



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

## BOARD MEETING MINUTES

Thursday, February 28, 2019, at 4:00 pm

**1. CALL TO ORDER**

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

Eric Cooper	Board President
Adele Ward	Board Vice President
Jan Ashley	Board Member
Ryan Shultz	Director of Clinical Operations
Gerald Starr	Executive Director
Robyn Melton	Clerk of the Board

Virginia Miller and Darren Walrath were excused. In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan and Doug Keeler from the Taft Midway Driller.

**2. PUBLIC INPUT**

Doug Keeler from the Midway Driller informed the Board of some changes with the delivery of the paper.

**3. APPROVAL OF MINUTES**

The Board meeting Minutes of Tuesday, January 22, 2019, were reviewed. Having no corrections, the Minutes were Approved by the Board of Directors.

**4. FINANCIAL REVIEW**

The Financial Statements of January 2019 were reviewed by Accountant, Kelly Hohenbrink via telephone. After discussion, Jan Ashley made a Motion to approve the January 2019 financials and file for Audit. Adele Ward Seconded. Motion carried.

**5. ELECTIONS OF 2019 DISTRICT BOARD OFFICERS AND COMMITTEE MEMBERS**

Jan Ashley made a Motion for Items 1 - 7 to remain the same for the year 2019. Adele Ward Seconded. The Board Officers and Committee Members for 2019 are as follows:

President, Eric Cooper  
Vice President, Adele Ward  
Board Secretary/Treasurer, Virginia Miller  
Finance Committee Members, Eric Cooper and Virginia Miller  
Facilities Committee Members, Eric Cooper and Darren Walrath  
Personnel Committee Members, Adele Ward and Jan Ashley  
Community Outreach Committee, Jan Ashley and Darren Walrath

6. REVIEW/APPROVAL OF WEST SIDE FAMILY HEALTH CARE POLICY AND PROCEDURES
  - A. Policies were reviewed, Jan Ashley made a Motion to Approve the following Policy and Procedures. Adele Ward Seconded. Motion carried. The Policy and Procedures approved were: Medication Management Storage of Multi-Use Containers, Product and Device Recall, Pulse Oximeter, Quality Assurance Guidelines, Quality Assurance & Continued Quality Improvement Plan, radiology Department Safety Guidelines, Staff Meetings, Security and Retention of Medical Records, Section 504 Notice of Program Accessibility, Section 504 Grievance, Waived Testing- RSV Rapid Test, Retention of Records, Standardized Procedure for Glucose Check for Diabetic Patients, Standardized Procedure for Hemoglobin Assessment, Threatening or Hostile Patient, Vendor Visitor Management, Visitors and Relatives.
  - B. West Side Health Care District By-Laws- Nothing at this time.
7. DISCUSSION, BOARD MEMBERS TO ATTEND THE ASSOCIATION OF CALIFORNIA HEALTHCARE DISTRICTS, LEGISLATION DAYS IN SACRAMENTO, APRIL 8-9, 2019  
After discussion, it was determined that Gerald Starr and Ryan Shultz will attend the meeting.
8. DISCUSSION AND SET DATE FOR BOARD STRATEGIC PLANNING MEETING. PROPOSED DATES FOR DISCUSSION; TUESDAY, MARCH 12<sup>TH</sup>, FRIDAY MARCH 22<sup>ND</sup>, TUESDAY, MARCH 26<sup>TH</sup>, FRIDAY, MARCH 29<sup>TH</sup>.  
After discussion, it was proposed that the strategic meeting be scheduled for Tuesday, March 12, 2019 at 9:00am, if all Board members are available. More information will follow as plans are confirmed.
9. DISCUSSION WEST SIDE FAMILY HEALTH CARE PROJECT UPDATE, EXECUTIVE DIRECTOR, GERALD STARR  
The January construction report was distributed to all Board members for review. The steel is nearing completion. The next construction meeting is scheduled for Wednesday, March 6, 2019 at 9:00am. Mr. Starr asked if the Facilities Committee would schedule a meeting in early March to discuss ramifications of the delayed steel, district office sewer repair, as well as sprinkler and alarm systems timeline for the clinic.
10. ADMINISTRATIVE UPDATE
  - A. Executive Director  
West Side Family Health Care (the "Project"): The Project Report for December has been completed with a request for payment. The Kitchell report is in your read file. The requested report has been forwarded to the Donor. Further comments on the Agenda.
    - a. The next installment (3 of 4) of the Donor's grant is scheduled NLT February 28, 2019.
    - b. The Foundation Board met on January 15<sup>TH</sup>. There were financial and project reports. The next meeting is scheduled for March 19, 2019.
    - c. We have reached out to the UC Davis Rural Prime residency program as well as the program at Clinica Sierra Vista. As of the date of this writing there has been no response.
    - d. Disaster Medical Supply Cache: The replacement supplies and 3 generators have been received. We will request reimbursement from the County of Kern NLT April 12, 2019.
    - e. Disaster Medical Planning: An external disaster exercise drill was held on December 20<sup>th</sup>. The West Side Disaster Preparedness Planning Group has not met at this point.

