



Morongo Basin Health Care District  
Community Health Center

## GOVERNING BOARD MEETING

MINUTES of Thursday, March 10, 2022, 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 convened on the District's campus at 6530 La Contenta Road, Yucca Valley, suite 700. A face mask is required while inside.

**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:

- Greg Brown (*on-site*)
- Patricia "Pat" Cooper (*on-site*)
- Denise Cullum (*remote*)
- Bryan Goldfarb (*on-site*)
- Nicola Keller (*on-site*)
- Alejandro Penalva (not present)
- Debra Savitt (*remote*)
- Cecelia St. Clair (*on-site*)
- Jackie Todd (*on-site*)
- Jack Williams (*on-site*)

### STAFF:

- Cindy Schmall, CEO (*on-site*)
- Karen Graley, Board Clerk (*remote*)
- Debbie Anderson, CFO (*on-site*)
- Ana Nunez, admin assist (*on-site*)
- Joe Ruddon, Director Business Development (*on-site*)
- Angela Wilhite, Director Human Resources (*on-site*)
- Kathy Alkire, Senior Manager Quality Program (*on-site*)
- Janine Duff, Grants Administrator
- Mia Fisher, Dental Services Manager
- Denise Gessaman, HR credentialing
- Jene Estrada, paper

**CALL TO ORDER:** The meeting was called to order by Greg Brown at 6:02 p.m.

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

### OBSERVANCES:

- Cecelia St. Clair led the assembly in the Pledge of Allegiance.
- Jack Williams read the mission and vision statements.

### PUBLIC COMMENTS:

There were no public comments.

### APPROVAL OF MEETING AGENDA:

**Motion 22-21:** Cindy Schmall requested that the appointment of board members be addressed first so that the newly appointed board member can participate in the meeting. Motion by Pat Cooper to approve the meeting Agenda with the requested rearrangement of order; motion seconded by Cecelia St. Clair; the motion passed by unanimous vote.

### APPROVAL OF CHC CONSENT AGENDA:

**Motion 22-22:** Motion by Cecelia St. Clair, second by Debra Savitt, to approve the Consent Agenda as presented; the motion passed by unanimous vote. There was no discussion.

- Minutes of the Governing Board regular business meeting February 10, 2022
- Re-ratify Governor Newsom's proclamation of state of emergency and authorize remote teleconference meetings of the legislative body, CHC Governing Board.

## **ORIENTATION OF BOARD**

Cindy Schmall referred board members to the orientation binder they were issued at the February meeting. She walked them through the table of contents with explanation for each chapter. She explained the annual needs assessment that is included in the binder and how it is used to respond to patient and community needs. She gave a presentation summarizing the findings of the recent HRSA survey process, noting that several business items on the evening's agenda are in response to the survey findings.

Cecelia St. Clair initiated discussion about the number of board members and being in compliance with HRSA requirements. We currently have 10 board members with the appointment of Nicola Keller and satisfy the required composition of 51% of the board being CHC patients.

## **ACTION ITEMS**

### **APPOINTMENT OF MEMBER TO CHC GOVERNING BOARD**

Greg Brown introduced the first order of business, the reappointment of Pat Cooper to the board. There was no discussion.

- **Motion 22-23:** Motion by Cecelia St. Clair to reappoint Pat Cooper to the CHC governing board; second by Bryan Goldfarb; motion passed by unanimous vote.

Greg Brown introduced Nicola Keller and asked her to tell the board about her board and volunteer experience. Board members engaged briefly with Ms. Keller.

- **Motion 22-24:** Motion by Cecelia St. Clair to appoint Nicola Keller to the CHC governing board; second by Jack Williams; motion passed by unanimous vote.

### **REVIEW CHC GOVERNING BOARD ANNUAL WORK PLAN**

Cindy Schmall, CEO, introduced the annual work plan for the governing board. Cindy Schmall explained that the plan lists repetitive business that the board needs to address during an annual cycle. It was noted that budget review was listed in April but will be presented in May.

- **Motion 22-25:** Motion by Cecelia St. Clair to approve the CHC Governing Board work plan as presented; second by Pat Cooper; motion passed by unanimous vote.

### **REVIEW AND APPROVAL OF CHANGE IN SCOPE OF SERVICES**

Cindy Schmall introduced the action item and referred the board to the staff recommendation form in the agenda packet. Cecelia St. Clair requested clarification about what was being removed from column 3 on HRSA from 5a. Cindy Schmall provided explanation. There were no further questions from the board.

- **Motion 22-26:** Motion by Pat Cooper to approve the Change of Scope of Services (HRSA Form 5a, column 3) as recommended by staff; second by Jack Williams; motion passed by unanimous vote.

### **REVIEW NEEDS ASSESSMENT**

Joe Rudden presented UDS patient data sorted by zip code and service locations. The staff recommendation presented an overview of services by zip code. The zip code grid showed outliers from the lower desert who drive up the hill to engage CHC services. Cindy Schmall explained that it was common for low-desert residents to come to the Yucca Valley clinic for COVID-19 testing and vaccinations.

