

# REDWOODS RURAL HEALTH CENTER

BOARD OF DIRECTORS MEETING  
Wednesday, December 23, 2020 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:** Janet Fitzgerald, Scott Bliss, Shanon Taliferro, Pam Moore, Sheila O'Toole, Christina Huff, Elise Sauer, Marcia Mendels, Erica Boyd. **Staff Members Present:** Tina Tvedt, Michele Hernandez, Terri Klemetson and Cheri Swan taking meeting minutes.

## Agenda

- Call to Order & Assign Time-Keeper  
*Christina called the meeting to order at 1:02pm*
- Approve Agenda  
*Tina added 2 additional Action items (RRHC Extreme Weather Shelter Proposal and the HAF scholarship) plus 1 additional Discussion item (COVID booster guidelines).*  
**Janet moves to approve the Agenda, Scott seconds with the additional Action and Discussion items and the motion passed unanimously.**
- Correspondence/Public Comment
- Updates from Board Members and/or Staff Members  
*Janet commented that it was difficult to get ahold of Admin. She inquired about creating a phone tree (ie 1 med, 2 dental, 3 for admin) so it is easier to get ahold of the department you are calling. Tina stated that we are also going to add contact email address to the website.*
- Executive Director Update (pgs. 1-3)  
*Tina discussed working with Swell for a battery backup system which will decrease carbon usage, lower energy costs by 10% and provide battery backup. Jerold Phelps Hospital has reached out to RRHC about establishing a pre-admission communication to reduce unnecessary ER visits. RRHC also requested the SHCHD sliding scale to attach to our MOU. Community Link Consulting created a plan to support financial activities including the HRSA draws and creating FFR reports in order to satisfy concerns. 340B carve-out of Medicaid will result in a 20% reduction of current revenues, which equates to approximately \$100,000.*
- Consent Agenda *Includes Minutes of the November 2021, Board & Finance Committee meetings (pgs. 4- 6); November 2021 Medical Dept (pg. 7-9), Program Manager (pg. 10-14), Dental (pg. 15), Operations (16-21), Dept. Reports; November 2021 Financial Statements including Productivity (Attachment 1).*  
*Christina explained that the Financial Statements, including Productivity, will be pulled out of the Consent Agenda to be reviewed in the future meeting minutes.*  
**Erica moves to approve the consent agenda, Marcia seconds and the motion passed unanimously.**
- Recruiting Update (pg. 22)  
*Tina stated that Community Link Consulting has expertise in Federally Qualified Health Centers (FQHC) and 2 interviews are scheduled with potential candidates for the Controller*

position. Aleks has been promoted to QI Analyst and a current employee is in line to help with the QI Coordinator position. No new updates on Physician recruiting. Compliance Officer is a new position that was identified by HRSA and Christina asked for an updated Organizational Chart by mid January.

- **Action Items for Review and Approval**

A. Approve FYE 2021 Audited Financial Reports

**ACTION: Janet moved to approve the FYE2021 Audited Financial Statements, Elise seconded and the motion passed unanimously.**

B. Approve Privileging request for Jennie Hammett, Acupuncturist (pgs 23-26)

**ACTION: Marcia moved to approve privileging request, Erica seconded and the motion passed unanimously.**

C. Approve Privileging request for George Moore, LCSW (pgs 27-28)

**ACTION: Shelia moved to approve privileging request, Scott seconded and the motion passed unanimously.**

D. Approve Lone Pine MOU (pgs 29-31)

Currently all rooms are filled. Michele updated winter shelter plans and how community members can access the emergency housing program.

**ACTION: Elise moved to approve Lone Pine MOU, Marcia seconded and the motion passed unanimously.**

E. Approve Updated Collections P&P (pgs 32-33)

Tina discussed changes to the updated Collections P&P. 20% discount for private pay eliminated. Collection's process is determined by the statement timing. The 30-day final statement is sent before the account is handed over to collections. All accounts can be set up with a payment plan before being sent to collections. At no time will anyone be denied services for an inability to pay. Prepay Walk-in Status is decided by the billing team in conjunction with the front desk supervisor and Tina's guidance.

**ACTION: Scott moved to approve Updated Collections P&P, Marcia seconds and the motion passed unanimously.**

F. Approve updated Refusal to Pay P&P (pg 34)

Tina clarified the difference between inability to pay and refusal to pay policies. Income level determines between inability to pay and refusal to pay. HRSA required a refusal to pay policy.

