



Morongo Basin Health Care District

Community Health Center

GOVERNING BOARD MEETING

MINUTES of Tuesday, May 22, 2018, 5:45 p.m.

Administration Office

58383 Twentynine Palms Hwy, Suite 101, Yucca Valley, CA 92284 | 760-365-9305

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 (Pt Rep)
- Laura Grabow, Member (Community Rep)
- Sue Tsuda, Member (Community Rep)
- Sandy Potts, Member (Pt Rep)
- Bryan Goldfarb, Member (Community Rep)
- Fred Simoneau, Member (Pt Rep)
- Ricky Tagle, Member (Pt Rep)
- Peggy Toney, Member (Pt Rep)

STAFF:

- Ron Stewart, CHC Executive Director
- Jackie Combs, MBHD CEO
- Alexandra Barba, CHC Board Clerk
- Janeen Duff, CHC Dental Manager
- Jonathan Hitt, CHC Electronic Health Record Coordinator
- Kathy Alkire, CHC Quality Director
- Stephanie Eigner, CHC Clinics Manager
- Sheri Tincher, CHC 29 Palms Site Supervisor
- Debbie Anderson, MBHD Controller
- Tricia Gehrlein, MBHD Director Population Health

GUESTS:

- Diane Greenhouse, MBHD Board Member

CALL TO ORDER: 5:45 p.m.

ROLL CALL

OBSERVANCES:

- Bryan Goldfarb 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:

Motion by Ricky Tagle, second by Laura Grabow to approve the meeting Agenda as presented; motion passed by unanimous vote.

APPROVAL OF MINUTES:

Motion by Ricky Tagle, second by Laura Grabow, to approve the Governing Board meeting minutes dated April 24, 2018 as presented. The motion passed by unanimous vote.

REPORTS:

- EHR IMPLEMENTATION UPDATE – Jonathan Hitt, EHR Coordinator

Ron Stewart introduced Jonathan Hitt, the Electronic Health Record Coordinator who is working on implementing eClinicalWorks (eCW) for the MBCHC. Currently, all patient data is stored in two systems, one for dental and another for medical, but Jonathan is working on having all patient data stored in one single depository, eClinicalWorks. Jonathan explained that paper charting will no longer be necessary with the new system and will be an improvement in the integrity of patient health records. The new system will also help enhance the way staff communicate with each other and strengthen the overall quality of care.

▪ **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 Adult, Behavioral Health, Dental, Pediatric providers & CHC leadership convened to work through on-line learning associated with the new electronic health record's (eClinicalWorks) implementation.
- The CHC's Quality Committee has decided to monitor performance with the Uniform Data Systems (UDS) Clinical Measures monthly. Staff has developed a visual tool to help providers assign the correct diagnosis codes in order to support stronger performance with the Measures.
- The tool used by medical directors to engage in Peer Review activities has been revamped to be consistent across all CHC Service Lines and has been customized by each medical director to meet their needs in this critical quality function.

Service

- New flooring in the Yucca Pediatric clinic has been completed and the exterior painting of the YV Adult and Pediatric clinics has begun.
- The CHC will "go live" on Monday, June 18 with the conversion from the current electronic health record to the new eCW.
- I participated in a listening session hosted by our federal funder (HRSA) to better understand the impacts made by their grant awards to expand dental care (this is the funding that supported the opening of the Yucca Valley dental office).
- I attended California Telehealth Network 6th Annual Telehealth Summit to assist with plans to add telehealth to the CHC's behavioral health services this summer.
- I participated in the first of now weekly coordinating calls between First 5 and funded agencies that are partners in the Virtual Dental Initiative.

People

- All District staff met for the semi-annual Employee Forum. Service awards were presented and staff engage in a team building exercise focusing on how their respective work teams advance the mission of the District.
- A completely new, redesigned employee evaluation tool has been developed for use with the 2019 performance appraisal process.
- The CHC's Clinic Manager, the 29 Site Supervisor, and the Dental Program Manager attended a one-day seminar focusing on best practices within supervision of direct reports.
- The Spring All Provider Staff Meeting is set for May 23 and the topic of conversation will be "Integrated Healthcare within the CHC". All but two providers are expected.
- Three Regional Occupation Program students are working in the Dental Program during May thanks to Laura Grabow.

Finance

- The CHC delivered 3,282 patient visits during April. This number is a slight decrease over March's count by 40 visits. Historically, the CHC's volume dips during the summer months.
- The District held a budget workshop mid-month as part of the process toward establishing the FY 18/19 budgets.

Growth/Community

- The District placed the order to build the Mobile Medical Unit (MMU) and the unit is anticipated to be in service by September.
- Clinic staff participated in a very successful Yucca Valley Community Health Fair organized by the District.

