

Pine Eagle Health Planning Committee January 22, 2018 Board Meeting Notes

Meeting was called to order by Loren Goracke at 6:03 pm.

Attendance: Board members Loren Goracke, Pam Brisk, Eileen Monti, Dave Schmitt, Tom Nash, Bill Johnson, Brian Pennock (arrived +/- 15 min. late); Office Manager Terra Lewis

Approval of minutes: December 18, 2017, January 3, 2018, and January 10, 2018; minor spelling changes were made; motion to approve made by Eileen, seconded by Tom; passed 6-0.

Changes to the agenda: Bill (Personnel Committee) asked that an executive session at the end of the meeting; dropped the Clinic Organization topic.

Correspondence: none

Public Input: none

Ambulance Report: Loren

Recertification is coming up this year for the EMTs and we do not have an instructor; Loren will write up a grant from the Hero Program to cover the cost of bringing one in.

Mid-Level Provider's Report: none

Office Manager – Terra (see attached report)

Working with North American on ambulance payments, still cleaning up Feemster issues; Rush is coming out to work with Dana (as a volunteer) on end of year of ambulance inventory.

Had a meeting (Jan. 15) with Aprima on coding and charting; not everything is available; Nancy will keep track of them and work with North American on a case-by-case as they occur to increase their code options. William is working to allow Nancy to do coding at home which will allow more time for encounters at the clinic.

Voice mail has issues, Terra has contacted Alpine Alarm to resolve them.

Monthly outstanding accounts receivable balance is down 6%; Sam is working hard to notify those who are outstanding. There is a 2 day Continuing Medical Education opportunity for all employees in La Grande; cost is \$25/day/person plus mileage and salary – total cost would be \$700 to \$1,000; need to sign-up by March 2. Terra suggested using our donation dollars. The board was in general consensus to use the donation dollars and have employees attend, Terra will adjust schedules to minimize salary and clinic operation.

Health Fair is planned for April 7th or 21st.

Sam is meeting with Cindy Thayer on Jan 30, for training on the website.

New accounting software (Quick Books) is moving forward nicely; it is available on line which will make working with multiple people possible.

There have been some questions when board members (or others) are in the treatment area (usually when doing work at the clinic); patients wonder why they are there; no real issues at this time, but we need to limit use of the hallway to protect patient privacy. Board members agreed to stay out of the hallway unless necessary, we will use the back door unless we need to be in the clinic area.

It would be good to send Nancy to training so she can do DOT physicals; also Sam and Dana need training to do employment urinalysis; Terra suggests using donation dollars. There is no money in the budget for training and there is \$30-40K in the donation pot at this time. The Board had general consensus to use donations for these training sessions.

Idaho Power Energy Savings Project – we need to get back on track for our monitoring and training.

Mammogram screening – Bill asked why we do that at the school rather than the clinic? Terra said there are issues with parking space and electric hookups at the clinic. Terra will discuss it with the folks with the unit when they come next time.

Terra will be talking to Opi (acupuncturist) to coordinate providing services to clinic patients.

Clinic

Finance – Pam

Pam is still working with Marsha on the financial reports; issues with switching accounting systems and making beginning balances accurate. Loren pulled Marsha's name off the bank account; she is done at the end of this month.

Committees

Policy – Eileen

The committee has completed their review of the policy manual; each board member, Nancy, Terry, and Terra was given a copy for review (Terra was asked to get comments from Sam, Dana, and Kim). Eileen will incorporate comments and identify places that still need work and we can schedule a work session to finalize the manual. Several policies have a “to be written” which means we think a policy is needed but we did not have any verbiage to suggest. If you have suggested verbiage, please draft it up and submitted. Copies with comments at the February 26, meeting.

Personnel – Bill

Scheduling appointments – how do we schedule appointments on short notice; Terra said we set two times/day for urgent needs; working with Nancy, Kim, and Sam on how we can keep spots open but there is only limited slots in a day and there will be time a patient has to wait or go to Baker.

Right now Nancy’s contract is for 3 8 hour days for patient care, we would like 4 days per week and the personnel committee is looking at possible candidates for a second provider (NOT a replacement provide); the committee is working with an agency to identify candidates that may be interested in a position in Oregon.

A job description for a Medical Assistant (MA)/Receptionist was sent to all board members for comment; the MA position needs higher qualifications than the Receptionist so the job is really a MA who also does receptionist duties and should be paid at the higher salary; the board discussed adding another column to the salary schedule and had consensus to not add another column for a MA/Receptionist – the position will be paid at the MA rate. Eileen will draft an addition to the policy to say that if two positions are combined, the person will be paid at the higher rate. Dave made a motion that we establish a Medical Assistant/Receptionist position and ask Terra to draft a position description; seconded by Eileen; passed 7-0. Comments on draft description to Terra by close of business Jan 29.

Grants – Loren (covered under the ambulance portion of notes)

We received the Idaho Power grant for \$1,000 for the clinic; nothing yet for the ambulance. Part of the Leo Adler money has been spent for battery chargers.

Building – Loren

Tom has replaced some ceiling tiles and cleaned out the light fixtures; still a few tiles to be replaced

Loren is getting estimates on the carpet and vinyl replacements

Need to remodel office to have adequate room for two people (Sam and Kim), Loren will get Eric to give us a bid on remodeling the area; several options are being considered.

