



**westside**  
HEALTH CARE DISTRICT

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

**BOARD MEETING**

Wednesday, January 31, 2018, at 5:00 pm

1. **CALL TO ORDER**

Board President, Eric Cooper, called the meeting to order at 5:00 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. Nancy Ferrel	Medical Director
Robyn Melton	Clerk of the Board

Also in attendance, Clinic Director, Summer Wood-Luper, Consultant, Cheryl Duncan and Account Manager, Lisa Weaver and Doug Keeler.

2. **PUBLIC INPUT**

None

3. **DISCUSSION/APPROVE DRAFT CONTRACT DOCUMENTS FOR BID PACKAGE INCLUSION. AUTHORIZE, EXECUTIVE DIRECTOR GERALD STARR, ALONG WITH LEGAL COUNSEL TO MAKE CHANGES TO CONTRACT IF NEEDED. DISCUSSION LED BY ATTORNEY, MARK BATEMAN**  
Executive Director, Gerald Starr requested this item be removed from the Agenda at this time and refer to the Facilities committee for review. Darren Walrath made a Motion. Adele Ward Seconded. Motion carried.

4. **APPROVAL OF MINUTES**

The Board meeting Minutes of Monday, December 18, 2017, were reviewed. Ginny Miller made a Motion to approve the Minutes with one correction. Adele Ward Seconded. Motion carried.  
The Personnel Committee meeting Minutes of Thursday, January 10, 2018, were reviewed. Ginny Miller made a Motion to approve the Committee Minutes. Adele Ward Seconded. Motion carried.  
The Facilities Committee meeting Minutes of Tuesday, January 16, 2018, were reviewed. Ginny Miller made a Motion to approve the Committee Minutes. Adele Ward Seconded. Motion carried.

5. **FINANCIAL REVIEW**

The Financial Statements for December 2017 were reviewed by Executive Director, Gerald Starr. After discussion, and review of reports, Ginny Miller made a Motion to approve the December 2017 Financials and file for Audit. Jan Ashley Seconded. Motion carried.

6. **NOMINATIONS FROM THE FLOOR AND ELECTIONS OF 2018 DISTRICT OFFICERS AND COMMITTEE MEMBERS**

Jan Ashley made a Motion for Items 1 – 7 to remain the same for the year 2018. Adele Ward Seconded. The Board Officers and Committee Members for 2018 are as follows:

President, Eric Cooper  
Vice President, Adele Ward  
Board Secretary, Ginny 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

7. **DISCUSS MARCH 2018 FINANCE COMMITTEE AND BOARD MEETING DATE CHANGES**

The Board approved the March 2018 meeting dates will:

New Finance Committee Date: Monday, March 26<sup>th</sup> at 12:00 noon

New Board Meeting Date: Thursday, March 29<sup>th</sup> at 4:00 pm

8. **DISCUSS/APPROVE HIRING PART-TIME STAFF MEMBER TO SUPPORT FUNDRAISING EFFORTS FOR FACILITY PROJECT**

After discussion, it was decided that Shannon Jones will be hired as a part-time employee, not to exceed 20 hours per week. Adele Ward made a Motion to approve the hiring of a part-time staff member to raise funds through the West Side Health Care Foundation for the Districts new health care facility project. Jan Ashley 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. Darren Walrath Seconded. Motion carried.

The Policies and Procedures approved were: Waived Testing Quality Assurance, Waived Testing DCA Vantage Analyzer Hemoglobin A1C, and Cash on Hand Management.

10. **DISCUSSION/APPROVE, IT IS APPROPRIATE THAT THE EXECUTIVE DIRECTOR, GERALD STARR BE APPOINTED AS AN AUTHORIZED AGENT OF THE BOARD**

As recommended by the Personnel Committee, Executive Director, Gerald Starr shall be appointed an Authorized Agent of the Board. Motion made by Adele Ward. Seconded by Jan Ashley. Motion Carried.

