

**Pine Eagle Health Planning Committee
Board of Directors and Annual Committee Meeting
July 27, 2020**

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, Amri Fauna, and Norah Esty; Terra Lewis (Clinic Administrator)

Approval of Minutes: **Norah made a motion to approve the June 29, 2020 minutes.** Chris seconded the motion, which passed 5/0.

Changes/Additions to Agenda: Dave asked that the Post Accident Drug Testing topic be tabled – all agreed.

Correspondence and Public Input: Tom passed on a compliment to Susan for doing the right thing requiring tests to assess sleep apnea in a person seeking approval for a motor carrier license.

Check on Assignments: Assignments from June 29 meeting were reviewed. Terra completed her assignments except for the financial reports; the Personnel and Policy Committees did not meet, and policies were not reviewed. All of these will be moved to the August meeting.

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

Medical Administrator's Report: Terra read the following statement she received from Dr. Defrees: The Clinic continues to provide a much-needed service for Pine Valley. The health-care team is dedicated and function well together during some very stressful times. Now more than ever it is important to have local health care available for our community. There have been difficult decisions to make around the balance of keeping staff and patients safe from COVID-19 while still providing needed care for our patients. I believe the clinic has done a wonderful job navigating care through it all.

As we look forward to the next year, it is clear that this virus is not going away. We will need to continue to stay flexible in the way we deliver health care and run the clinic. I am confident that with the team we have in place we can continue to adjust to a changing health care landscape. I believe we will continue to safely see patients in clinic and care for chronic and acute illness. It may also behoove us to consider use of Telehealth and telephone visits in certain situations in order to limit in-person visits when not needed. As a health care team, we will continue to consider options and be open to change.

I appreciate the opportunity to work with such a wonderful community clinic. Thank you,

Nathan Defrees, MD

Clinic Administrator's Report: Terra did not have the normal statistics as she was dealing with family medical issues. The clinic is seeing patients and dealing with COVID procedures, following CDC and Oregon Health Authority recommendations. The clinic has done 5 tests of symptomatic patients. Patients are interviewed via phone before deciding whether to see them or not and what process to use in providing care or suggest other options to get the care they need.

Committees

Finance: Terra did not have the financial statements. There are no collection actions to be taken.

Building: Electrical system – The generator had the low coolant alarm go off. Jake filled the coolant system and fixed a leak. It seems to be working well.

Terra presented two bids for repair of the ambulance damage to the building, one from Eric Lower and one from D & C Construction. After some discussion, Dave made a motion to award the project to Eric Lower; Amari seconded; motion passed 5-0.

Terra presented a proposal from Joey Young for grounds maintenance, landscaping, snow removal, and work on the electrical system. After some discussion, Dave made a motion to hire Joey to do the exterior landscape maintenance at his \$25/hr. rate and the rest of the proposal be left for a later date. Norah seconded the motion which passed 5-0. Terra will contact Joey and get him started.

Terra presented a proposal to install underground sprinklers from Joey Young. The Board thought the proposal was very high and had some thoughts of redoing the landscape to require less water and maintenance. The Board agreed to table the proposal until we decide what to do with the landscaping and determine if sprinklers are actually in the ground.

Personnel: Dave summarized what has been done in response to a complaint received regarding how Susan dealt with a patient. Both Dr. Defrees and Dave have met with Susan and encouraged her to be more sensitive to patient needs. Terra is looking into some personal relations training for Susan in dealing with patients. Dr. Defrees said her medical competency was very good. Terra will continue to seek a training opportunity.

Terra is sending surveys to a random sample of patients each month, and is giving those returned to Dave (Personnel Committee). Dave presented a summary of the replies from surveys sent out to patients seen in May and June. Those received were all regarding patients who saw Susan. Most comments

were positive and people are pleased with the service we are providing. Comments were split on Susan, several were very complimentary to Susan and several were not so positive in how she relates to patients (which is reflected in the complaint discussed above). Comments were very positive related to the staff. A summary of responses to the questions is attached.

Old Business

Policy Review: Tabled to the August meeting.

Community Blood Draw: Terra is planning to have the draw on August 28, from 7:00 to 10:30 AM. It will be by appointment only, to limit exposure. As preparations progress, notices will be put out to the public. This is contingent on the limitations in place at the time due to COVID.

Post-Accident Drug Testing: tabled to August.

Discount for Payment at Time of Service: Terra did call medical facilities to see what they were doing; hospitals give a 30% discount, clinics had no policy. There was discussion on specifics of what we would do and how much the clinic could afford given our low budgets. Dave asked Terra to do more research and table to the topic to August.

New Business

Committee Assignments: The Board agreed to combine the Grants and Finance Committee. The following committee assignments were made.

Policy Committee - Dave, Jake, Amari

Finance Committee - Tom, Steve, Norah

Personnel Committee - Dave, Amari, Chris

Building Committee - Tom, Jake, Steve

Board Member Comments: None

Next meeting Topics: policy review (general and accident specific), financial reports, discount for payment at time of service, post-accident drug testing, landscaping, and underground sprinklers.

Assignments:

All – review policies related to their committee assignments.

Terra – Send financial statements to the Board when complete.

Contact Joey regarding the grounds maintenance.

Contact Eric on repairing ambulance bay entrance.

Research discounts for payment at time of service.

Personnel & Policy Committee – Meet to discuss policy on responding to accidents and drug testing.

Adjourn: Tom adjourned the meeting at 7:20 p.m.

Minutes prepared by Dave Schmitt (08-05-2020).

Attachments:

Summary of patient surveys returned from May and June, 2020

14 total; not all replies answered every question.

1. Our records indicate that you received care at the clinic in the last 12 months. Is that correct? Yes = 14 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 = 11 No = 1 Sometimes = 1
3. In the last 12 months, when you called this provider's 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 = 2 Always = 12
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 = 6 1 day = 3 2-3 days = 2 4-7 days = 1 More than 7 days = 1
5. Did this provider's office give you information on what to do if you needed care during evenings, weekends or holidays?
Yes = 12 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 = 4 Always = 10
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 = 7 No = 6
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 = 1 Sometimes = 0 Usually = 4 Always = 9
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 = 5 Always = 7

10. In the last 12 months, how often did you feel the provider listened carefully to you? Never = 1 Sometimes = 3 Usually = 3 Always = 7
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 = 2 Always = 11
12. In the last 12 months, did the provider talk to you about specific goals for your health? Yes = 10 No = 4
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 = 6
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 = 14
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 = 14