



**westside**  
HEALTH CARE DISTRICT

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

**BOARD MEETING**

**Thursday, September 28, 2017, at 4:00 pm**

**1. CALL TO ORDER**

Board President, Eric Cooper, called the meeting to order at 4:00 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. Timothy Lee	Medical Director
Robyn Melton	Board Clerk

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

**2. PUBLIC INPUT**

None

**3. APPROVAL OF MINUTES**

The Board meeting minutes of Thursday, August 24, 2017, were reviewed. Jan Ashley made a Motion to approve the minutes. Darren Walrath Seconded, Motion carried.

**4. FINANCIAL REVIEW**

The Financial Statements for August 2017 were reviewed and summarized by Executive Director, Gerald Starr. Consultant, Cheryl Duncan reviewed the Revenue cycle and the process for dropping insurance claims. After discussion, Adele Ward made a Motion to approve the August 2017 financials and file for Audit. Ginny Miller Seconded, Motion carried. After discussion, Adele Ward made a motion to approve the September 25, 2017 Finance Committee Minutes. Ginny Miller 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. Ginny Miller Seconded, Motion carried.

The Policies and Procedures approved were:

Earthquake or Weather Emergency, Dispensing Pre-Packaged Prescription Medications, Management of Referral Request, Policy Development and Review, Website Patient Portal Information, Group Billing, Billing Practices, Volunteer Deployment, Peer Review, Medication Waste Stream, Communicable Disease Reporting and Attachments, Volunteer Deployment,

Group Billing, Shelter in Place for Patients and Staff, Preventative Maintenance Inspections, and Registering Patient Complaints.

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 patient wait time, discontinued packaged medication, and the monthly injection audit.
7. DISCUSSION/SET FUTURE SPECIAL BOARD MEETING DATE, WITH HEISE MEDIA  
After discussion, a special Board meeting will be held on Thursday, October 12, 2017, at 4:00 pm with Heise Media to discuss branding and marketing.
8. ADMINISTRATIVE UPDATE
  - A. Executive Director and Management Team:
    - West Side Family Health Care Outpatient Facility is at 100% design development with a construction cost estimate of \$6,990,855 and a project cost of \$9,000,000. Construction Documents have been authorized.
    - The USDA application for financing is in process. The Preliminary Architects Report is under review by the Fresno office of USDA. The financial feasibility study RFP with Hendrickson Consultants is in process with District consultants participating in the demand analysis.
    - The Athena EMR advised us on 8/24 that modifications to our RHC billing rules ("Rule Changes") had been completed and told us we could "drop claims with confidence". District staff uploaded the necessary fee schedules and contract information and proceeded to drop claims dating back as far as March 2017. Medi-Cal fee-for-service claims and Medicare claims have been stopped by RHC-related processing errors that reflect Athena HAS NOT completed all of the required steps to ensure proper RHC billing processing. We have identified the specific issues, have notified Athena's Customer Service Center and are waiting for them to resolve the issues. We are not able to drop the Medi-Cal Managed Care claims as there are two issues that Athena must resolve in order for those claims to process properly. We are aggressively addressing these problems with Athena. Financial reports for September should reflect the aged claims that were dropped (and are being corrected) but do not reflect the more than 2,000 Managed Medi-Cal claims that remain pending as of the drafting of this report.
    - The Executive Director attended the ACHD annual meeting in San Diego in September and is now a member of the ACHD Board. There will be meaningful challenges in the future for ACHD. We should monitor, and potentially be involved in, issues involving the Little Hoover Commission recommendations for Healthcare Districts and relationships with our regional LAFCO.
    - Contract-by-contract review is essentially complete in defining services and rates. The monitoring of Contracts for credentialing providers will be a focus of the District Manager's office

