



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

## BOARD MEETING MINUTES

Thursday, March 29, 2018, at 4:30 pm

### 1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 4:00 pm. Adele Ward 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. Nancy Ferrel	Medical Director
Robyn Melton	Clerk of the Board

Mr. Walrath arrived to the meeting late. In attendance, Clinic Director, Summer Wood-Luper, Account Manager, Lisa Weaver, and Doug Keeler

### 2. PUBLIC INPUT

None

### 3. PRESENTATION, CERTIFIED HEALTHCARE DISTRICT, ASSOCIATION OF CALIFORNIA HEALTHCARE DISTRICTS

Presentation by Chief Executive Officer, Ken Cohen, and VP of Member Relations & Administration, Sheila Johnston, presented the Board of Directors with a plaque, demonstrating the West Side Health Care District is committed to health care excellence and is now deemed a Certified Healthcare District in the State of California.

### 4. APPROVAL OF MINUTES

The Board meeting Minutes of Tuesday, February 20, 2018, were reviewed. Ginny Miller made a Motion to approve the Minutes. Jan Ashley Seconded. Motion carried.  
The Personnel Committee Minutes of Friday, March 2, 2018, were also reviewed. Ginny Miller made a Motion to approve the Minutes. Jan Ashley Seconded. Motion carried.

### 5. FINANCIAL REVIEW

The Financial Statements for February 2018 were reviewed by Accountant, Kelly Hohenbrink, via Telephone. After discussion, and review of reports, Ginny Miller made a Motion to approve the February 2018 Financials and file for Audit. Adele Ward Seconded. Motion carried.

### 6. ISSUES/DISCUSSION/APPROVAL OF USDA AND CONSTRUCTION LOAN FUNDING, BY FINANCIAL ADVISOR, GARY HICKS

Mr. Hicks announced that the construction loan has been approved and discussed the USDA Letter of Conditions that was received on March 14, 2018.

RESOLUTION # 2018-01, LOAN AUTHORIZATION, USDA.

This Resolution allows the District to obtain a direct loan from the United State Department of Agriculture. The Resolution was Approved, roll call was called by Board Clerk, Robyn Melton.

Ayes: Cooper, Ward, Miller, and Ashley

Absent: Walrath

RESOLUTION # 2018-02, LOAN AUTHORIZATION, UNITED SECURITY BANK

This Resolution was tabled for the May 2018 Board Meeting.

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7. DISCUSSION/APPROVAL, BASED ON PERSONNEL COMMITTEE RECOMMENDATION, ADOPT DISTRICT EMPLOYEE SALARY RANGES  
After review and discussion based on the Personnel Committees recommendations. Adele Ward made a Motion to move the District Employee Salary Range discussion to Closed session. Ginny Miller Seconded. Motion carried.
8. DISCUSSION/APPROVAL, BASED ON PERSONNEL COMMITTEE RECOMMENDATION, HIRING A SECURITY GUARD FOR THE WEST SIDE FAMILY HEALTH CARE CAMPUS.  
After review and discussion based on the Personnel Committees recommendations to help ensure Staff and patient safety, Ginny Miller made a Motion to approve hiring a Security Guard for the Health Care Campus. Adele Ward Seconded. Motion carried.
9. 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. XXXX Seconded. Motion carried.  
The Policies and Procedures approved were: Abnormal Vital Signs, Aseptic Procedure, Electronic Protected Health Information, Intramuscular Injections, Accounts Payable, Animal Bite-Reporting, Answering a Phone Call, Appointment Notification, Audiogram-Threshold, Autoclave Spore Testing, Auxiliary Aids and Services for Persons with Disabilities, Blue Shield Eligibility Verification, Business Hours, Cardiopulmonary Resuscitation, Basic Life Support, Cleaning Duties, Consents for treatment- Guidance, Contagious Patient, correction of information in the medical record, Crash Cart, Critical Alert Value Notification, Demonstrated Competency, Disaster- Water Contamination, Drug Samples, EKG, Elder or Dependent Adult Abuse Reporting, Emergency Ambulance Transfer, Emergency release of Patient Records, Employee Health, Equipment Management, Exam Table and Exam Room Cleaning and Disinfection, Eye Irrigation, Follow-up of Patients, Influenza A and B Test-Waived, Patient with Urgent Complaint or Distress, Patient Medical Record Content, Preventative Services; Adults, Quality Assurance & Continued Quality Improvement Plan, Registration of Established Patient, Registration of New Patient, Retention of Records, Scope of Services, Section 504 Grievance, Security and Retention of Medical Records, Staff Meetings, Standardized Orders for Physical Examinations, Standardized Procedure for Pulse Oximeter, Standardized Procedures for Urinalysis, Standardized Order for Urinalysis on Pregnant Patients, Sterile Shelf Life, Sterile Supplies and Instruments, Storage, Handling, and Delivery of Medications, Supply Ordering, Supply Outdates, Temperature- Axillary Welch Allyn Sure Temp, Temperature- Rectal Welch Allyn Sure Temp, Sterile Field, Temperature- Tympanic Thermometer, Threatening or Hostile Patient, Universal Precautions, Unscheduled Downtime of Electronic Medical Record, Unitary Catherization, Urine Collection-Clean Catch Female, Urine Collection- Clean Catch Male, Use of Gloves, Vaccine Administration, Vendor Visitor Management, Venipuncture, Visitors and Relatives, Visual Acuity, Waived Testing-Lead Care II, Waived Testing- Occult Stool, Waived Testing- RSV Rapid Test, Waived Test, urinalysis Using Siemens Analyzer, Waived Testing, Urine Drug Testing-Rapid, Waived Testing- Urine Pregnancy Testing.  
District Policies approved were: Authorized Agent
10. ADMINISTRATIVE UPDATE
  - A. Executive Director and Management Team:
    - West Side Family Health Care Outpatient Facility Construction Documents (CD) are in process of responding to Agency review questions and comments.
    - The USDA application for financing has been reviewed by the USDA officials in Fresno and Sacramento. This application and process will be a matter of discussion at the Board meeting.
    - The Athena EMR and Revenue-Cycle Update:

