



West Side Health Care District

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

BOARD MEETING MINUTES

Thursday, July 26, 2018, at 12:00 pm

1. CALL TO ORDER

Board President, Eric Cooper, called the meeting to order at 12:00 pm. President, Eric Cooper led the Pledge of Allegiance. Those present were:

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

In attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan, and Doug Keeler.

2. PUBLIC INPUT

None

3. APPROVAL OF MINUTES

The Special Board meeting Minutes of Thursday, July 12, 2018, were reviewed. Adele Ward made a Motion to approve the Minutes. Ginny Miller Seconded. Motion carried.

4. FINANCIAL REVIEW

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

5. REVIEW OF PROJECT FUNDING AND SCHEDULING, EXECUTIVE DIRECTOR, GERALD STARR

Executive Director, Gerald Starr announced that a grant agreement is currently in process, announcing the District is the beneficiary of a four million dollar, anonymous donation. The generous donation will allow the District to discontinue the loan process with the USDA as well as United Security Bank.

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:

Ownership and Governance Statement, Disaster- Fire, Exposure Control Plan, Late Arriving, Unscheduled Patients, Medications Management-Storage of Multi-use Containers, Medical Assistant Scope of Practice, Medical Records Forms and Fees, On-Call Program, PPD Test Results, and Waive Testing Bilirubin Testing.

B. Annual Signature Page for Policies and Procedures, this document was signed during the Meeting.

7. ADMINISTRATIVE UPDATE

- West Side Family Health Care Outpatient Facility: The Board will execute a contract with the General Contractor: Proffitt Construction Inc. d.b.a. Superior Construction. This action will take place following verification of Funding for the project.
- The USDA Loan processing and the United Security Bank Construction loan document review: These funding sources have been discontinued based on a replacement source of funding.
- A grant through the West Side Health Care Foundation of \$ 4.0 Million with an additional \$1.0Million, if needed, is in process from a donor that wishes to remain anonymous.
- The ground-breaking ceremony was held on July 13. Active site work is delayed pending execution of the General Contractor agreement.
- The need for a model of the project for display and presentations to the community is under review. While we have received "concept" ideas for donor recognition from the architect; we have not had an opportunity to review them with the Foundation/staff.
- The Athena EMR and Revenue-Cycle Update:
All aged wrap claims have been submitted to Athena and payments are being received from MediCal weekly. Athena continues to research the reason why dropped wrap claims were held incorrectly and caused to be denied due to untimely filing. A project relative to the aged AR continues in process. Staff are being supervised on registration best practices to ensure more accurate registrations to decrease/eliminate administrative delays in claims processing.
- Claims processing update: Claims are being processed in < 2 days (average). This improves the number of days in A/R outstanding. We are focusing on claims that are placed in "denial" status. This will improve both our knowledge and workflow and to hold Athena accountable for their processes. We are automating the "small balance" write-off process to improve efficiency and insure a "clean A/R" report. We have implemented a more comprehensive process to encourage patient payment of "self-pay" balances through a series of personalized letters.
- The contract with MSZ Resource Group, Inc., has been executed and is reported in the Board Authorized Agent report. There will be continued focus on revenue cycle, policies and procedure and Clinic-project-owner responsibilities in the Project process.
- We have achieved "eligible provider" status with the National Health Service Corps (NHSC). Open enrollment for new clinics for 2018 is in process. This will be a valuable recruiting tool in our expanded clinic operations in CY 2019.
- Disaster Medical Planning: The West Side Disaster Preparedness Planning Group has not met at this point. We must focus on this in the summer months. A staff member has been assigned Disaster inventory management responsibilities.
- Restructure of the District parcel map(s): The project to reduce the number and realign identified parcels on the District property is nearly complete. We should be able to review the recommendations of the City and the Surveyor with the Facilities Committee in July.

