



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

BOARD MEETING MINUTES

Wednesday, April 25, 2018, at 4:00 pm

1. CALL TO ORDER

Board Vice President, Adele Ward, called the meeting to order at 4:01 pm. Adele Ward led the Pledge of Allegiance. Those present were:

Adele Ward	Board Vice President
Virginia Miller	Board Secretary/Treasurer
Jan Ashley	Board Member
Darren Walrath	Board Member
Gerald Starr	Executive Director
Robyn Melton	Clerk of the Board

Board President, Eric Cooper was excused. In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan and Accounting Manager, Lisa Weaver.

2. PUBLIC INPUT

None

3. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, March 29, 2018, were reviewed. Ginny Miller made a Motion to approve the Minutes. Darren Walrath Seconded. Motion carried.

4. FINANCIAL REVIEW

The Financial Statements for March 2018 were reviewed by Executive Director, Gerald Starr. After discussion and review of reports, Ginny Miller made a Motion to approve the March 2018 Financials and file for Audit. Darren Walrath Seconded. Motion carried.

5. ISSUES/DISCUSSION/CLINIC FACILITY PROJECT, USDA LOAN PROCESS

Completed bid documents should arrive for Board approval in early May. After board Approval, Documents will be forwarded to the USDA for final loan approval.

A. Construction Loans Terms, Approval

United Security Bank loan terms were reviewed. After discussion, Jan Ashley made a Motion to approve the terms of the construction loan. Ginny Miller Seconded. Motion carried.

6. 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 Policy and Procedures approved were:

Adverse Drug Reaction, Biohazard Material Management, Blood-borne Pathogens Exposure, Eye Medications-Dispensing, Fire Safety, Flu Shots, Follow-up Patients, Kern Health Systems Member Grievances, Laboratory Electrical Safety, Marketing, Prescription Refills, Processing X-Ray Requisitions, Product and Device Recall, Quality Assurance and Continued Quality Improvement Plan, Quality Assurance Guidelines, Telephone Request for Medical Information, Temperature-Oral Welch Allyn Sure Temp, Transfer of Patient- Chart Information, Transfer of Patient to a Hospital, Waived Testing Hemocue HB 201 with Plasma Conversion, Waived Testing I-STAT Blood Chemistry, Waived Testing-Overview, Waived Testing- Strep A Direct Rapid Testing.

7. ADMINISTRATIVE UPDATE

A. Executive Director and Management Team:

- West Side Family Health Care Outpatient Facility: IBI Group has responded to the Agency (City of Taft) review questions and comments. The City has submitted those updates to their OSHPD-3 consultant. The consultant has returned with additional comments for AIA review. When approved, we expect the City to issue the necessary permits to proceed.
- The USDA application: Financing approved. The Letter of Conditions has been received and we are responding to action items. Construction documents have been reviewed. Contract documents are in review. United Security Bank (USB) has issued a terms letter for financing the Construction Loan. After review with USDA and discussions with USB we recommend the Board accept the terms of USB and proceed to loan document review.
- With USDA review and approval of the contract documents as well as a number of other variables stated in the Letter of Conditions there will be a complete package to support soliciting public bids from General Contractors. Following approval of the Board, the bidding process, review of the submittals, an award of the Construction contract will be possible. A revised schedule may be presented at the Board meeting.
- Formal planning will begin for a formal ground-breaking ceremony following the award of the construction project contract to the General Contractor.
- The Athena EMR and Revenue-Cycle Update:
A few hundred wrap claims are still pending processing. Athena is researching 250 of the dropped wrap claims that they held incorrectly and caused to be denied due to untimely filing. A project relative to the aged AR is in the process with attention being paid to 2016 accounts which are being researched and either written off or resubmitted for payment. Staff is being retrained on registration best practices to ensure more accurate registrations to decrease/eliminate administrative delays in claims processing.
- The contract with MSZ Resource Group, Inc., continues with a focus on revenue cycle including review and resolution of A/R, policy and procedure review and revisions.
- We have achieved "eligible provider" status with the National Health Service Corps (NHSC). We are monitoring for open enrollment for 2018. This will be a valuable recruiting tool in our expanded clinic operations in CY 2019.
- The Administrative Internship for graduate student, Mr. Ryan Shultz is complete. In addition to mentoring in a number of operational areas, Mr. Shultz was a key asset in completing our Disaster Medical Supply Storage project. (Construction, liaison with DPH EMS, organization and inventory of supplies).
- Disaster Medical Planning: The West Side Disaster Preparedness Planning Group will continue to meet on a routine basis.
- The Executive Director attended the ACHD Legislative Day events in Sacramento on 4/16-18. In addition to an ACHD Board meeting, there were legislative briefings and visits with Senator Jean Fuller and Assemblymember Vincent Fong.
- Restructure of the District parcel map(s): We continue with the process requested by the City to reduce the number and realign the identified parcels on the District property. We will review with the Facilities Committee as we develop that plan.

