



Morongo Basin Health Care District
Community Health Center

GOVERNING BOARD MEETING

MINUTES of Thursday, September 21, 2023, 6:00 p.m.

This meeting convened on the District's campus at 6530 La Contenta Road, Yucca Valley, suite 400. The meeting was also accessible by Microsoft Teams remote platform.

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:

- Cody Briggs (*not present*)
- Patricia "Pat" Cooper (*present*)
- Bryan Goldfarb (*remote*)
- Nicola Keller (*present*)
- Jennifer Rendon (*present*)
- Cecelia St. Clair (*present*)
- Heidi Stiemsma (*present*)
- Jackie Todd (*not present*)
- Jack Williams (*not present*)

STAFF:

- Cindy Schmall, CEO
- Karen Graley, Board Clerk (*remote*)
- Joe Ruddon, Chief Community Programs Officer
- Jill Goodwin, Clinical Services Manager
- Tela Thornett, Administrative Assistant
- Kathy Alkire, Patient Educator

CALL TO ORDER: The meeting was called to order by Nicola Keller at 6:00 p.m.

ROLL CALL: Tela Thornett, administrative assistant, conducted roll call and declared a quorum.

OBSERVANCES:

Patricia Cooper led the assembly in the Pledge of Allegiance
Heidi Stiemsma read the mission and vision statements.

PUBLIC COMMENTS:

No public comments were presented.

APPROVAL OF MEETING AGENDA:

- **Motion 23-53:** Motion by Patricia Cooper to approve the meeting Agenda as presented; motion seconded by Jennifer Rendon; the motion passed by unanimous vote.

APPROVAL OF CHC CONSENT AGENDA:

Motion 23-54: Motion by Heidi Stiemsma, second by Jennifer Rendon, 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 dated August 10, 2023

PRESENTATION

Cindy Schmall introduced Jill Goodwin, Clinical Services Manager. Ms. Goodwin presented a brief PowerPoint explaining what the Referrals and Blended Services departments do and their status. Ms. Schmall explained that one of the main complaints from patients was about medication refills being difficult to obtain. Since these departments have been implemented, there have been zero complaints.

Ms. Goodwin explained the structure of each department and employee function. The Referral team's growth in the past year has been greater than twenty percent, processing about 2,500 referrals and approximately 400 medication prior-authorizations per quarter. Blended Services receives and follows-

up on 50 or more phone calls per day. This team works cohesively with the IEHP ECM Program and follows-up on all hospital and urgent care discharges. Heidi Stiemsma asked how the teams get information on any changes that occur. Ms. Goodwin explained that the teams conduct daily and monthly meetings and obtain information from insurance companies.

ACTION ITEMS

APPROVE MEDCOR BILLING AND CODING AUDITOR COMPANY

Cindy Schmall explained a new compliance committee was implemented. The purpose of the committee is to evaluate any compliance complaints that the District may receive through various lines of communication. Through discussion at the compliance committee, the billing team provided feedback that prompted the proposal to contract for an audit of the health center's billing. Staff is recommending a third-party company, Medcor, who will conduct the audit of clinical billing, and thereafter provide updates to the billing team for changes in coding and billing standards.

Motion 23-55: Motion by Patricia Cooper to approve Medcor as our third-party audit company for billing and coding; seconded by Jennifer Rendon; motion passed by unanimous vote.

BOARD SELF EVALUATION

Ms. Schmall introduced the self-evaluation form that was provided with the agenda packet and explained that the board self-evaluation tool is anonymously reviewed with the board members as they completed the survey.

DISCUSSION

RECRUITMENT OF CHC GOVERNING BOARD MEMBERS

Ms. Schmall presented the CHC Governing Board Member application form for the recruitment of board members who are CHC patients. Applications will be available at the front desk in each clinic. Ms. Schmall asked the board members to assist if they knew anyone that was interested in joining and that recruitment was for any patients of CHC clinics. Cecelia St. Clair asked if family members could be on the board at the same time. It is stated in the HRSA Compliance Manual that board members could not be related to employees of the District. Karen Graley will research information on relations of board members and report back.

REPORTS

FINANCE REPORT – *Cindy Schmall, CFO*

The clinic financial report for the month of July shows a loss of \$(59,037) and year to date loss of \$(59,037). Cecelia St. Clair asked if it was being compared to the previous year. Ms. Schmall explained that July is the beginning of the new fiscal year and that it is normal for the first few months to be at a loss due to the processing time of bills and payments. It was discussed that patient services revenue was under budget due to being down one dental provider; however, a new dental provider was just recently hired, and this will hopefully bring up numbers. There was no discussion regarding the report.

Motion 23-56: Motion by Cecelia St. Clair to accept the financial report; second by Heidi Stiemsma; motion passed by unanimous vote.

STAFF REPORT – *Cindy Schmall, CEO*

Ms. Schmall referred the board to Tina Huff's written report in the agenda packet. She highlighted the Community Health Fair on October 14 and the services that will be provided by the clinic team. She encouraged board members to attend the event. Nikola Keller asked if anyone was able to take advantage of the free services that would be provided at the event. Discussion occurred around

recruitment of behavioral health staff within the clinics. Ms. Schmall finished reviewing the remainder of the staff report with the board.

BOARD CALENDAR:

The calendars were reviewed. Nikola Keller pointed out the health fair again and encouraged members to attend.

MEMBER COMMENTS:

HEIDI STIEMSMA: "I am looking forward to the health fair."

CECELIA ST. CLAIR: "I think our leadership is terrific!"

PAT COOPER: "I always say this is the best meeting!"

NICOLA KELLER: She thanked staff for their work and for preparing the meeting information.

MEETING ADJOURNMENT

The meeting was adjourned at 7:19 p.m.

Minutes recorded by Tela Thornett, Board Clerk



Cecelia St. Clair, Secretary

