



*Morongo Basin Health Care District*  
**Community Health Center**  
**GOVERNING BOARD ANNUAL MEETING**  
**MINUTES of April 25, 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, excused absence
- Mary Jane Binge, treasurer, excused absence
- Mara Cantelo, member
- Laura Grabow, member
- Mike Lopez, member
- Ricardo Tagle, member
- Sandy Potts, member
- Peggy Toney, member

**STAFF:**

- Ron Stewart, executive director
- Jackie Combs, CEO
- Karen Graley, board clerk
- Jeff Chawenson, director finance
- Kathy Alkire, director quality
- Alexandra Barba, admin assistant
- P.K. White, Controller
- Joe Ruddon, director business development

**GUEST:**

- Daniel Frascchetti, D.O., pediatrician
- James Sander-Cedrlor, guest
- Sue Tsuda, guest

**CALL TO ORDER:** 5:46 p.m.

**OBSERVANCES:**

- Ricky Tagle 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:**

Mara Cantelo motioned to approve the meeting Agenda as presented; motion seconded by Ricky Tagle; motion passed by unanimous vote.

**ANNUAL REVIEW PRESENTATION**

MBCHC SERVICE AREA – Ron Stewart, Executive Director

Mr. Stewart presented the service area map for review. Mara Cantelo confirmed that Morongo Valley was now included within the approved service area. There were no other questions regarding service area. The board accepted the Service Area as presented.

NEEDS ASSESSMENT – Ron Stewart, Executive Director

Mr. Stewart presented the PowerPoint of the 2017 Needs Assessment for discussion.

- Population Zip Codes: The majority of MBCHC patients originate from zip codes 92284/6 + 92277 + 92252.
- Transportation Barriers: Morongo Basin is a rural and geographically isolated area. Residents are dependent on Morongo Basin Transit Authority or personal transportation. The District's LIFT Transportation program is an excellent resource for the community, providing free, non-emergency transport to and from medical appointments. Susan Madavan asked if the proposed expansion to transport to the lower valley was near implementation; Jackie Combs explained that the next grant funding cycle will provide for that proposed expansion.
- Uninsured Population: California uninsured rate has fallen from 15.3% in 2015 to 8.6% in 2017; and San Bernardino County's rate has dropped from 17.4% to 15%.
- Unemployment and Educational Attainment: Regional unemployment has dropped from 8.5% in 2015 to 5.3% in 2017; education statistics remain unchanged.
- Income Poverty and Economic Shifts: Median household income has risen to \$43,581 and approximately 43% of households live at or below the 200% of Federal Poverty Level.
- Health Disparities: State statistics show that death related to diabetes, breast cancer, coronary heart disease and chronic lower respiratory disease have risen.
- Unique Characteristics: The number of mono-Spanish speaking households in Twentynine Palms and Yucca Valley has decreased from 12.4% to 11.2%.
- Healthcare Access & Primary Healthcare Services:
  - At the time of the 2015 SAC application there were no other 330 grantees in the MBCHC service area; in 2017 there are still no other 330 grantees within the service area;
  - The number of rural health clinics has grown from 3 to 4 within the service area.
- Population to Provider Ratio: The ratio of patients to primary care physicians in 2015 was 2,396:1. The ratio of patients to providers in 2017 is now:
  - Primary care physicians: 1,740:1
  - Dentists 1,500:1
  - Mental health providers 550:1. There was discussion about the ratio for mental health providers as the Governing Board's collective perception is that the Morongo Basin has a large population needing mental health services and this ratio appears disproportionate.
- Insurance Coverage: In 2017, IEHP continues as the sole Medi-Cal Managed Care Organization in San Bernardino County. MBCHC is contracted with Aetna, Blue Cross, Blue Shield, Cigna, First Health/Coventry, PHCS/Multiplan, Tricare, Triwest, and Veterans Choice.
- Changes in Uncompensated Care Programs: There have been no changes since 2015 SAC grant application. Nominal fee remains unchanged at \$10.00.
- Changes Affecting Specific Populations: Data for migrant workers remains unchanged since the 2015 SAC grant application; the 2017 data for homeless populations becomes available in May, 2017.

The board accepted the Needs Assessment as presented and agreed it was relevant to the population served by the health centers.

