



Service Quality People Finance Growth



Hi-Desert Memorial Health Care District dba  
**Morongo Basin Healthcare District**  
**BOARD OF DIRECTORS REGULAR MEETING**  
**MINUTES**

**August 11, 2015 at 6:00 p.m.**

*Convened at the District Offices*

6530 La Contenta Road, Suite 100, Yucca Valley CA 92284

760.820.9229

- *Mission Statement: Morongo Basin Healthcare District will provide superior service to improve the quality of life for people in the Morongo Basin.*
- *Vision: We are caring people providing extraordinary healthcare services.*
- *Core Values: Integrity, Superior Service, Stewardship, Innovation, Teamwork and Dignity.*

#### **IN ATTENDANCE**

##### Board of Directors:

- Director Cooper, President
- Director Avels, Vice President
- Director Sullivan, Treasurer
- Director Doyle, Secretary
- Director Hoffman, Member at Large

##### Administrative Staff:

- Jackie Combs, CEO
- Karen Graley, Board Clerk
- Nora Maughan, Exec Director, Clinics
- Dean Moore, President, Foundation
- Craig Best, CFO

##### Media:

- None present

#### **CALL TO ORDER**

Director Cooper called the meeting to order at 6:00 p.m.

#### **ROLL CALL**

Karen Graley, Board Clerk, conducted roll call:

- Director Cooper: present
- Director Avels: present
- Director Sullivan: present
- Director Doyle: present
- Director Hoffman: present

#### **OBSERVANCES**

- Director Doyle read the healthcare district's mission statement.
- Director Avels read the healthcare district's vision statement.
- Director Sullivan read the healthcare district's core values statement
- Director Hoffman led the Pledge of Allegiance

#### **PUBLIC COMMENTS**

No public was present.



## APPROVAL OF MEETING AGENDA

**Motion 15-56:** Director Doyle motioned to approve the consent agenda as presented; motion was seconded by Director Avels; motion passed by unanimous vote.

## APPROVAL OF CONSENT AGENDA

The Consent Agenda presented the following items for approval:

- Minutes: Special Meeting of the Board of Directors, July 9, 2015
- Minutes: Regular Meeting of the Board of Directors, July 14, 2015
- Minutes: Special Meeting of the Board of Directors, July 30, 2015

**Motion 15-57:** Director Doyle motioned to approve the meeting agenda as presented; motion seconded by Director Sullivan; motion passed by unanimous vote.

## STAFF REPORTS

Hi-Desert Family Health Clinics, Nora Maughan, Executive Director

- 1) Patient Volume: July brought 2,300 visits overall. Dental and chiropractic services at the Twentynine Palms facility have increased the number of patient visits so that both clinics are seeing an equivalent number of patient volume.
- 2) Patient Satisfaction:
  - a) The survey was administered in June and tabulated in July. To garner a greater survey response by patients, we hosted a competition between Yucca Valley adult, Yucca Valley pediatrics and Twentynine Palms facilities as an employee incentive to promote and collect patient surveys. Survey responses were increased approximately 20% over the March survey.
    - i) Dental services remain the crown-jewel of the survey receiving the highest scores. There is evidence that patients are still uninformed about the availability of dental and chiropractic services.
    - ii) The number one patient dissatisfier is the wait time to see Dr. Salhotra. He sees a high volume of patients and is very popular.
- 3) Grants:
  - a) Transportation: the grant has been recommended for approval; we hope to have funding in September. The transportation program has been operating without grant funding since April.
    - i) Transport volume has decreased due to one less vehicle that was surrendered to Tenet as part of the affiliation agreement.
    - ii) Volumes will also fluctuate when either of the two remaining vehicles require repair. Discussion followed about possible solutions to ensure patient access to healthcare providers. Director Hoffman suggested a conversation with MBTA who provides a door to door service.
    - iii) It was noted that the healthcare district purchased the vehicles; the grant provides support for staff.
  - b) Other Grants: We have submitted grant applications to expand clinic hours at Yucca Valley and for funding to continue with the sliding fee scale program.
- 4) Healthcare Partners:
  - a) Ms. Maughan noted that the summer food program had concluded. The children's food program is in partnership with MUSD who prepared the food and delivered it to the clinics. The program was funded by USDA. Director Doyle applauds the summer food program.



Hi-Desert Memorial Health Care District Foundation, Dean Moore, President

Mr. Moore highlighted the fundraiser for the Martie Avels Nursing Scholarship Program on September 23. They are looking for unique auction items. The event is limited to 70 guests; it is an up-scale event in a beautiful local setting with food prepared by a French chef. The foundation's goal is to raise funds for two nursing scholarships.

