



West Side Health Care District

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

BOARD MEETING MINUTES

Thursday, October 25, 2018, at 4:00 pm

1. CALL TO ORDER

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

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

In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan and Doug Keeler of the Taft Midway Driller.

2. PUBLIC INPUT

None

3. APPROVAL OF MINUTES

The Board meeting Minutes of Thursday, September 20, 2018, were reviewed. Darren Walrath made a Motion to approve the Minutes. Jan Ashley Seconded. Motion carried.

The Personnel Committee Minutes of Tuesday, October 9, 2018, were reviewed. Jan Ashley made a Motion to approve the Minutes. Adele Ward Seconded. Motion carried.

The Facilities Committee Minutes of Monday, October 15, 2018, were reviewed. Adele Ward made a Motion to approve the Minutes. Jan Ashley Seconded. Motion unanimously carried.

4. FINANCIAL REVIEW

Presentation by CPA, Rick Jackson, JWT & Associates, LLP, 2017/2018 Fiscal Year Audit. After discussion, Adele Ward made a Motion to approve the 2017/2018 Audit. Virginia Miller Seconded. Motion unanimously carried.

The Financial Statements of September 2018 were reviewed by Accountant, Kelly Hohenbrink via telephone. After discussion, Virginia Miller made a Motion to approve the September 2018 financials and file for Audit. Jan Ashley Seconded. Motion carried.

5. REVIEW OF QUALITY ASSESSMENT AND PERFORMANCE MINUTES, DR. OSTROM

Medical Director, Ron Ostrom, MD reviewed the QAPI Minutes of the last meeting of October 2018. The recap was reviewed for informational purposes only.

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. Darren Walrath Seconded. Motion carried. The Policy and Procedures approved were: Accounts Payable, Waive Testing-Strep A Direct Rapid Testing, Waived Testing- Urinalysis Using Siemens Analyzer, Waived Testing- Urine Drug Testing- Rapid, Waived Testing- Urine Pregnancy Testing, X-Ray Orders, Waived Testing-Overview, Visual Acuity, Storage, Handling, and Delivery of Medications, Incident Report, Waived Testing-Fecal Occult Stool, Waived Testing HemoCue 201 with Plasma Conversion, Waived Testing HemoCue Hb 201, Waived Testing DCA Vantage Analyzer Hemoglobin-A1C, Waived Testing-LeadCare II, and Waived Testing Quality Assurance.

7. DISCUSSION AND CONSIDERATION TO APPROVE THE PERSONNEL COMMITTEE RECOMMENDATION FOR A 2% EMPLOYER MATCH CONTRIBUTION TO THE 403 (B) PLAN.

After Discussion, Adele Ward made a Motion to contribute 2% to the Staff members that participated in the 403(B) retirement plan. Total Cost to the District is \$19,003.63. Darren Walrath Seconded. Motion unanimously carried.

8. ADMINISTRATIVE UPDATE

A. Executive Director:

- West Side Family Health Care (the "Project"): The Project Report for has been completed with a request for payment of The Kitchell report for September and is in your read file. The requested report has been forwarded to the Donor.
- The next installment of the Donor Grant funds that are directed through the Foundation scheduled for distribution on or before November 30th. They will be placed in the Project account at United Security Bank.
- "Concept" ideas for donor recognition will need to be reviewed and discussed by the Foundation Board and staff.
- Application to be a National Health Service Corps has been approved and the WSHCD is now an approved site for student loan forgiveness programs.
- Disaster Medical Planning: The request for replacement funds and the purchase of additional items (3 generators) has been approved. The West Side Disaster Preparedness Planning Group has not met at this point.
- Restructure of the District parcel map(s): The project to reduce the number and realign identified parcels on the District property. Was discussed by the Facilities Committee. Staff will proceed to accomplish the realignment through the appropriate title company.

B. Medical Director: (Ronald J. Ostrom, D.O.)

- We discontinued the retained search with Jackson Physician Search on October 15th. We are continuing to recruit with contingency recruiters for a Board Certified Family Practice physician.
- Medical Staff issues: Drs. Nancy Ferrel continues as a scheduled MD. Drs. Mohamed Hammami, Burnett Rucker, Burton Slinger, and Dr. Ostrom are providing per diem MD coverage.
- Heather Bosma (NP-C) is our primary scheduled mid-level staff. FNP Beth White is nearing the end of her proctoring period with Heather and has been well received by patients and staff.
- Clinic volumes are down consistent with the seasonal (summer) period.
- 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): Dr. Ostrom will present the October 18th QAPI meeting report to the Board this month

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

- Dr. Rupal Sidhu, MD: Coverage continues
- Dr. J. Sterling Bryan, DDS: Coverage continues
- PTO and CME Coverage continues with MD or Mid-level providers credentialed by CDCR. No additional PTO has been requested at this time.
- Dr. Ostrom has performed the annual peer review of Dr. Sidhu as required by the CDCR contract.