ACCESSIBLE LOCATIONS AND HOURS OF OPERATION – Ron Stewart, Executive Director

Mr. Stewart reviewed the accessibility of the centers at this point in time:

**YUCCA VALLEY CENTER LOCATIONS:**

Adult and Pediatric Dental Clinic	57019 Yucca Trail, Suite C
Adult Medicine	58375 Twentynine Palms Hwy, Suite B
Pediatric Medicine	58375 Twentynine Palms Hwy, Suite A
Would Care / General Surgery	58375 Twentynine Palms Hwy, Suite B
Behavioral Health	58375 Twentynine Palms Hwy, Suite B
Social Work Care Management Services	58375 Twentynine Palms Hwy, Suite B

**TWENTYNINE PALMS CENTER LOCATIONS:**

Adult and Pediatric Dental Clinic	72724 Twentynine Palms Hwy, Suite 103
Adult Medicine	72724 Twentynine Palms Hwy, Suite 103
Pediatric Medicine	72724 Twentynine Palms Hwy, Suite 103
Pain Management	72724 Twentynine Palms Hwy, Suite 103
Behavioral Health	72724 Twentynine Palms Hwy, Suite 103
Social Work Care Management Services	72724 Twentynine Palms Hwy, Suite 103

**YUCCA VALLEY CENTER HOURS OF OPERATION:**

Adult and Pediatric Dental Clinic	8:30 a.m. to 5:00 p.m.	M – F
Adult Medicine	8:30 a.m. to 5:00 p.m.	M – F; Th late appts
	8:00 a.m. to 2:00 p.m.	First & third Saturdays
Pediatric Medicine	8:30 a.m. to 5:00 p.m.	M – F; W late appts
	8:00 a.m. to 2:00 p.m.	First & third Saturdays
Would Care / General Surgery	8:30 a.m. to 12:00 p.m.	W
Behavioral Health	8:30 a.m. to 6:00 p.m.	M – Th
	8:30 a.m. to 5:00 p.m.	First Th and F (psychiatrist)
Social Work Care Management Services	9:00 a.m. to 5:30 p.m.	M - Th

**TWENTYNINE PALMS CENTER HOURS OF OPERATION:**

Adult and Pediatric Dental Clinic	8:30 a.m. to 5:00 p.m.	M – F
Adult Medicine	8:30 a.m. to 5:00 p.m.	M – F; M&F late appts
	8:30 a.m. to 2:00 p.m.	Third Saturday
Pediatric Medicine	8:30 a.m. to 5:00 p.m.	M – F
Pain Management	8:15 a.m. to 12:00 p.m.	M & Th
Behavioral Health	8:30 a.m. to 5:00 p.m.	T
	12:00 a.m. to 5:00 p.m.	W & Th
Chiropractic	8:30 a.m. to 12:00 p.m.	T, W, F
	12:00 a.m. to 5:00 p.m.	T & TH
Social Work Care Management Services	9:00 a.m. to 5:30 p.m.	F

ACCESSIBILITY CONSIDERATIONS – Ron Stewart, Executive Director

After presenting the accessibility data to the board members, Mr. Stewart requested feedback from the members.

Mr. Stewart asked if there were any suggestions for improving access to center services considering our area's physical characteristics, residential patterns, or economic and social gatherings. Two suggestions were offered:

- Susan Madavan requested chiropractic provider contract with IEHP and then suggested that all MBCHC providers contract with IEHP.
- Sandy Potts requested additional curb access for handicap patients at the Twentynine Palms site.

Mr. Stewart asked for suggestions for improving accessibility when considering patient travel time to access the center's full range of in-scope services.

- Michael Lopez suggested a blood-draw lab and X-ray unit in Twentynine Palms.
- Susan Madavan suggested a mobile medical clinic for the outlying areas.
- Mara Cantelo suggested changing the policy of only one appointment/provider per patient visit. With the difficulty of accessibility in our service area, being able to see more than one provider per visit would relieve some of the patient hardship.

Mr. Stewart asked the board members if they felt the center's hours of operation are responsive to patient needs when considering issues such as weekend clinics, late appointment and walk-in appoint availability. There board approved the hours of operation. There was discussion and the following was noted:

- Sandy Potts stated that the late appointment policy does not work for all patients.
- Michael Lopez suggested an urgent care in Twentynine Palms.