- Members of the CHC Board, and interested others, gathered for three sessions to engage in strategic planning. A consultant has interviewed 95% of the providers asking them for their opinions on ways to strengthen patient satisfaction, quality of care, and patient volume.
- I attended the May meeting of the Copper Mountain College Board of Trustees.
- The 29 Palms clinic will host the 29 Palms Chamber of Commerce mixer on May 31 at 5pm. This will also serve as a ribbon cutting opportunity to showcase the site improvement accomplished at that clinic in the last few months.
- Discussions are underway to identify options for CHC patients whose care has stopped due to their inability to access specialty referrals outside of the Basin.

▪ POLICY REVIEW COMMITTEE REPORT & POLICY APPROVAL – *Laura Grabow, Chair*

Laura reported that the Committee reviewed a revised version of policy, CHC-PC-106. Stephanie explained that policy, CHC-PC-106, had to be revisited and revised by administration and the committee in order to better meet the needs of patients who wish to come in as walk-ins.

Motion by Sue Tsuda, second by Sandy Potts to receive and file the Policy Review Committee minutes dated May 9, 2018; minutes approved by unanimous vote.

Laura reviewed the policy presented under Tab 3 in the Agenda packet.

▪ CHC-PC-106 PATIENT SCHEDULING

The policy ensures maximum patient access to care and facilitates as well as efficient patient through-put by maintaining an organized approach to serving walk-in patients.

Motion by Sandy Potts, second by Ricky Tagle to approve policy CHC-PC-106 as presented; policy approved by unanimous vote.

▪ OUTREACH & PATIENT EDUCATION COMMITTEE REPORT – *Susan Madavan, Member*

Susan reported that she and a few other board members attended the Health Fair, which had a great turn out. Susan would like the CHC Board to have a table at every Health Fair as a method of member recruitment. The dental outreach event is moving forward and Laura wants to give a presentation on Flying Doctors at the following CHC Governing Board meeting.

Motion by Sue Tsuda, second by Ricky Tagle to receive and file the Outreach & Patient Education Committee minutes dated May 9, 2018; minutes approved by unanimous vote.

▪ EXECUTIVE COMMITTEE REPORT - *Susan Madavan, Chair*

Susan provided a summary of the Strategic Planning Meeting that took place on May 14. Susan shared that future strategic planning discussions take place at Executive Committee meetings. All board members are welcome to attend, not just board officers.

Motion by Sandy Potts, second by Laura Grabow to receive and file the Executive Committee minutes dated May 14, 2018; minutes approved by unanimous vote.

▪ FINANCE COMMITTEE REPORT - *Sue Tsuda, Chair*

Sue provided a short summary of the Financial Committee meeting and highlighted the 340B Program which allows patients to buy medications at discounted rates and in turn allows for the MBCHC to get back money from the pharmacies who provide these medications to our patients.

Motion by Ricky Tagle, second by Bryan Goldfarb to receive and file the Finance Committee minutes dated May 17, 2018; minutes approved by unanimous vote.

ACTION ITEMS:

- APPROVAL OF SUE TSUDA AS BOARD VICE CHAIR – *Susan Madavan, Chairperson*
Motion by Bryan Goldfarb, second by Peggy Toney to approve Sue Tsuda as the Vice Chair of the CHC Governing Board; motion approved by unanimous vote.

- APPROVAL OF LAURA GRABOW AS BOARD TREASURER – *Susan Madavan, Chairperson*
Motion by Sue Tsuda, second by Ricky Tagle to approve Laura Grabow as the Treasurer of the CHC Governing Board; motion approved by unanimous vote.

- APPROVAL OF THE FY 2018-2019 BUDGET – *Jackie Combs, CEO*
Jackie presented the budget for the 2018-2019 fiscal year. She explained that the financial team reviewed and analyzed the numbers from year to date and made predictions about the year to come. Jackie highlighted that overall we are anticipating a 5% increase in patient volume.
Motion by Sandy Potts, second by Ricky Tagle to approve the FY 2018-2019 budget as presented; motion passed by unanimous vote.

Jackie asked the board to approve a merit raise of up to 3% for employees next year.
Motion by Ricky Tagle, second by Sandy Potts to approve the 3% merit raise; motion passed by unanimous vote.

- APPROVAL OF PROVIDER CREDENTIALS– *Jackie Combs, CEO*
Jackie stated that dentist, Chanette McDonald, has undergone the background and license checks necessary and recommends she be credentialed.
 - ♦ Chanette McDonald, DDS**Motion by Sue Tsuda, second by Sandy Potts to approve the provider credentials; motion passed by unanimous vote.**

BOARD CALENDAR:

- Assignment: District Board Meeting June 7, 2018, 5:30pm
 - ♦ Susan Madavan to attend.
- 29 Chamber Mixer: May 31, 2018, 5:00pm

ITEMS FOR NEXT AGENDA:

- Mobile Medical Unit (MMU) Update by Joe Raddon
- Presentation on Flying Doctors by Laura Grabow
- Attendance policy and job descriptions for executive positions

MEMBER COMMENTS: None.

MEETING ADJOURNMENT

Susan Madavan adjourned the meeting at 6:58 p.m.

Minutes recorded by Alexandra Barba, Board Clerk



Susan Madavan, Governing Board Chair