

**Pine Eagle Health Planning Committee
Board of Directors Meeting
July 22, 2019**

Call to Order: Shirley called the meeting to order at 6:03 PM

Attendance: Board members Shirley Meger (Chairperson via Skype); Brian Pennock (Vice-chair), Jake Roe (Treasurer), and Steve Sharp; Terra Lewis (Administrator).

Approval of Minutes: **Jake made a motion to approve the minutes of June 24, 2019;** Brian seconded the motion; motion passed 4-0.

Changes/Additions to Agenda: none

Correspondence and Public Input: None

Ambulance Report: Terry was not present, no report.

Administrator's Report: see attached Office Administrator's Report.

Clinic

Committees

Finance: Terra presented the April financial statements. The Pine Eagle Clinic has a profit of \$492, advertising is getting close to budget, in miscellaneous income we received a \$4K+ donation from the LaRue Family Trust (they donate every year), and everything else is where we should be. The Ambulance did have a loss of \$655, safety and compliance is higher as expected due to purchases we approved, charges are low due to fewer runs. The Building Fund is pretty standard. Since Terra has some significant changes to the finance statements due to errors recently identified by our new accountant, requested that we wait on the rest until she gets them completed and the new finance committee has a chance to go over them. All agreed.

Personnel: Terra reported that both Susan and the dentist have signed their contracts and are operating.

Policy: Terra passed out copies of suggested policy changes are recommended by the Policy Committee (copy attached). **Jake made a motion to approve the revisions to the policies as outlined in the handout;** Brian seconded the motion; passed 4-0

Old Business

Overdue Accounts Procedures: Terra was not prepared for that discussion

New Business

Collection Contracting: Terra had two potential contractors, one in La Grande (which we are currently using) and one in Tennessee. She will send the

information to Board members for review and put the topic on the August agenda.

Filling Vacant Position: The Board can appoint someone to fill the position, no election is required. Steve stated that there were a couple of people in Richland who are interested serving in the community. He will contact them to see if they are interested. Other Board members should be thinking of people they know who may serve.

Committee Assignments: The finance committee needs to meet with Terra on the financial statements and will stay as current (Brian, Tom, and Pam Brisk). The rest were moved to August meeting so other members are present.

Health Media Network: This service provides visual/audible information programs for patients in the waiting lobby. Terra said there was a lot of information to be presented and this may be a good option to consider, but it is a luxury and she has a lot going on right now so she would like to table the issue for now. All agreed.

Contracts for Maintenance and Office Cleaning: Terra has been approached by Joey Young as to who does the cleaning and maintenance. Right now the staff is doing the cleaning, they find it hard to do the cleaning necessary if patient visits are high or they get called out on the ambulance. She asked that a committee spend some time discussion the situation and costs and come up with a proposal for cleaning for the Board. Shirley asked to get with Terra when she is back in town to get familiar with the situation and narrow the discussion. Terra is currently doing the watering and landscape, which is the largest piece right now. Jim is mowing and has done snow removal in the winter. He does not live close to the clinic anymore and it will be hard for him to continue. There is a lot of "stuff" that are Loren took care of that now need to be taken care of by other means now. Terra agreed to send a list of the items that need to be covered under maintenance to Jake and Steve and they will put together a proposal.

Sliding Fee Scale: Tabled to the August meeting.

Assignments:

Terra - send cleaning and maintenance information to Jake and Steve
Update policy manual and bylaws

Jake and Steve - review cleaning and maintenance situation and prepare a proposal to take care of the clinic.

Steve – contact person for interest in filling Board position

Finance Committee – meet with Terra on financial statements

Board Member Comments: none

Next meeting Topics: financial statements, overdue accounts, the Sliding Fee Schedule, collection contracts, clinic cleaning and maintenance, committee assignments, filling vacant Board position,

Adjourn: Brian adjourned the meeting at 7:39 p.m..

Minutes prepared by Dave Schmitt (07-31-19)

Pine Eagle Health Planning Committee Board Meeting
07/22/2019
Administrator Report
Terra Lewis

Monthly Outstanding Accounts Receivable Report:

May 2019

- Total outstanding guarantor balances are currently \$55,135.38 which represents 42% of the A/R.
- Of this amount, \$41,802.86 is over 120 Days.