Idaho Power cost estimate to convert to LED lighting – there estimate is \$6,477; we would get an incentive back of \$1,631.91 so the total cost would be \$4,845.09; Pam made a motion to use money from the Pine Eagle Clinic's donation fund to accept Idaho Power's proposal to replace the lighting with LEDs and fix the motion sensor lights; seconded by Dave; passed 7-0.

Old Business

Complaint Tracking Form – Terra passed out a draft form for tracking response to comments/concerns/complaints received by the Board and the Clinic; the forms would be kept by the Board Secretary and the Clinic Office Manager; requested changes will be made by Terra and the form send a copy to Dave.

HCJ Article on NP vs PA – Bill asked Hailey to include that topic in her interview of Nancy that she will be doing; he will encourage Hailey to get that interview done.

Committee Assignments – Tom in on the building, investment, and finance committees. There is about \$45K in the clinic funds that can be invested and some donation funds. Terra will send the fund information to Dave.

New Business – none

Board Member Comments – none

Topics for next meeting agenda

Budget, ACA's impacts on the clinic as it goes away, impacts from measure 101 if that passes, how changes to Medicare and Medicaid are going to affect the clinic; payment options available to patients of the clinic.

Adjourn to Executive Session at 8:00 pm to discuss our proposed contract with Dr. Smithson.

Return to public session at 8:14

Dr. Smithson's contract - Eileen requested two changes – Paragraph 11, second sentence, after “charges billed to Medicaid patients” add “for services provided by physician”; and in Paragraph 17 b), after “or two (2)” insert “business” before “days after deposited in the mail...”

Eileen made a motion that given the two changes, we give Loren the authority to sign the contract, if it is reviewed without changes by our attorney Dan Van Thiel, and it is accepted without changes by Dr. Smithson; seconded by Brian; passed 7-0.

Adjourn at 8:16

Assignments

Terra – get estimate of costs for proposed training; look into acupuncture options; mammogram van placement options; carpet/vinyl replacement cost estimate; revise comment tracking form and send copy to Dave; revise MA/Receptionist Job Description and bring to next board meeting; send Dave the money available for investing and where it is now

Tom – replace ceiling panels as needed

Bill – remind Hailey to do her interview with Nancy

Eileen - draft policy to say that if two positions are combined, the person will be paid at the higher rate

All – review policy manual and bring comments to Feb 22 meeting; review MA/Receptionist Job description and get comments to Terra by COB Jan. 29th.

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Office Manager Report

Terra Lewis

Ambulance Billing:

- Continuing with North American
- Payments continue to come in to the clinic
- Still some clean-up to do with the change-over from Feemster to North American
- Dana will assist with 2017 Ambulance inventory since Rush will be out.

Provider Update:

- Coding & charting meeting on Monday January 15th went well. We met for an hour with Aprima's team & learned what we need to do to get the system updated. There was also some areas in which we just needed additional training
- Provider charting at home: Will continues to work on this with Aprima's IT person. He understands that we can move forward with switching provider to Pinetel if that is what is required. It sounds like that may not be needed. My professional opinion is that we cannot increase our encounters until we can get the provider the ability to chart at home. Will states he understand the urgency of this project.

Telephone System:

- Voicemail seems to be the most problematic with extension programming second
- Missed and/or dropped calls update
- Alpine Alarm working on this for us.

Monthly Outstanding Accounts Receivable Report:

- Total Outstanding Guarantor balances for December 2017 are \$54,114 which represents 46% of the outstanding A/R. Of this amount, \$40,354 is over 120 days.

- Total Outstanding Guarantor balances for December 2017 decreased by \$3,651 and over 120 days decreased by \$72.
- Sam started to send letters for our initial efforts to collect on accounts with outstanding balances over 120 days. We have already started to get phone calls & payments. This is great news and kudos to Sam for all her hard work.

General Financial Information:

- December 2017 Encounters:
 - Dr Smithson: 12, 1 day per month
 - Nancy Wolf: 84, 11 days per month-Working on charting issues
 - Medical Assistant: 64

CME Opportunity

- Pediatric & Adult Mental Health Webcast
- In La Grande Friday March 9th & March 16th
- Cost-\$25 which includes light breakfast, lunch, and instructional material
- Mileage & Pay: We can carpool to decrease cost but this may result in a small amount of over-time. We can adjust Monday hours as much as possible.
- The team will gain valuable education, resources, networking with Mental Health teams in the area and a great opportunity for our clinic team.

General Updates:

- Provider Recruitment-See Personnel Committee Report.
- Clinic Carpet-Waiting on estimates. Everyone seems to be shorthanded.
- Health Fair-Looking at April 7th or 21st but need to confirm with the Lions Hall and Interpath. Meeting on January 4th went well and we seem to be really organized with a great plan.
- Sam has a meeting scheduled with Cindy Thayer on 1/30 for PEHPC web page training
- New accounting software is moving forward nicely. I continue to attend the free training webinars and they are very helpful.
- With the new accounting software, we are able to offer direct deposit to our employees.
- We're starting 2017 Cost Report prep. Dana has flu/pneumonia logs & inventory sheets completed.

Questions to the Board/Discussion:

- Board members in Clinical Areas for business purposes
- DOT Physical Training & Employment Urinalysis training

Ongoing Priorities:

- Rural Health Clinic Binder
- 2018 Budget
- Updating Job Descriptions-Medical Director and Housekeeping then update Medical Assistant and Office Manager
- Patient Experience Tracking
- Increase opportunities for patient outreach with the goal to increase encounters
- Idaho Power Energy Savings Project
- Track & update required annual education
- Provider charting at home