building's conference room to choose between two EHR systems (Greenway or eClinical Works).
- In response to Ron's announcement regarding the single-payor healthcare bill (SB 562), which is currently stalled in the Assembly, Mike Lopez asked the Board to contact him if they were interested in signing a petition.
- Mr. Stewart encouraged the Board to attend the District Board's meeting on November 2<sup>nd</sup> at 5:30pm where they will be recognizing Dr. Salhotra, CHC Medical Director, for his work in the Morongo Basin community.
- Mr. Stewart invited the Board (and anyone they may know who smokes) to attend a series of Smoking Cessation classes that Outreach staff, Ben Costello, will be presenting this upcoming January.
- The patient satisfaction report was presented for the month of September.

#### FINANCE COMMITTEE: Mike Lopez, Committee Chair

Mike Lopez gave the financial report and referred board members to Tab 4 of the Agenda packet.

#### OVERVIEW

Net income for the month of September 2017 was lower than expected. The net income for the month was \$14K and year-to-date was \$110K compared to a year to date budgeted net income of \$250K.

The net income for the month and year to date does not include District overhead of \$56K and \$168K respectively.

Net income for the month and year to date does not include a deduction for depreciation in the amount of \$2,132 and \$6,396 respectively.

#### REVENUE

Patient service revenues for last month decreased from the previous month and were \$45K lower than budget. Year-to-date revenues are 10% or \$155K less than budget.

Contractual allowances have been reconciled to the Practice Management system (eMDs) and adjustments from the reconciliation increased contractual allowances for September to \$50K over budget. Contractual allowances year to date are approximately 1% under budget.

HRSA grant revenue is just 1% under budget

#### EXPENSES

Personnel costs were approximately \$27K under budget because of the termination of locum tenens services.

Supplies were \$5K under budget because pharmaceutical orders were not placed this month.

Purchased services were less than budget by \$15K 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.

The Governing Board was concerned about the decrease in September patient volume for adult services across all clinics. Peggy Toney inquired about the reason behind the decrease and Mr. Stewart and Mrs. Combs, CEO, explained that they believed it was due to a combination of factors and they are currently analyzing the data. Mr. Stewart assured the Board that the management team is doing everything in their power to ensure this number rises. Marketing and greater exposure via different outlets, such as the Health Fair that occurred this month, is one of several methods that is being used to outreach to a greater population that could potentially serve as our new patient base. Ms. Combs highlighted that patient volume for Pediatrics in both the 29 Palms and Yucca Valley sites is above budget.

#### **APPROVAL OF CONSENT AGENDA:**

**Motion by Sandy Potts, second by Ricky Tagle, to approve the Consent Agenda as presented. The motion passed by unanimous vote.**

#### MINUTES

- Minutes of the Governing Board regular meeting dated September 26, 2017
- Minutes of the Policy Review Committee, October 11, 2017
- Minutes of the Finance Committee, October 19, 2017

#### **BOARD CALENDARS**

- The agenda packet presented calendars for November through December, 2017.
- Jackie Combs, CEO, invited the Governing Board to attend the District Board's Special meeting on November 9 from 3-5pm at the District Office; Mary Jane Binge and Sue Tsuda accepted the invitation to attend.
- Susan Madavan, chairperson, stated that the Governing Board would appoint members to attend the regularly assigned District Board meetings next month (December).
- With the recent submission of two new board member applications, the Board Development Committee will convene on Tuesday, November 7 at 11:30am in the District Conference room to move forward with the new member process. There will be discussion on how to recruit consumer board members to the MBCHC, as the two new applicants are non-consumers.
- The Executive Committee will meet Monday, November 13 at 3:30pm in the District Conference room to discuss the direction of the next Strategic Plan.

**MEMBER COMMENTS:** None presented.

**ITEMS FOR NEXT AGENDA:** None presented.

**MEETING ADJOURNMENT**

Susan Madavan adjourned the meeting at 7:10p.m.

*Minutes recorded by Alexandra Barba, Board Clerk Trainee.*



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*Susan Madavan, Governing Board Chair*