



Morongo Basin Health Care District
Community Health Center
GOVERNING BOARD MEETING MINUTES
November 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
- Mary Jane Binge, vice president
- Mike Lopez, treasurer
- Laura Grabow, member
- Summer Grenzow, member
- Ricardo Tagle, member
- Sue Tsuda, member, not present
- Sandy Potts, member, not present
- Peggy Toney, member

STAFF:

- Ron Stewart, Executive Director
- Jackie Combs, CEO
- Karen Graley, Board Clerk
- Alexandra Barba, Board Clerk trainee
- PK White, Controller
- Kathy Alkire, Director Quality
- Janeen Duff, Dental Manager
- Cindy Schmall, Director of Facilities
- Joe Ruddon, Director of Business Development

GUESTS:

- Bob Armstrong, Director, MBHD
- Fred Simoneau, board candidate
(invited)
- Bryan Gouldfarb, board candidate
(invited)

CALL TO ORDER: 5:45 p.m.

OBSERVANCES:

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

PUBLIC COMMENTS:

Mr. Stewart welcomed Bob Armstrong, one of the District Board members, and Fred Simoneau and Bryan Gouldfarb, the two potential Board member candidates who were invited to attend tonight's meeting.

APPROVAL OF MEETING AGENDA:

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

EDUCATION:

- MARKETING / OUTREACH OVERVIEW – *Karen Graley, Director of Communications*

Mrs. Graley presented an overview of marketing and the different tactics used to outreach to the Morongo Basin community about our clinics' services and the resources available to them. The marketing strategies that have been used include social media like Facebook, news ads, radio ads, community presentations, our website, health fairs, and etc. Mrs. Graley also showed the image of a family which has been consistently used for the past 12 years in all of our advertisements. She explained that she hopes this image is recognized by our patients and other folks in the community and can be tied back to the Morongo Basin Community Health Center. She demonstrated other pieces of advertisements that have been used in the past and further explained that the messages are adapted to the targeted audience.

In this past year, Mrs. Graley has run a radio ad about the MBCHC's dental services four times; each radio ad runs for approximately 30 days. She also purchased additional air time to promote the Health Fair in October and asked the radio station to attend the health fair. Mr. Stewart will be recording an ad at the beginning of next month to promote all of the services the MBCHC offers. We currently have 15,633 views on Facebook and Mrs. Graley asked the board to view and "like" the page if they had not done so already so that they could automatically be updated with posts she makes on the health center's page. Recently, she has promoted the new and expanding services which have included women's health services, chiropractic services, pediatric services, the Hep-C clinic, the smoking cessation classes, and the diabetes management classes which are set to begin in January. Mrs. Toney asked Mrs. Graley how much she has spent to date on advertising and she responded, "Five thousand on print, but I can get a more exact number to you soon." Mrs. Graley also answered Ms. Binge's question about the cost of radio ads and stated that each one is \$250. The board thanked Mrs. Graley for her presentation.

ACTION ITEMS:

- APPROVAL OF PROVIDER CREDENTIALS – Jackie Combs, CEO
Ms. Combs stated that each provider has undergone the background and license checks necessary.
 - ♦ Ann Ala, NP, primary care
 - ♦ David McCollum, DC, chiropractic
 - ♦ Alan Shih, M.D., pediatrician (*renewal*)

Motion by Laura Grabow, second by Mike Lopez to approve the provider credentials; motion passed by unanimous vote.

- POLICY COMMITTEE REPORT & APPROVAL OF POLICIES – Summer Grenzow, Committee Chair
Ms. Grenzow reviewed the policy as presented under Tab 1 in the Agenda packet. The board discussed the policy and Mrs. Toney stated that she would like this policy to be communicated to patients in a constructive and positive way. The board agreed with Mrs. Toney's statements and Ron explained that the policy reviewed is more so for internal purposes as we hope to better standardize how staff respond to patients across all clinics.
 - CHC-PC-171 Late Arriving or No-Show Patients
This policy serves to establish methods whereby patients with an appointment that arrive late, extremely late, or no-show have access to care.

Motion by Mike, second by Ricky to approve policy CHC-BH-171 as presented; motion passed by unanimous vote.

REPORTS:

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

Mr. Stewart presented his written report under Tab 2 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. Dr. Sheldon Hough, DDS, facilitated his first meeting as Dental Director.
- The Center's Quality Committee assures that all clinic equipment that must be cleared for service by a biomedical technician is indeed cleared. The second survey of the year occurred this month and demonstrated 100% compliance (up from 97% at last review).

