

Hi-Desert Memorial Health Care District dba  
**Morongo Basin Healthcare District**  
**BOARD OF DIRECTORS REGULAR MEETING MINUTES**  
**October 5, 2017 at 5:30 p.m.**

- 6530 La Contenta Road, Suite 100, Yucca Valley CA 92284 | 760.820.9229
- **Mission Statement:** *To improve the health and wellness of the communities we serve.*
  - **Vision:** *A healthy Morongo Basin.*
  - **Core Values:** *Commitment, Collaboration, Accountability, Dignity, Integrity.*

Board of Directors:

- Director Doyle, President
- Director Armstrong, Vice President
- Director Sullivan, Secretary
- Director Hoffman, Treasurer
- Director Markel-Greenhouse

Administrative Staff:

- Jackie Combs, CEO
- Karen Graley, Board Clerk
- P.K. White, Controller
- Joe Ruddon, Director Business Development
- Cindy Schmall, Director Operations
- Ron Stewart, Exec Director, CHC

Guests:

- Jenna Hunt, The Desert Trail
- Stan Helgesen, HDMC Auxiliary
- Susanna Barnett, Unity Home

**CALL TO ORDER**

Director Doyle called the meeting to order at 5:30 p.m.

**ROLL CALL**

Karen Graley, Board Clerk, conducted roll call. Directors Doyle, Armstrong, Hoffman and Greenhouse were present for a quorum; Director Sullivan was not present.

**OBSERVANCES**

Director Greenhouse read the mission, vision and core value statements.  
Director Hoffman led the assembly in the pledge to the American flag.

**PUBLIC COMMENT**

No public comment.

**APPROVAL OF MEETING AGENDA**

**Motion 17-74:** Director Armstrong motioned to approve the meeting agenda as presented; motion seconded by Director Hoffman; motion passed by unanimous vote.

**APPROVAL OF CONSENT AGENDA**

The Consent Agenda presented the following items for approval:

- Minutes: Regular Meeting of the Board of Directors, September 21, 2017

**Motion 17-75:** Director Hoffman requested the minutes of the September 21 meeting be pulled from the Consent Agenda to be corrected: after closed session, the board reconvened to open session and made a motion to approve the CEO goals.

The Board Clerk will make the correction and present the minutes on the next Consent Agenda.

## REPORTS

DOMESTIC VIOLENCE AWARENESS CAMPAIGN – *Joe Ruddon, Director Business Development*  
Mr. Ruddon provided a PowerPoint presentation showing the many facets of the campaign. The domestic violence awareness campaign came out of the MBHD strategic plan that states, “Residents will be provided with education and resources for family and social support to promote healthy lifestyle choices; Tactic: public and provider education – collaborate with Unity Home.

Executive Director of Unity Home, Susanna Barnet thanked the Board of Directors for sponsoring the campaign and promoted Unity Home’s fundraising gala on October 21.

Director Doyle spoke to the campaign being a wonderful collaboration.

## REPORTS

MORONGO BASIN HEALTHCARE DISTRICT UPDATE – *Jackie Combs, CEO*

Ms. Combs provided a verbal report to the Board of Directors.

- Escrow closed for the Split Rock property; staff will be presenting a budget for the board’s consideration.
- Jackie Combs, Joe Ruddon and Janine Duff toured several schools in the MUSD, elementary through high school. We’re looking forward to partnering with MUSD on several project.
- Jackie Combs met with Hi-Desert Medical Center’s CEO and CFO. They will present the six-month equipment purchases at the December 7 meeting; Karen Faulis will present information on their public reported quality data. The goal is to have their information to the board for review before that meeting.

HUMAN RESOURCE QUARTERLY UPDATE – *Cindy Schmall, Director Operations*

### EMPLOYEE ENGAGEMENT SURVEY

- Employee satisfaction is a measure of an employee’s satisfaction with their job but does not measure how much effort they are giving. An engagement survey measures the employee’s emotional commitment to the organization and takes into account the amount of discretionary effort an employee expends on behalf of the organization.
- When performance is measured against revenue expectations, revenue is 23% greater for companies with high engagement capital compared to those with low engagement capital.
- The average employee participation rate for surveys is 70-80%; MBHD participation rate was 82% (62 employees).
- Ms. Schmall reviewed each of the 26 survey questions and the employee summary. Director Hoffman stated he would have liked a copy of the report in advance. He asked how the District defines safety. Ms. Schmall clarified that safety covers the full spectrum, from hazardous materials exposure to walking to the car at dark.
- Director Greenhouse thought it interesting that of the 55 participants answered all questions, none were skipped.
- Director Armstrong stated he enjoyed the presentation and asked what the survey cost. Ms. Schmall noted that an online product was used; there was no fee.



- Director Doyle was pleased with some responses and concerned with others, especially the safety perception. She requested feedback on staff solutions and discoveries. She said it was important that staff feel safe at work.
- Jackie Combs noted in response to survey questions about the benefit package that staff has made changes to the benefit package for 2018.
- Director Doyle thanked Cindy for the presentation.

