

REDWOODS RURAL HEALTH CENTER
BOARD OF DIRECTORS MEETING MINUTES
Wednesday, October 23, 2019 at 3:30pm

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, Christina Huff, Elise Sauer, Janet Fitzgerald, Scott Bliss at 3:15pm, Ralph Emerson at 3:55pm, Pamela Moore, Marcia Mendels. Staff Members Present: Tina Tvedt, Karen Ralsten, Aleksandra Jaksic taking the meeting minutes. Public: Tanya Horlick with KMUD.

Agenda

1. Call to Order & Assign Time-Keeper
Meeting was called to order by Erica at 4:03pm.

2. Approve Agenda
Tina added Blue Shield Health Insurance plan discussion, EMR, and Ultrasound machine purchase to the agenda. **ACTION: Marcia moved to approve the agenda, Christina seconded, and the motion passed unanimously.**

3. Correspondence/Public Comment

4. Update from Board Members &/or Staff Members
Karen Ralsten addressed the Board regarding the proposed policy mandating staff members who opt out of the flu vaccine wearing a face mask for 6 months. She expressed the lack of Leadership's team research on the subject as a concern. Karen states that holistic approaches to health, such as vitamin D supplementation and proper diet are more effective, and that current research does not support the notion that masks are effective at containing the flu virus. Karen further cited personal and family history of autoimmune disease as a concern. Janet inquired about the effectiveness of flu shots and Karen shared the CDCs statistics, which were not impressive.

Christina was elected to be on the Board of Directors of Humboldt Area Foundation, and the team congratulated her on the accomplishment.

5. Executive Director Update
Tina briefed the Board on the Dental expansion project, renovation of medical building and parking structure. Appraisal for the CHFFA loan is pending. After the loan approval we have 6 months to make the first draw. We are required to send monthly progress reports with pictures. Once the project is finalized, the buildings will be inspected by loan grantor's representative. We have started advertising the old Dental Van for sale at the price of \$40,000.00. Interviews are scheduled for transportation van driver and care coordinator positions, and active recruitment for HR Specialist is ongoing.

6. Consent Agenda *Includes Minutes of the September 2019 Board meeting; October 2019 Dental Report and Productivity; September 2019 Financial Statements; FYE 2019 Audit Report.*

Adjustment needs to be made to the September 2019 Meeting Minutes. **ACTION: Pamela moved to approve the Consent Agenda, Elise seconded, and the motion passed unanimously.**

7. Recruiting Update
A. Physician

Tina shared that we are fully staffed in medical, but are hiring for HR Specialist. Discussion ensued on the qualification and job description of the position. We are also looking for Medical and Dental assistants, Van Driver and Care Coordinator. Marcia and Christina brought up an issue of confidentiality and having closed office space for HR staff members. Tina suggested creating an office in either Medical or Dental building, instead of using cubicle space.

8. Action Items for Review and Approval

- A. **Janet moved to approve the Finance Committee's Recommendation for FYE 2019 Audit Presentation, Scott seconded, and the motion passed unanimously.**
- B. Ratify approval of Julie Moore's Privileges. This was confirmed today, and approved previously via email exchange.
- C. In reviewing the current data, Tina suggested buying instead of leasing as more cost effective. **ACTION: Scott moved to approve ICS computer replacement and upgrade quote, Christina seconded, and the motion passed unanimously.**
- D. Eye PACS ophthalmology: Janet questioned the expense of the equipment and whether we would see the return on this investment. She wonders if we have enough patients to justify the purchase. It was decided that Tina will investigate and negotiate lowering the price. Christina suggested looking at QI measures to justify the purchase. **ACTION: Christina moved to approve Eye PACS ophthalmology as contracted specialty service, Janet seconded, and the motion passed unanimously.**
- E. Tina reviewed the Employee Grievance policy in detail and discussion regarding the policy ensued. The policy currently does not mention HR manager specifically, in the role of mediator. Janet suggested having it clearly written in the policy, though Christina pointed that the steps in the policy already address this without the specific mention. **ACTION: Janet moved to approve update Employee Grievance P&P, Ralph seconded, and the motion passed unanimously.**
- F. Discussion of Employee Handbook. Temporary employees do not have to be covered by health coverage, as clarified by Toni Genaro. Tina added the description of "temporary employee." **ACTION: Christina moved to approve changes in the Employee Handbook, Scott seconded, and the motion passed unanimously.**
- G. Discussion of New Influenza Prevention and Control P&P. Discussion ensued regarding the issues of the policy as brought up by Karen Ralsten. Christina suggested to send the research to Leadership Team for further discussion and to generate a proper response. Tina clarified that our Work Comp would cover any adverse reactions should they occur. Board rejected to vote on this issue at this time. Tanya recommended discussing preventative measures for the flu season as well.
- H. **ACTION: Christina moved to approve revised Authorized Check Signers, Marcia seconded, and the motion passed unanimously.**
- I. **ACTION: Scott moved to approve Jeanie as additional Credit Card holder at Vocality, Pamela seconded, and the motion passed unanimously.**
- J. **ACTION: Janet moved to approve increasing Vocality Credit Union Credit Card Limit to \$20,000, Pamela seconded, and the motion passed unanimously.**
- K. Tina clarified that the investigation will be conducted before patient dismissal. Erica asked for involving Behavioral Health and stating it in the procedure. Tina suggested creating a separate "Disruptive Patient Policy." **ACTION: Christina moved to approve revised Patient Dismissal P&P, Janet seconded, and the motion passed unanimously.**
- L. **ACTION: Ralph moved to approve the new Reinstatement of Dismissed Patients P&P, Pamela seconded, and the motion passed unanimously.**
- M. Discussion ensued comparing the current and new Blue Shield policies, as discussed during the Finance Committee meeting. **ACTION: Christina moved to approve New Blue Shield Health Insurance policy, Pamela seconded. The motion passed by the majority of vote, where Elise and Janet voted No.**
- N. Mandi and Morgan are testing the Scribe, transcription subscription service where patients' visits are video-conferenced and then transcribed for the provider to increase productivity. Christina inquired regarding the patient consent. It was decided that Tina will investigate whether verbal consent is adequate. Testing will be conducted for 90 days. Marcia would like to see the productivity measures from the test, and Christina and Erica agree that 6 months (instead of 90 days) for testing will be more adequate to give us a clearer picture. **ACTION: Ralph moved to approve EMR and Scribe testing for 6 months duration, Marcia seconded, and the motion passed unanimously.**
- O. **ACTION: Christina moved to approve the purchase of Ultrasound machine for pre-natal, Janet seconded, and the motion passed unanimously**

