



Morongo Basin Health Care District
Community Health Center
GOVERNING BOARD ANNUAL MEETING
MINUTES of February 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

STAFF:

- Jackie Combs, executive director
- Karen Graley, board clerk
- Joe Ruddon, director business development
- Ron Stewart, operations consultant
- Jeff Chawenson, director finance
- Kathy Alkire, director quality

GUEST:

- Marge Doyle, MBHD board member
- Peggy Toney, community member and board candidate
- Art Toney, community member

CALL TO ORDER: 5:45 p.m.

OBSERVANCES:

- Laura Grabow led the assembly in the Pledge of Allegiance.
- Michael Lopez read the mission and vision statements

PUBLIC COMMENTS:

There were no public comments.

APPROVAL OF MEETING AGENDA:

Mary Jane Binge motioned to approve the meeting Agenda as presented; motion seconded by Ricky Tagle; motion passed by unanimous vote.

BOARD EDUCATION

HOSPITAL TO HOME PROGRAM – Kathy Alkire, Director of Quality

Ms. Alkire gave a PowerPoint presentation regarding the new program. The Hospital to Home Program is a component of the three-year quality grant. Its purpose is to provide continuity of care for a better health outcome for clinic patients being discharged from the hospital. Ms. Alkire serves as the RN Case Manager and provides education regarding their chronic disease and how to manage their illness.

The program identifies “red flags” for symptoms that could compromise their health and educates the patient when to seek support. Program eligibility is for CHF, COPD, HTN, CAD, Diabetes or reoccurring wounds. Patients are referred by Dr. Salhotra at the clinic, or by a hospitalist.

Program staff is Kathy Alkire and Heidi Albright, social worker. First contact is made in the hospital with follow up at home after discharge. The program currently has five patients and is seeing success in the program. This program is a great benefit to the community.

Ms. Binge asked about HIPAA restrictions; Ms. Alkire confirmed that there are barriers in place that make getting patient information difficult. Staff is working with Hi-Desert Medical Center to work within the confines of the law.

ACTION ITEMS:

ELECTION OF OFFICERS:

Chairperson, Susan Madavan turned the gavel over to Karen Graley, board clerk, to conduct the election of board officers. Ms. Graley noted that the Ad Hoc Nomination Committee made the following nominations for officers:

- ♦ Susan Madavan as Chairperson
- ♦ Mary Jane Binge as Vice Chairperson
- ♦ Amanda Brannon as Secretary
- ♦ Michael Lopez as Treasurer

Ms. Graley opened the floor for additional nominations for Chairperson; none were offered. Ms. Graley called for the vote to elect Susan Madavan as Chairperson:

- Motion by Ricky Tagle to elect Susan Madavan as Chairperson, seconded by Amanda Brannon; motion passed by unanimous vote.

Ms. Graley opened the floor for additional nominations for Vice Chairperson; none were offered. Ms. Graley called for the vote to elect Mary Jane Binge as Vice Chairperson:

- Motion by Ricky Tagle to elect Mary Jane Binge as Vice Chairperson, seconded by Susan Madavan; motion passed by unanimous vote.

Ms. Graley opened the floor for additional nominations for Secretary; none were offered. Ms. Graley called for the vote to elect Amanda Brannon as Secretary:

- Motion by Mary Jane Binge to elect Amanda Brannon as Secretary, seconded by Michael Lopez; motion passed by unanimous vote.

Ms. Graley opened the floor for additional nominations for Treasurer; none were offered. Ms. Graley called for the vote to elect Michael Lopez as Treasurer:

- Motion by Amanda Brannon to elect Michael Lopez as Treasurer, seconded by Mary Jane Binge; motion passed by unanimous vote.

APPOINTMENT OF NEW BOARD MEMBER – Peggy Toney:

Chairperson, Susan Madavan introduced Ms. Toney to the assembly, giving background and qualifications.

Ms. Binge asked Ms. Toney how long she had lived in the valley; over ten years.

- Motion by Ricky Tagle, second Michael Lopez to appoint Peggy Toney as a Non-Consumer member of the Community Health Center governing board.

COMMITTEE MEMBER APPOINTMENTS:

Chairperson, Susan Madavan directed the board to Tab 2 in the agenda packet where a list of current committee members is listed. The Bylaws allow for a total of three board members per committee, including the chairperson. The following appointments were made to committees:

1. Board Development: Mary Jane Binge as Chair; Ricky Tagle and Sandra Potts
2. Finance Committee: Michael Lopez as Chair; Peggy Toney
3. Outreach & Patient Education: Amanda Brannon as Chair, Mara Cantelo and Laura Grabow
 - Motion by Ricky Tagle to appoint committee members as agreed; second by Michael Lopez; motion passed by unanimous vote of the board.