Morongo Basin Healthcare District, Jackie Combs, Chief Executive Officer

- 1) Meetings: Ms. Combs noted that the Board of Directors will meet twice a month. Today's meeting will include the financial report for Hi-Desert Medical Center's year end through July 15, 2015; the second meeting will address the post-affiliation finances of the district.
- 2) Staff: Toni Stewart begins as a district employee on Monday. As administrative assistant, she will be responsible for a variety of responsibilities as well as provide support to Ms. Combs.
- 3) Transition Summary: The district continues the separation process from the medical center. The residual issues include the financial piece and transfer of archive records.
  - a) Human Resources: Toni Stewart surveyed the HR files stored in the HDMC warehouse and sorted the boxes for transfer and destruction. The boxes that will transfer are already marked for future destruction dates.
  - b) Contracts: As part of the affiliation process, a database of all contracts was created. We have received a copy of that database. Ms. Combs hopes to extrapolate from that database a list of contracts retained by the district.
- 4) Chief Financial Officer:
  - a) Ms. Combs introduced Craig Best as CFO for the District. He will administrate the finances for the district, clinics and foundation. Mr. Best gave a brief overview of his career and is pleased to be a part of the healthcare district. The Directors welcomed Mr. Best.
  - b) There was discussion about the remaining transition of district finances from Hi-Desert Medical Center. Ms. Maughan noted that the new finance software and systems are being implemented while HDMC is still processing accounts payable, receivable and financial reports for the district. Mr. Best plans to spend as much time as possible with the medical center's finance department to determine district status and prepare for the final separation.

Hi-Desert Memorial Healthcare District Finance Report, Jackie Combs, Chief Executive Officer

- 1) The financial report for year ending June 30, 2015 was presented in the board packet. Ms. Combs reviewed the financial narrative.
- 2) The petty cash fund at HDMC was closed out.
- 3) Another \$4 million dollars was wired into the investment account after the July 15 transition date.
  - a) Director Hoffman voiced concerns about which investment fund the monies had been transferred to and instructed Ms. Combs to move \$2 million into the RBC account.
  - b) Ms. Maughan requested that we wait to transfer the funds until we receive the requested access to the bank balance. Account balances will be presented to the Board of Directors at the August 27 meeting.
- 4) Ms. Combs stated her next project is to review the contract with Conifer who is processing the legacy billing for the district. She wants to understand how they are processing the billing and determine that it is per our understanding. There was discussion about the scope and fees of their services.



- 5) There was discussion about the consulting agreement with Robert Tyk and the services to be provided under that agreement. Ms. Combs stated she had received the requested budget. She will define a work plan for Mr. Tyk based on the agreement language. Ms. Maughan stated she had contacted him to set up weekly meetings relative to the clinics.

Strategic Plan Update, Jackie Combs, Chief Executive Officer

- 1) Ms. Combs shared information from her introductory telephone conversation with Camden Group's Mark Dubow and Danielle Screenivasan. She expressed concern that they were requesting demographic statistics from the District and that she had informed them that her expectation was that they would bring outside resources to the strategic planning process.
- 2) Ms. Graley presented an overview of the interview schedule for the Board of Directors and staff. She also spoke to the effort of coordinating community members for interviewing with Camden Group on August 18 and 19. The list presented by the Board of Directors contains over 40 names; it is not possible to incorporate all of them into the interview. Ms. Graley noted that she was coordinating names with Ms. Combs to provide a broad sampling of the community.

### CALENDAR REVIEW AND COODINATION

The calendar for the Board of Directors was reviewed and coordinated:

- Regular meeting, Thursday, August 27
- September 23 meeting was moved to September 22 in support of the Foundation's fundraising event.
- September 14 was scheduled for a vision-workshop with Camden Group for the strategic plan.

### NEXT AGENDA

- Bylaws
- MBHD financial status

### DIRECTORS' COMMENTS

- **Director Cooper:** No comment.
- **Director Avels:** No comment.
- **Director Sullivan:** Director Sullivan noted the Foundation has changed because the District has changed; I'm looking forward to the Foundation taking a more strategic role in the District.
- **Director Doyle:** Director Doyle welcomed Craig to the team; and thanked staff for all their hard work.
- **Director Hoffman:** No comment.

### MEETING ADJOURNMENT

Director Cooper adjourned the meeting at 7:50 p.m.

*Board meeting minutes recorded by K. Graley, Board Clerk.*

  
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Patricia Cooper, President

  
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Marge Doyle, Secretary