At the conclusion of the discussion the Governing Board accepted and approved the Accessible Locations and Hours of Operations as presented.

## **REPORTS:**

### EXECUTIVE DIRECTOR'S REPORT: *Ron Stewart, executive director*

Mr. Stewart referred the board members to his written report in the agenda packet.

- Mara Cantelo asked about the new lobby chairs and if staff had considered height for disabled patients; Jackie Combs explained that height options are not readily available but she would research for accommodating furniture.
- The STD collaborative with San Bernardino County may result in an STD drop in clinic on the Yucca Valley campus.
- Peggy Toney asked how the billing error rate is being addressed: staff were retrained, the billing manager assesses and gives staff immediate feedback.
- Dentist Ellaham will be participating in the May 13 health fair.

### FINANCIAL REPORT: *Jeff Chawenson, director finance*

Mr. Chawenson gave a highlight presentation for the month of March. Of note:

- March showed YTD earnings at \$795,000.
- Expenses were higher than budgeted primarily due to labor costs. However, YTD shows salaries overall are \$100,000 under budget. Variances are influenced by the number of days in the months, new hired staff, etc.

**QUALITY REPORT:** *Jackie Combs, CEO*

Jackie Combs referred the board to her written report in the packet.

- Mike Lopez asked for clarification regarding the refrigeration data; the refrigerator was within the appropriate range but staff monitoring was interrupted; management is looking at a staff inservice.

**EXEC COMMITTEE:** *Susan Madavan, chairperson*

- Susan Madavan reported that the committee discussed the board member meeting attendance criteria and are considering changing the bylaws to allow “excused” absences. Discussion ensued about excused versus unexcused and how many meetings in total. Michael Lopez asked if the tally will be reset or cleared once the bylaws are changed.
- Ms. Madavan introduced two potential board member candidates attending the meeting: James Sander-Cedrlof and Sue Tsuda.

**FINANCE COMMITTEE:** *Michael Lopez, chairperson*

- Michael Lopez had no comments beyond that presented by Jeff Chawenson.

**APPROVAL OF CONSENT AGENDA:**

Motion by Laura Grabow, second by Michael Lopez, to approve the Consent Agenda as presented. The motion passed by unanimous vote.

**MINUTES**

- Minutes of the Governing Board dated March 25, 2017
- Minutes of the Executive Committee dated April 10, 2017
- Minutes of the Finance Committee dated April 20, 2017
- Financial Policies (*represented by the Table of Contents*)
- Clinical Policies (*represented by the Table of Contents*)
- Risk Management Plan (*not attached, presented at the meeting*)
- Recruitment and Retention Plan (*not attached, presented at the meeting*)

**CREDENTIALING**

- Harald Krueger, M.D.----- Outpatient Psychiatry----- Reappointment
- Nigist Asfaha, M.D. ----- Pain Management ----- Reappointment
- Bhaskara Nalam, M.D. ----- General Surgery and Wound Care ----- Reappointment
- Daniel Frascchetti, D.O. ----- Pediatrics----- Reappointment
- Mark Milliron, P.A. ----- Primary Care ----- Reappointment
- Prem Salhotra, M.D. ----- Internal Medicine----- Reappointment

Motion by Michael Lopez, second by Laura Grabow to approve the Consent Agenda as presented; motion passed by unanimous vote.

### **BOARD CALENDARS**

- The agenda packet presented calendars for May and June, 2017.
- The HRSA survey schedule was noted and the opportunities for the board members to engage with the process.
  - May 2, 9:00 a.m. in the administrative office
  - May 3, noon in the MBHD boardroom
  - May 4 10:00 a.m. in the administrative office
- Executive Committee meeting was canceled for May 8.
- MBHD Board of Directors, May 11: Mara Cantelo offered to attend and represent MBCHC governing board.

### **MEMBER COMMENTS:**

No comments were offered.

### **ITEMS FOR NEXT AGENDA:**

- Board Education: LIFT Transportation Services
- Grant approval

Meeting adjourned at 7:10.

  
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*Susan Madavan, Governing Board Chair*