

Pine Eagle Health Planning Committee December 18, 2017 Board Meeting Notes

Meeting was called to order by Loren Goracke at 6:00 pm.

Attendance: Loren G., Pam B., Eileen M., Dave S., Brian P. (arrived +/- 15 min. late), Terry S. (ambulance), Nancy W. (practitioner), Terra L. (Office Manager), Tom Nash (public)

Approval of 11-27-17 minutes: Minor changes were made (capitalization, fee=>free); Motion to approve – Pam; Second – Dave; passed 4-0 (Brian not yet present).

Changes to the agenda: None

Correspondence: None

Public Input: None

Ambulance Report: Terry Schmoe

December meeting was their Christmas Party. The ambulance has had 89 runs so far this year, will be down from 133 for last year. Average for past 5 years is about 2 runs per week. A grant application was submitted to Leo Adler for \$5,000; received \$4,000. Money will be used to buy a 4 way battery charger and a temperature probe for the Zoll cardiac monitor. Terry is also are working to convert the Striker Gurney to lithium batteries to have a longer life after recharging.

Billing – Terra has found some information that may affect our decision to switch to Springfield. They require a 2 year contract and clinic will have no access to the process so we cannot see notes, comments or status of funds. Patients will have to go through Springfield on their own to get information or correct errors; the clinic will not be able to do that. North American (Adam) is improving their process and coding for ambulance billing and we will have better billing information. Terra suggested we hold off changing to Springfield to see if the changes will make North American more desirable. All agreed to continue working with North American to see if the changes make them the more desirable billing agent.

One grant application is still outstanding to Idaho Power for \$1,000; they normally give us that each year. (Loren)

Clinic:

Mid-Level Provider's Report – Nancy

Still having issues with coding; appropriate code is often not available on the form. Nancy is working with North American (Adam) to add codes that are needed for diagnosis and mental health visits. Terra is going to ask for an audit on Nancy's codes and comments to be sure we are billing for all the treatments we can bill for. Oregon Health Plan will no longer be paying for long term pain narcotics after January 1. Nancy is working on alternatives that insurance would cover (acupuncture and massage) and are available locally that the clinic can refer patients to. Lab results from the April health fair were sent to patients; one person is self-treating and others ignoring serious issues. Nancy is seeing 8-12 patients a day, starting to see more kids.

Office Manager – Terra (see attached report)

Have been working on insurance renewals, we do have insurance for the board from Dec. 1, 2017 to Dec. 1, 2018; it excludes claims resulting from actions prior to Dec. 1, 2017 (only covers claims on actions taken after Dec. 1, 2018). A copy of the policy will be available at the office as soon as Terra one from the company (45 pages). We do not meet the requirements for coverage under the Special District Directors and Officers option. Phones are working OK, they are covered over lunch (8-5). Account receivable situation is improving, working with North American to get current. North American is now recognizing our sliding scale discounts and only billing for what they owe; we no longer need to make the adjustments after the billing. Terra passed out Income Statements for Aug., Sept., Oct., and Nov.; working on getting current. Still looking at options for a second provider to have the clinic open 5 days a week; Nancy would like to work 3 days a week and can also do mental health if another provider can take some of the work load.

Finance – Pam

Pam is working with Marsha on the financial reports. We will be switching to QuickBooks; a more current efficient bookkeeping system. Hope to be caught up by February.

Committees

Policy – Eileen

The committee is working on updating the policy manual and hope to have a copy for review by the February meeting. Next committee meetings will be January 3 and 10, 2018; 1:00pm.

Personnel – Pam

We are working on a contract for Dr. Smithson; he would like compensation for his work medical director duties. Terra is looking at an option for hourly compensation (his hourly rate is \$150/hr). Malpractice is also an issue; Terra is working to get him qualified for a reduced rate or incorporate that into the compensation for the medical director package. Dr. Smithson will be out here 1 day a month; may increase if the need is there.

