

**REDWOODS RURAL HEALTH CENTER**

**BOARD OF DIRECTORS MEETING**

Wednesday, March 23, 2022 at 3:00 PM

Join Zoom Meeting

<https://us02web.zoom.us/j/87454276763?pwd=V3hQcUdGMkdpMHBFS0l2Y25DbFFsQT09>

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, Scott Bliss, Marcia Mendels, Pam Moore, Elise Sauer, Sheila O'Toole.*

***Staff Members Present:** Tina Tvedt, Terri Klemetson, Michele Hernandez, Kathleen Stone and Cheri Swan taking meeting minutes.*

*The meeting commenced at 3:20 pm*

**AGENDA**

- Call to Order & Shelia O'Toole is assigned as Time-Keeper
- Approve Agenda  
**ACTION: Erica moves to approve the Agenda, Scott seconds and the motion passed unanimously.**
- **Correspondence/Public Comment –**  
The letter from Carol Gray at the Breast and GYN is unclear as to what they want from RRHC and Erica will follow up.
- **Update from Board Members &/or Staff Members:**

**Executive Director Update** (pgs. 1-2)

*Tina met with Matt from SHCHD to discuss the updated MOU for radiology services to include mammo & CT patients Sliding Scale program. Current proposal is for a 25% discount on services which is more than what we have previously paid. We may have to request an update in the fees if the financial impact becomes burdensome. Marcia asked if we send people to Providence now and how do those fees compare with SHCHD fees. Tina stated that we send people to Providence along with Adventist in Willits and Ukiah. Tina informed the Board that RRHC is re-launching the South Fork High School Teen clinic on Tuesdays mornings at South Fork High School which will focus on confidentiality, mental and physical health services. Erica asked for a status update on Dr. Yamamoto. Tina informed the Board that she was offered \$240K to which she countered back at \$300K which is not feasible for RRHC. Tina reached out to Dr. Yamamoto but she has not heard back and will inform the Board if there are any changes.*

**Consent Agenda**

*Includes Minutes of the February 2022 Board & Finance Committee meetings (pgs 3-6), February 2022 Department Updates; Operations (pgs. 7-8), Program Manager (pgs. 9-10), Behavioral Health (pgs. 11-12), Medial (pgs. 13-15), HR (pg. 16), Compliance (pg. 17) Department Reports.*

*Christina asked about Rick Cooper's letter and Tina said that it is attached to the online version of the February BOD meeting minutes. Erica commented that there was so much debris left at 25 and 29 Shady Grove Lane. Terri mentioned that PG&E is scheduled to come out to disconnect sagging power lines. Quotes for demo and cleanup is in motion and any reusable items are being donated to clients and patient. **ACTION: Janet moves to approve the Consent Agenda, Sheila seconds and the motion passed unanimously.***

**Recruiting Update - Controller/CFO & Physician –** *Tina updated the Board regarding the recruitment of the CFO position update. Tina has reached out but has not heard back from the candidate. The terminology and scope of the position will be updated in hopes of attracting more candidates. Tina will reach out to CLC to help with the month end duties, ratios and cash flow. This has satisfied the HRSA requirements.*