A total of 3,307 MediCal “code 18 wrap claims” have been identified as “not processed” as a

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- result of review and audit of the claims processing activity reports. Staff continues to manually drop those claims (worth approximately \$160,000) and has worked with Athena to have them automate the processing and take over the task of dropping those claims. Athena’s response is pending.
- 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, continues and has almost completed of the 200 hour-internship experience suggested by CSUB.
- The Executive Director is registered to attend the ACHD Legislative Day events in Sacramento on 4/16-18.
- Disaster Medical Planning: We have completed the Disaster Medical Storage project. The West Side Disaster Preparedness Planning Group met at the District Office on March 22<sup>nd</sup>.
- Restructure of the District parcel map(s): We are communicating with the City of Taft and Nelms Survey 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.
- Tax Exempt issues: We have received reimbursement from the County for the taxes paid in the escrow for the purchase of Parcel 09.

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

- Dr. Ferrel continues in her role as Interim Medical Director for the period January 1<sup>st</sup> to June 30, 2018.
- We continue with Jackson Physician Search for the recruitment of a Family Nurse Practitioner and a pediatrician/family physician to replace Dr. Lee. We have had several NP interviews referred from Jackson and that search continues.
- Medical Staff issues: Drs. Nancy Ferrel, Burnett Rucker continue our MD schedule. Drs. Mohamed Hammami, Burton Slanger, and Ron Ostrom are providing per diem MD coverage. We are discussing a provider relationship with Dr. Nadeem Goraya, Board Certified Family Practice.
- Heather Bosma (NP-C) was joined in February and March by a locums (PA-C) Heather Duncan (through 3/24) as scheduled mid-level staff. On April 11<sup>th</sup> a locums PA-C, Shar Brodbelt will provide staff assistance until June 1<sup>st</sup>.
- Dr. Luis Martinez, Jr. D.O. has signed a physician’s services agreement and is continuing in the credentialing process as an additional resource for per diem physician coverage.
- 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.
- The Grand Rounds: The program that was instituted by Dr. Lee is being discontinued in that format. Clinical review and focused training by Dr. Ferrel will be developed to meet specific objectives.
- 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 March have been resolved. Additional mid-level providers are submitting credentials to CDCR to provide options for future coverage.