4. District Manager and the Accounting Manager:

- The District office staff continues with the countless duties and responsibilities of the District Office, Human Resources functions, Community Outreach, and Board responsibilities. The process of annual review of Policies and Procedures is ongoing.
- District Manager will be out of the office Monday 22nd thru Wednesday 24, completing Clerk of the Board Certification through CSDA in Lake Tahoe.
- Staff has begun preparations for the annual Spooktacular event on October 31st.
- Discussions have begun in reference to a Christmas Parade entry, The theme this year is "Winter Wonderland".
- Worked on coverage for Dr. Sidhu vacation request, Thanksgiving week will be covered by Dr. Kandkhorova.
- The District Transparency Certificate of Excellence through CSDA will be completed and submitted for approval soon.
- Carrie Coleman continues as Medical Affairs Coordinator, taking on tasks in support of the Medical Director. She is responsible for the ongoing and provider scheduling 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 Monthly clinic schedule, which will then be approved by Dr. Ostrom before publishing. She is also the contact person for medical records requests. Additionally, she is preparing peer review packets for submittal to Dr. Ostrom each month. Carrie has also been preparing for two new Providers to join the clinic roster in November.
- Preparation has begun for the 2017/2018 Audit. Rick Jackson, CPA was in the District Office the week of September 17, to begin the review of documents. Completed
- A meeting regarding the marketing process for West Side Family Health Care, with Heise Media was held in October, website updates are complete. New billboards and newspaper ads have been completed as well. Marketing ideas were discussed.
- Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly Financial Statements is in transition with the oversight of Robyn and involvement of the Office staff.

a. 5. West Side Family Health Care:

Clinical Operations: (Ryan Shultz, Director)

- 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

- b. Medi-Cal aged ARs. Processes related to clinic staff, providers, and Athena are being addressed. Staff will continue to track the progress of these improvements and report as needed. Staff are being supervised on registration best practices to ensure more accurate registrations to decrease/eliminate administrative delays in claims processing.
- c. Claims processing update: Claims are being processed in < 2 days (average).
- d. Process Improvements for Athena: The district was represented at the October AthenaNet Success Summit. Staff are evaluating improvement strategies related to Front and Back Offices, Patient Engagement, Billing, Management Oversight, and Providers.
- e. One on one meetings were held with each clinic and billing staff member. Feedback showed areas of strengths and weaknesses. Measurable goals are being developed with staff to improve operational outputs.
- f. An Emergency Tabletop Preparedness exercise was held during the October All Staff Meeting. Staff participation was great and we will continue to schedule similar exercises to comply with Federal (CMS) requirements and better prepare clinic and District staff for potential disasters.

Dashboard: Census: 1389 (46/day); 15LWBS; 12 Higher Level of Care, 2 Condition Not Urgent/Emergent, 1 Patient Preference, 0 Insurance Issue; September 2017:1339 (34/day); X-Ray: 105

- Clinic Staffing is adequate. We currently need to add two additional per diem MA's. The interview/selection process is underway. We have extended one offer. The candidate verbally accepted the offer and we have begun the pre-employment process. Staffing effectiveness and productivity has increased. Close examination and monitoring of census are occurring daily and flexing of staff will continue as needed. Staffing effectiveness for the first pay period September was 109%; 100% for the second pay period.
- Telemedicine September Volume: Endocrinology: 1 seen, 0 canceled, 0 no show. Behavioral Health: 11 seen, 2 canceled, 3 no show. Due to an increase in Behavioral Health volume, the scheduled clinic has been extended by one hour.
- Evidence Binder is complete and staff training is underway. The Evidence Binder is used to support staff during the survey process to answer Compliance Team questions if management staff are unavailable. Evidence Binder will be updated on a monthly basis.
- CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- Our full inventory of Private & VFC Flu inventory has arrived. West Side Family Health Flyers regarding flu inventory and need for vaccination were sent to local schools. A Flu-Shot Questionnaire has been created to identify our outreach efforts. The Athena Communicator Flu Campaign has been activated to contact patients identified in this Care Gap. Community Outreach: Jerry Melton & Sons Flu Clinic 10/4/18 & True Value on 10/18/18.

AUTHORIZED AGENT REPORT

The Report states that a new contract was signed with Cheryl Duncan Consulting and the former relationship with MSZ Resource Group has been dissolved.

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 Committee- October 31, 2018, Spooktacular. December 3, 2018, Taft Christmas Parade the theme this year is Winter Wonderland.
- 4. Personnel Committee-No further updates at this time.

10. **BOARD MEMBER INPUT-**
Darren Walrath – Thank you to the West Side Family Health Care, for taking such great care of his Mom.
Ginny Miller _ Happy to be home from traveling.
Eric Cooper – Great staff at West Side Health Care District, helped care for his Dad.
11. **CLOSED SESSION-**
President, Eric Cooper asked for a Motion to enter into Closed Session. Jan Ashley made the Motion. Ginny Miller Seconded. The Board entered into Closed Session at 5:29 pm.
12. **ITEMS FOR FUTURE AGENDAS – None at this time.**
13. **OPEN SESSION**
Virginia Miller made a Motion to return to Open Session at 6:07 pm. Adele Ward Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.
14. **ADJOURNMENT**
At 6:08 pm, Adele Ward made a Motion to adjourn the Board Meeting of June 28, 2018. Virginia Miller Seconded. The Meeting was adjourned.

Respectfully Submitted: 
Adele Ward, Board Vice President

**Next regular Board Meeting is scheduled for Thursday, November 15th, at 4:00 pm
at the West Side Health Care District Office**