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

- Dr. Ronald J. Ostrom, D.O., has assumed the role Medical Director on July 1st.
- We continue with the search for a Family Nurse Practitioner. We continue with Jackson Physician and contingency recruiters for physician(s) and a Family Nurse Practitioner.
- Medical Staff issues: Drs. Nancy Ferrel continues as a primary MD scheduled. Dr. Nadeem Goraya, Board Certified Family Practice continues to provide extensive coverage for the

- Clinic. Drs. Mohamed Hammami, Burnett Rucker, Burton Slinger, and Dr. Ostrom are providing per diem MD coverage.
 - Heather Bosma (NP-C) is our scheduled mid-level staff. We will add a second FNP (Elizabeth White) to our staff effective August 1st. Elizabeth (Beth) is a local Kern County resident who is an experienced RN and a recent graduate of the CSUB Masters program in Nursing.
 - We will continue to add a second provider on Monday through Thursday afternoons at 5PM as needed during the summer lower census. Clinic volumes are down consistent with the seasonal (summer) period.
 - Telemedicine: Our Telemedicine services January-June volume is as follows: 63 total patients seen; 21 of those were new patients; 17 patients were Endocrinology and 46 patients were behavioral health. Our "No Show" rate is significant. Of the 90 patients scheduled 27 were "no show", a rate of 30%. Of those no show patients only 4 were Endocrinology patients.
 - 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 is up to date. Dr. Ostrom has scheduled the next QAPI meeting for August 9th.
- C. 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
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 the Board. The process of Annual review of Policies and Procedures is ongoing.
 - The new facility Groundbreaking was a success! Very positive feedback has been received from community members and attendees.
 - The District Celebration, Summer Sizzle Pool Party was a smashing success! Approximately 90 attended. Staff and guests had a great time.
 - 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 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 schedule, which will then be approved by Dr. Ostrom before publishing. She is also the contact person for medical records requests.
 - Carrie is currently working on the National Association of Service Corps (NASC) application. The open enrollment period runs through August 14th. This will allow us to offer loan debit paydown for providers that choose to work in rural areas, i.e., WSFHC.
 - Interviews continue for the new Receptionist position. The field has been narrowed to three candidates.
 - A meeting regarding the marketing process for West Side Family Health Care, with Heise Media is scheduled.
 - Transworld collections: Information regarding collections is delayed pending a new person (Interim or permanent) in the Accounting Manager's position.
 - a. Accounting Manager Routine Activities: Payroll; Savings and checking accounts oversight; Accounts payable processing; maintaining QuickBooks; and, the production of the monthly

- b. Financial Statements is in transition with the oversight of Robyn and involvement of the Office staff. An interim person (Kellie) with experience in accounting activities is being oriented.

5. West Side Family Health Care Operations: Clinic Director Summer Wood-Luper, BSN, PHN
Dashboard: Census: 1,225 (41/day); 12 LWBS; 3 higher Level of Care, 7 Condition Not Urgent/Emergent, 1 Patient Preference, 1 Insurance Issue; June 2017:1,311 (42/day); X-Ray: 110
Collections: Clinic/District; Athena Deposits: Misc. Deposits: Total Deposits:

Accounts Receivable:

- Clinic Staffing is adequate. We have currently two per diem MA's; one is on orientation. We are at 84% staffing effectiveness for the first pay period in June and 99% in the second pay period.
- CHDP site survey will occur once we have secured a new full-time family practitioner or pediatrician.
- Registration oversight needed improvement in collection of accurate demographics on intake. Staff assigned to make corrections have demonstrated improvement in demographic day-entry.
- Primary healthcare meetings have begun. Topics included identifying newly assigned primary care patients to our practice, developing a method of contacting patients for their initial and annual physical exams. Primary care logs are in formation: Care Gap, Annual Physical. Development of forms for primary care patients: Health History, Quality Assessment, Documentation of Face-to-Face Encounter, Addendum to Medicare Home Health Certification.
- Staff training includes renewal of Annual Demonstrated Competencies.
- Community events include Taft High School Physicals in June.

B. AUTHORIZED AGENT REPORT- Nothing Further at this Time

C. UPDATE OF CLINIC FACILITY PROJECT- Nothing Further at this Time

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- The Groundbreaking Ceremony was great, very well attended, positive things are happening! Thank you to the Staff for all your hard work.
4. Personnel Committee- Nothing at this time.

9. BOARD MEMBER INPUT- Darren Walrath -the new signage at both facilities look good, thanks!

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

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 1:20 pm.

12. OPEN SESSION

Ginny Miller made a Motion to return to Open Session at 2:15 pm. Jan Ashley Seconded. Motion carried. Board President, Eric Cooper announced that no action was taken during Closed Session.

13. ADJOURNMENT

At 2:18 pm, Adele Ward made a Motion to adjourn the Board Meeting of June 28, 2018. Ginny Miller Seconded. The Meeting was adjourned.

Respectfully Submitted: _____


Virginia Miller, Secretary/Treasurer President

**Next regular Board Meeting is scheduled for Thursday, August 23 , at 4:00 pm
at the West Side Health Care District Office**