REVIEW AND APPROVAL OF 2017 POVERTY GUIDELINES:

Mr. Chawenson presented the 2017 Poverty Guidelines which are used to calculate the patients' sliding scale discount fee. The new level is \$12,060, slightly higher than last year. The grid presented in the packet will be used to calculate cash payments for those who qualify for the schedule; the new guidelines are effective April 1, 2017.

Mr. Lopez inquired about the new level effecting some patients who could not previously qualify for the sliding fee scale. Staff is currently reviewing existing patients to determine who will benefit from the new poverty level so they can be contacted and informed.

- Motion by Michael Lopez to approve the 2017 Poverty Guidelines as presented; second by Mara Cantelo; motion passed by unanimous vote of the board.

APPROVAL OF PRIVILEGES for Gerald Schultz, M.D., Ophthalmologist:

Ms. Combs requested the approval of privileges for Dr. Schultz for ophthalmology services.

- Motion by Michael Lopez to approve privileges for Gerald Schultz, M.D., ophthalmologist; second by Laura Grabow; motion passed by unanimous vote of the board.

ACCEPT AND APPROVE THE ANNUAL EVALUATION OF CHC PERFORMANCE:

Ms. Combs presented the following findings for evaluation for the following areas of performance. Ms. Binge asked about the impending site visit by HRSA; it is assumed they will visit sometime in May or June.

ACHIEVEMENT OF PROJECT OBJECTIVES: REVIEW OF THE STRATEGIC PLAN:

Ms. Combs presented the update to the board. Changes in the plan are shown in green.

- Goal 1.C - Expansion of services: includes Yucca Valley site at the Airway facility; planning on expanding pain management and possibly chiropractic services. A second site is being considered to expand services in Twentynine Palms in addition to the existing clinic.
- Goal 2.B – Financial Stewardship: the finance department has been restructured to capture all available revenue related to patient visits.
- Goal 3.C – Program Development: developed this last year includes dental services in Yucca Valley, Wound Care Program, expanded pediatric service in Twentynine Palms, and the application for change of scope to include ophthalmology.
- Goal 3.H – Bolster transportation: CalTrans 5310 grant submitted March 1; donations were received from the MBTA TAG grant and HDMC Auxiliary to purchase another wheelchair accessible transportation van.

- Goal 4 – Staff Development: hired a consultant to evaluate operations; staff training has been scheduled to improve clinic operations; seasonal decorating committee with board member involvement at the Twentynine Palms clinic

Mr. Lopez inquired about the phone system status. Mr. Stewart, operations consultant, stated a new staff person has been hired to manage the phone system; he is very experienced in the technology. After his assessment and changes, staff will be trained and assigned stations to provide customer service to our patients. Mr. Lopez asked about the process of calling in prescription orders to pharmacies; Mr. Stewart stated improvements have been made but he is looking to refine the process.

Ms. Combs spoke to the EHR software issues and how the current software has failed to support billing and UDS. There is now a better interface with the pharmacy to improve services. Staff is researching other EHR options.

SERVICE UTILIZATION PATTERNS: 2016 UDS DATA ON PATIENT VISITS BY AGE, ZIP CODE, FINANCIAL STATUS, AND INSURANCE:

Ms. Combs presented the data and answered questions.

- **ZIP CODES**: an overview of patient visits sorted by zip codes. The clinic patients meet the criteria for 75% of the population living within the clinic's zip code.
- **VISITS BY SITE**: Yucca Valley is down about 5% over last year.
- **AGE AND MEDICAL INSURANCE**: breaks down insurance by age. We've seen more children without insurance; adults were up for the uninsured. A variable is that many of the uninsured get enrolled in the Medi-Cal program.

Ms. Combs asked if there were any recommendations from the board for change based on the data presented; no recommendations offered.

QUALITY OF CARE: REVIEW OF THE 2016 QUALITY INDICATORS COMPARED TO PREVIOUS YEAR:

Ms. Combs explained that three years of data is presented for comparison. Goals were set in 2015 for 2016.

