



westside
HEALTH CARE DISTRICT

119 Adkisson Way Taft, CA 93268 (661) 765-7234

BOARD MEETING

Thursday, November 16, 2017, at 4:00 pm

1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:03 pm. Cheryl Duncan led the Pledge of Allegiance. Those present were:

Eric Cooper	Board President
Adele Ward	Board Vice President
Virginia Miller	Board Secretary
Jan Ashley	Board Member
Gerald Starr	Executive Director
Dr. Timothy Lee	Medical Director
Robyn Melton	Board Clerk

Board Member, Darren Walrath was excused. In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan, Account Manager, Lisa Weaver.

2. PUBLIC INPUT

None

3. APPROVAL OF MINUTES

The Board meeting minutes of Thursday, October 26, 2017, were reviewed. Ginny Miller made a Motion to approve the minutes. Jan Ashley Seconded, Motion carried.

4. FINANCIAL REVIEW

The Financial Statements for October 2017 were reviewed via telephone by Accountant, Kelly Hohenbrink. After discussion, and review of reports, Ginny Miller made a Motion to approve the October 2017 financials and file for Audit. Adele Ward Seconded, Motion carried.

5. REVIEW/ APPROVAL OF WEST SIDE FAMILY HEALTH CARE POLICY AND PROCEDURES

Policies were reviewed, Jan Ashley made a Motion to approve the following Policy and Procedures. Ginny Miller Seconded, Motion carried.

The Policies and Procedures approved were:

Waived Testing - Gastrointestinal Panel Test, Waived Testing - Respiratory Panel Test, Follow up Calls, HIV Testing, Kaiser Specialist Request, Billing Personnel- Organization, Disruption of Electrical Services, Flat Rate Fee Program, HealthNet Linguistic Services and Registration of a New Patient.

Consultant, Cheryl Duncan led the discussion and review of the West Side Family Health Care Annual Evaluation Report. Jan Ashley made a Motion to approve the Annual Evaluation, Ginny Miller Seconded, Motion carried.

6. REVIEW/DISCUSS QUALITY IMPROVEMENT MINUTES, MEDICAL DIRECTOR, DR. LEE
Dr. Timothy Lee led the discussion and reviewed the Quality Improvement meeting minutes with the Board. Discussions included Medication Management, Nursing Peer Review and Kaiser Patients.

7. ADMINISTRATIVE UPDATE
 - A. Executive Director and Management Team:
 - West Side Family Health Care Outpatient Facility Construction Documents (CD) have been authorized. As of this Board meeting, those documents should be greater than 50% complete with 100% CD by 12/11/17
 - We have initiated additional project scope and budget discussions for remodeling exam rooms in the existing Clinic to accommodate dental services. The estimate for equipment is at \$227.5K; facility modifications pending. This project would not begin until the new Clinic space is operational.
 - The USDA application for financing continues in process. The financial feasibility with Hendrickson Consultants continues in process.
 - The Athena EMR and Revenue-Cycle Update: As of the drafting of this report, just a few current claims remain in the “missing slips” category in AthenaNet. All aged claims that were held pending processing have been “dropped” with special attention being given to those claims that require supplemental handling. Nearly 4000 claims have been processed in the last 4-6 weeks. We are starting to see cash flow as a result of those claims being processed. We have completed our work with Athena’s Client Retention Team and have been assigned a new Account Manager to work with us going forward.
 - The Administrative Internship Experience for a graduate student, Mr. Ryan Shultz continues with job shadowing and participation in District/Clinic operational issues. To meet some of his program requirements Ryan will have the responsibility to oversee the project to develop the storage space for the disaster medical supply cache.
 - The Executive Director and District Manager met with regional LAFCO representatives on 11/2. The primary purpose was to inform them regarding our project scope and progress. We feel the meeting was very productive in developing relationships with LAFCO.
 - We have made a strategic decision to delay our implementation of OB/GYN service line. We will continue this planning for implementation following the flu season in recognition of the volume of patients we are seeing in the Clinic.
 - The Accounts Receivables with Practice Velocity will be terminated.
 - Disaster Medical Planning: The Medical Supply Storage project has been reviewed by the City building inspector and a permit has been issued. The scope of the project is in two parts: Building modifications: \$20,239; HVAC: \$20,978). Letters to the City of Taft and the County of the Board approval to proceed have been sent.
 - We will have-in place-a disaster response plan (for internal and external disasters) by November 15, 2017. A productive live-action disaster exercise was held on 11/2 with an earthquake scenario.

- Tax Exempt issues: We continue to communicate to follow up on correspondence with the County on the various parcels that we feel are tax-exempt--including the new 7-acre parcel (Parcel No 9).

B. Medical Director:

- Medical Staff issues: Drs. Nancy Ferrel, Burnett Rucker, and Ron Ostrom along with Dr. Lee in Pediatrics continue our MD schedule. Drs. Mohamed Hammami and Dr. Joseph BenPerlas are providing per diem MD coverage. Heather Bosma (NP-C) and Dorian Reed PA-C make up the mid-level staff.
- Physician and mid-level staffing: Jackson Physician Search continues to search for a full-time FNP-C. We are reviewing the potential for collaboration with VIPN to provide supplemental MD staffing during the higher patient volumes of the flu season.
- We are adding a second provider on Monday through Thursday afternoons at 5 PM due to increased volumes. This will provide better patient care and service and reduce stress on both provider and staff in meeting quality and service standards.
- Telemedicine: In our startup of Telemedicine services from July-September we had 12 Mental Health visits. We will continue to expand clinics in other specialties such as Endocrinology and Infectious Disease (ID) with the high incidence of Diabetes and Valley Fever in our service area.
- The Grand Rounds event for November was on the 15th. Dr. Ferrel presented Workers' Compensation II, the second half of her Occupational Medicine presentation.
- A report from the Quality Assurance Performance Improvement (QAPI) Committee is on the Board's primary agenda.

