



Morongo Basin Health Care District
Community Health Center
GOVERNING BOARD MEETING MINUTES
January 23, 2018
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 (Patient Representative)
- Mike Lopez, Treasurer (Patient Representative)
- Summer Grenzow, Secretary (Patient Representative)
- Laura Grabow, Member (Community Representative)
- Peggy Toney, Member (Patient Representative)
- Ricardo Tagle, Member (Patient Representative)
- Sue Tsuda, Member (Community Representative)
- Fred Simoneau, Member (Patient Representative)
- Bryan Gouldfarb, Member (Community Representative)

STAFF:

- Ron Stewart, Executive Director
- Jackie Combs, CEO
- Karen Graley, Board Clerk
- Alexandra Barba, Board Clerk trainee
- PK White, Controller
- Kathy Alkire, Quality Director
- Janeen Duff, Dental Manager
- Cindy Schmall, Director of Facilities
- Angie Villaluz, Patient Care Services Manager
- Daniel Frascchetti, Medical Director, Pediatrics

GUESTS:

- Paul Hoffman, MBHD Board Member
- Dr. Sheldon Hough, Dental Director (*invited*)

CALL TO ORDER: 5:45 p.m.

OBSERVANCES:

- Susan Madavan 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:

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

ACTION ITEMS:

- **APPROVAL OF BYLAWS** – *Ron Stewart, Executive Director*
A final version of the Bylaws was reviewed by an attorney and returned to Jackie Combs, CEO. Jackie Combs read through the attorney's edits (which were in blue font) with the Governing Board and explained why some of the sections that had been previously omitted had to remain in the Bylaws. The

board members offered additional feedback and Jackie Combs assured the board that if the Bylaws were approved, all of their edits would be included in the clean and final version of the Bylaws.

Motion by Mike Lopez, second by Ricky Tagle to approve the bylaws with the final edits included; motion passed by unanimous vote and will move forward to the District Board for final approval.

- POLICY COMMITTEE REPORT & APPROVAL OF POLICIES – *Summer Grenzow, Committee Chair*
Summer Grenzow reviewed the policies as presented under Tab 2 in the Agenda packet.

- CHC-PC-172 Diabetic Care Protocol

The purpose of this policy is to sustain good practice in key areas of diabetic care in order to provide high quality and safe care for diabetic patients. The policy is designed to give clear and specific guidance on the effective management of patients who have diabetes.

Motion by Mike Lopez, second by Sue Tsuda to approve policy CHC-PC-172 as presented; motion passed by unanimous vote.

- CHC-PC-137 Stock Medications Inventory, Handling and Administration

The purpose of this policy is to ensure that medications will be stocked, inventoried, and administered in a safe and secure manner.

Motion by Ricky Tagle, second by Laura Grabow to approve policy CHC-PC-137 as presented; motion passed by unanimous vote.

- CHC-PC-152 – Vaccine

The purpose of this policy is to ensure proper storage of vaccines and medications.

Motion by Mike Lopez, second by Summer Grenzow to approve policy CHC-PC-152 as presented; motion passed by unanimous vote.

- APPROVAL OF QUALITY ASSESSMENT

& PERFORMANCE IMPROVEMENT PLAN – *Kathy Alkire, Quality Director*

Kathy Alkire shared that the Quality (QA/PI) plan had to be updated, as it was last updated in 2015. She explained that each year the Quality Committee writes what they plan to accomplish throughout the year and the lines in red are what she and the rest of the Committee decided to remove. She had to change the Health Center's name as it is no longer, "Hi-Desert Family Health Clinics". Peggy Toney and Sue Tsuda inquired about "Governing Board member responsibilities" that they read in the QA/PI Plan. Kathy explained that these "responsibilities" simply include the member's responsibility to read all the necessary documents, such as the QA/PI Plan, listen to the Quality Committee reports, and ask further questions. Peggy Toney inquired about who else was on the Quality Committee and Kathy replied, "Dr. Salhotra, Angie Villaluz, Stephanie Eigner, Sheri Tincher, Ron Stewart, Jackie Combs, and Heidi Albright." Kathy also pointed out that several measures were condensed or moved to different months as they are reported monthly, semi-annually, or annually.