- **Action Items for Review and Approval**

- A. **Approve Privileging Request – Dr. Rona Bodman, DDS** (pgs. 18-22) *Dr. Bodman’s name does not appear on the privileging document which was sent to the board and will be updated before it is presented to Dr. Kehl and Tina for their signatures. Dr. Bodman starts on April 12<sup>th</sup>.*  
**ACTION: Sheila moves to approve the Privileging Request with the addition of Dr. Rona Bodman’s name on the form, Marcia seconds and the motion passed unanimously.**
- B. **Approve New Internal Promotion P&P** (pgs. 23-25) *Tabled until next month’s BOD meeting*
- C. **Approve Updated Sliding Fee Scale** (pgs. 26-31) – *Tina went over the modifications and changes in the document. HRSA complaint changes.*  
**ACTION: Janet moves to approve the Updated Sliding Fee Scale Policy, Marcia seconds and the motion passed unanimously.**
- D. **Approve Updated Risk Management Program** (pgs. 32-37) – *Christina noted that the document has not been updated since 2003. Kathleen used FTCA, HRSA templates as a guide in creating this Policy and Procedure.*  
**ACTION: Sheila moves to approve the Updated Risk Management Program Policy, Scott seconds and the motion passed unanimously.**
- E. **Approve Updated Patient Satisfaction & Grievance** (pgs. 38-41) – *Tina noted that a Patient Survey is sent to each patient after each visit.*  
**ACTION: Marcia moves to approve the Updated Patient Satisfaction & Grievance Policy, Scott seconds and the motion passed unanimously.**
- F. **Approve Updated Refusal to Pay** (pgs. 42-43) – *Tina noted clarification in the actions which RRHC determined to be appropriate.*  
**ACTION: Janet moves to approve the Updated Refusal to Pay Policy, Scott seconds and the motion passed unanimously.**
- G. **Approve Contracted Billing Service** (pgs. 44-48) – *Tina has reviewed the 6 proposals received and has picked MacMan (MMHCS) because they are more proactive and detailed oriented. RRHC relies on the contracted billing service to work with NextGen and the other firms did not have those qualifications. The “go live” date is July 1, 2022. The current contracted billing service (PMG) has had issues and there has been a loss of revenue. Christina asked if PMG can be held responsible for that loss of revenue or if this type of loss can be written into future contracts. On-Boarding and Maintenance fees are separate as is Credentialing.* **ACTION: Scott moves to approve the Contracted Billing Service, Marcia seconds and the motion passed unanimously.**
- H. **Approve Fiscal Audit Service** (pgs. 49-51) – *Tina explained the proposals that were received from the 4 firms. Harshwal & Company, LLP have been selected.* **ACTION: Janet moves to approve the Fiscal Audit Service, Erica seconds and the motion passed unanimously.**
- I. **Approve On-Bill Financing** (attachment via email) *Terri PGE On-Bill financing – PGE works with contracted agency proposals, engineering, and implementation of the LED light replacement project in Medical and Dental and includes the HVAC replacement system proposal. Terri summarized the CH Energy interest free “loan” proposal. This will cover part of the unfunded portion of the HVAC project. Agreement and Engineering needs to be approved in order to secure the funding.* **ACTION: Marcia moves to approve the xx, Janet seconds and the motion passed unanimously.**
- J. **Approve participating in RCEA grant for Electric Vehicle Charging Stations** (pgs. 52-54) – *Erica asked if this would generate any revenue and Tina said that this grant will pay for 100% of the costs for 2 charging stations. Users will pay for the power used and then it is credited back to RRHC The EV charging stations can be located together or at different locations on RRHC property as long as they are available for a minimum of 12 hours per day but ideally for 24 hours per day. We will have until 2028 to spend the funds if awarded the grant so we have time to incorporate the charging stations into other construction projects.* **ACTION: Sheila moves to approve the Participating in RCEA Grant for Electric Vehicle Charging Stations, Scott seconds and the motion passed unanimously.**
- K. **Approve 101 West Coast Road Remodel GC Bid** (pgs. 55-56) – *Terri discussed the project details with Sequoia Construction being the lone bidder and went over the financials and timeline of both Medical and Dental. The contract includes a penalization clause for timeline overage. Christina asked about the decline in staff productivity during the project and Terri was able to get an exemption to allow Dental to operate past the 40 hours per week limit and to work out of the Satellite location 7*

days a week. Medical plans to use mobile medical offices and virtual visits but there may be losses in acupuncture and other services that need to be performed in person. Tina also stated that there is a hiring freeze to limit staff layoff. Terri pulled up the plans to show the phases of construction and noted that 1<sup>st</sup> phase is 6 weeks while the others are 1-2 weeks and how that will impact staff and patients. **ACTION: Scott moves to approve the 101 West Coast Road Remodel GC Bid, Marcia seconds and the motion passed unanimously.**

