



*Morongo Basin Health Care District*  
**Community Health Center**  
**GOVERNING BOARD REGULAR MEETING**  
**MINUTES of January 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
- Amanda Brannon, secretary
- Mary Jane Binge, treasurer
- Mara Cantelo, member
- Laura Grabow, member
- Mike Lopez, member
- Sandy Potts, member; not present
- Ricardo Tagle, member; not present

**STAFF:**

- Jackie Combs, executive director
- Karen Graley, board clerk
- Joe Raddon, director business development
- P.K. White, controller
- Ron Stewart, operations consultant
- Dan Frascchetti, D.O.
- Kathy Alkire, director quality
- Cindy Dietz, manager
- Paul Hoffman, MBHD board member

**CALL TO ORDER:** 5:45 p.m.

**OBSERVANCES:**

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

**PUBLIC COMMENTS:**

There were no public comments.

**APPROVAL OF MEETING AGENDA:**

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

**APPROVAL OF CONSENT AGENDA:**

MINUTES

- Minutes of the Executive Committee dated January 10, 2017
- Minutes of the Nomination Ad Hoc Committee dated January 11, 2017
- Minutes of the Outreach & Patient Education Committee dated January 18, 2017
- Minutes of the Finance Committee dated January 19, 2017
- Minutes of the Governance Board regular meeting dated November 29, 2016
- Minutes of the Outreach & Patient Education Committee dated November 10, 2016
- Minutes of the Board Development Committee dated November 10, 2016
- Minutes of the Executive Committee dated November 14, 2016
- Minutes of the Finance Committee dated November 17, 2016

CREDENTIALING

- Mohamed Ellaham, D.D.S.

Ms. Madavan stated that the financial report handout is a part of the Consent Agenda. Mary Jane Binge motioned to approve the consent agenda with the correction of "Kenny Estate" in the minutes; motion seconded by Laura Grabow; motion passed by unanimous vote.

**ACTION ITEMS:**

**BOARD RECRUITMENT COMMITTEE:** Ms. Madavan introduced the action item which proposes to appoint a new ad hoc committee for the purpose of recruiting board members to the Community Health Center Governing Board; it will be named the Recruitment Committee. The ad hoc committee would meet as needed; the standing Board Development Committee meets quarterly.

- Motion to appoint an ad hoc recruitment committee was made by Mike Lopez, seconded by Mara Cantelo; motion passed by unanimous vote.

**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 verbal information.

- The District has signed the contract with USC to administer a community needs assessment for the Morongo Basin which will provide information for the CHC strategic planning process.
- The dental office opened in Yucca Valley; additional advertisement will begin in February. Dr. Ellaham will record a radio spot.
- We are implementing an occupational health program to provide a pre-employment physical for local businesses. These patients will be cash-paying patients at the clinic.
- Ms. Combs introduced Ron Stewart, operations consultant, and gave a brief overview of his focus and purpose in the reorganization of the clinics.
- Two employees were honored at the District board meeting through the WOW Award. Employees were Heidi Albright and Stacy Simms.
- An employee was sent to a seminar to manage escalating patients.
- The District's financial audit has concluded which incorporated the CHC finances; we are waiting for the summary report.
- We have hired two additional billers to sort through the system errors and process delayed billing. The finance team has moved to the Green Building in Yucca Valley because there was no additional room to accommodate the new staff.
- The District is sponsoring several community events; they are reflected on the calendar attached to the Agenda.

**FINANCIAL REPORT:** *P.K. White, Controller*

Ms. White referred the board members to the handout that contained November and December, 2016 financial reports. Ms. White reviewed the data with the board members and noted that the Finance Committee reviewed the reports in fine detail.

**QUALITY:** *Jackie Combs, ED/CEO*

Ms. Combs referred the assembly to the written report.

Kathy Alkire will be managing the quality grant and serve as the case manager for qualified patients. The grant includes working with community organizations and groups of people to discuss opportunities for collaboration to improve the health and nutrition of patients. We meet monthly with the HRSA quality team. Our local team will meet with the quality coaches in Maryland at a special conference in February.

UDS Report: The report is due to HRSA by February 15. It is a multi-faceted reported covering a broad range of information. The eMD software has been updated and is being approved by HRSA. HRSA changed the measuring parameters in November so staff are doing manual audits of patient files to accommodate those changes. FTE data must line-up with the financials. The mid-level staff training is in process; we have shadowed the medical assistant staff and they are doing a great job. Most of staff is working on the data collection process.

Phone System: Ron Stewart reported that the current process is flawed because of people, technology and process. We now have enough staff to answer the phones and are training them in the technology. He stated he is working on the process and communication flow. It is a process and takes time but he is optimistic that the problem will be resolved by April.

Twentynine Palms had an IEHP audit and passed with 100 percent compliance.

EXECUTIVE COMMITTEE: *Susan Madavan, committee chair*

- The committee discussed the recruitment of board members and recommended the action item for the ad hoc committee.
- Ramon Lomeli resigned in January.
- The report included information about the proposed new site in Twentynine Palms; there was discussion about the proposed staffing.

FINANCE COMMITTEE: *Mary Jane Binge, committee chair*

- Ms. Binge thanked P.K. White for her summary of November and December finances.

OUTREACH & PATIENT EDUCATION COMMITTEE: *Amanda Brannon, committee chair*

- Reviewed outreach engagement and upcoming events.
- The committee moved to meeting every other month.
- Ms. Brannon toured the Twentynine Palms clinic with Ron Stewart and was impressed with staff performance and facility presentation.
- Ms. Brannon has volunteered to decorate the Twentynine Palms facility for holidays.

**BOARD CALENDARS**

- The calendars were reviewed; there were no changes.

**ITEMS FOR NEXT AGENDA:**

- Morongo Valley expansion
- Election of officers
- Strategic plan quarterly report
- Annual approval of various documents require by HRSA
- Discussion about paperless Agendas
- Update on Name Change project

**MEMBER COMMENTS:**

- None presented.

**ADJOURNED:** 6:39 p.m.

  
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*Susan Madavan, Governing Board Chair*