

The purpose of Redwoods Rural Health Center is to 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. We emphasize the client's right and responsibility to participate in his or her own health care decisions. It is our hope that the clinic be a place where the needs of the whole person are met--body, mind, and spirit.

Redwoods Rural Health Center

Board of Directors Meeting

March 23, 2010

6PM in the Meeting Room of the RRHC medical building

Redwoods Rural Staff Present: Anne Staunton, RRHC Executive Director; Jeanie Eldridge, RRHC CFO; Wendi Joiner, RRHC Medical Director; Blake Olson, RRHC Dental Director; Megan McCormack, RRHC Health Information Systems Director

Redwoods Rural Board Present: Thad Horner, Pamela Moore, Shon Wellborn, Rick Silva, Janet Fitzgerald, Kathy Epling

Redwoods Rural Board Absent: Carol Lee, Shelby (both still in Mexico). Sydney King was unable to attend but was reached via speaker phone; the connection seemed poor, however.

The meeting was brought to order by President Thad Horner. Rick Silva agreed to be Timekeeper for the evening.

It was proposed that Megan McCormack's report on the HIPAA training overview be moved to earlier in the meeting, before the approval of the Consent Agenda.

MOTION: That the Agenda be approved with Megan's report coming before the Consent Agenda approval.

Motion was made by Pamela Moore and seconded by Shon Wellborn.

MOTION PASSED unanimously.

There were no comments or questions from the board on the handouts or reports in the board packet. The board was extremely glad to have had this packet well in advance of the meeting.

Report to the Board on HIPAA Training

Megan McCormack gave her report. The Power Point presentation of the most recent HIPAA training was included in the board packet; additionally some of the board had done the online training that division directors had gone through.

Megan noted that in the recent training some new points were emphasized; there are new penalty for violation of confidentiality. She felt the staff as a whole understood the importance of being careful, both from the perspective of patient rights and good care and from the perspective of avoiding penalties for violations. Megan had some fascinating information on the difference between electronic records and confidentiality of those and, for instance, faxes. The board thanked her for her report and her work.

MOTION: That the Consent Agenda be approved as submitted.

The motion was made by Pamela Moore and seconded by Shon Wellborn.

MOTION PASSED unanimously.

The Consent Agenda consisted of: the minutes of the Feb board meeting and minutes of the February finance committee meeting and March 2010 reports from the behavioral health, dental, medical, finance and operations and health information management systems departments. Also included were the February 2010 financial report and the February daily encounters report.

Executive Director's Report to the Board

Anne Staunton, Executive Director, gave her report to the board. She and Jeanie and Wendi had attended the recent Rural Roundtable in Eureka; Wendi said the acronyms were a bit overwhelming at first, but that it was an excellent networking opportunity. Anne had been interested in the way that the agenda was set based on the requests and suggestions made by the group the night before. She was also interested in the long history of the Rural Roundtables, which started informally decades ago under the hosting of Hermann Spetzler of Open Door. Jeanie also noted that it was a good networking opportunity.

Anne informed the board that through CalSearch more students are being placed in community health centers for 6 week rotations; we are looking to take part in this program.

The new dental hygienist is doing well and is well received by the community. He is currently seeing clients 2 days a week; there is a possibility of expanding his work to 3 days. Blake Olson talked about how the supervision needs for the hygienist will be met.

There is a Medical Front Desk position open. This is a 3 day a week combination front desk and other duties position.

There has been much training and focus on billing and coding, for staff at all levels. Jeanie and Sandra took part in a Billing Bootcamp, at which Jeanie said they learned a lot.

Wendi Joiner said that providers as well have received more intensive training on proper coding and why it matters so much.

Anne, Jeanie, and Wendi were all thanked for their information and their work for RRHC.

The board turned to the items listed under **Old Business**.

MOTION: That Redwoods Rural, in consistency with its Mission, extend sliding scale to all income eligible clients, regardless of their place of residence, for all services except for Dental.

The Motion was made by Janet Fitzgerald and seconded by Kathy Epling.
MOTION PASSED unanimously.

There was extensive discussion of this Motion before the vote and passage of it. The board expects that the fiscal impact will be monitored and that, as usual, sliding fee eligibility will be determined on an income eligible basis according to the Federal poverty guidelines and our sliding scale policy. The board understands that fiscal needs and mission needs must be balanced.

Anne Staunton noted that she will be setting up a system to see how many out of area clients there are, how this changes, how many are sliding fee clients, and so on.

Anne proposed that perhaps mental health services be removed from the sliding fee eligible services for those out of the area, given her perception that Marilyn Foote is working at top capacity already.

Dental had been excluded from this motion because of the board's realization that Dental is extended beyond capacity at the moment (which is why the practice is closed to new adult dental clients, except emergencies, for the time being)

Kathy objected to the removal of Mental Health services from the motion fairly strenuously, but recognized that the motion was Janet Fitzgerald's and asked Janet if she wished to amend the motion. Janet did not wish to change the motion, which did pass unanimously.

There was extensive discussion of the Patient Dismissal Policy and Process. Shon Wellborn had been concerned that after passage of the current policy there seemed to be more clients being dismissed than she could recall from the past 6 years of her service on the board.

The discussion, to which Blake Olson and Wendi Joiner, as well as Anne Staunton, contributed clarifying information and energy, answering board concerns and questions, was an extremely good one.

The board definitely affirms the need to keep our staff safe and to make certain no staff member or client is subject to violence, bullying, or abuse. The policy stands as previously approved, though Shon suggested that use of terms like "may" or "will normally" provide a little more latitude for executive decision in these cases.

There was discussion of the Strategic Planning Process. After much talk, the consensus of the board was that a one day session approximately once a year, to which key staff were also invited, which would be facilitated by an outside facilitator, would be a good thing.

The timing of the next Strategic Planning Meeting was suggested to be winter this year, or possibly early spring 2011 so that those board members who leave during the winter

might be present. This can be revisited in coming months, as the board and staff learn more about the changes ahead.

Kathy recalled that a motion requested at the Finance Committee Meeting by Jeanie Eldridge, who was so patiently sitting through all these discussion, had to be made. She made it.

MOTION: That a liquid money market account be created at Umpqua Bank, tied to the savings account already there, with the same signature card.

Motion was made by Kathy Epling and seconded by Shon Wellborn.

MOTION PASSED unanimously.

New Agenda Structure

Shon Wellborn had some suggestions for a different way of arranging the meeting agenda, with staff reports at the start, then action items, then the consent agenda, then the non action items and general FYI communications, a call for advanced agenda items, setting of the next meeting, executive session if needed, and adjournment.

The group thought this structure well worth trying.

Election of Board Officers was postponed till the April meeting.

The April meeting (finance co and board) will be April 27, 2010, a Tuesday.

Finance committee will start at 5:30 (NOTE THE CHANGE IN TIME); the Board meeting will start at 6PM.

MOTION: That the meeting be adjourned.

Motion was made by Kathy Epling and seconded by Shon Wellborn.

MOTION PASSED unanimously.

The meeting was adjourned at 8:07 PM.

Respectfully submitted, Kathy Epling, board secretary RRHC