



Morongo Basin Health Care District
Community Health Center
GOVERNING BOARD MEETING MINUTES
December 19, 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 chair
- Mike Lopez, treasurer
- Summer Grenzow, secretary
- Laura Grabow, member
- Peggy Toney, member
- Ricardo Tagle, member
- Sue Tsuda, member
- Sandy Potts, member, not present

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:

- Summer Grenzow led the assembly in the Pledge of Allegiance.
- Peggy Toney 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.

EDUCATION:

- **UPDATE ON CREDENTIALING OF PAYORS & STAFF** – *Cindy Schmall, Director of Operations*
Cindy Schmall stated that she and Jackie Combs are currently sorting through all the contracts they received from the hospital to see which payors they have. Ms. Schmall has requested a list of the most common payors the MBHD works with from the finance team so that they may focus on these first. Ms. Schmall requested to update the full board at the next Governing Board meeting; however, the board chairperson, Ms. Madavan, asked Ms. Schmall to please update the full board at the February meeting.

ACTION ITEMS:

- **POLICY COMMITTEE REPORT & APPROVAL OF POLICIES** – *Summer Grenzow, Committee Chair*
The following policies were reviewed in detail by the Policy Review Committee. It is the Committee's recommendation to approve these policies as presented.

- ♦ CHC-BH-101 Therapy Services
The purpose of the policy is to provide direction regarding therapy services available through the Morongo Basin Community Health Center (MBCHC).

Motion by Ricky Tagle, second by Mike Lopez to approve policy CHC-BH-101 as presented; motion passed by unanimous vote.

- ♦ CHC-PC-162 Personal Communication Device Usage
The purpose of this policy is to provide direction on the use of personal communication devices during scheduled work hours.

Motion by Mike Lopez, second by Mary Jane to approve policy CHC-PC-162 as presented; motion passed by unanimous vote.

- ♦ CHC-PC-102 Patient Complaint and Grievance
The purpose of this policy is to establish a process for prompt resolution and follow-up of patient complaints or grievances.

Motion by Ricky Tagle, second by Laura Grabow to approve policy CHC-PC-102 as presented; motion passed by unanimous vote.

- **BOARD DEVELOPMENT COMMITTEE REPORT & APPROVAL OF NEW BOARD MEMBERS** – *Mary Jane Binge, Committee Chair*
At the November 28 regular meeting the Board Development Committee introduced two candidates for consideration as board members and are recommending the approval of these candidates.

Motion to approve Fred Simoneau and Bryan Gouldfarb as board members.

Motion by Ricky Tagle, second by Mike Lopez to approve two candidates as board members; motion passed by unanimous vote.

REPORTS:

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

Mr. Stewart presented his written report.

Quality

- During the month, Adult, Behavioral Health and Pediatric Program providers & Center leadership convened to engage in patient care review, discuss advances in care & treatment, and share information.
- Kathy Alkire, CHC Quality Director, has been invited to join the national Rural Quality Improvement Technical Assistance Rural Quality Advisory Council. This body will meet at least twice each year to discuss best practices.
- I attended a full-day training session in preparation for the 2017 Uniform Data System (UDS) reporting on behalf of the CHC which is due on 2/15/18.
- Patient triage has started in Yucca Adult. Triage, in the Center setting, is the first stop for arriving patients to be assessed (vitals, health history, chief complaint, etc.).

Service

- eClinicalWorks contracting has begun and an employment offer has been extended to a candidate to serve as the EHR coordinator. A kick off call to start the implementation process has been set for 12/21.

- Refurbishment of the 29 Palms clinic is now complete. Consideration is being given to holding an open house in January to showcase the improvements.
- I attended a webinar focused on bringing optometry services to CHCs. In 2020, Medi-Cal resumes coverage of eye care for all adults.
- The Center will be closed on Monday, December 25 and Monday, January 1 in observance of the holidays.
- Our transportation partner, LIFT, placed a new van into service during the month.
- Final edits are being completed on the Center's updated patient welcome packet and it should be in place with the start of the new year. The new packet is easier to complete and reduces the overall number of pages patients have to contend with.

People

- The MBHD Holiday Party was held on December 8. Attendance was up significantly over the prior year and a good time was had by all who attended.
- Work is underway to make adjustments to the performance evaluation tool used to provide staff with annual performance feedback. Changes include reducing the number of rating factors from five to three so that they are better understood by staff (e.g. Meets Expectation; Below Expectations; and Exceeds Expectations). All staff are evaluated in March.
- Mary Jane Binge concludes her service with the CHC Board this month. Thanks to Mary Jane for her hard work and dedication!
- Board member Ricky Tagle toured all CHC service sites with me on 12/18 meeting staff, providers, and patients.
- Interviews are underway to rehire the vacant Case Manager position. Several well-qualified candidates are desiring to join the Center.

Finance

- Patient volume for the month was ahead of budget but fell slightly below what was budgeted for revenue.
- The Finance Committee will not meet in December given the adjustment in the Board's meeting date - moved one week earlier than usual due to the holidays.
- Our controller, PK White, has relocated her office to the Green Building and now the entire finance team is located in one location (two suites but same building).