C. MCCF Health Services:

- Dr. Rupal Sidhu: A one-week break in November (Thanksgiving) will be covered by C. Harris PA-C, she will also cover two days in December (8th and 11).

4. District Manager and the Accounting Manager:

- The District Manager continues with the myriad duties and responsibilities of the District Office, support of the Executive Director, Human Resources functions, Community Outreach and the Board. The process of Annual review of Policies and Procedures is ongoing.
- The District Manager has completed the process of reviewing our Storage facility with removing unnecessary items. Ryan Shultz is checking with his business contacts to see if any of our items can be used elsewhere.
- The District Manager/Assistant are completing the process to designate the West Side Health Care District as a Certified District by ACHD. The Binder was mailed to ACHD on 11/7. Next designation task: District Transparency Certificate of Excellence through CSDA.
- District manager: Credentialing activities continue with new providers (MD and Mid-level). Carrie Coleman continues in the part-time medical staff assistant position taking on tasks in support of the Medical Director. She will also assist in maintaining the on-call phone app and all medical records requests.
- Meetings regarding the branding process for West Side Family Health Care, with Heise Media, continue. Website activities are in motion including provider pictures utilizing the new logo.
- Accounting Manager focus: On Going Activity: Accounts Receivable management; reconciliation of inaccurate/incomplete accounts to enable payment processing; reconciling deposits with cash receipt; monitoring the efficiency and effectiveness of the collections process.

- The Board will evaluate, monthly, accounts which should be assigned to Transworld. At this point, we've transferred 166 accounts with collections in two phases amounting to approximately an 18.4% recovery or approximately \$31,427.61 transferred and \$5,794.98 recovered.
- Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly Financial Statements. We are also preparing for the FY 2017 audit with the goal of Board approval NLT November 2017.

5. West Side Family Health Care Operations: Clinic Director Summer Wood-Luper, BSN, PHN

- Census: 1,511 (49/day) 11 LWBS; (6 to higher LOC; 5 Non-emergent; 1 insurance issues; 0 patient preference. September 2016: 1,389 43/day
- Collections: PV: \$1,150.89; Clinic Collections: \$15,681.08; Athena: \$188,615.07; Misc. Deposits: \$378.75; Total Deposits: \$205,955.79
- Clinic Staffing is adequate. We are at 100% staffing effectiveness. The rise in staffing effectiveness indicates a need to increase staffing to improve both patient and staff satisfaction as well as minimize staff error. Increase in staffing has begun with lunch coverage M-F between 1-5 pm.
- We continue to provide VFC vaccines to children who qualify. 100% immunizations continue to be audited for correct eligibility verification and chart documentation.
- Registration audits indicate improvement in compliance with our registration processes. Staff continues to audit 100% of patients registered utilizing a daily self-audit tool to ensure compliance with our registration policies and procedures. Self-auditing will continue until compliance is reached and sustained.
- CHDP survey preparations are underway as we review the site survey tool provided to ensure we are in compliance with program requirements.
- Our Athena EHR has been enhanced with a variety of Web Scheduling tools labeled as Patient Communications Content Management (PCCM). Basically, the systems is functional through the Patient Portal and provides many options for managing appointments and scheduling interactive with patient communications and participation.
- The second PAS Associates Customer Service training has been rescheduled and will be held on November 28. The topic will move from behavioral work styles to customer service.
- We have received our full inventory of Flu vaccines and will continue to offer an opportunity to vaccinate our community members.

9. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee-
 - A. Project update, Executive Director, Gerald Starr
Attended the City of Taft Planning Session to discuss the Site plan and review the Medical facility project. The completed plan should appear before the Planning Commission on December 6th for approval.
 - B. Toured office space on Adkisson Way, it was determined that the District would not pursue this opportunity.
3. Community Outreach- Halloween Spooktacular event, was fun and well attended.
4. Personnel Committee- Will schedule a committee meeting in the Month of December for Employee Handbook revisions and 403 (B) contribution discussions.

10. **DISTRIBUTION OF BOARD INFORMATION AND NEWSLETTERS**
Monthly Association of California Healthcare Districts, California Special District Association Newsletters for review.
11. **BOARD MEMBER INPUT**
None at this time.
12. **CLOSED SESSION**
Mr. Cooper asked for a Motion to enter into Closed Session. Adele Ward made a Motion, Ginny Miller Seconded. The Board entered into Closed Session at 5:33 pm.
13. **ITEMS FOR FUTURE AGENDAS**
None Requested
14. **OPEN SESSION**
At 5:58 pm, Board President, Eric Cooper announced that no action was taken during Closed Session.
15. **ADJOURNMENT**
At 5:59 pm, November 16, 2017, Board Meeting was adjourned.

Respectfully Submitted:  _____
Virginia Miller, Secretary/Treasurer

**Next regular Board Meeting is scheduled for Thursday, December 18, at 12:00 pm
West Side Health Care District Office**