9. Discussion Items

- A. Board Training Topic(s) of the Month: The Board's Role in Evaluating Affiliation Opportunities. Collaboration with Healy Senior Center was discussed. Christina asked for supporting data from affiliated agencies.

- B. Dental Expansion & Facility Remodel. Fundraising meeting was held last week to gather the funds for the project. Terri is working on finalizing quotes. Fundraising invitation only benefit was scheduled for Nov 20th, 4:30 to 6:30 presentation at the Healy Senior Center. Invitations are to be adjusted as per the BOD suggestions. Tina invited Board members to write a personal note on the back of the invitation.
- C. RRHC Needs Assessment Reports. TeleHealth, Acupuncture and Peri-natal were discussed as the possibilities of being housed in the new building. Moving meeting room from current medical building to new would open current medical building for community outreach programs. Tina asked the Board members to share the ideas on the survey being sent out. Christina suggested providing a summary of need assessments during subsequent meetings.
- D. RRHC UDS Performance and Trend Reports. Tina reviewed the reports in detail. Discussion ensued on the low number of diabetic patients, compared to the state and nation. It would be interesting to study the community data to find the trends.
- E. Mobile Medical Office - community need and service data. Tina shared that the presentation at RID in Shelter Cove went really well. An opportunity to rent the mobile medical van presented itself, but further investigation into this opportunity is pending. Tina will reach out to RID General Manager and other venues in the area to investigate a possible site for the van. Tanya suggested Whitethorn Construction, and Erica suggested General Store as a possible site.
- F. PMG Financial Trends. Tina discussed the financial trends in detail. Specific local areas (e.g. Miranda) were identified as opportunities to expand services. Shelter Cove demographics were discussed. Tina brought up possibility of partnering with the Hospital for lab services at Shelter Cove via medical mobile unit.

10. Future Agenda Items & Next Board Meeting

- Updated Records P&Ps
- Updated High Risk Patients P&P
- Water storage tank
- Electronic Records P&P
- Patient Identification P&P

Next Board Meeting will be held Wednesday, November 27, 2019 at 3:30 pm after the Finance Committee meeting at 3:00pm.

11. Executive Session

12. Adjourn Meeting

The meeting was adjourned at 5:56 pm.

Redwoods Rural Health Center
October 23, 2019
Finance Committee Meeting Minutes

Board Members Present: Erica Boyd, Christina Huff, Elise Sauer, Janet Fitzgerald, Scott Bliss at 3:15pm, Ralph Emerson at 3:55pm, Pamela Moore, Marsha Mendels . Staff Members Present: Tina Tvedt, Jeanie Eldridge, Aleksandra Jaksic taking the meeting minutes. Jeremy Ware from CHW, LLP.

The Finance Committee meeting was called to order at 3:07pm.

Jeremy from the Healthcare Audit, Tax & Consulting Services Company briefed the board members on the most recent financial audit review, going over the numbers in detail. Jeremy congratulated RRHC on a job well done. RRHC's assets-over-liability ratio is currently sitting at \$4.30. Ratios were compared to other Health Centers, identifying that RRHC is healthier than others. The current ratio is an indicator of an organization's liquidity and its ability to meet short-term obligations (the ratio should be greater than 2.0). Of note is that equipment expenses were up due to the current projects, but assets have grown significantly over the last few years. Time was spent discussing Accounts Receivable.

Jeremy further shared the data from the Single Audit. No material weaknesses were identified that need to be addressed at this time. Overall, audit went great and RRHC is on the right track.

Jeanie next briefed the board on the revenue and expenses. Some expenses (e.g. contractors) were above the budget due to the expansion. The increase in expenses also reflects the Dental Van and new staff members. Revenue is slightly down in Dental. Tina is currently working with the team to bring the visits up. Dental is accepting 2 new dental patients per provider per day, with a goal of seeing 20+ patients per day.

Jeanie and Tina discussed in detail current and new Blue Shield Health plans for the employees. The existing plan is going up in price significantly, and the plan deductibles are also increasing. The new policy would reduce the premium, but the employees with dependents would be essentially paying more. Tina proposed that RRHC increase their coverage of premiums to help the employees cover this cost under the new plan. Elise was concerned about the cost increase for the employees with dependents and part time employees. Tina shared that the employees were surveyed and those who responded favored the new Silver Plan. Tina suggested trying the new policy for a year and watching for the employee response. The board will discuss this further during the BOD meeting that is following.

Meeting was adjourned at 4:03 pm.

The next meeting was scheduled to be held Wednesday, November 27, 2019 at 3:00 pm.