Jack Williams asked how the community knows what services are offered. Joe Rudden stated that the District has a robust marketing department that uses many medias to connect with residents.

- **Motion 22-27:** Motion by Pat Cooper to approve the health center's service locations; second by Jack Williams; motion passed by unanimous vote.

#### DENTAL SERVICES OVERVIEW

Mia Fisher, dental services manager, presented an overview of the dental program which included a review of patient visits, trends, staffing challenges and staff recommendations for staffing solutions. Jack Williams asked about the statistics for number of patients per day. Cecelia St. Clair asked about the school-based program.

- **Motion 22-28:** Motion by Pat Cooper to approve staff's recommendation for changes to the program; second by Jack Williams; motion passed by unanimous vote.

#### REVIEW AND APPROVE POLICIES AND PROCEDURE

Cindy Schmall presented the following policies for discussion.

##### Policy CHC-FS-212 Collections and Write Offs

Greg Brown asked about a discrepancy in timeframes within the policy. Debbie Anderson explained that there was a typo and clarified the timeframe for collection if 48 hours. There was discussion about collections.

- **Motion 22-29:** Motion by Nicola Keller to approve policy CHC-FS-212 Collection and Write Offs as presented; second by Jack Williams; motion passed by unanimous vote.

##### Policy CHC-FS-213 Sliding Fee Discount Program

Debbie Anderson explained that this policy applies to anyone who cannot pay for services (200-percent below the poverty line). Historically we have accepted self-declaration of the patient's income and size of household; however, the HRSA surveyors recommended a process for proof of income. Discussion followed; the process was clarified. Denise Cullum asked about the program's timeframe; proof of income is reverified annually.

Discussion included information about other discount options for patients who did not qualify for the sliding fee discount program, those whose income was not 200 percent below the poverty line and could not afford full payment, whether because of low income or because of temporary circumstances such as loss of employment or insurance benefits. Such options include the waiver of charges policy (CHC-FS-214). Consumer board members were asked to complete a survey which will also be given to patients in the clinics for the next month. This will help determine effectiveness of the Sliding Fee Discount Program and whether the fees posed a barrier to care.

The board approved the Sliding Fee Discount Program Policy and will review the results of the survey in the next meeting to determine if changes are needed.

- **Motion 22-30:** Motion by Debra Savitt to approve policy CHC-FS-213 Sliding Fee Discount Program as presented; second by Jackie Todd; motion passed by unanimous vote.

##### Policy CHC-FS-214 Waiver of Charges

The HRSA surveyors asked that a definition be provided for "hardship" which has been added to the policy and why it is being presented again for board review and approval. There was discussion about the application of the policy.

- **Motion 22-31:** Motion by Pat Cooper to approve policy CHC-FS-214 Waiver of Charges as presented; second by Jack Williams; motion passed by unanimous vote.

##### Policy CHC-FS-215 Discount Policy

This policy defines the various discounts available to patients.

- **Motion 22-32:** Motion by Pat Cooper to approve policy CHC-FS-215 Discount Policy as presented; second by Jack Williams; motion passed by unanimous vote.

- **Motions 22-33 and 22-34** were removed from the agenda by consensus.

## REPORTS

### QUALITY REPORT – *Kathy Alkire, quality senior manager*

Ms. Alkire announced that quality and clinical areas of the survey received no inadequacies in the HRSA survey. She presented patient satisfaction data for board consideration. CHC's patient satisfaction vendor is Press Ganey. One patient safety concern was received during the first quarter. Grievances were received through IEHP and directly from patients.

UDS data was presented; there were no questions about the information presented by Kathy Alkire.

- **Motion 22-35:** Motion by Pat Cooper to accept the quality report as presented; second by Jack Williams; the motion passed by unanimous vote.

### FINANCE REPORT – *Debbie Anderson, CFO*

Ms. Anderson stated there was no financial report to present this evening. Instead, she listed the many financial projects she and staff have worked on during January and February (HRSA survey, UDS report, auditors, etc.) which precluded the preparation for the usual monthly financial report. Both months will be presented at the next meeting.

- **Motion 22-36:** Motion by Jack Williams to accept the Chief Financial Officer's report as presented; second by Denise Cullum; the motion passed by unanimous vote.

### CEO REPORT – *Cindy Schmall, CEO*

Ms. Schmall referred the Board to Tab 5 of the agenda packet for her written report. She thanked the board for enduring tonight's lengthy meeting. She answered questions about the written report.

## BOARD CALENDAR:

- The board calendar was reviewed.
- The annual health fair is May 7, Yucca Valley

## MEMBER COMMENTS:

- DENISE CULLUM: She thanked everyone for their hard work.
- PAT COOPER: Stated she is grateful for the information presented tonight; it was very informative.
- NICOLA KELLER: Expressed appreciation for staff's work in regard to the survey process. She stated how impressed she is with the work being accomplished by staff.
- GREG BROWN: Reiterated how important this board is in the role of patient advocates.

## MEETING ADJOURNMENT

The meeting was adjourned at 8:38 p.m.

*Minutes recorded by Karen Graley, Board Clerk*

  
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Greg Brown, Chairperson

  
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Cecelia St Clair, Secretary