Motion by Laura Grabow, second by Ricky Tagle to approve the Quality Assessment and Performance Improvement Plan (QA/PI) as presented; motion passed by unanimous vote.

REPORTS:

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

Ronald Stewart presented his written report under Tab 3 in the Agenda packet.

QUALITY

- During the month, Adult, Behavioral Health, Dental, and Pediatric Program providers & Center leadership convened to engage in patient care review, discuss advances in care & treatment, and share information.

- Sheree Fansler and I completed a nationwide survey focusing on enrollment activities related to marketplace insurance enrollment.
- Kathy Alkire travels to Washington DC next month to dialogue with peers from across the nation focusing on quality improvement programming in Health Centers.
- Patient satisfaction surveys continue to be positive. Respondents are speaking highly of the way they are being treated by staff and providers.

SERVICE

- eClinicalWorks will begin their on-site work with the Health Center the first week of February. The focus of this visit will be to document work processes and patient flow.
- During the month I attended the regularly scheduled meeting of the Community Health Association of the Inland Southern Region.
- Staff from the Community Health Association of the Inland Southern Region conducted a site visit to the Center seeking feedback as to how the Association can more effectively serve its members.
- Health Center USPS mail receipt and processing is being reviewed in order to ensure that incoming mail is routed expeditiously to the right people and right departments.
- Ten people have enrolled and started attending the new class on Smoking Cessation.
- Twelve have enrolled and are attending the Living Well Diabetes Management classes.
- Discussions are underway to partner with LabCorp to access better pricing on laboratory testing and to see if they can place a phlebotomist with the Health Center.

PEOPLE

- Elizabeth Kirkland has been hired as the Social Work Case Manager. Liz comes to the Center with a strong base of community connections and is very well regarded within the community.
- Clinic leadership (Clinic Manager, 29 Site Supervisor, and lead Medical Assistants) will be attending a special leadership development seminar presented in Palm Springs.
- I am interviewing a family medicine physician (graduates June 2018) on February 3. He is from Coachella, was born at JFK in Indio, is the chief resident at White Memorial in Los Angeles and needs to serve a four-year commitment with a Health Center like ours as part of his loan forgiveness agreement.
- Two USC nurse practitioner students began precepting with the Center working with Dr. Salhotra and the midlevel providers.

FINANCE

- The Health Center's finance team report that the Health Center's top payors and percentage of business is as follows: Medi-Cal 68%; Medicare 12%; Inland Empire Health Plan (IEHP) 10%; Private Insurances 3%; and, Self-Pay 7%.
- Our controller, PK White, attended a two-day workshop focusing on revenue cycles in Federally Qualified Health Centers.

GROWTH/COMMUNITY

- Partnership with the Morongo Basin Unified School District continues. Staff will be presenting information on the District and the Health Center to the principals and the nursing staff in the near future.
- I met with Jeff Cummings, president of the Copper Mountain Community College to discuss outreach and enrollment activities on the campus and to encourage the referral of their students to the Health Center for care.

- A two-day training on the new Virtual Dental Home Initiative grant and program is scheduled for January 25th and 26th.
- The third in a series of staff trainings by the Desert AIDS Project has been postponed to February 9. The third session and topic will address Sexually Transmitted Infections.
- Health Center staff participated in the homeless Point In Time (PIT) count. This count occurs annually across the nation and is used to set policy regarding the care and services available to homeless persons.
- At Laura Grabow's invitation, I and Janeen Duff (Dental Program Manager), participated in a round-table discussion regarding the curriculum for students enrolled in the Morongo Basin Unified School District's dental programming.
- I attended a Chamber of Commerce mixer held at the Hi-Desert Medical Center.