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

Waiting on two grants from Idaho Power: \$1,000 for the ambulance and \$1,000 for the clinic

Building – Loren

Waiting on costs for converting to LED lighting. Terra will be getting an estimate for replacing the carpet, it is too old and not worth cleaning. Bathrooms alarms have been installed. We need to replace some ceiling panels – Tom agreed to take care of that.

Old Business

Complaint tracking process – Terra - no progress

Board Member replacement – Tom Nash was nominated to replace Barbara Musser; he will complete her 3 year term.

Motion by Eileen, seconded by Pam; vote = 5-0 passed

Dr. Smithson contract – covered above

Officer and directors' insurance – covered above; we are covered for the next 3 months, Clark and Clark is looking for a cheaper policy.

Nurse Practitioner vs Physician's Assistant article – Bill needs to get the article in the paper as people are concerned.

Alarms for bathrooms – covered above

New Business – none

Board Member Comments – none

Topics for next meeting agenda

Health Fair Update (Terra), APRIMA Coding (Terra), Smithson Contract (Terra), LED lighting (Loren)

Assignments

Terry, Nancy and Terra - Continue working with North American to correct coding and ambulance billing process.

Nancy & Terra – working with Oregon Health Plan to cover alternative treatment for long-term pain

Terra – look into options for Dr. Smithson contract on Medical Director compensation and malpractice insurance

Terra – continue looking into options for a second provider

Pam and Marsha – continue getting financial statements up-to-date.

Tom – replace ceiling panels as needed

Terra – get estimate for replacing carpet

Bill - get article in the HCJ on Nurse Practitioner vs Physician's Assistant

Adjourn to Executive Session at 7:40 to discuss legal matters

Return to public session at 7:45

Adjourn

Pine Eagle Health Planning Committee Board Meeting

12/18/2017

Office Manager Report

Terra Lewis

Ambulance Billing:

- Springfield Fire requires a 2 year contract.
- Billing would be out of our control
- Patients would contact Springfield for all ambulance billing concerns
- PEC Staff & Sue would have no access to the information
- PEC would need to develop a different process for collections of Ambulance bills
- Payments are just starting to come in consistently with North American. Another change would likely cause another delay in A/R.
- We will make sure our billing codes and fee schedules remain updated with North American.
- Recommendation would be to wait on switching billing companies & re-evaluate with billing data in 6-months.

Insurance for Board Members:

- Insurance has been obtained through Kinsale Insurance Co from 12/1/17-12/1/18.
- Exclusion
- SDAO Coverage? Clarke & Clarke pulled application & PEC Board does not meet the requirements of this coverage.

Telephone System:

- No new update

Monthly Outstanding Accounts Receivable Report:

- Total Outstanding Guarantor balances are currently \$57,765 which represents 52% of the A/R. Of this amount, \$40,426 is over 120 days.
- Total Outstanding Guarantor balances are down \$659 and over 120 days increased by \$182.

- Over the past several months our total outstanding A/R has consistently increased so a decrease is great progress. Small fluctuations on over 120 days can be expected. We'll keep an eye on both so we can celebrate our successes and monitor progress with our current action plan.

General Financial Information:

- November 2017 Encounters:
 - Dr Smithson: 9, 1 day per month: Down but had 2 no shows
 - Nancy Wolf: 111, 12.5 days per month: +3/Average Patients Per Day
 - Medical Assistant: 94
- Marsha's Update-Ambulance Financials through November 2017

General Updates:

- Provider Recruitment-Received cost estimates for provider postings. Looking at 2018 budget estimates and communicating with Stacey Reed at the Oregon Office of Rural Health to get this going again starting 2018.
- Clinic Carpet-Waiting on estimates
- Health Fair-Jan 4th, starting conversations w/Pine Eagle Health District
- Sliding Scale Adjustments in Aprima

Ongoing Priorities:

- Rural Health Clinic Binder
- 2018 Budget
- Updating Job Descriptions
- Patient Experience Tracking
- DOT Physicals
- Increase opportunities for patient outreach with the goal to increase encounters