- f. Restructure of the District parcel map(s): The project to reduce the number and realign identified parcels on the District property has been completed. We have submitted the City of Taft Certificate of Compliance and supporting documentation to the County Recorder's Office.
- B. Medical Director: (Ronald J. Ostrom, D.O.)
  - a. Medical Staff issues: Drs. Nancy Ferrel continues as a scheduled MD, her 90-day notice to terminate is effective on 2/14/19. Drs. Burnett Rucker, and Dr. Ostrom are providing per diem MD coverage.
  - b. Dr. Mohamed Hammami assists with call-coverage only.
  - c. Dr. Dina Villanueva, Family Practice, continues locum's coverage in January. A Letter of Intent for a full-time Agreement, through the recruiter on 1/3/2019, has been accepted. A Physician's Service Agreement is being prepared by our attorney.
  - d. We have had an interview with an Internal Medicine physician on 1/18/2019. The outcome of that interview is pending.
  - e. We are continuing to work with contingency recruiters and a modified retained search recruiter for a Board Certified Family Practice physician.
  - f. We believe that a full-time panel of two Family Practice physicians and an Internal Medicine physician should be our recruiting objective. This panel, with our mid-level providers, will fully utilize our panded Clinic space and enable us to meet patient care objectives for seniors, children, and families.
  - g. Heather Bosma (FNP-C) and FNP Beth White are our primary scheduled mid-level staff. Their support and commitment to our Clinic cannot be overstated. They are true professionals committed to their patients and our patient-care mission.
  - h. Our after-hours on-call service continues in keeping with our primary care provider contractual obligations and continuity of care responsibilities.
  - i. The Quality Assurance Performance Improvement (QAPI): The next QAPI Committee meeting will be scheduled in March.
3. MCCF Health Services: Through a Contract with the City of Taft, Dr. Sidhu coverage continues. Dental Coverage with Dr. Sterling Bryan, DDS: Coverage continues for PTO and CME Coverage MD or Mid-level providers credentialed by CDCR.
4. District Manager and the Accounting Manager
  - a. The District Transparency Certificate of Excellence through CSDA will be completed and submitted  
As soon as all Board members complete sexual harassment training and certificates are received.
  - b. Preparations are being made for Dr. Herbert Bazron's 2nd site visit, 1st part of March, 2019
  - c. Discussions have started for a "Topping-off" ceremony. Tentatively scheduled for February 15th at 9:00 am
  - d. Carrie Coleman continues as Medical Affairs Coordinator, taking on tasks in support of the Medical Director. She is currently working on getting Dr. Villanueva and Heather Keith credentialed. She is also the contact person for medical records requests.
  - e. Discussions continue between the Rec District and the WSHCD to encourage community health and wellness among youth and seniors. Monthly blood pressure clinics are currently being held for seniors.
  - f. Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly Financial Statements is transition with the oversight of Robyn and involvement of the Office staff.
5. West Side Family Health Care: (Ryan Shultz, Director of Clinical Operations)  
Dashboard Census: 1248 (41/day); 21 NSOT; 11 After Registration Closure, 10 Patient Preference,

Telemedicine Volume: Endocrinology: 56 seen, 01 canceled, 10 no show. Behavioral Health: 1716 seen, 46 canceled, 93 no show.

