

**Pine Eagle Health Planning Committee
Board of Directors and Annual Committee Meeting
October 26, 2020
(via Zoom)**

Call to Order: Tom called the meeting to order at 6:00 p.m.

Attendance: Board members Tom Nash (Chair), Dave Schmitt (Secretary), Chris Lawrence, Norah Esty, and Nora Aspy; Terra Lewis (Clinic Administrator).

Approval of Minutes: **Norah E. made a motion to approve the September 28, 2020 minutes.** Nora A. seconded the motion, which passed 5/0 with one abstention.

Changes/Additions to Agenda: Added Board Membership and Officer Appointments and dropped Collections

Correspondence and Public Input: None.

Ambulance Report: Terry was not present to make a report.

Clinic Administrator's Report: See Attached.

Committees

Finance:

Profit and Loss Statements - Terra had sent out the Profit and Loss Statements for July, 2020 via email prior to the meeting for Board review. Terra posted the statements on the Zoom screen, explained several areas that had unusual activity, and answered questions. **Dave made a motion to approve the Profit and Loss Statements for July, 2020.** Norah E. seconded the motion, which passed 5/0.

Building:

Landscaping - Norah said we will not hear back on the grants until December, and she will let us know when she hears more. Idaho Power has agreed to supply large rocks, and she will coordinate with them when the work begins.

Ambulance Bay Ladder - Tom is waiting on a design and estimate for fixing that problem.

Office Cleaning – Terra said the cleaning is going well. We do not have a written contract, but they have signed the business associate agreement related to dealing with medical information they may come across.

Clinic Generator – Tom has contacted EMC who will come out to check on it, but that will cost \$1,000/trip; which is too much when we do not have a real problem. They did send a salesman out, at no cost; he wanted to sell us a larger generator for \$27,000, which we cannot afford. Luke Hearne connected us with Del Andrade, who lives in Richland and works with generators. He is willing and able to do some maintenance. Tom will work with him to deal with problems.

Personnel:

Patient Surveys - Dave had emailed summaries of the replies from surveys received in October. Comments were all positive and people are pleased with the service the Clinic is providing. A summary of responses to the questions is attached. Dave wants to reword the survey and will work on that to have a revised version at our next meeting. Norah E. agreed to send some comments for the revision.

Staff Evaluations – Dave has the evaluations which were filled out by the staff and will work with Terra to set up in-person staff reviews; Chris is available to help.

Old Business

Business Email for Board Members – Terra is working with Robert Maddox to set them up. There will be some delay, as the Clinic is changing servers. There will be both secure and unsecure options.

Dentist Provider – Tom recommended to put that effort on hold for now and see what develops post-COVID. The Board agreed by consensus to leave the office as it is until a decision is made so we do not lose the option of having a provider. Tom has done some outreach without positive response.

Ambulance Accident Policy – Dave said nothing has been done.

New Business

Vacant Board Position – Since Jake has resigned, we need to fill that position. Tom asked Board members to ask people they know and try to fill the position. We do need to fill the Vice-chair and the Treasurer positions. Norah agreed to be the Vice-chair and Chris agreed to be the Treasurer. Both were voted into the positions by 5/0 votes by the Board.

Board Member Comments – None.

Next meeting Topics: Ambulance bay ladder update, Clinic logo, marketing strategy, financial reports, business email update, and dentist provider update.

Assignments:

Terra – Send financial statements to the Board when complete.

Draft ad for dentist with Norah.

Meet with Chris on Treasurer duties.

Dave – Talk to Terry about ambulance procedures.

Set up and complete staff reviews.

Norah – Draft logo for Dec. meeting.

Draft marketing strategy.

Adjourn: Tom adjourned the meeting at 7:15 p.m.
Minutes prepared by Dave Schmitt (11-16-2020).