#### HR STATISTICS

- Cindy Schmall reviewed statistics presented in the handout.
- Turnover rate for the quarter was 5.2 per cent. Exit reviews revealed some discontent with scheduling and she is working with staff to identify and resolve that issue.

#### DISTRICT FINANCIAL REPORT, AUGUST 2017 – P.K. White, Controller

Ms. White presented the consolidated financial report for the month of August, 2017.

- Overview: The financial results for the month of August were lower than expected as the operating net surplus (EBITDA) was \$99,798 compared to a budget of \$147,700. The difference to budget was due to increases in expenses as detailed below. August was a better financial picture than July.
- Revenue: Health Center patient revenues improved in August and were \$4,593 above budget due to an increase in patient volume. Actual patient revenues were \$637,065 compared to a budgeted \$632,472. HRSA grant revenue was on budget. District and Transportation revenues were on target to budget.
- Expenses: Transportation expenses were slightly above budget due to the purchase of van logo signage. Health Center operating expenses were above budget by \$34,867 mostly due to personnel costs and supplies for vaccinations. District expenses were below budget.
- Net Income: The consolidated net income for the month was a positive \$7,447. This reflects the deduction of \$92,574 in depreciation from the operating net surplus of \$99,798.
- Billing has been cleaned up and staff are now working on billing denials.

Director Doyle asked about the top 3 checks on the list for large amounts; they are funds passing through the account to Tenet.

Director Armstrong asked about the variance in “cash on hand” between July and August which is down by \$394,190. Ms. White explained that we use an accrual basis for the income statement reports. The Schedule of Investments is a cash basis report; the decrease shown is from the completion of receipts flowing into the account from the billing for past revenue.

Ms. White noted that the auditors were in-house last week and indicated at their exit that they are 90% complete with the audit; therefore, we are expecting their written report and presentation in November. Director Doyle stated they told her they saw significant improvement in documentation.



## **ACTION ITEMS**

### **ACCEPTANCE OF THE FINANCIAL REPORT**

- **Motion 17-76:** Motion by Director Hoffman, second by Director Greenhouse to accept the financial report as presented; motion passed unanimously.

### **APPROVAL OF RESOLUTION 17-10 TO CHANGE BENEFIT CARRIER**

Ms. Combs spoke to the motion. Each year staff works with the insurance broker to assess the benefits package. The disability and life insurance carrier presented a significant increase in cost for 2018. A new carrier was identified who also provides additional benefits for a long-term cost savings over three years. The rate is guaranteed for three years.

- **Motion 17-77:** Motion by Director Armstrong, second by Director Hoffman to approve Resolution #17-10 to appoint the CEO and Director of Operations as agents of the District as it relates to the VOYA life and disability plan for employees; motion passed unanimously.

### **CALENDAR REVIEW AND COORDINATION**

The calendars for October through December, 2017 were reviewed and coordinated.

- Of note: The Foundation's annual meeting is scheduled for December 14.
- The calendar showed incorrect time for November special meetings which will convene at 3 p.m. Director Doyle announced that she invited the CHC board to join the District board for the special meetings in November to provide opportunity for a collaborative plan for both strategic plans.

### **NEXT/FUTURE AGENDA ITEMS**

- **Armstrong:** asked about check issuance authorization. Ms. Combs referred to the Authorization Matrix and the current levels of authorization as defined in policy LD-208. He declined to bring the authorization matrix to the board for review as it was last reviewed in May, 2017.

### **DIRECTOR COMMENTS**

- **Director Greenhouse:** Thanked Cindy Schmall and Joe Ruddon for their presentations.
- **Director Hoffman:** Thanked Jackie and Susanna Barnett for the domestic violence campaign. Was pleased to see the billboard. Wishes the very best at the October 21 gala. Thanked Cindy Schmall for a good presentation and asked for follow up on the action plans. He suggested that anything on the survey over 25% should be presented to the board for information.
- **Director Armstrong:** He asked Ron Stewart about his opinion on the employee engagement survey results. Dr. Stewart was surprised with the outcome and had expected worse. He had predicted the question for "communication from supervisor" would have been poor, but the outcome was great. As Cindy said, some of the questions were not clearly stated and definitely effected the outcome. There was a great comfort level among employees about the anonymity of the survey.
- **Director Doyle:** Thanked Cindy for all that work on the survey; pleased with the number of responses and we are definitely interested in your plan for clarification on questions and drilling down. Stellar job with Unity Home and the campaign. 40% of homes experience domestic



violence; it is a topic directly related to health and our mission. Good to see Stan Helgesen with us tonight. I'm very proud to be a part of this District.

**MEETING ADJOURNMENT**

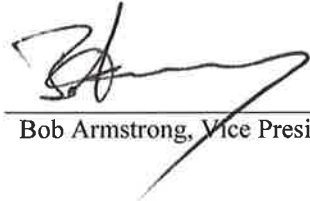
Director Doyle adjourned the meeting at 7:30 p.m.

*Board meeting minutes recorded by K. Graley.*



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Marge Doyle, President



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Bob Armstrong, Vice President