



*Morongo Basin Health Care District*  
**Community Health Center**

## **GOVERNING BOARD MEETING**

### **MINUTES of Thursday, August 12, 2021, 6:00 p.m.**

- *Convened via GoToMeeting, an electronic, remote-site platform temporarily permitted as per the Executive Order issued by California's Governor in response to the COVID-19 pandemic.*
- *Additionally, a physical meeting was convened on the District's campus at 6530 La Contenta Road, Yucca Valley, suite 700. The public was screened for COVID-19 symptoms before entering the building and were asked to wear a facemask while inside. Seating was limited to accommodate the six-foot distancing guidelines.*

**Mission Statement:** *To improve the health and wellness of the communities we serve.*

**Vision Statement:** *A healthy Morongo Basin.*

**Core Values:** *Commitment, Collaboration, Accountability, Dignity, Integrity*

#### **PRESENT:**

- Alejandro Penalva, Member (*remote*)
- Misty Evans Sharma, Chairperson (*on-site*)
- Beverly Scott, Vice Chairperson (*remote*)
- Bryan Goldfarb, Treasurer (*not present*)
- Denise Cullum (*on-site*)
- Supinda Sirihekaphong (*on-site*)
- Patricia "Pat" Cooper, Member (*not present*)
- Beverly Scott, Member (*remote*)
- Cecelia St. Clair (*on-site*)
- Dale Mondary, Member (*on-site*)

#### **STAFF:**

- Mitch Hall, CEO
- Cindy Schmall, COO
- Debbie Anderson, CFO
- Karen Graley, board clerk
- Katie Beardshear, admin assistant
- Jackie Combs, Director Special Projects
- Marge Doyle, manager, pediatric services
- Sheri Tincher, manager, patient access
- Debra Savitt, MBHD board member
- Mia Fisher, manager, dental clinic
- Janeen Duff, manager, mobile dental program
- Ken Lussier, supervisor, adult medicine, 29 Palms
- Nicole Morris, scheduling supervisor
- Walter Quigley, eHR application specialist
- Angie Villaluz, manager, her quality
- Kathy Alkire, manager, education (*remote*)

**CALL TO ORDER:** 6:00 p.m. Misty Evans

**ROLL CALL:** Karen Graley, board clerk, conducted roll call and declared a quorum.

#### **OBSERVANCES:**

- Misty Evans led the assembly in the Pledge of Allegiance.
- Dale Mondary read the mission and vision statements.

#### **PUBLIC COMMENTS:**

No public comments were presented.

#### **APPROVAL OF MEETING AGENDA:**

- **Motion 21-38:** Motion by Cecelia St. Clair to approve the meeting Agenda as presented; motion seconded by Dale Mondary motion passed by unanimous vote.

## **APPROVAL OF CHC MEETING MINUTES:**

**Motion 21-39:** Motion by Cecelia St. Clair, second by Beverly Scott, to approve the Governing Board meeting minutes dated July 8, 2021; the motion passed by unanimous vote.

## **PRESENTATION**

### PRESENTATION OF CHC MANAGERS – Cindy Schmall, COO

Ms. Schmall gave an overview of the restructuring of CHC leadership. Previously, she had reported that the health center leadership was being restructured to focus on increasing volumes, reducing no-shows and meeting community needs. She introduced each manager.

- **ANGIE VILLALUZ:** 16 years, eHR and supervisor of medical records; provides employee health services, COVID vaccinations, works with providers to make sure their records are accurate.
- **STEPHANIE EIGNER:** not available. Manager, behavioral health. Her focus is reducing the patient waiting list and increasing appointments with providers.
- **KATHY ALKIRE:** manager patient education. She is currently working on reaching out to chronic patients who have not been seen in the last year and getting them scheduled for an appointment.
- **TINA HUFF:** nurse practitioner, childhood immunizations on the MMU for the back-to-school events and focusing on launching the women's health program. In two days, she saw 21 children and scheduled patients with Dr. Shih when health issues were discovered.
- **SHERI TINCHER:** patient access manager. Her team's goal is to increase patient volumes and upfront collections. She was with patient registration for years at the hospital.
- **MARGE DOYLE:** manager pediatric services. Her goal is to drive volumes into behavioral health, chiropractic and dental services. Our current focus is improving outcomes with immunizations; volumes are improving at 29 Palms.
- **MICHELLE ZACARRIA:** manager adult services, Yucca Valley. She was unable to attend.
- **KEN LUSSIER:** manager adult medicine 29 Palms. He works with Michelle Zaccaria; reorganizing staff, assigning medical assistant staff to each provider to improve productivity; he also is part of the COVID vaccine team.
- **JANEEN DUFF:** manager mobile dental program. Pre-COVID the program saw 191 patients on the mobile medical unit. Focus was shifted to oral assessments in pediatric departments during the pandemic which sustained the team through COVID lock down. The program is now back in the schools to deliver onsite care. She is working on the Head Start contract to be sole provider of local head start facilities.
- **NICOLE MORRIS:** scheduling supervisor for centralized scheduling. Her team's goal is to decrease phone wait time, increase volumes, make appointments, and call patients who haven't been in the health center for a while.
- **WALTER QUIGLEY:** eHR application specialist: teaches staff and providers how to access the patient electronic record system, answers questions, processes work tickets with the manufacturer as needed. His goal is to manage the system to meet staff needs so they work smarter not harder.
- **MIA FISHER:** manager dental services for both Yucca Valley and 29 Palms. Her goal is to increase productivity with assisted hygiene and increase volumes.