4. District Manager and the Accounting Manager:

- The District Manager continues with the countless 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.
- ACHD certification has been reviewed and approved. ACHD staff will be present at this meeting to acknowledge this achievement. The District Transparency Certificate of Excellence through CSDA will be completed and submitted for approval soon.
- Assisting Ryan Shultz with the Medical Disaster Storage project. 18 shelving units have been installed. Office staff has assisted Ryan in the placement and inventory of Medical supplies that have been delivered.
- 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.
- Summer, Clinic Director and Robyn, District Manager have returned from the NARHC conference in San Antonio, TX. **During that conference they each have completed the study and pass the examination are now Certified Rural Health Care Clinic Administrators!!**
- 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 a 17.7% recovery or approximately \$55,703.27 transferred and \$9,838.76 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.
- Meetings in regards to the branding and marketing process for West Side Family Health Care, with Heise Media continue.

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

**Dashboard:** Census: 1,662 (59/day); 12 LWBS (6 to higher LOC; 4 non-emergent; 2 insurance issues; 0 patient preference); February 2017:1,286 46/day; X-Ray: 119

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

Accounts Receivable:

- a. Clinic Staffing is adequate. We have hired a new per diem MA who is on orientation. We are at 122% staffing effectiveness. The rise in staffing effectiveness and patient volume indicates a need to increase back-office support. The addition of 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.

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- b. We continue to provide VFC vaccines to children who qualify. 100% immunizations continue to be audited for correct eligibility verification and chart documentation. We have completed our recertification for 2018 and expect a site survey in April 2018.
- c. Registration audits indicate improvement in compliance with our registration processes. Staff will move from self-auditing to peer audit as assigned to ensure compliance with our registration policies and procedures. Random peer auditing will continue until compliance is reached and sustained.
- d. CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- e. 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 is required and will include practitioner/staff education and training. Plan of correction is due 4/20/18.
- f. We have received our full inventory of Flu vaccines and will continue to offer an opportunity to vaccinate our community members.

10B. 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 application. 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 \$5.0 M construction loan, including the request for funds.

10C. UPDATE, MEDICAL DISASTER FACILITY COMPLETION, EXECUTIVE DIRECTOR, GERLAD STARR  
The building and the inventory list have been completed. A community Disaster Meeting was held on Mach 22, 2018. These meetings will continue quarterly.

10D. UPDATE OF CLINIC FACILITY PROJECT, EXECUTIVE DIRECTOR, GERALD STARR  
The public bid documents should be ready mid-May 2018. The permits from the City of Taft are also scheduled to be completed at approximately the same time.

11. BOARD COMMITTEE REPORTS

- 1. Finance Committee- No further updates at this time.
- 2. Facilities Committee- No further updates at this time.
- 3. Committee Outreach- Rotary Health Fair, Saturday, April 21, 2018 8:00 am – 12:00 noon.
- 4. Personnel Committee- No further updates at this time.

12. BOARD MEMBER INPUT  
None at this time.

13. CLOSED SESSION

President, Mr. 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 5:55 pm. After discussions, Jan Ashley made a motion to adjourn from Closed Session at 6:39 pm. Adele Ward seconded. Motion carried.

14. ITEMS FOR FUTURE AGENDAS

None requested

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15. OPEN SESSION

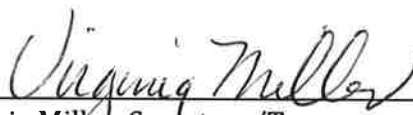
Board Closed Session discussions pertained to a number of issues Board President, Eric Cooper announced the following actions of the Board were reported in open session:

1. The salary ranges recommended by the Personnel Committee were approved, with modification of the top of the range for the District Manager set at \$38.46. A Motion by Jan Ashley, seconded by Darren Walrath, Motion Carried
2. A recommendation of the Personnel Committee and Executive Director to approve a recognition bonus to the Clinic employees and District Staff (the Executive Director and Intern not included) of 2% of compensation was discussed. After discussion, Darren Walrath made a Motion to approved the bonus in recognition of the extensive and positive progress of the District and Clinic in achieving and maintaining certified Rural Health Clinic status, adding new services, establishing Primary Care and managing the increase in average daily visits to the Clinic. approve. Ginny Miller seconded. Motion carried.

16. ADJOURNMENT

At 6:43 pm, , Ginny Miller made a Motion to Adjourn the Board Meeting of March 29, 2018. Jan Ashley seconded. Motion carried

Respectfully Submitted:

  
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Virginia Miller, Secretary/Treasurer

**Next regular Board Meeting is scheduled for Thursday, April 25, 2018, at 4:00 pm  
West Side Health Care District Office**