

REDWOODS RURAL HEALTH CENTER

BOARD OF DIRECTORS MEETING

Wednesday, May 25, 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, Janet Fitzgerald, Scott Bliss, Marcia Mendels, Pam Moore, Elise Sauer, Sheila O'Toole. **Staff Members Present:** Tina Tvedt, Michele Hernandez, Terri Klemetson and Cheri Swan taking meeting minutes.

The meeting commenced at 3:26 pm

Agenda

- **Call to Order & Assign Time-Keeper:** Janet Fitzgerald was assigned as the Time Keeper.

Approve Agenda

ACTION: Janet moves to approve the Agenda, Sheila seconds and the motion passed unanimously.

- **Correspondence/Public Comment** – none

Update from Board Members &/or Staff Members –

Christina attended the SoHum health campaign event last Thursday at the old school building in Garberville. She had hoped that others from RRHC might have attended. SoHum Health showed off the mobile medical office and talked about the areas it will serve. Would it be a possibility for RRHC and the providers to do a public meet and greet in the summer? Terri wanted to update the Board that the remodeling of the Dental Building at 101 West Coast Road is on schedule and thanks the staff and community for their patience during the stressful time.

Executive Director Update – Tina updated the board that they are moving forward with SWEL and Admin battery backup building will be the first to receive the unit. HR Your Way has been brought onboard and Relias, the staff training program has also gone live which can offer credit for licensure and certification. Tina explained the easement issue at 59 Shady Grove Lane, the ARPUDS grant and what positions remained open.

- **Consent Agenda**

ACTION: The April 2022 Board of Director Meeting Minutes will be updated to reflect that Scott Bliss and Sheila O'Toole were not present at that meeting.

*Includes Minutes of the Finance Committee Meeting & the April 2022 Board (pgs. 3-7). May 2022 Department Updates; Behavioral Health (pgs. 6-7), Dental (pg. 10), Operations (pgs. 11-13), Program Manager (pgs. 14-15), Compliance (pg.16), Medical Administration (pgs. 17-18).
Medical Department (email only)*

- **Recruiting Update - Controller/CFO & Physician** – Barton and Associates is the firm contracted to recruit a dentist. This is especially timely with Dr. Olah's retirement and the need for a dentist when the remodeling at the Dental building at 101 West Coast road is complete. We are still looking for an Accounting Analyst. Christina asked if HR Your Way does recruiting and Tina replied they do not but the current Admin Assistant, Cheri, is posting the current openings on Indeed and other websites. We have had a measure of success in boosting the Facebook job posting and offering a sign-on bonus with the Front Desk and MA positions.

- **Action Items for Review and Approval**

- A. **Approve updated 403B Plan Documents** – Tina summarized the retirement plan changes including the RRHC matching is based on regular pay. HR Your Way can help employees understand their benefits including the 403B Plan.

ACTION: Sheila moves to approve the Updated 403B Plan Documents, Janet seconds and the motion passed unanimously.

- B. **Approve Updated Salary Scale** – Tina explained that this is a comparison of all like health centers with 50-60 employees and \$10 million dollar or lower budget in the Northern California area. She is unsure how it compares to SoHum Health.
ACTION: Sheila moves to approve the Updated Salary Scale, Scott seconds and the motion passed unanimously.
- C. **Approve Equity, Diversity, and Inclusion Statement** – Erica, Marsha and Christina are still in the process so this has been table until the next meeting.
ACTION: Janet moves to table the Equity, Diversity and Inclusion Statement until next month, Sheila seconds and the motion passed unanimously.
- D. **Approve Risk Management Plan** – This is a very extensive report with lots of analysis and the Board appreciates all of the work that went into this document. Tina clarified that empanelment is the act of assigning a patient to a primary caregiver and ensure continuity of care.
ACTION: Scott moves to approve the Risk Management Plan, Janet seconds and the motion passed unanimously.
- E. **Approve updated Mandatory Training P&P** – This clarifies the internal training policy including relationship training which are to be completed during the first month. This does help meet some of the Strategic Planning goals for increased training and Relias give us the ability to create customized trainings and skills assessment for our staff.
ACTION: Sheila moves to approve the Mandatory Training P&P, Pamela seconds and the motion passed unanimously.
- F. **Approve submission of the CalAIM's Enhanced Care Management (ECM) and Community Supports (ILOS) grant application** – Tina summarized what the grant would fund and that the application is due June 10th. The Board discussed what the grant could be used for including case managers, substance disorders, and community health outreach.
ACTION: Sheila moves to approve the Submission of the CalMIN's Enhanced Care Management (ECM) and Community Supports (ILOS) grant application, Scott seconds and the motion passed unanimously.
- G. **Approve Updated Translation & Interpretation Services** (*email only*) – Terri requested that this be put on the agenda as an action item to allow for Tina and the Medical team to review it.