SERVICE

- Greenway Health and eClinicalWorks conducted second round presentations to help us narrow down which product to move forward with as the next Electronic Health Record (EHR). eClinicalWorks was chosen and we are now entering contract negotiations.
- A new position has been created within the Center, and recruitment is underway, to identify an EHR Coordinator. It is hoped that this person can join the team before year end so that s/he can be part of the implementation process from the start.
- Refurbishment continues at the 29 Palms clinic. Construction is progressing, but as is often the case, the contractor is experiencing delays which will lengthen the construction period.
- Three new dental chairs (and chair-side equipment) were installed in the 29 clinic during the month.

PEOPLE

- Jill Mason, a registered medical assistant, has been promoted from medical assistant to lead medical assistant. There are two of these positions in the Centers (one in 29 and in Yucca) and they are critical supports to the Clinic Manager and 29 Site Supervisor.
- Listening sessions were held with employees in each clinic, and in each department, to better understand some of the feedback obtained during the Employee Engagement survey conducted this past summer.
- An employment offer has been extended to a Nurse Practitioner. Should she accept she will enter into a 12-week orientation program and then begin seeing primary care patients in both Yucca and 29 Palms in early spring.
- Dr. Salhotra was recognized by the Morongo Basin Healthcare District with a proclamation for his long-standing service to the community and our Center.
- Heidi Albright, LCSW, will transition way from case management services to therapy services starting January 2018.
- Dr. Joe Dunn, psychologist, resigned his position stating that his limited availability was problematic.
- Dr. Andrea Randall, gynecologist, is on leave until January 2018.

FINANCE

- The US House of Representatives passed the Championing Healthy Kids Act on November 3. The Act provides for continuation funding for Health Center, such as ours, for two more years.

Seventy Senators have signed a letter supporting the Act and the bill now moves to that chamber for deliberation.

- Patient volume for the month (October) was up 579 visits over prior month.

GROWTH/COMMUNITY

- I represented the Center at the Community Prayer breakfast.
- At the November 16th meeting of the Morongo Basin Healthcare District I provided a briefing on the Center's activities and performance during the first quarter of this fiscal year.
- A second meeting occurred between the Center and the Morongo Unified School District to continue dialogue regarding ways to collaborate.
- Plans are being finalized to reintroduce the Hepatitis C specialty clinic within the Center. Randy Roark, NP, PhD., will serve as the provider under the direction of Dr. Salhotra.
- The Desert AIDS Project, of Palm Springs, came to the Center and conducted an in-service for staff and providers about HIV disease.
- I, along with Sue Tsuda and Mary Jane Binge, participated in the Morongo Basin Healthcare District's first of two needs assessment planning meetings.

OTHER

- The new EHR Coordinator will help train staff, build templates, interface with eClinical works, and etc.
- When the construction of the 29 Palms clinic is complete, Mr. Stewart hopes to have a "soft" open house so that staff and the Governing Board members may go look at it.
- The data from the Employee Engagement Survey listening sessions is currently being collated and will be presented on when the team knows how they will respond to the extra feedback.
- The 12-week orientation program that Ms. Combs has created for the new Nurse Practitioner is a major positive change in the intake process. We will be more confident in Anni Ala's skill sets and knowledge after her intensive training. Dr. Puglisi, our psychiatrist, has agreed to have the NP shadow him on Wednesday mornings so that she can see how anxiety and depression is managed in a medical practice.
- We can now bill for Heidi Albright's (LCSW) work and she will be working in both YV and 29. A new LCSW is currently being recruited.
- Dr. Joe Dunn, psychologist, resigned his position stating that his limited availability was problematic.
- The US House of Representatives passed the Championing Healthy Kids Act on November 3. The Act provides for continuation funding for Health Center, such as ours, for two more years and we should have an answer on the funding in a not too distant future.
- Randy Roark, NP, PhD., will begin seeing patients in the Hepatitis C specialty clinic in January.
- A staff member from the Palm Springs Desert AIDS Project will be coming to the YV clinic to present on "Prep", which is covered by Medi-cal and is a great medication to help prevent transmission.

FINANCE COMMITTEE REPORT: *Mike Lopez, Committee Chair*

Mike Lopez gave the financial report and referred board members to Tab 3 of the Agenda packet.

OVERVIEW

Net income for the month of October 2017 was higher than expected. Net income for the month was \$134K and year-to-date was \$260K compared to year-to-date budgeted net income of \$350K.

The net income for the month and year-to-date does not include District overhead of \$56K and \$224K respectively.