**ACTION: Janet moved to approve updated Refusal to Pay P&P, Scott seconded and the motion passed unanimously.**

G. Approve Updated Credentialing & Privileging P&P (pgs 35-39)

**ACTION: Janet moved to approve Updated Credentialing & Privileging P&P, Marcia seconded and the motion passed unanimously.**

H. Review and Approve Sliding Fee Scale Nominal Fee (pgs 40-46)

Tina gave a summary of the raw data presented. Board discussed the changes to the Sliding Scale Nominal Fee proposal and requested the following changes. Behavioral Health fee reduced to \$10 from \$15. Dental services reduced to \$30 from \$35. Acupuncture and Chiropractic fee \$20. The differences in nominal fees were set based upon the client's ability to pay as identified during the collection rate analysis.

**ACTION: Janet moved to approve Updated Sliding Scale Fee Scale Policy, Shelia seconded and the motion passed unanimously.**

I. Approve RRHC Extreme Weather Shelter Proposal (sent as an additional email)

Tina summarized the proposal between RRHC and the County of Humboldt.

**ACTION: Scott moved to approve Extreme Winter Weather Shelter, Shelia seconded and the motion passed unanimously.**

J. Approve HAF Scholarship Funds (sent as an additional email)

*Tina reviewed previous HAF Scholarship awards. Historically the scholarship has been \$10K with recipient determined by HAF. The Board decided to award two \$5K scholarships to students in the health care field. If only one applicant, then the second \$5K award will be saved for the following year.*

**ACTION: Marcia moved to approve HAF Scholarship Funds, Elise seconded and the motion passed unanimously.**

- **Discussion Items**

- A. Board Training Topic(s) of the Month (*sent as a separate attachment*)  
*Chapter 2 – Strategic Board Composition, Recruitment, Orientation and Engagement. Strategic*
- B. COVID Operational Impact, Testing & Vaccination Report (pgs 53-54)  
*New requirement states that employees are to get the third booster shot or weekly testing which starts second week of January. It was suggested that HR could implement a spreadsheet to track & monitor compliance.*  
*Shelia asked about RRHC ability to perform PCR testing for the community. Tina said we are limited by staff availability and lab hours to perform testing.*  
*Michele suggested that we create an infographic “if you are \_\_\_\_, then do this \_\_\_\_.” to help with patients determine the most accurate and best course of action when dealing with COVID testing, boosters and vaccination. Distribute through PSAs, website, social media, posters, flyers and other venues.*  
*Shanon asked about take-home COVID test kits. Tina stated that RRHC does not have access to those types of kits. Shanon said that the Mateel has ample take-home test kits if we want to inform patients coming in about that resource.*
- C. Review HRSA OSV Report (pgs 55-65)  
*Tina summarized the HRSA OSV report, Patient Grievance and Resolution reports. Some of the data is from RL Solutions and Phreesia. Patients can submit a card, call or file an online grievance. Tina and Team are taking corrective actions. Shelia said that she finds the Phreesia iPads to be convenient and Marcia would like Freesia to remove marketing. Tina thinks that the patient marketing remark might be from a previous date and has since been removed but will look into it. There was a question regarding the substance abuse questions but it is required for some insurers. HRSA Corrective Actions Report due on Monday to report the action taken since site review. Christina requested quarterly Patient Grievance and Resolution reports.*
- D. Review Bylaws Changes – removing membership elected Board Members (pgs 68-76)  
*The Board discussed changes to the Bylaws and waiting for the lawyer's opinion on some proposed changes. Board will consider the following changes:*  
*Article 2, Section 1 – eliminate “elected by the general membership” and “Each director must be an RRHC member in good standing.”*  
*Article 1, Section 7 – Term of the office changes;*  
*Article 1, Section , - Eliminate recall and election process; and*  
*Article 7: Membership – eliminate entire section;*  
*Article 8: Membership Meeting – eliminate entire section*  
**ACTION: Marcia moved to approve Bylaw Changes, Janet seconded, and the motion passed unanimously.**

- **Future Agenda Items & Next Board Meeting**

- A. Approve Bylaws Changes  
*HRSA changes need to be reported by Jan 17, 2022. Tina stated that changes that the Board has approved is sufficient to show action to ensure compliance. Board decided to hold a special meeting on the Thursday, January 13th at 2pm, to approve the Bylaw changes.*
- B. Approve Updated Charge Master
- C. Approve Contracted Billing Service
- D. Approve Annual Financial Audit Service
- E. Approve Diversity, Equity, and Including policy

F. Approve updated Risk Management policy

- Special Board Meeting will be held Thursday January 13<sup>th</sup> at 2pm to approve Bylaw changes. The regular Board Meeting will be held on Wednesday, January 26<sup>th</sup> at 3pm.
- Executive Session
- Adjourn Meeting at 3:05pm by going into Executive Session