Revenue Cycle:

- a. The Athena EMR and Revenue-Cycle Update: Project relative to the aged AR continues in process. Staff is focusing on aged AR over 120 days. Goal is to reduce Medi-Cal and Managed Medi-Cal aged ARs. Processes related to clinic staff, providers, and Athena are being addressed. All Front Office Staff will receive training to reduce registration errors and improve billing process. This training will be completed by 2/1/2019. Billing and Front Office staff have begun an improvement project targeting registration errors, missing slips, and holds. Staff will continue to track the progress of these improvements and report as needed. Staff will continue to track the progress of these improvements and report as needed.
- b. Claims processing update: Claims are being processed in  $>< 3$  days (average). Best practices for claims processing are  $< 2$  days. Since October the practice has reduced claims processing by nearly  $\frac{1}{4}$  days.
- c. Process Improvements for Athena: A working group has been established to incorporate improvement strategies related to Front and Back Offices, Patient Engagement, Billing, Management Oversight, and Providers. Staff will track the progress of the committee and report

as

needed. Outcomes: As of 12/1/2018 the practice will require ALL patients to bring a photo ID and current insurance card at the time of care to reduce claims processing. Management and Providers are developing criteria to expand appointments on Saturdays and two additional appointment slots Monday through Friday with the goal of increasing patient volumes and providing greater staffing effectiveness. On December 20, 2018, Athena will conduct a full practice assessment to measure clinic operations to date and identify opportunities for improvement. Outcomes: Weekend and Evening appointments will begin to be offered 1/21/2019. Additional appointment slots have been designed to increase patient satisfaction and providing greater reliability of patient volumes on historically low census days.

Clinic Operations:

- a. A Live Action Emergency Preparedness Drill was held on December 20, 2018. Clinic and Administrative staff participated in the drill. Future drills will be scheduled as needed. A Live Action Emergency Preparedness Exercise has been scheduled for December 20, 2018. Our emergency preparedness plan has been reviewed, updated, and staff training is underway.
- b. The Clinic Operations Plan has been updated and has been approved by management. Clinic and Administrative staff have reviewed and completed competency tests.
- c. A donation of expired medical supplies to the California State University Bakersfield Nursing Program was completed on 1/10/2019. The expired supplies came from the Emergency Supply Inventory and Kern County Public Health Grant Program.
- d. We have hired a new per diem MA who has begun clinic orientation. The interview/selection process for additional per diem MA will resume in January, 2019.
- e. CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- f. VFC recertification was completed 1/16/19. Our vaccine management plan has been updated and annual staff training is complete.
- g. We are seeing more cases of the Flu. The Athena Communicator Flu Campaign continues to contact patients identified in this Care Gap.
- h. Community Outreach: Monthly Blood Pressure Clinic at WSPRD for seniors.

11. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee- No further updates at this time.
3. Community Outreach Committee- No further updates at this time.
4. Personnel Committee-No further updates at this time.

12. BOARD MEMBER INPUT-

Adele Ward – Thank you for the support she and Alan have received. Alan is feeling better everyday.

13. CLOSED SESSION-

President, Eric Cooper asked for a Motion to enter into Closed Session. Adele Ward made the Motion. Jan Ashley Seconded. The Board entered into Closed Session at 5:15 pm.

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

15. OPEN SESSION

Jan Ashley made a Motion to return to Open Session at 5:56 pm. Adele Ward Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.

16. ADJOURNMENT

At 5:57 pm, Adele Ward made a Motion to adjourn the Board Meeting of February 28, 2019. Eric Cooper Seconded. The Meeting was adjourned.

Respectfully Submitted:

  
Adele Ward/Board Vice President

**Next regular Board Meeting is scheduled for Thursday, March 28, at 2:00 pm  
at the West Side Health Care District Office**