Net income for the month and year-to-date does not include a deduction for depreciation in the amount of \$2,132 and \$8,528 respectively.

REVENUE

Patient service revenues for October increased 19% from the previous month and were \$84K higher than budget. Year-to-date patient service revenues are 1% or \$30K less than budget.

Contractual allowances year to date are approximately 22% over budget for the year-to-date.

HRSA grant revenue is 2% over budget for the month and year-to-date.

EXPENSES

Personnel costs which include salaries and wages, fringe benefits and payroll taxes and physician fees and contract labor continue to run under budget. For the month, these costs were 4% under budget and for the year-to-date they were 1% under budget.

Purchased services were less than budget by \$18K 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.

Ms. White gave the financial report as Mr. Lopez could not attend the Finance Committee meeting this month due to a work commitment. She stated that Mr. Chawenson created a new summary sheet titled, "Budget Report", that works as the "high level tool" for the finance committee meetings. Per the Committee's request, this tool was created so that financial reports and pertinent information would be easier to understand.

Ms. White shared that the net income for the month of October was \$134k, which is stronger than our expenses. She explained that this strong revenue is due to our increase in patient visits for the month of October and added that the number of visits has been the strongest she has seen in the past 2 years. The Year to Date shows that we are at a 1% deviance from the budget, which is great. Overall, we are above budget in visits when we compare visits to "year to date" and compare that to the budget. Ms. White further explained that while we had lower patient visits in some months, patient visits typically peak in January and she hopes this happens during this new year. Lastly, Ms. White shared that the other strongest revenue comes from our HRSA grants. Ms. Madavan thanked Ms. White for her financial report.

▪ BOARD DEVELOPMENT COMMITTEE REPORT— *Mary Jane Binge, Chair*

The Board Development Committee will meet in December to discuss and finalize the two board member candidates. Ms. Binge requested that another committee member join the Board Development Committee in December so that the committee can also hold a discussion on nominations for part of the meeting. Ms. Grenzow agreed to join the Board Development Committee meeting for this purpose. Ms. Binge additionally asked the board to turn in nominations for any of the board officer positions to Ms. Barba, the Board Clerk Trainee.

▪ EXECUTIVE COMMITTEE REPORT— *Susan Madavan, Chair*

Ms. Madavan shared that the Executive Committee discussed the Strategic Planning Process for 2018. In order to help guide this process Mr. Stewart introduced a tool which covered the "Planning Time Frame", "Topics of Exploration", "Planning Processes", and "Facilitation". Mr. Stewart will provide the rest of the board members with the "Topics of Exploration" via email or paper copies so that they may bring their own ideas and thoughts of existing topics to the CHC Governing Board meeting in December. Mr. Stewart explained that a bigger discussion about the

2018 Strategic Plan will be held at the meeting in January. In addition, Ms. Madavan shared that the Executive Committee also motioned to approve a Change in Scope (CIS), which was required in the HRSA Electronic Handbook. According to Mr. Stewart, on form 5A (Specialty Services), Psychiatry needed to be added to Column 1 (Direct – Health Center Pays) since the CHC now has an employed Psychiatrist, Dr. Puglisi. Mr. Stewart requested that the full board approve the Change In Scope (CIS). Mr. Tagle motioned to approve the CIS and Mrs. Grabow seconded; the motion passed by unanimous vote.

APPROVAL OF CONSENT AGENDA:

Motion by Ricky Tagle, second by Mike Lopez, to approve the Consent Agenda as presented. The motion passed by unanimous vote.

MINUTES

- Minutes of the Governing Board regular meeting dated October 24, 2017
- Minutes of the Board Development Committee, November 7, 2017
- Minutes of the Policy Review Committee, November 8, 2017
- Minutes of the Executive Committee, November 13, 2017
- Minutes of the Finance Committee, November 16, 2017
- Minutes of the Board Development Committee, November 16, 2017

BOARD CALENDARS:

- Assignment: District Board Meeting December 7, 2017, 5:45 p.m.
 - ♦ Ms. Madavan to attend.
- Holiday Party: December 8, 2017, 6:00 p.m.

ITEMS FOR NEXT AGENDA:

- The Board Development Committee will meet on the week of December 11 to discuss two potential board member candidates and Board Officer Nominations
- Credentialing Report will occur at the December 7 meeting

MEMBER COMMENTS: None.

MEETING ADJOURNMENT

Susan Madavan adjourned the meeting at 7:05p.m.

Minutes recorded by Alexandra Barba, Board Clerk Trainee.



Susan Madavan, Governing Board Chair