

REDWOODS RURAL HEALTH CENTER

BOARD OF DIRECTORS MEETING

Wednesday, April 27, 2022 at 3:00 PM

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: Christina Huff, Erica Boyd, Marcia Mendels, Janet Fitzgerald, Pamela Moore, Elise Sauer. **Staff Members Present:** Tina Tvedt, Terri Klemetson, Michele Hernandez and Cheri Swan taking meeting minutes.

The meeting commenced at 3:18 pm

Agenda

- Call to Order & Assign Time-Keeper
- Approve Agenda – Motion Marcia, Janet all in favor **ACTION: Marcia moves to approve the Agenda, Janet seconds and the motion passed unanimously.**
- **Correspondence/Public Comment** – Marcia said that she had responded to a letter on Redheaded Blackbelt where a SoHum Medicare patient was unable to get any dental care in Humboldt County, Marcia reached out to them to stating they could receive care at RRHC’s although it may take a bit because of the remodel. Erica updated the Board that she had talked with Carol Gray from the Breast and GYN Health Project and her idea for newly diagnosed cancer patients to offer support thought RRHC. Tina met with Carol Gray to brainstorm ideas for a patient navigator who could keep track of referrals, lab tests, behavioral health and other appointments. Tina suggested they model this program after the IBHS warm handoff to a case manager, help them connect with the Redbirds (a local cancer support group) and others who are struggling with the same issues. Michele suggested that Chronic Care Manager can also help with medical referrals as well.
- **Update from Board Members &/or Staff Members** – Marcia in the Randomium and suggest that we all check it out and buy a ticket to support our local theatre.
- **Executive Director Update** (pgs. 1-2) Tina has had a very busy day meeting with Relias, a web-based learning platform, North Coast Clinics Network (NCCN) and Open Door Clinics. Open Door Clinics are expanding the Burre Dental Center, opening a new office in Arcata and expanding service into Del Norte County. Southern Trinity is changing its name to “We Care” and is scheduled to open a clinic, in June, at the old True Value building in Scotia. NCCN is looking to add the Mendocino clinics to the regional consortium. The new CEO in Laytonville met with Terri and Tina earlier this month and they serve half as many patients with 46 staff members. Christina asked if Tina was concerned with the We Care location opening in Scotia and Tina said that it may impact staffing and she was working on how to mitigate staffing losses. Tina is also working on ADP to set up benefit enrollment and transitions in the HR department. She is looking into the company “HR Your Way” which the credit union uses and their feedback has been positive. Christina asked about the interim HR solutions and is unsure about outsourcing the HR position. Tina stated that HR Your Way offers mediation services, coaching, disciplinary, termination, exit interviews, reviews and payroll services. Christina stated that she would like to see some of the exit interview data. A Grant Writer is being added to the staff along with CPSP and a new transportation driver. Tina is also working with the lawyer to prepare a property easement letter for 25 Shady Grove Lane. RRHC is proceeding with the Phreesia contract changes. Janet asked about the PPS reconciliation amount and Tina was unsure about the reconciliation and that this is a tentative settlement. Tina will call the state to clarify. Erica asked about the Medicare Balance and Tina clarified that 2 payments had been made in error, so we refunded those back to Medicare. Erica wanted to know if the Fortuna location is paying for itself and Tina stated that yes, the Fortuna location is paying for itself although Chiropractic isn’t full as she would like but Acupuncture is booked out by about one month. Tina informed the Board that she was approached by SHO’s Kathy Miller and they may not be able to keep their program operational. Tina would like to pursue the HHAP grant to include their program and outreach workers. We don’t want to lose those vital services because they are the

boots on the ground and a tremendous help in finding the people that need these services..

