**REDWOODS RURAL HEALTH CENTER**

BOARD OF DIRECTORS MEETING MINUTES  
Wednesday, March 24, 2021 at 3:30pm

Join Zoom Meeting

<https://us02web.zoom.us/j/87454276763?pwd=V3hQcUdGMkdpMHBFS0I2Y25DbFFsQT09>

1-669-900-9128 US (San Jose)

Meeting ID: 874 5427 6763

Passcode: 878241

***MISSION:*** *Redwoods Rural Health Center will provide responsive, preventive, high quality primary health care services, through a variety of healing disciplines, to all people without regard to social or economic status.*

***Board Members Present:*** *Erica Boyd, Janet Fitzgerald, Scott Bliss, Pamela Moore, Elise Sauer, Ralph Emerson.* ***Public Present****: Sarah Lourenzo.* ***Staff Members Present:*** *Tina Tvedt, Terri Klemetson. Aleksandra Jaksic taking meeting minutes.*

Agenda

* Call to Order & Assign Time-Keeper

The meeting was called to order by Erica at 3 :43pm.

* Approve Agenda

***ACTION: Christina moved to approve the Agenda, Janet seconded and the motion passed unanimously.***

* Correspondence/Public Comment
* Update from Board Members &/or Staff Members
* Executive Director Update

Satellite Dental and Fortuna clinic both opened this month. We are currently working on a Virtual Tour of Satellite Dental building, which will include the interviews with some team members and “thank you” to project funders. We are publicizing in the greater Fortuna area as we expanded the service area. We are further investigating into Safeway receipts marketing for both Satellite clinics. Erica suggested advertising Fortuna clinic opening on Kym Kemp as well aside from Times Standard. Tina was informed that we may need to switch internet provider and is currently investigating into whether the information is legitimate, and what other options are available to us. Discussion ensured on the Phreesia implementation. Most patients in Fortuna clinic completed mobile registration, but we do have a low implementation here in So Hum. Erica mentioned there is some repetition with Phreesia questionnaires; Tina clarified that some fields and questions were eliminated due to patient feedback. We continue to adjust and refine as we receive feedback (e.g. addressing specific appointment location). Elise suggested to clarify to patients that the registration can be completed in the office, with staff support, so as not to intimidate those shy with new technology.

* Consent Agenda *Includes Minutes of the February 2021 Board & Finance Committee meetings; March 2021 Facilities, Dental, Behavioral Health, and HR Department Reports; February 2021 Financial Statements including Productivity.*

Christina inquired on the process of obtaining a reception for Katy and HB department, as brought up in her Board Report. Tina informed the team there was a meeting regarding this earlier in the week. Two new receptionists are currently in training, and we will be accommodating BH in this request. Check-in procedures for virtual visits have been a challenge, as the same workflow does not seem to work for BH as it does for Medical. Scott brought up a correction in BOD meeting minutes, page 4, to be adjusted. ***ACTION: Christina moved to approve Consent Agenda, Pam seconded, and the motion passed unanimously.***

* Recruiting Update

We have contracted with Merritt Hawkins to hopefully fill a provider position. We are also looking into hiring several positions, as well as creating promotional opportunities for deserving staff members who have been with us for a while. Specifically, we are still recruiting for MA, Dental Assistants, Billing (we have several good candidates!). We are also investigating into possibility of finding qualified personnel for Covid vaccine clinics, to minimize disruptions to our normal workflow, and alleviate our staff. We will start receiving direct shipment of vaccines from HRSA starting in April. Those vaccines are to be administered to our patients only. Our patients will not have to utilize MyTurn. Discussion ensued on the Johnson & Johnson (J&J) vaccine, which is a great fit for our rural patients since it is only a single dose. We do not have any information from the County or HRSA on when J&J vaccine will be available. Janet inquired on whether phone appointments qualify for the new/first time patients. HRSA vaccine mandate may help us acquire more patients, but we want to be ready with the logistics. Tina with consult with Mandi regarding this; she will also investigate how many staff members are vaccinated and report back to Janet.

* Action Items for Review and Approval

1. ***ACTION: Scott moved to approve revised P&P: Known or Suspected Exposure to COVID P&P, Elise seconded, and the motion passed unanimously.*** Tina clarified, if you are vaccinated you do not have to be quarantined.
2. ***ACTION: Christina moved to approve Privileging Requests for Dr. Pavla Senkyrikova, DDS, Janet seconded, and the motion passed unanimously.***
3. ***ACTION: Scott moved to accept the $9,250 COVID support grant from Humboldt Area Foundation, Elise seconded, and the motion passed by majority vote***.Christina abstained from the vote.

* Discussion Items

1. Board Training Topic(s) of the Month - Chapter 7: CEO Oversight and Partnership.Erica will connect with Christina and Executive Committee regarding ED evaluation. Board Self-Evaluation is due 31st, and the board requested the Survey Monkey link be resent (*link resent during the meeting*).
2. Facilities Update – HVAC, Flooring & Satellite Dental. Tina and Terri will take a closer look at the quote, clean up the contract, and present at the next board meeting. Among other parameters of the bid, value engineering is reducing the amount of electrical work needed to reduce the $500K cost. Janet inquired if the new HVAC system include filtration. The new system is modern and would include a different, modern filtration system. We are changing every unit that has not been changed recently (so far 3 units were replaced already). The preliminary schedule was just obtained that minimizes any disruption to the business operations. The scope of work includes pre-building ducting to expedite the installation. We will be utilizing Mitsubishi units as they work with the existing, replaced units. Other adjustments were also made to optimize the bid amount. If motion or action is needed on this discussion item prior to the subsequent board meeting, the team agreed that it can be ratified via email exchange.
3. COVID Operational Impact & Testing Report
4. COVID Vaccine Distribution Processes
5. CQI Committee Update. Christina was impressed by Dr. Scheel and his interdisciplinary approach. Erica agreed that WCE 15 measure is a tough one to succeed in, though as Christina clarified, we need to document a try. Christina suggested looking at the historical data and see if our WCE 15 demographic increased. Erica wondered if we will see an increase due to Redwood Memorial moving. Christina shared the importance of RRHC make this initial connection with the new mothers. Elise suggested closing the gap and creating a sort of support group for new parents. Christina suggested FRC may be a good partner in this venture; we could include presenters from other organizations. Tina will reach out to our BH department to investigate the possibility of this, and to Amy for possible collaboration.
6. Membership Drive and Meeting –board seats expiring - Scott, Janet, and Sheila. The team agreed to leave the membership fees as they are. May 26th was chosen as the day for the Membership Meeting, commencing at 5:30pm. Erica suggested advertising the meeting on Kym Kemp’s site. We will advertise a month before the meeting.

* Future Agenda Items & Next Board Meeting

Erica suggested to inform potential providers of the marijuana culture in our County during the hiring process. Discussion ensued on Dr. Kehl and his adjustment at RRHC. Christina suggested a provider meet-and-greet, perhaps at the outdoor venue.

Next Board Meeting will be held Wednesday, April 28, 2021 at 3:30 pm after the Finance Committee meeting at 3:00pm.

* Executive Session
* The meeting adjourned at 4:53 pm.