11. **ADMINISTRATIVE UPDATE**

Executive Director and Management Team:

- West Side Family Health Care Outpatient Facility Construction Documents (CD) have been submitted for plan review to the City of Taft; Kitchell CEM (the CMA) and USDA
- We will continue additional project scope and budget discussions for remodeling exam rooms in the existing Clinic to accommodate dental services following the occupancy of the new Clinic building. The estimate for equipment is at \$227.5K; the revenue benefit from the Denti-Cal program should be significant.
- The USDA application for financing continues in process. The financial feasibility with Hendrickson Consultants is complete. Mr. Gary Hicks has coordinated that process and the submission to the USDA officials in Fresno and Sacramento.
- 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 result of review and audit of the claims processing activity reports. At this time, staff has

manually dropped those claims (worth approximately \$160,000) and are working with Athena to have them automate the processing and take over the task of dropping those claims. Updates to follow.

- The contract with MSZ Resource Group, Inc. (Cheryl Duncan's services) has been of significant value in many areas of the District's recent achievements; notably the revenue-cycle challenges with Athena and the rules associated with Rural Health Clinic billing and receivables (August-November). Also the development of the feasibility study for the USDA loan and various operational issues. For the six-month period 1/7/17 to 12/31/17 we used a total of 559 hours of the 1,000-hour estimate. I have renewed that contract from 1/1/2018 to 6/30/18. We will need her input with the Clinic construction process and a Human Resources and operations strategic plan in preparation for our expanded Clinic operation. We expect that the "special projects-use" of her hours we experienced during the previous period will diminish over the next six months.
- We hope to achieve "eligible provider" status with the National Health Service Corps (NHSC). Such status will enable providers to apply for "forgiveness" of student loans for their service in rural-health HPSA-designated areas. This should be a valuable recruiting tool in our expanded clinic operations in CY 2019.
- The Administrative Internship Experience for graduate student, Mr. Ryan Shultz continues. Ryan continues to oversee the project to develop the storage space for the disaster medical supply cache.
- We have made a strategic decision to continue the implementation of OB/GYN service line. We will continue this planning for implementation following the flu season.
- The Executive Director will attend the ACHD Leadership Seminars scheduled Feb. 8<sup>th</sup> and 9<sup>th</sup> as there is a concurrent Board of Director's meeting. Five Board members have been registered to attend also.
- The Executive Director as a Fellow of the American College of Healthcare Executives was invited to attend a Collaborative Regional Executive Roundtable by the Accountable Care Learning Collaborative in Los Angeles on January 18, 2018. Feedback from that conference will be shared with the Management Team and the Board by separate communication.
- Disaster Medical Planning: The facility renovation for the Medical Supply Storage project is close to being completed. Planning for acquisition and installation of shelving is in process. Late January and early February is when we expect to move to placement and management of the Cache inventory. We will reconvene the West Side Disaster Preparedness Planning Group soon thereafter.
- 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: (Nancy L. Ferrel, M.D.)

- Dr. Ferrel has agreed to the position of Interim Medical Director for the period January 1<sup>st</sup> to June 30, 2018. This will provide for the transition from Dr. Lee's role as Medical Director.
- We have initiated a contract with Jackson Physician Search for the recruitment of a pediatrician/physician to replace Dr. Lee.
- Medical Staff issues: Drs. Nancy Ferrel, Burnett Rucker, and Ron Ostrom along with Dr. Lee in Pediatrics continue our MD schedule. Drs. Mohamed Hammami, Dr. Joseph BenPerlas, and Dr. Burton Slanger are providing per diem MD coverage. Heather Bosma (NP-C) is our mid-level staff. Jackson Physician Search continues to search for a full-time FNP-C.
- Dr. Luis Martinez, Jr. D.O. is 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 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: Our Telemedicine services are growing. There is the potential that referrals for these specialties for Kern Health Systems patients from other Taft providers will be referred to our telemedicine services by KHS.
- The Grand Rounds: The Grand Rounds program is under review by Dr. Ferrel.
- Our after-hours on-call service, where patients will have the ability to reach an on-call doctor, is in place and the following utilization was experienced in December and January: Total Calls 19 over 29 days. Two calls have been the highest number of calls on a given day.
- The Quality Assurance Performance Improvement (QAPI) Committee process is being assessed with Dr. Ferrel's leadership. The January meeting was deferred given the Directorship transition. The Board can expect a report on QAPI policy and procedure in February.

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

- Dr. Rupal Sidhu, MD: Coverage continues
- Dr. J. Sterling Bryan, DDS: Coverage continues
- There are coverage issues being reviewed should Dr. Sidhu request PTO/CME in the near future.

