

REDWOODS RURAL HEALTH CENTER
BOARD OF DIRECTORS MEETING MINUTES
Wednesday, May 27, 2020 at 3:30pm

Join Zoom Meeting: <https://us02web.zoom.us/j/82874688521>

Dial by your location: 1-669-900-9128

Meeting ID: 828 7468 8521

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: Scott Bliss, Christina Huff, Erica Boyd, Marcia Mendels, Janet Fitzgerald, Pamela Moore, Elise Sauer, Sheila O'Toole.. **Staff Members Present:** Tina Tvedt, Terri Klemetson, Michele Hernandez; Aleksandra Jaksic taking meeting minutes.

Agenda

1. Call to Order & Assign Time-Keeper
The meeting was called to order by Erica at 3:37pm.

2. Approve Agenda
Tina added the following Action Items: Approve Risk Management Report, Approve Mandi Battles Privileging Request alongside James Holland and Kelly Ward. Tina further wanted Approval of Mandatory COVID-19 Testing P&P moved from the Action Items to the Discussion Items. **ACTION: Janet moved to approve the Agenda, Sheila seconded and the motion passed unanimously.**

3. Correspondence/Public Comment

4. Update from Board Members &/or Staff Members

5. Executive Director Update

Erica asked clarifying questions regarding Shower Care-A-Van; it will include food bags, hygiene kits, etc., as well as free COVID-19 testing. Tina further clarified that if patients cannot maintain social distancing, they are asked to wait outside. Terri is currently working on installing and paving cement pathway to support alternative entryway to the medical building for pre-screening. Tina briefed the BOD members on her work with Nancy and Terri focused on maintaining the workflow in her absence.

6. Consent Agenda *Includes Minutes of the April 2020 Board meetings; Department Reports; April 2020 Financial Statements.*

Scott brought up a spelling error on the April BOD Meeting Minutes needing correction – Elise's name spelled wrong (corrected). **ACTION: Scott moved to approve the Consent Agenda, Marsha seconded and the motion passed unanimously.**

7. Recruiting Update

We have received a new dentist application, and another dentist is interested in a site visit. Dr. Hokama and Dr. Rahbar are eager to return to work. Tina debriefed the team on the current staff positions open. We are investigating if we can bring laid off dental staff to temporarily fill the open positions. We currently have 10 or less staff members still off work. The team discussed people earning more on unemployment, and the effects that may have for the Clinic. Melissa Digrazia is coming back as a Managed Care Coordinator this week.

8. Action Items for Review and Approval

- A. **ACTION: Janet moved to accept the HHS CARES & HRSA ETC grants, Christina seconded, and the motion passed unanimously.**
- B. **ACTION: Janet moved to approve Privileging Renewal for James Holland, Scott seconded, and the motion passed unanimously. ACTION: Sheila moved to approve Privileging Renewal for Kelly Ward, Marcia seconded, and the motion passed unanimously. ACTION: Scott moved to approve Privileging Renewal for Mandi Battles, Janet seconded and the motion passed unanimously.**
- C. **ACTION: Janet moved to approve receipt of the Paycheck Protection Program Loan from Redwood Capital Bank, Christina seconded and the motion passed unanimously.**
- D. **ACTION: Marcia moved to approve opening new Umpqua bank account for HHS CARES funds, Sheila seconded and the motion passed unanimously.** This separate account serves an added protection. Erica and the team agree it would make it easier to track and document the draws.
- E. New Mandatory COVID-19 Testing P&P was moved to the discussion item below and is crossed off the Action list.
- F. **ACTION: Marcia moved to approve the New COVID-19 Addendum to Illness and Injury Prevention P&P, Christina seconded and the motion passed unanimously.**
- G. **ACTION: Christina moved to approve the Updated Hospitalization Tracking P&P, Janet**

seconded and the motion passed unanimously.