- **Discussion Items:**

- A. **Board Training Topic(s) of the Month** – Chapter 7: CEO Oversight and Partnership (previously emailed) *Need to get started on that. Tina does a self-evaluation and board members do an online evaluation. Report the finding in the BOD meeting minutes.*
- B. **Review RRHC Driver Safety Policy** (pg. 57) – *The Board decided to table this as a discussion item until the next meeting.*
- C. **Racial Equity and Diversity Report and Board Statements** (pgs. 58-74) – *Christina appreciated the consultants in-depth report, future steps outlined along with sample equity and diversity statements. Elise volunteered to help create the Board statement and Sheila will assist. Draft us due April 20<sup>th</sup>*
- D. **CY2021 340B Activity Summary Report** (pgs. 75-78) – *Tina reviewed the 340B Activity report.*
- E. **COVID Operational Impact, Testing & Vaccinations** (pg. 79) – *Tina stated that testing is consistent, but the vaccination rate has declined. Monday vaccination clinic is by appointment only. Tina will follow up with the medical department to see if staff is able to administer vaccines during other times.*
- F. **CPCA PAGA informational bulletin** (pgs. 80-81) – *The information in the bulletin was created to inform you about compliance considerations and to avoid any potential situations. Christina was concerned about the arbitration agreements and asked that Tina clarify and report back in a month or two.*
- G. **NACHC Federal Policy and Legislative Updates** (pgs. 82-86) – *This information allows Representative Huffman, as an elected official, to make better informed decisions. Christina asked what more can we do and that we should encourage regional or grass roots advocacy. Tina will follow up.*
- H. **Private Pay Dental Procedures per Appointment** – *Erica stated that single procedures are burdensome and wonders if the costs are higher for single procedure rather than multiple procedures at a single appointment. Tina will follow up with the dental team and report back next month.*
- I. **Update on Strategic Planning Plan** – *Joanne is working on transcribing the information from the Strategic Planning Meeting into a report which will be presented to the Leadership team to discuss the who, when and how on the priorities selected at the meeting. HRSA recommendation was to monitor the plan and requested a separate planning event for the wellness center. Tina agreed and asked if this is the time to move forward growth or should we strengthen current projects? Terri made a case for a multi-year plan and separate meeting to do the groundwork and then present findings to the Board. Tina liked Terri's idea to get Capital Link to do a feasibility study and business plan to create a more successful project. Erica would like to see more housing vs wellness center. Look into this more after the remodel is done at 101 West Coast Road and then move forward with planning.*
- J. **Board Self Evaluation Analysis** – *Tina said that she would put this on the next month's agenda.*
- K. **AmazonSmile** – *Christina stated that if AmazonSmile doesn't generate a lot of income can we remove the button from the website and look into supporting a different organization which supports non-profits work. Sheila doesn't think Amazon represents our values.*
- L. **Scholarship Committee** – *Tina discussed the 4 scholarship applicants of which 2 will be funded. Look into promoting the SoHum scholarship opportunity more on KMUD, Facebook and other areas. The possibility of administering the scholarship grants and the Board likes this idea along with expanding it to include Leggett Valley High School.*

- **Future Agenda Items & Next Board Meeting**
  - A. Approve Diversity, Equity, and Inclusion policy
  - B. Approve New Internal Promotion P&P
  - C. Racial Equity and Diversity Report and Board Statements
  - D. CPCA PAGA informational bulletin
  - E. Private Pay Dental Procedures per Appointment

**Next Board Meeting will be held Wednesday, April 27, 2022 at 3:15 pm after the Finance Committee meeting at 3:00pm.**

- Adjourn Meeting 5:36pm