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.
- Waiting for ACHD certification review and approval: 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 ordered. Medical supplies should arrive the last week of January.
- District manager: Credentialing activities continue with new providers (MD and Mid-level). Carrie Coleman continues in the part-time medical staff assistant position taking on tasks in support of the Medical Director. She is currently the process of completing the "On-Call Doc" phone app and maintains the provider scheduler in Athena. She is also the contact person for medical records requests.
- Reservations have been made for March 17th – 21<sup>st</sup> for San Antonio Texas for myself and Summer. We are both preparing for the National Rural Health Care Clinic Certified Administrators Exam and Conference. Wish us luck!
- The Board will evaluate, monthly, accounts which should be assigned to Transworld. At this point, we've transferred 231 accounts with collections in two phases amounting to approximately a 16.5% recovery or approximately \$39,742.47 transferred and \$6,539.82 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 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

- Census: 1,514 (49/day) 8 LWBS; November 2016: 1,420 46/day
- Collections: PV: \$0; Clinic/District Collections: \$14,952.96; Athena: \$118,615.35 Misc. Deposits: \$218.41; Total Deposits: \$133,786.82
- Clinic Staffing is adequate. We are at 96% 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 the addition of a third back office staff M-Th between 1-9 pm. We have hired a new MA who is currently on orientation and will need an additional Per Diem MA.
- We continue to provide VFC vaccines to children who qualify. 100% immunizations continue to be audited for correct eligibility verification and chart documentation. We will need to recertify in 2018.
- Registration audits indicate improvement in compliance with our registration processes. Staff continues 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 finalize requirements: Provider on-call schedule; a system in place to follow-up on missed and canceled appointments as well as preventative visit reminders. Remaining staff also need CHDP vision and hearing training that is awaiting scheduling. The CHDP site survey tool has been reviewed to ensure we are in compliance with program requirements.
- Our Athena EHR has been enhanced with a variety of Web Scheduling tools labeled as Patient Communications Content Management (PCCM). Basically, the systems are functional through the Patient Portal and provide many options for managing appointments and scheduling interactive with patient communications and participation.
- The second PAS Associates Customer Service training was held on November 28th. Training topics covered adapting to change, key principles of customer service (service, attitude, consistency, teamwork) and creating an action plan.
- We have received our full inventory of Flu vaccines and will continue to offer an opportunity to vaccinate our community members.

12. BOARD COMMITTEE REPORTS

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

13. BOARD MEMBER INPUT

Jan Ashley – reported the CTEC classes enjoyed Jerry Starr’s class presentation. Welcome, Dr. Ferrel.  
Ginny Miller- Glad Dr. Ferrel has taken on the Medical Director responsibility, thank you and welcome.

Adele Ward – Welcome Dr. Ferrel

14. CLOSED SESSION

Mr. Cooper asked for a Motion to enter into Closed Session. Adele Ward made a Motion, Ginny Miller Seconded. The Board entered into Closed Session at 6:05 pm.

15. ITEMS FOR FUTURE AGENDAS

None requested

16. OPEN SESSION

At 6:06 pm, Board President, Eric Cooper announced that the Executive Directors contract renewal document presented to the Board through the Personnel Committee were reviewed and discussed. The three (3) year contract was accepted and fully executed as presented and is effective March 1, 2018.

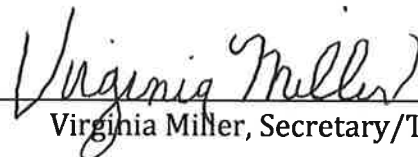
The 100% Construction Document cost estimate presented by Kitchell, CEM, Inc. dated January 25, 2018, was reviewed and discussed. The Boards opinion was to move forward and requested that the Executive Director and the Facilities Committee ("Owner") participate/monitor with the Project Architect and Construction Management Advisor (IBIGroup and Kitchell respectively) to explain/justify cost increases and identify potential actions for cost reduction. The Cost Summary should be included in the feasibility study and the project funding application to USDA be completed to enable the public bidding process.

Adele Ward made a motion to Adjourn from Closed Session at 7:25 pm. Ginny Miller, Seconded. Motion carried.

17. ADJOURNMENT

At 7:27 pm, January 31, 2018, Board Meeting was adjourned.

Respectfully Submitted:



Virginia Miller, Secretary/Treasurer

**Next regular Board Meeting is scheduled for Tuesday, February 20, 2018, at 4:00 pm  
West Side Health Care District Office**