H. **ACTION: Janet moved to approve the Updated Tracking Outsourced Labs and Diagnostics P&P, Sheila seconded and the motion passed unanimously.**

I. **ACTION: Christina moved to approve the Updated Medical Referral P&P, Scott seconded and the motion passed unanimously.** Aleks was asked to correct the revision date on the second page of the policy (corrected).

J. **ACTION: Christina moved to approve the Risk Management Report, Marcia seconded and the motion passed unanimously.** Tina reviewed past year's incidents by category and department. Half of the incidents were facility related, and most complaints involved communication issues. There were 23 complaints and 7 compliments total. Risk Management Goals and Outcomes were reviewed. Patient satisfaction increased. Terri and Tina are working on decreasing the days that the clinic is closed during disasters (e.g. admin building without power for 10 days).

9. Discussion Items

- A. Board Training Topic(s) of the Month: Financial Management of Health Centers. After the COVID crisis, Tina will work on creating the quarterly analysis of the financials. It will be easier and more accurate to judge the performance of the Health Center using quarterly rather than monthly data.
- B. COVID-19 Update (Leadership Notes) and Mandatory COVID-19 testing. Tina discussed the issues brought up by the staff regarding the proposed Mandatory Testing Policy. Staff testing rates were initially low, but have drastically increased since the open discussion of the proposed policy. Scott, Christina, and Janet initiated BOD member discussion on this topic. **ACTION: Christina motioned to approve Tina to communicate BOD concerns regarding staff's opposition to Mandatory COVID-19 Testing Policy to the staff, Janet seconded and motion passed unanimously.** BOD members were surprised by the initial low staff testing rate. Test validity was discussed. Christina inquired about staff education regarding the importance of testing and Janet stated that she would not want to go to a clinic where staff was not tested. Terri summarized the issues brought up to HR Specialist by staff members (e.g. possible vaccination mandates in the future, traveling restrictions, personal and religious reasons, lack of such mandates by other clinics, lack of legal standing and support, etc.). Tina clarified that most opposition is coming from the Administrative side (no patient contact), rather than the clinical. Christina asked Tina to convey to the staff that BOD is concerned on some staff members declining the tests, and to encourage people to get tested. Christina wanted to emphasize that when you get tested you are doing it for the benefit of the company and the community. Tina suggested the use of pin that states "I was tested" to encourage the conversation and testing for both patients and staff. Tina further discussed the advertising efforts to seasonal workers regarding free COVID-19 tests (*Traveled out of the area? New to the area?*). Discussion ensued on the issues of adequate PPE supply, especially at dental.
- C. Health Center Legislative Update (CA Budget May Revise & NACHC Request). Governor proposed elimination of adult dental and acupuncture for Medi-Cal recipients. Financial impact to the clinic was discussed. Christina asked if we should write a letter to the governor. Posting a generic message on the Facebook was approved to gather support. Tina also discussed re-funding on a federal level for the next 5 years.
- D. Dental Satellite Clinic Update. Terri provided a brief overview on the Satellite Dental project. Permit is being submitted on the June 1st. We have received an approval to submit donation letter to Rose Perenin Foundation. The grants and donations so far have brought down the total cost of the project from over \$700K to needing only \$100K from the reserves, which is spectacular.
- E. Quality Update – Minutes from QIP Committee. Discussion ensued on POLST and patient education regarding its importance.
- F. FYE 2020 Grant Spreadsheet – including new COVID-19 funding

10. Future Agenda Items & Next Board Meeting

- Updated High Risk Patients P&P
- Electronic Records P&P
- Patient Identification P&P
- Homeless Housing Fund
- Hazard Bonus Pay
- Salary Scale
- FYE 2021 Budget
- Annual Risk Management Plan
- PTO Payout Request Language in Employee Handbook (describe extenuating circumstances)

Next Board Meeting will be held Wednesday, June 24, 2020 at 3:30 pm after the Finance Committee meeting at 3:00pm.

11. Executive Session

12. Adjourn Meeting. The meeting was adjourned at 5:00pm so that the members can attend the Annual Membership Meeting.

Erica Boyd 06.02.2020