Attachments:

**Pine Eagle Health Planning Committee Board Meeting
09/28/2020**

**Administrator Report
Terra Lewis**

Monthly Outstanding Accounts Receivable Report:

- Total outstanding guarantor balances are currently \$62,731.22 which represents 62% of the A/R. Of this amount, \$47,370.69 is over 120 days. This has increased over the last few months. I've been reviewing charges in groups so it may be that insurance is taking longer to process & complete since more are coming through in one time.

Encounters:

- August 2020 Encounters
 - Defrees-8
 - Smithson-10
 - Berry-90 14.5 days/month: Average 6.21
 - MA Services-91
 - Clinic Average Provider Encounter: 15 days-7.2
 - 6 Billable Ambulance Runs
- September 2020 Encounters
 - Defrees-11
 - Smithson-11
 - Berry- Average 6.21
 - Clinic Average Provider Encounter: 8.06

Patient Concern Report:

- None

General Updates:

- The clinic is out of flu shots. We received our usual amount but we had so many patients wanting them, our supply was exhausted in two weeks. We are on a list to get more but it may take a while. This is the trend across most clinics. When we get more, priority will be given to the clinic's established patients.
- There is a delay in getting the training modules setup complete. Once the administrative work is done, you will be receiving an email with next steps.

- Susan will be on PTO Monday 11/23-Thursday 12/3. I'm working on getting Korey Ham, DNP to cover both Wednesdays. We may only get one due to the holiday.
- I'm working with the accountant to complete the 2019 taxes which are due November 16th.
- We continue to work with Interpath to get Health Fair lab results. They will be faxing them to us and then we will be notifying patients we have them. We cross check results received to make sure they have all been received.

COVID-19 Updates:

- The clinic has received 40 rapid tests from the Baker County Health Department. If a patient is symptomatic, they qualify for a rapid test ordered either by the Health Department or our provider. Patients will receive Rapid COVID test results same day. If they are not symptomatic but meet testing guidelines, they will receive the COVID19 test sent through Interpath Lab. Turn-around time for Interpath can be up to 6 days.

Patient Survey Responses

Summary of **Susan's patient's** surveys returned from August, 2020; 4 total. Not all replies responded to all questions.

1. Our records indicate that you received care from Susan Berry, FNP in the last 12 months. Is that correct? Yes = 4 No = 0
2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? Yes = 2 No = 1
3. In the last 12 months, when you called this providers office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed? Never = 0 Sometimes = 0 Usually = 0 Always = 4
4. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?
Same day = 3 1 day = 1 2-3 days = 0 4-7 days = 0 More than 7 days = 0
5. Did this provider's office give you information on what to do if you needed care during evenings, weekends or holidays? Yes = 4 No = 0
6. In the last 12 months, when you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
Never = 0 Sometimes = 0 Usually = 0 Always = 4
7. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office? Yes = 1 No = 2
8. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time? Never = 0 Sometimes = 0 Usually = 1 Always = 3
9. In the last 12 months, how often did the provider explain things in a way that was easy to understand? Never = 0 Sometimes = 0 Usually = 1 Always = 3

10. In the last 12 months, how often did you feel the provider listened carefully to you? Never = 0 Sometimes = 0 Usually = 1 Always = 3
11. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from the office follow up to give you those results? Never = 0 Sometimes = 0 Usually = 0 Always = 4
12. In the last 12 months, did the provider talk to you about specific goals for your health? Yes = 3 No = 0
13. In the last 12 months, did anyone in the provider's office ask you if there are things that make it hard for you to take care of your health? Yes = 3 No = 1
14. In the last 12 months, how often were the clerks and receptionists at the provider's office as helpful as you thought they should be? Never = 0 Sometimes = 0 Usually = 0 Always = 4
15. In the last 12 months, how often did the clerks and receptionists in this provider's office treat you with courtesy and respect? Never = 0 Sometimes = 0 Usually = 0 Always = 4

Comments: *condensed summary*

It was a good experience

I was very pleased with the experience and all of the staff

Summary of **Nathan Defrees'** patient surveys returned from **August, 2020**; 3 total.