- **Children's Health Indicators**:
 - ♦ Immunizations were down from 76% to 63% but might be related to the change in age parameters from three years to two years of age.
 - ♦ BMI: compliance is down; Ms. Combs spoke with the pediatrician, Dr. Frascetti to identify opportunities for improved documentation.
 - ♦ Children's Health: new measure for sealant on first permanent molar; no previous year's data available at this time.
- **Adult Indicators**:
 - ♦ Colorectal screening shows improved compliance from 27% to 55%.
 - ♦ Screening for depression; staff struggled with compliance last year but this year went from 7% to 22%.
 - ♦ Women's pap smears went from 39% to 14% compliance; however, we know patients are having their pap smears performed at OB/GYN clinic. The proposed solution is staff will ask the patient if the screening was performed and get copies of the record.
 - ♦ BMI documentation was down from 36% to 26%. EHR software compromise is suspected as an issue.
 - ♦ Tobacco use: compliance is up from 69% to 83%; data was pulled from physical charts.

- ♦ Persistent asthma: compliance is down from 89% to 76%. The drop in compliance is because previously a variety of drugs could be counted as compliant, but the standard was changed to a specific drug and is partially responsible for the skewed data.
- ♦ Cardiac medications: down from 68% to 62%; data is driven by physicians.
- ♦ HIV: we didn't have any new cases.

PATIENT SATISFACTION: SUMMARY OF 2016 PATIENT SATISFACTION RESULTS:

Ms. Combs presented a handout of patient satisfaction data. She asked for questions and recommendations from the board after discussing the data.

Ms. Binge asked if there was an oversight committee for patient satisfaction; there is no such committee. Surveys are administered randomly. The board thought that board members offering patients the survey seemed to be helpful in the past.

Ms. Toney asked about the follow-up for patient complaints concerning returning patient telephone calls and pharmacy calls as discussed in the meeting. Currently, staff is responsive to the complaints and follow through. The board's assessment of the patient satisfaction survey is that "getting access to healthcare" and "waiting time" categories should be the focus for improvement.

APPROVAL OF CHANGE IN SCOPE TO ADD ANOTHER CLINIC LOCATION:

Ms. Combs shared with the board the plan and purpose for the Change of Scope in Services.

- Motion by Amanda Brannon to approve the Change of Scope in Services to include the new medical suite at Airway Center (57463 Twentynine Palms Hwy, suite 202, Yucca Valley CA 92284) for expanded services to patients for pain management; motion was seconded by Mara Cantelo; motion passed by unanimous vote of the board.

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.

- The Name-Change-Project is in process. Signage is targeted for placement at facility sites on March 15. A staff meeting is scheduled on March 14 where staff will receive new t-shirts and name badges. Karen Graley is ordering new board business cards for board members.
- The clinic offices will be closed for two hours on March 14 for critical staff training.
- Budget: this year we are submitting both a capital and operational budget. Staff would like to present the budget at a workshop to both boards in the same meeting; targeting May.
- The annual audit has been completed; Ms. Combs requested that a few governing board members attend the District board meeting on March 9 to hear the presentation by the Auditor.

FINANCIAL REPORT: *Jeff Chawenson, director finance*

Mr. Chawenson asked the board to turn to turn to Tab 7 of the agenda packet to review the financial report for January, 2017. On the trend report a twelve-month comparison is presented. So far this year, we are showing a strong performance. However, contractual allowance numbers are skewed in their trending. The variance is related to the software problems presented earlier in the meeting. Adjustments from Medi-Cal will most likely be reflected in February to make up for the lag in billing. Mr. Chawenson invited the board members to call him or visit him at the Green Building to learn how to navigate the details behind the summaries.

APPROVAL OF CONSENT AGENDA:

MINUTES

- Minutes of the Nomination Ad Hoc Committee dated January 11, 2017
 - Minutes of the Finance Committee dated February 22, 2017
 - Minutes of the Governance Board regular meeting dated January 24, 2017
 - Minutes of the Board Development Committee dated February 23, 2017
- Motion by Amanda Brannon, second by Michael Lopez, to approve the Consent Agenda as presented. The motion passed by unanimous vote.

BOARD CALENDARS

- Board Development Committee meeting on March 9 was canceled.
- Susan Madavan will attend the District board meeting on March 9.

ITEMS FOR NEXT AGENDA:

- Bylaw review of officer responsibilities
- Board education regarding remote meeting access

MEMBER COMMENTS:

- Susan Madavan: shared that she used both dental sites this last week for a tooth infection. "They got me in on the same day at Twentynine Palms for antibiotics; and then my follow up was at the Yucca Valley office. Gorgeous office, no pain during the procedure. Dr. Ellaham is great!"

ADJOURNED:

The meeting was adjourned at 7:57 p.m.



Susan Madavan, Governing Board Chair