



westside
HEALTH CARE DISTRICT

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

BOARD MEETING

Thursday, October 26, 2017, at 4:00 pm

1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:03 pm. Eric Cooper 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
Darren Walrath	Board Member
Gerald Starr	Executive Director
Dr. Timothy Lee	Medical Director
Robyn Melton	Board Clerk

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, September 28, 2017, and the Special Board Meeting of Friday, September 29, 2017 were reviewed. Adele Ward made a Motion to approve the minutes. Ginny Miller Seconded, Motion carried.

4. FINANCIAL REVIEW

The Financial Statements for September 2017 were reviewed and summarized by Executive Director, Gerald Starr. After discussion, Ginny Miller made a Motion to approve the September 2017 financials and file for Audit. Jan Ashley Seconded, Motion carried. After discussion, Ginny Miller made a motion to approve the October 23, 2017 Finance Committee Minutes. Jan Ashley 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 with minor corrections. Adele Ward Seconded, Motion carried.

The Policies and Procedures approved were:

Active Shooter, External Hazmat Incident, Bioterrorism Threat, Extreme Temperatures, Bomb Scare, Alternate Communications in Emergency Situations, Mass Casualty Response, and Emergency Operations Plan. Reimbursement for District Expenses, Reimbursement for Travel Expenses, Authority and Responsibility of the Executive Director: Contracting and Bidding, Compensation of Executive Director and Request of Public Funds.

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 monthly injection audit, the left without being seen report and point of care lab services that have been added.

7. DISCUSSION/SET FUTURE SPECIAL BOARD MEETING DATES
After discussion, the following meetings have been approved by the Board
 - November Finance and Board Meeting, Thursday, November 16, at 4:00 pm
 - December Finance and Board Meeting, Monday, December 18, at 12:00 noon

8. 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 75% 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. 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 worked closely with Athena's Client Retention Team with the goals of successfully processing claims and the assignment of an alternate Account Manager to work with us going forward.
 - The Executive Director and Team are involved in a "First" for the District. We have established a relationship with California State University Bakersfield to provide an Administrative Internship Experience for graduate student (Mr. Ryan Shultz) who is a candidate for a MS HCA degree in Healthcare Management.
 - The Executive Director and District Manager have scheduled a meeting on 11/2 to establish closer relationships with our regional LAFCO. Our primary purpose, as they were unable to attend our 9/29 public meeting, will be to inform them regarding our project scope and progress.
 - We have made a strategic decision to delay our implementation of OB/GYN service line. We will inform the Board of continuing strategic discussions.
 - The Accounts Receivables with Practice Velocity (PV) have been reduced to \$9,369.58. Practice Velocity will continue collection efforts; however, we will terminate this receivable soon.
 - Disaster Medical Planning: The Medical Supply Storage project has been reviewed with the City building inspector and a permit is pending. The scope of the project (Two parts: Building modifications: \$20,239; HVAC: \$20,978) have been reviewed with the City of Taft and the County of Kern (DPH/EMS and District 4 Supervisor Couch) and each has expressed support for the project. (See separate Agenda action item)

- We will have-in place-a disaster response plan (for internal and external disasters) by November 15, 2017.
- 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); Janice Nichols-Ray (NP-C); Guadalupe Galindo (NP-C) make up the mid-level staff.
- Physician and mid-level staffing: Jackson Physician Search has provided a candidate, Mr. Joseph Juma, MPH, MS, FNP who was interviewed on 10/18-19. Based on discussions with Mr. Juma while the interview process was very positive we believe the requisite experience as an RN and FNP was not sufficient to meet our needs for semi-independent practitioner as soon as possible.
- We are adding a second provider on Monday and Tuesday afternoons at 5PM 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: We continue with mental health. 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 October will be on the 24th. Dr. Timothy Lee presented several interesting clinical pediatric cases.
- A report from the Quality Assurance Performance Improvement (QAPI) Committee is on the Board's primary agenda.

C. MCCF Health Services:

- Dr. Rupal Sidhu: No extended absence, near-term, is planned. 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).

D. District Manager and the Accounting Manager:

- The District Manger 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. A District "Yard Sale" will be held before the end of the year.
- The District Manager/Assistant are completing the process to designate the West Side Health Care District as a Certified District by ACHD. The required "Annual Report" to release to the community through our Website has been completed.
- District manager: Credentialing activities continue with new providers (MD and Mid-level) and payer-contract negotiations requiring credentials compliance. 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 competency and training status of our District employees.
- Meetings regards the branding process for West Side Family Health Care, with Heise Media continue. Website activities are in motion including provider pictures and development of a new logo.
- A part-time Maintenance position has been filled by Stanley Hunt.

- Accounting Manger 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 effectives 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.

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

- Census: 1,339 (45/day) 18 LWBS; (7 to higher LOC; 4 Non-emergent; 5 insurance issues; 2 patient preference. September 2016: 1,289 43/day
- Collections: PV: \$218.00; Clinic Collections: \$12,110.75; Athena: \$29,586.65; Misc. Deposits: \$534.25; Total Deposits: \$42,449.65
- Clinic Staffing is adequate. We are at 108% 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 continue 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.
- 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.

B. DISCUSSION AND APPROVAL OF MEDICAL DISASTER FACILITY PLANNING PROCESS
The Board discussed the medical disaster cache project moving forward. Darren Walrath made a motion to approve, Jan Ashley Seconded, Motion Carried.

C. DISCUSS DISTRICT AND WEST SIDE FAMILY HEALTH CARE PROPOSED LOGO
After discussion and Review, the Board choose a new proposed logo. Details of design will be further discussed with Heise Media for final presentation.

9. BOARD COMMITTEE REPORTS

1. Finance Committee- No further updates at this time.
2. Facilities Committee- No further updates at this time.
3. Community Outreach- Taft Union High School Yearbook ad to be placed. Halloween Spooktacular event, Tuesday, October 31, 2017
4. Personnel Committee- No further updates at this time.

10. **DISTRIBUTION OF BOARD INFORMATION AND NEWSLETTERS**
Monthly Association of California Healthcare Districts, California Special District Association Newsletters for review. The City of Taft Shop with a Cop Program was reviewed, it was discussed, and determined, to be out of the scope of the District's mission.
11. **BOARD MEMBER INPUT**
None at this time.
12. **CLOSED SESSION**
Mr. Cooper asked for a motion to enter into Closed Session. Jan Ashley made a Motion, Darren Walrath Seconded. The Board entered into Closed Session at 5:24 pm.
13. **OPEN SESSION**
At 5:57 pm, Board President, Eric Cooper announced that no action was taken during Closed Session.
14. **ADJOURNMENT**
At 5:58 pm, the October 26, 2017, Board Meeting was adjourned.

Respectfully Submitted:



Virginia Miller, Secretary/Treasurer

**Next regular Board Meeting is scheduled for Thursday, November 16, at 4:00 pm
West Side Health Care District Office**