B. Medical Director: (Nancy L. Ferrel, M.D.)

- Dr. Ferrel continues in her role as Interim Medical Director for the period January 1st to June 30, 2018.
- We continue with the recruitment of a Family Nurse Practitioner and a pediatrician/family physician. Interviews are scheduled with Board member participation.
- Medical Staff issues: Drs. Nancy Ferrel continues as our primary MD scheduled. Drs. Mohamed Hammami, Burnett Rucker, Burton Slinger and Ron Ostrom are providing per diem MD coverage. We continue to discuss a per diem provider relationships with Nadeem Goraya, M.D. Board Certified Family Practice as well as Luis Martinez, D.O.
- Heather Bosma (NP-C) was joined in April by a locums (PA-C) Leroy Richard (through 6/6) as scheduled mid-level staff.
- We are adding a second provider on Monday through Thursday afternoons at 5 PM due to the continued increase in volumes
- Telemedicine: Our Telemedicine services are growing. Mental health telemedicine visits for February and March to date are 22 and Endocrinology are 6.
- Our after-hours on-call service continues in keeping with our primary care provider contractual obligations and continuity of care responsibilities.
- The Quality Assurance Performance Improvement (QAPI) Committee process is being assessed with Dr. Ferrel's leadership.

C. MCCF Health Services: Through Contract with City of Taft

- Dr. Rupal Sidhu, MD: Coverage continues
- Dr. J. Sterling Bryan, DDS: Coverage continues
- The coverage issues for April were difficult with provider credentialing and timely scheduling. Additional mid-level providers were credentialed but not in time to schedule into April dates. With their credentialing complete they will provide options for future coverage.

4. District Manager and the Accounting Manager:

- The District office staff continue with the countless duties and responsibilities of the District Office, Human Resources functions, Community Outreach and the Board. The process of Annual review of Policies and Procedures is ongoing.
- The addition of daily presence of a security guard in the Clinic has been implemented. The Guard is present from 1 PM until the Clinic closes (typically soon after 9 PM). The guards provided by M & S Security are oriented regard Clinic/District procedures and patient confidentiality (HIPAA).
- The District Transparency Certificate of Excellence through CSDA will be completed and submitted for approval soon.
- District manager: Credentialing activities continue with new providers (MD and Mid-level). Carrie Coleman continues in the Medical Staff Assistant position taking on tasks in support of the Medical Director. She is responsible for the ongoing deployment of the "Call My Doc" phone app, and maintains the provider scheduler in Athena. She has taken on the added responsibility of developing the initial provider schedule, which will then be approved by Dr. Ferrel before publishing. She is also the contact person for medical records requests.
- The Board will evaluate, monthly, accounts which are recommended for transfer to Transworld for collections. At this point, we've transferred 317 accounts with collections in two phases amounting to approximately an 18.9% recovery or approximately \$55,703.27 transferred and \$10,502.05 recovered.

- Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly
- Financial Statements. The Quarterly budget variance report has been prepared for the Finance Committee's review.
- A meeting regarding the marketing process for West Side Family Health Care, with Heise Media is scheduled. In addition, Heise Media will be included in planning for the formal ground-breaking ceremony for the Clinic expansion project.