- **KARMOLETTE:** manager women and children's program. not attending. Works with the local OB provider and engages patients to recruit them to the prenatal program; provides education to expectant mothers.
- **Danette Mondary:** doctoral student; helping to implement the HIV grant

Mitch Hall acknowledged the great group of managers, noting that many recent changes had been implemented to restructure the management team. The staff has responded well to implement the changes; they are an amazing group of managers. He also, thanked Cindy Schmall who has worked hand in hand with the managers to focus on increased volumes and productivity. More volumes mean treating more individuals and helping them manage their health. "I am pleased to work with such a great group of people. These individuals move the organization forward. They will be bringing detailed reports to the board."

Dale Mondary thanked the managers for what they do, especially during the pandemic. "Every day your work is unnoticed, and we just want to personally thank you for what you do for the community and the District. You are doing an amazing amount of work."

Misty Evans thanked the managers for attending the meeting and encouraged them to be creative and think outside the box to bring solutions to their area of focus. "We're excited to see the results of your efforts."

## **ACTION ITEMS**

### APPOINTMENT OF NEW BOARD MEMBERS – *Misty Evans, Chairperson*

Misty Evans introduced the action items.

- **Motion 21-40:** Motion by Dale Mondary to appoint Denise Cullum to the CHC Governing Board; second by Beverly Scott; motion passed by unanimous vote.
- **Motion 21-41:** Motion by Dale Mondary to appoint Supinda Sirihekaphong to the CHC Governing Board; second by Alejandro Penalva; motion passed by unanimous vote.

Misty Evans welcomed both board members.

## **REPORTS**

### FINANCIAL REPORT– *Deborah Anderson, CFO*

Deborah Anderson reminded the board that June is a "soft close" because it is the last month in the 2020-2021 fiscal year; the data presented here are interim numbers and may change as adjustments are made as part of the year-end process.

She reported that June 2021 operating loss after allocation came in at \$(124,121), and the change in net position also came in at \$(124,123), both of which were below budgeted expectations. Year to date clinic operating loss after allocation came in at \$(574,019), and the change in net position came in at \$(604,426), both of which were below budgeted expectations.

Additionally, she reported that the telehealth grant is 100% expended. This was the grant awarded to expand telehealth services and enabled us to upgrade IT equipment. And stimulus recognition work under the new guidance is underway. Once these numbers are finalized, those results will be reported to the board.

- **Motion 21-42:** Motion by Supinda Sirihekaphong to accept the CHC financial reports for June 2021; second by Dale Mondary; motion passed by unanimous vote.

CEO REPORT – Jackie Combs, CEO

Ms. Combs referred the board to Tab 3 of the agenda packet for her written report. There was no discussion.

Misty Evans invited Mitch Hall, CEO to address the board. He stated that it's been great working with Jackie. We have divided issues among staff and in conjunction with the senior team, we are focusing on improving volumes and increasing revenue. Cindy Schmall has been instrumental in moving the organization forward. He is grateful to have such a great team. We are focused on the operation of the District and supporting the CHC.

Beverly Scott: "I'm happy to see that we will be at Copper Mountain College for COVID vaccinations. I'm concerned about the new variant and the increasing statistics compared to the number of adults and children who need to be vaccinated. Is there something more we could do to encourage compliance and the health of the community? There's so much misinformation out there. I would like to see the District be more proactive." Cindy Schmall who manages the COVID campaign acknowledged that everyone is concerned about the rising numbers. In addition to the standard childhood vaccinations, the COVID team was present at the back-to-school events to try and capture parents for the COVID vaccination. This community is resistant, to a degree, to taking the COVID vaccination. Next week Cindy is meeting with a county committee to focus on getting vaccination numbers up. The FDA has not released a vaccine for children.

**BOARD CALENDAR:**

- Shared Board Meeting August 19: the focus of the meeting will be an orientation to CHC.
- Mr. Mondary request that the November meeting be moved to November 18 because of Veterans Day. Consensus to move meeting to November to 18.

**ITEMS FOR NEXT MEETING AGENDA:**

- None.

**MEMBER COMMENTS:**

- PAT COOPER: Not present.
- DENISE CULLUM: No comment.
- SUPINDA SIRIHEKAPHONG: She acknowledged that we're all in a transitional period (CEO) and wished staff the best.
- BEVERLY SCOTT: She enjoyed meeting the managers and hearing about their goals and focus. She is looking forward to their future reports.
- CECELIA ST. CLAIR: Really enjoyed the face time with the managers.
- DALE MONDARY: He welcomed Mitch Hall and expressed appreciation that he hit the ground running. He welcomed back Bryan Goldfarb and welcomed Supinda Sirihekaphong and Denise Cullum to the CHC board. "The new representation and the consistency of long-term board members will serve the CHC well. Jackie Combs identified things that needed attention, thank you for taking those tasks on."
- BRYAN GOLDFARB: Welcomed Mitch Hall; he is looking forward to working with him.
- ALEJANDRO PENALVO: No comment.

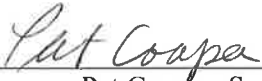
- MISTY EVANS: She thanked Debra Savitt, District board member, for attending tonight's meeting. "It was exciting to meet the managers. I am looking forward to their reports as they work toward their goals. I am looking forward to increased volumes and revenues."

**MEETING ADJOURNMENT**

The meeting adjourned at 7:40 p.m.

*Minutes recorded by Karen Graley, Board Clerk*

  
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Misty Evans, Chairperson

  
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Pat Cooper, Secretary