1. Our records indicate that you received care from Daniel Smithson, MD in the month of August. Is that correct? Yes = 3 No = 0
2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? Yes = 2 No = 1
3. In the last 12 months, when you called this providers office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
Never = 0 Sometimes = 0 Usually = 0 Always = 3
4. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?
Same day = 1 1 day = 1 2-3 days = 0 4-7 days = 1 More than 7 days = 0
5. Did this provider's office give you information on what to do if you needed care during evenings, weekends or holidays?
Yes = 2 No = 1
6. In the last 12 months, when you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
Never = 0 Sometimes = 0 Usually = 0 Always = 2
7. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office?
Yes = 2 No = 1
8. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?

- Never = 0 Sometimes = 0 Usually = 0 Always = 3
9. In the last 12 months, how often did the provider explain things in a way that was easy to understand?
Never = 0 Sometimes = 0 Usually = 1 Always = 2
 10. In the last 12 months, how often did you feel the provider listened carefully to you?
Never = 0 Sometimes = 0 Usually = 0 Always = 3
 11. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from the office follow up to give you those results?
Never = 1 Sometimes = 1 Usually = 1 Always = 1
 12. In the last 12 months, did the provider talk to you about specific goals for your health?
Yes = 2 No = 1
 13. In the last 12 months, did anyone in the provider's office ask you if there are things that make it hard for you to take care of your health?
Yes = 1 No = 2
 14. In the last 12 months, how often were the clerks and receptionists at the provider's office as helpful as you thought they should be?
Never = 0 Sometimes = 0 Usually = 1 Always = 2
 15. In the last 12 months, how often did the clerks and receptionists in this provider's office treat you with courtesy and respect?
Never = 0 Sometimes = 0 Usually = 0 Always = 3

Comments: *condensed summary*

It is too bad you spend money on an unnecessary survey when you should be spending it on supplies and pushing elected officials to use real information.

Summary of **Dr. Smithson's** patient surveys returned from **August, 2020**; 2 total.

1. Our records indicate that you received care from Daniel Smithson, MD in the month of August. Is that correct? Yes = 2 No = 0
2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? Yes = 1 No = 1
3. In the last 12 months, when you called this providers office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
Never = 0 Sometimes = 0 Usually = 0 Always = 2
4. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?
Same day = 0 1 day = 0 2-3 days = 0 4-7 days = 1 More than 7 days = 0
5. Did this provider's office give you information on what to do if you needed care during evenings, weekends or holidays? Yes = 2 No = 0
6. In the last 12 months, when you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
Never = 0 Sometimes = 0 Usually = 0 Always = 2

7. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office? Yes = 1 No = 1
8. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?
 Never = 0 Sometimes = 0 Usually = 0 Always = 2
9. In the last 12 months, how often did the provider explain things in a way that was easy to understand?
 Never = 0 Sometimes = 0 Usually = 0 Always = 2
10. In the last 12 months, how often did you feel the provider listened carefully to you? Never = 0 Sometimes = 0 Usually = 0 Always = 2
11. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from the office follow up to give you those results? Never = 0 Sometimes = 0 Usually = 1 Always = 1
12. In the last 12 months, did the provider talk to you about specific goals for your health? Yes = 1 No = 1
13. In the last 12 months, did anyone in the provider's office ask you if there are things that make it hard for you to take care of your health?
 Yes = 1 No = 1
14. In the last 12 months, how often were the clerks and receptionists at the provider's office as helpful as you thought they should be?
 Never = 0 Sometimes = 0 Usually = 0 Always = 2
15. In the last 12 months, how often did the clerks and receptionists in this provider's office treat you with courtesy and respect?
 Never = 0 Sometimes = 0 Usually = 0 Always = 2

Comments: *condensed summary*

Great job!