- The Accounts Receivables with Practice Velocity (PV) have been reduced to \$13,043.39. 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 by 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 have received a partial tax rebate for 2016 tax payments on Parcel NO 032-060-05-00-6. 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:
- a. 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.
  - b. Physician and mid-level staffing: Jackson Physician Search continues recruiting for a Nurse Practitioner and we have initiated local advertising also.
  - c. We are adding a second provider on Monday and Tuesday 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.
  - d. Telemedicine: We continue with mental health. We will continue to expand clinics in other specialties such as Infectious Disease (ID) with the high incidence of Valley Fever in our service area.
  - e. The subject for Grand Rounds on Thursday 9/28/17 is Occupational Medicine presented by Nancy Ferrel, M.D.
  - f. A report from the Quality Assurance Performance Improvement (QAPI) Committee is on the Board's primary agenda.
- C. District Manager and the Accounting Manager:
- The District Manager 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 directed the process of reviewing our Storage facility with removing unnecessary items; organizing remaining items and scanning documents/historical files that we are required to retain. 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. A required "Annual Report" is being prepared for release to the community through our Website.
  - District manager: Credentialing activities continue with new providers (MD (OB/GYN) 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.
- 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 effectiveness 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 a 17.3% recovery or approximately \$27,976.01 transferred and \$4,850.84 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 October 2017.

D. 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 (8<sup>th</sup> and 11).
- The annual peer review for Dr. Sidhu was performed by the Medical Director

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

- Census: 1,249 (40/day); 11 LWBS; July 2016: 1,319 43/day
- Collections: PV: \$279.25; Clinic Collections: \$17,097.22; Athena: \$81,183.77; Misc. Deposits: \$255; Total Deposits: \$98,815.24
- Clinic Staffing is adequate. We are at 81% staffing effectiveness. The staffing effectiveness has been updated to accommodate nonproductive hours (Staff Orientation, Staff Meetings, Staff Training, Online HR Training, Off-Site Community Events, and Telehealth) which had an effect on staffing effectiveness statistics. Flexing of staff is occurring and will be ongoing as needed to meet clinic productivity.
- We continue to provide VFC vaccines to children who qualify. 100% of all immunizations are continued to be audited for correct eligibility verification and chart documentation.
- 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.
- With the addition of our upcoming OBGYN service line, staff will begin orientation and training at Dr. Anucha's office in Bakersfield the first week of October.
- The first PAS Associates Customer Service training was held on August 22<sup>nd</sup> and covered behavioral workplace styles. The second training is scheduled for September 27<sup>th</sup> and will cover Customer Service.

- Community events include a recent Immunization Clinic with Taft City Schools in addition to a Community Flu Immunization Clinic with Melton & Son's. We have received our full inventory of Flu vaccines and will continue to offer an opportunity to vaccinate our community members.

9. BOARD COMMITTEE REPORTS

1. Finance Committee- the 2016/2017 Audit will be delayed pending a more reliable history of accounts receivable revenue cycle collections. Accurate numbers are needed for the FY 2017 audit and the 5-year projection for the USDA feasibility study.
2. Facilities Committee- Public Board meeting required for the USDA funding application is set for Thursday, September 29, 2017, at 5:00 pm at United Security Bank Community Room, 523 Cascade Place, Taft.
3. Community Outreach- the District will participate in a Community Halloween event, Tuesday, October 31, at 4:00 pm in the Albertsons parking lot.
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. Also included, a newsletter to repeal and replace the Affordable Care Act. The Board reviewed the West Side Recreation and Parks District sports sponsorship, Executive Director, Gerald Starr will determine the amount to be donated.

11. BOARD MEMBER INPUT

Jan Ashley- Kern Medical Reserve Corp meeting was good, glad she was able to attend.

Adele Ward – the District couldn't be this successful without the dedication of the Staff, thank you!

Ginny Miller- Thank you to Staff for all the hard work, the District is making progress.

Eric Cooper- encouraged the Board members to attend the Association of California Health Care Districts Leadership Academy in April 2018.

12. CLOSED SESSION

Mr. Cooper asked for a motion to enter into Closed Session. Jan Ashley made a Motion, Ginny Miller Seconded. The Board entered into Closed Session at 5:20 pm.

13. OPEN SESSION

At 6:08 pm, Board President, Eric Cooper announced that no action was taken during Closed Session.

14. ADJOURNMENT

At 6:08 pm, September 28, 2017, Board Meeting was adjourned.

Respectfully Submitted:



Virginia Miller, Secretary/Treasurer

**Next regular Board Meeting is scheduled for Thursday, October 26, at 4:00 pm  
West Side Health Care District Office**