Growth/Community

- Randy Roark, NP, PhD, will reintroduce the Hepatitis C specialty clinic starting in January. The clinic will run on Fridays in Yucca Valley.
- The Desert AIDS Project, of Palm Springs, came to the Center and conducted an in-service for staff and providers about the HIV transmission prevention medication PrEP and emergency medication (PEP) dispensed within 72 hours of exposure.
- Representatives from the new Crisis Residential Treatment (CRT) program in Joshua Tree visited the Center to update staff on the progress of construction. The CRT should open late spring or early summer 2018.
- Joe Ruddon has developed a draft of the 2018 provider-given seminars to help promote the Center and recruit new patients. Topics will include cholesterol, diabetes, sports medicine, breast cancer and wound care.
- Kick off for the new Virtual Dental Home has started. A readiness survey was submitted during the month and a two-day training is planned for January 2018.

OTHER

- Mr. Stewart explained that the Pediatric Provider meeting was cancelled for the month of December, but will reconvene in January.

- Mr. Stewart will be working on the 2017 Uniform Data System (UDS) report throughout the month of January and hopes to begin uploading it on February 1.
- Ben Costello's Smoking Cessation classes will also be mentioned during patient triaging by the Medical Assistants.
- An EHR Coordinator has accepted his employment offer and is set to begin the first week of January.
- Mr. Raddon and Mr. Stewart have discussed an "Open House" to showcase the improvement of the 29 Palms clinic.
- In the year 2020 adults will be able to access optometry under Medi-Cal.
- Before the Governing Board meeting began tonight, Niko Lunetta, the Transportation Coordinator, gave the board members a tour of the new van.
- The patient intake packet has now been shortened—it is a major improvement in customer service.
- Mr. Stewart interviewed one candidate for the Case Manager position today and is set to interview a second candidate tomorrow. He hopes to fill the position by the end of the week.
- The new Crisis Residential Treatment (CRT) program that will be opening in Joshua Tree this summer will have 16 beds available for people aged 18 to 59.
- Mr. Stewart explained that the new Virtual Dental Home will essentially be a way for dentists to attend a few schools and day cares funded by First 5, check the children's teeth and formulate treatment plans, and then encourage the parents of these children to bring them into the Health Center for follow up and care.

OUTREACH & PATIENT EDUCATION REPORT—*Summer Grenzow, Chair*

Ms. Grenzow reported on the Outreach & Patient Education Committee meeting and shared that the Committee will continue to outreach and meet again next month.

FINANCE COMMITTEE: *Mike Lopez, Committee Chair*

Mike Lopez gave the financial report and referred board members to Tab 2 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.

The Committee was concerned that the Health Center is running over budget and is under in revenue. Mr. Chawenson explained that by the end of the flu season the Health Center should be back on track. He further explained that patients were consciously curtailed due to construction in 29 Palms, but the Health Center still did a good job of seeing patients when they could. Mr. Chawenson stated that what the Committee should most consider is that the Health Center is only 2% under budget, which is not a great deviance. Budgeting and seasonal issues contributed to the 2%, but the trends he has noted show that this number has great potential to decrease. For instance, when he looked at Pediatrics in 29 Palms and compared November of last year to this November he

noticed a great increase in patient volume. He added that patient volume can only increase as Dr. Frascchetti plans to add Thursdays to his work schedule in 29 Palms. Mr. Stewart pointed the Committee to an extra handout Mr. Chawenson distributed before the meeting began and Mr. Chawenson explained that it shows better numbers for patient visits.

APPROVAL OF CONSENT AGENDA

Motion by Sue Tsuda, 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 November 28, 2017
- Minutes of the Board Development Committee, November 28, 2017
- Minutes of the Outreach & Patient Education Committee, November 29, 2017
- Minutes of the Board Development Committee, December 12, 2017
- Minutes of the Policy Review Committee, December 13, 2017

BOARD CALENDARS

Assignment: District Board Meeting January 18, 2018, 5:30 p.m.

- Mr. Lopez to attend. (Ms. Grabow to attend if Mr. Lopez cannot show.)
- The Board Development Committee will need to meet next month.
 - Ms. Madavan will step in for Ms. Binge
 - Alex will coordinate the date and time and follow up with committee members.

ITEMS FOR NEXT AGENDA: None presented.

MEMBER COMMENTS:

- Mrs. Toney asked that folks please project their voices when they speak. Mr. Stewart explained that the poor sound quality is due to the set up of the District Conference room; however, Ms. Schmall is currently looking into a solution.
- Mr. Stewart will look into a topic for the next Board Education.
- No Executive Committee meeting next month.
- Ms. Madavan will be calling the two new board members, Fred Simoneau and Bryan Gouldfarb, to welcome them onto the Governing Board. Ms. Barba will follow up with a reminder call and email for the next Governing Board meeting happening on January 23.
- Ms. Binge thanked the board and those members who served besides her for the past 5 years.

MEETING ADJOURNMENT

Susan Madavan adjourned the meeting at 6:32pm.

Minutes recorded by Alexandra Barba, Board Clerk Trainee.



Susan Madavan, Governing Board Chair