- Consent Agenda **Motion to correct the March 2022 meeting minutes to include that Carol Gray sent the letter from the Breast and GYN Health Project. Erica moves to approve the corrected meeting minutes, Marcia seconds and the motion passed unanimously.**
Includes Minutes of the March 2022 Board & Finance Committee meetings (pgs. 3-8). February 2022 Department Updates; Behavioral Health (pgs. 9-10), Dental (pg. 11), HR (pg. 12), Operations (pg. 13), please note that the Ops Preliminary Schedule Revision 1 and Ops 218039.02B – Phasing Plan 1-21-22 are electronic only files, Program Manager (pg. 14-15), Compliance (pg. 16), Medical Administration (pgs. 17-18).
Janet commented on Kathleen Stones' Compliance report and how it mentioned the difficulties in retaining front desk staff. These are very important positions, and we should consider paying a higher starting salary. Tina mentioned that the last 2 departures from the Medical Front Desk were not due to pay.
- **Recruiting Update - Controller/CFO & Physician** Tina updated the board that there had an applicant for the Accounting Analyst position and an interview has been scheduled. Dr. Yamamoto wanted more than we could offer; and 4 other candidates the recruiting firm had identified had declined due to location or pay.
- **Action Items for Review and Approval** - Christina appreciates the Board packet, which included color and the ability to tracking changes, but commented about the amount of paper. The only color printer is at Admin is not equipped for duplex printing. Michele suggested we explore the option to have Pigmint Press print the Board Packets. Cheri will reach out to Pigmint Press to find out the cost and turn around time.
 - A. Approve New Internal Promotion P&P (pgs. 19-21)
ACTION: Janet moves to approve the New Internal Promotion P&P, Marcia seconds and the motion passed unanimously.
 - B. Approve Updated RRHC Driver Safety Program (pg. 22-23) Clarification from last month's discussion and updates with insurance companies
ACTION: Janet moves to approve Updated RRHC Driver Safety Program, Elise seconds and the motion passed unanimously.
 - C. **Adopt a Racial Equity and Diversity Board Statement** (pg. 24) The Board thanks Elise for her hard work. Elise is open to suggestions and suggests that the Board look at the examples provided in the packet from last month. The board discussed changes to the statement, and this has been tabled until next month. Marcia and Erica to work on the statement.
ACTION: Table the Racial Equity and Diversity Board Statement until next month.
 - D. **Strategic Planning Outcome Report** (pgs. 25-27) Tina summarized the report that was included with the Board packet. Leadership discussed the 12 month goals, assigned ownership and action teams. Some of the goals have to be postponed until after the remodeling has been completed. Leadership Team will meet quarterly to discuss the goals and report on the progress.
ACTION: Erica moves to approve the Strategic Planning Outcome Report, Marcia seconds and the motion passed unanimously.
 - E. **FYE2023 Organizational Budget** (pgs. 28-36) Janet asked about Bad Debt and Tina clarified that it was included in the patient adjustments. This has been the first year Community Link Consulting produced the budgets and Tina met with the Leadership team to make adjustments. Janet asked if the adjustments are realistic, and Tina stated that is based on charges per encounter and net payment per visit and that it is reasonable. Tina wanted to point out that Mandi will be doing less administration tasks with Dr. Scheel doing more. Dr. Kehl will be handling more administrative tasks to fill in some of the gaps. The Administrative staffing budget may have to be reduced to meet the budget. This budget includes a 3% wage increase across the board.
ACTION: Janet moves to approve FYE2023 Organization Budget, Erica seconds and the motion passed unanimously.
 - F. **Remove Carla Harris as Card Holder at Vocolity Credit Union** (pgs. 37-38) The Board wanted to express their appreciate for Carla Harris' work and all she did for our community.
ACTION: Erica moves to approve the Removal of Carla Harris as Card Holder at Vocolity Credit Union, Marcia seconds and the motion passed unanimously.
 - G. **Updated Check Signer P&P** (pg. 39) Updated to allow for the changes to payroll and insurance
ACTION: Pamela moves to approve Updated Check Signer P&P, Marcia seconds and the motion passed unanimously.

- H. **Updated Lab & Diagnostic Documentation & Follow-up P&P** (pgs. 40-44) Tina explained the changes on our internal documentation and follow-up.
ACTION: Janet moves to approve Updated Lab & Diagnostic Documentation & Follow-Up P&P, Elise seconds and the motion passed unanimously.
- I. **Updated Laboratory In-House Testing P&P** (pg. 45) Tina clarified that this added PCR testing to our In-House Lab. Elise asked about adding hormone testing and Tina will follow up.
ACTION: Janet moves to approve Laboratory In-House Testing P&P, Elise seconds and the motion passed unanimously.
- J. **Updated Tracking Outsourced Lab & Diagnostic Tests P&P** (pgs. 46-47) Tina updated the board on the changes.
ACTION: Janet moves to approve the Updated Tracking Outsourced Lab & Diagnostic Tests P&P, Marcia seconds and the motion passed unanimously.
- K. **Approve the submission of the requests for Huffman’s FY23 Congressional Community Project Funding Requests** (pg. 48) Tina stated that we were lucky to be informed about this grant opportunity for a community organization. Terri informed the Board that she requested 1 million for increasing staff housing and 1 million for the Wellness Center and worked on this only 2 days before the grant application was due.
ACTION: Elise moves to approve Submission of the Request for Huffman’s FY23 Congressional Community Project Funding Requests, Marcia seconds and the motion passed unanimously.
- L. **Approve the submission of the HRSA ARP-UDS grant application** (pg. 49) Tina clarified that this grant replaces an expiring grant. Staff has suggested that this grant be used to continue the programs that the previous grant funded.
ACTION: Janet moves to approve ARP-UDS+ grant application, Elise seconds and the motion passed unanimously.

- Discussion Items

- A. **Board Training Topic(s) of the Month - Chapter 4: Financial Oversight** (financial planning, IRS form 990, audit, budgets) (*previously emailed*) the board is appreciative of the financial packet included in each month’s Board packet.
- B. **Qtr 1 2022 340B Activity Summary Report** (pgs. 50-52) Garberville pharmacy is the biggest partner in this program.
- C. **COVID Operational Impact, Testing & Vaccinations** (pg. 53) Tina said that the schedule for vaccines is holding steady. Testing is down by 50% from February. RRHC has ordered 1,000 at home tests kits to give our uninsured patients. Christina asked if we could do an N95 mask giveaway?
- D. **Housing Fund – Status Update** (pgs. 54-56) The Housing Fund committee has been rescheduled for tomorrow (April 28th) at 1:30pm. The Board noted that only \$1,600 was left in the fund for the fiscal year. Tina stated that \$10K was included in the 2023 budget.
- E. **Medi-Cal COVID billing update** (pgs. 57-58) Tina summarized that on April 18th Medi-Cal had updated the guidelines for submitting for reimbursement.

- Future Agenda Items & Next Board Meeting

- A. Approve Diversity, Equity, and Inclusion policy development concurrently
- B. Discuss Annual Staff Salary Review

Next Board Meeting will be held Wednesday, May 25, 2022 at 3:15 pm after the Finance Committee meeting at 3:00pm. Continue to meet outdoors until further notice

- Executive Session – no session planned
- Adjourn Meeting at 4:35pm