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

Dashboard: Census: 1,471 (47/day); 1 LWBS; March 2017:1,281 41/day;

X-Ray: 124

Collections: PV: \$0; Clinic/District Collections: \$18,331.65; Athena Deposits: \$191,837.02 Misc. Deposits: \$607; Total Deposits: \$110,775.67

Accounts Receivable:

- Clinic Staffing is adequate. We have hired a new per diem MA who is on orientation. We have also filled the Administrative Medical Assistant II position (Billing & Referral Specialist) who will begin orientation on 4/23/18. We are at 112% staffing effectiveness. The rise in staffing effectiveness and patient volume indicates a need to increase back-office support. Staffing a third back office staff M-Th between 2-8 pm has provided this support. A full-time FTE will begin in May 11-7 M-F to support the increase in patient volume as well.
- We continue to provide VFC vaccines to children who qualify. We have completed our recertification for 2018 and completed our site survey with great success.
- Registration oversight indicate a need for improvement in collection of accurate demographics on intake. Staff will be assigned to make demographic corrections in addition to receiving education on the importance of clean claims and how to improve the revenue cycle.
- CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- Health Net completed the chart review of 10 primary managed care patients. Deficiencies were noted by medical staff in primary care treatment, quality measures, and documentation. Plan of correction has been completed along with the required education and training has been submitted to Health Net for review.
- Onsite staff training includes organization of Kern CPR to provide BLS training, and CHDP Hearing & Vision training and certification.
- Upcoming community events include the Health Fair in April, sports physicals at the recreation center in May, and at the high school in June.

7B. AUTHORIZED AGENT REPORT, EXECUTIVE DIRECTOR, GERALD STARR



FEBRUARY-MARCH 2018:

- Executed renewal of the G.L. Hicks Financial, LLC Letter of Agreement dated 3/2/16 on 2/27/18; this continues Hicks as Financial Adviser services pursuant to the West Side Family Health Care USDA and Construction Loan applications. No Change in contract rates or conditions.
- Executed Letter of Intent on 3/15 to meet the requirements of the USDA Letter of Conditions dated 3/14/18 for the \$5.0M construction loan. Including the request for funds.

➤ APRIL-2018:

- Initiated contingency recruiting contract with MD Staffers; Variable fees based on specialty of NP or MD recruited plus expenses of travel, etc.
- Accepted a proposal from Paveletich Communications to upgrade the existing Clinic and District Office telephone system. Our phone bills will be reduced and the pay-back for the \$8,938 cost is less than 3-years. In addition, the upgrade will accommodate the necessary additions to the system in the operation of the expanded Clinic in 2019.

- Notified that Mark Bateman, Esq. of LeBeau-Thelen LLP, our attorney in the Clinic project process (USDA, Contract documents, etc.) has transitioned to Young Wooldridge LLP in Bakersfield, effective May 1, 2018. Exercised the option to continue with Mr. Bateman based on his service and extensive knowledge of the project documents in process.

8. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee- No further updates at this time.
3. Committee Outreach-Glad we participated in the Rotary Health Fair.
4. Personnel Committee- Meeting scheduled soon to discuss new Physician Candidate.

9. BOARD MEMBER INPUT

Ginny Miller – Thank you to the Board members and Staff who participated in this year’s health fair.

10. ITEMS FOR FUTURE AGENDAS – None at this time.

11. CLOSED SESSION

Vice President, Adele Ward asked for a Motion to enter into Closed Session. Darren Walrath made the Motion. Ginny Miller Seconded. The Board entered into Closed Session at 4:52 pm.

12. OPEN SESSION

Board Vice President, Adele Ward announced that no action was taken during Closed Session.

13. ADJOURNMENT

At 5:34 pm, Darren Walrath made a Motion to Adjourn the Board Meeting of April 25, 2018. Ginny Miller Seconded. Motion carried.

Respectfully Submitted:



Adele Ward, Vice President

**Next regular Board Meeting is scheduled for Thursday, May 31, at 4:00 pm
West Side Health Care District Office**