June 2019

- Total outstanding guarantor balances are currently \$58,837.83 which represents 44% of the A/R.
- Of this amount, \$40,911.51 is over 120 Days. This number is down by \$891.35

Encounters:

- May 2019 Encounters
 - Defrees-12
 - Berry-117
 - MA Services-93
- June 2019 Encounters
 - Defrees-14
 - Berry-113
 - MA Services-100

Patient Concern Report:

- Concerns Reported: There have been a couple of concerns reported. I'm working through the information & investigating as appropriate. I'll report out more after I have more details.

General Updates:

- CLIA certificates have been ordered for both the ambulance & clinic. This is for Jan 2020-Dec 2021
- Credit Cards-I'm working with the bank to replace all cards with Loren's name on them. Unfortunately, the ambulance card was cancelled without the local bank or my knowledge. Luckily, Terry Schmoe & his wife had their cc's with them & were able to fuel up & feed the volunteers. Terry has been reimbursed all of the expenses.
- Bank Accounts-in order to change the bank accounts with Loren's name on them, I need to update the business registry for both the ambulance & clinic. I need to wait for the credit cards to be finalized prior to doing this. It's all in progress.
- Accountant-2018 taxes are in the works. However, there were a number of errors on the 2017 entries which led to our 2018 beginning balances being

incorrect. I've met with the accountant on July 9th, another meeting by phone tomorrow. The accountant has access to our QuickBooks account & she has corrected the beginning balances but it through off all my numbers. We are working to correct those tomorrow. This should allow me to finalize getting her the 2018 information she needs to finish up taxes.

- Susan Berry is planning to take a CME course September 16th-20th and then take an additional week's PTO from September 23rd-26th. **I'll need to find coverage or request locums.**
- There continued to be problems with one of the individuals working on our accounts behind the scenes. I've asked for that person to be completely removed from all work on our accounts. I've been assured there should be no future activity from this person.
- North American is continuing to work on our statement question. In the meantime, we have finished creating a "parking place" for all our accounts which need written off. This will keep them on our A/R until we are able to complete the write-off but the patients will no longer be getting statements. This should help reduce the cost we pay for statements being sent each month and will allow us to park our collection accounts there as well.
- Our carpets need cleaning in order to maintain our warranty. I've been in contact with Carpet One for a recommendation. The installer also cleans carpets. He has given me a quote based on the square footage from install. \$660 dollars and he can come out on a day we are not open but will still allow enough time for drying.
- The generator is still not functioning correctly since Loren had worked with them to get a part replaced last October. I've had the repairmen come out. The part in question is not one that is normally on the service vehicles. Therefore, he could only do so much to see if it was a different problem. He thinks the problem is in our building where one of the circuits is causing the problem. However, he needed to order the part just in case there is a problem with the other one installed in October. They can return it if it is not needed.

**Proposed Policy Changes
7-22-19**

Policies noted by Terra as needing changes are listed below.

Policy 1.3. Non-English Speaking Patients

Accommodations will be made for non-English speaking patients as appropriate.

Policy 3.11. Benefits

Need Terra to explain changes procedure.

Policy 3.18. Discipline

Any conduct that interferes with or adversely affects job performance is sufficient grounds for disciplinary actions including immediate termination. Incidents that are serious may be cause for immediate termination without benefit of previous warnings.

Delete the word 'and' in second sentence.

Policy 11. Board of Directors

The Board of Directors of the PEHPC annually shall appoint committees and assign members.

Committees may include:

Policy/By-Laws Committee

Financial Committee

Investment Committee

Goals/Planning/Public Relations Committee

Quality Assurance Committee

Grants Committee

Personnel Committee

Building Committee

Orientation Committee

Annual Retreat Committee

Our current committees.

Propose the following changes.

<u>Policy Committee</u>	<u>Change to Policy/Bi-Laws Committee</u>
<u>Financial Committee</u>	<u>Change policy to Financial Committee</u>
<u>Grants Committee</u>	<u>no change needed</u>
<u>Personnel Committee</u>	<u>Change policy to Personnel Committee</u>
<u>Building Committee</u>	<u>Change policy to Building Committee</u>

Appendix 1 Application for Discounts (last sentence of "NOTE:" at bottom)

Copy of tax returns, pay stubs and other information verifying income may be required before a discount is approved and **will must** be provided ~~as may be~~ if requested. (*Terra: I think this can be removed as it says it's required before a discount will be applied.*)

Need to implement the suggested changes and remove highlighted text. I think this was an error.