BOARD DEVELOPMENT COMMITTEE REPORT – *Susan Madavan, Committee Chair*

Susan Madavan pointed to two handouts which Ronald Stewart created for the Board Development Committee earlier this month. One handout is a "Board Terms" tool and the other is an "Attendance Tracking" tool. As stated in the Bylaws, if a Board member misses more than 75% of the meetings (i.e. more than 3 of the 12 meetings in the year) the Board member will be asked to resign. Excused absences will not be counted against members, but they must contact Ronald Stewart or his Executive Assistant/Board Clerk, Alexandra Barba, to notify them of the absence before the meeting occurs. The Attendance Tracking Tool also states which committees each member is on. Peggy Toney requested to remain on the Finance Committee and be removed from the second committee she was placed in. The Board members will officially become a part of these Committees (and begin to attend the meetings) starting in March.

OUTREACH & PATIENT EDUCATION COMMITTEE REPORT – *Summer Grenzow, Committee Chair*

Summer Grenzow gave an overview of the committee meeting and shared that Laura Grabow had proposed an opportunity for the Health Center, but more specifically the dental team, to partner with Flying Doctors, to hold a dentistry community event. The event would be free to the public and offer services such as cleanings, X-rays, fillings, and etc., for example. The people receiving the services could then create follow up appointments with the dentists and essentially become patients. Laura Grabow added that the dentistry community event could be executed at the October Health Fair, if planned diligently. Laura Grabow will be reaching out to the organization, Flying Doctors, and return with an update for the committee.

FINANCE COMMITTEE REPORT – *Mike Lopez, Committee Chair*

Mike Lopez gave the financial report.

OVERVIEW

For the six months ended December 31, 2017 the center is showing a loss of \$126K. We had budgeted a profit of \$178K. The year to date variance between budget and actual is \$304K because, as discussed below, revenue is not at the level that we projected while expenses are slightly less than budget.

Patient service revenue is \$128K less than budget and contractual allowances are \$274K greater than budget. Other operating revenue is \$80K greater than budget. These three elements combine to create the variance of \$322K.

REVENUE

Revenue was \$85K less than budget in December because visits decreased by 13.3% when compared to November. This decrease in visits is attributable to fewer days that the clinic was open due to the holidays, additional days that providers did not work during the holiday season. While patient revenue was \$70K less than November, contractual allowances were \$23K higher than November. These two items account for a net decrease in revenue from November to December of \$93K.

We have discussed the timing of contractual allowances in the past, and the month of December is a classic example of having a month with low patient service revenue and high contractual allowances. This situation happens because we do not record the contractual allowances until the claim is paid by the insurance company.

Payments can occur between one and two months after the visit. Both October and November had higher patient service revenues, but the related contractual allowances have only started to appear in December.

EXPENSES

For the month of December operating expenses were \$25K under budget. For the year to date actual expenses are \$19K under budget. The positive variance resulted from moving one employee and his budget from the clinics to District at mid-year.

Mike Lopez stated that while the finance team had budgeted a profit of \$178K, the year to date variance between budget and actual is \$340K—this is because revenue is not at the level that the finance team projected, while expenses are slightly less than budget. However, Mike Lopez assured the Board that revenue is predicted to increase due to flu season. The Board did not have any further questions for the Finance Committee/Finance team.

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 December 19, 2017
- ♦ Minutes of the Board Development Committee, January 10, 2018
- ♦ Minutes of the Outreach & Patient Education Committee, January 17, 2018
- ♦ Minutes of the Policy Review Committee, January 17, 2018
- ♦ Minutes of the Finance Committee, January 18, 2018

BOARD CALENDARS:

- Assignment: District Board Meeting February 15, 2018, 5:30 p.m.
 - ♦ Peggy Toney to attend.

ITEMS FOR NEXT AGENDA:

- The February meeting is the annual meeting- The slate of officers will be voted on.
- The appointment of Laura Grabow as Chair of the Policy Review Committee.

MEMBER COMMENTS:

- Peggy Toney requested that the agenda be made easier to follow along with. Ronald Stewart assured her that next month the agenda will no longer be in the Agenda packet format that it is in now, but rather in a format that should be easier for the board members to follow.

MEETING ADJOURNMENT

Susan Madavan adjourned the meeting at 6:46pm.

Minutes recorded by Alexandra Barba, Board Clerk Trainee.



Susan Madavan, Governing Board Chair