- **Discussion Items**

- A. **Board Training Topic(s) of the Month – The Role of the Board in Emergency Management** (*previously emailed*) Tina let the Board know that we are working on RRHC communications with employees during a disaster by testing text messages so that we are prepared for an emergency. The Board asked if we could create a separate message to be sent to them so they can also help during an emergency. Terri stated that we are in the process of having Eureka Oxygen come out to conduct fire extinguisher trainings and we are looking for an internal HAM radio operator to support using the radio during emergencies.
- B. **COVID Operational Impact, Testing & Vaccinations** – Tina stated that the clinic is still busy with vaccines and the test positivity rate has increased to 8% positivity rate. *This was missing from the Board Packet and will be scheduled for April's Discussion Items.*
- C. **QI Meeting Action Plans and Patient Grievance Report** – Tina summarized the Action Plan for dealing with patient grievances and how she handled a recent report. *This was missing from the Board Packet and will be scheduled for April's Discussion Items.*
- D. **Board Expansion and Recruitment** – Christina wanted to discuss recruitment efforts to expand the diversity of the Board and increase the number of members to be between 9 and 11. The quorum will remain the same. The Board will propose the by-laws change during April's Board meeting
- E. **Social media (i.e., local Facebook) - who responds and how?** (RRHC Social Media Policy) Facebook complain about the Veteran Dental Benefits brought this about. Tina emailed to Ascha about it and got a reply. What should be done in that type of situation. Do board members report FB incidents to Tina, how this handled? Submit it as a patient grievance and RL solutions. Respond then please talk Tina on the website. Elise this should be Standard board protocol should be this.

F. **Veterans Access to Dental Care** – Tina and the Board discussed the impact of dealing with the VA and getting pre-authorizations for dental care and how it had become burdensome, and we have been unable to get paid. Current VA dental patients are allowed to finish their treatment plan and that sliding scale has been offered to the VA dental patients who wish to continue to receive their care with RRHC. The Board wants to explore ways RRHC can continue to offer services to veterans and suggested a patient advocate or community member to help the veteran navigate the complex VA healthcare system, contacting Rep. Huffman and recommended that we find a way to treat the local veterans. Tina will investigate the situation more and present potential solutions at the June board meeting.

G. **Personnel changes resulting from budget changes** –

- a. Modify Travel Stipend policy to remove travel reimbursement in exchange for \$1/hr. increase.

Tina evaluated the need of staff members, the burden for administering milage/carpool benefits and proposes an additional \$1 raise for hourly employees along with the standard 3% yearly raise. With this plan the milage and carpool benefits will be eliminated but hourly staff will see an almost \$2K yearly increase to their pay. The plan was presented to the Leadership and they were in favor of it. This will increase personnel costs that weren't previously budgeted for but felt it was in the best interest of the staff.

- Future Agenda Items & Next Board Meeting
 - A. Approve Diversity, Equity, and Inclusion policy
 - B. Strategic Planning Update – Quarterly (June, Sept, Dec, March)
 - C. Approve Updated Translation & Interpretation Services
 - D. COVID Operational Impact, Testing & Vaccinations
 - E. QI Meeting Action Plans and Patient Grievance Report

Next Board Meeting will be held Wednesday, June 22, 2022 at 3:15 pm after the Finance Committee meeting at 3:00pm.

- Executive Session starts at 5:13pm
- Adjourn Meeting