

PINE EAGLE CLINIC HEALTH PLANNING COMMITTEE
BOARD MEETING JANUARY 23, 2023
Minutes Approved February 27, 2023

Zoom link: <http://us02web.zoom.us/j/84345067587>

Board members present: Dave Schmitt, President; Pam Taylor, Vice-President; Betsy Greenman, Secretary; Terra Lewis, Administrator;
Attending to provide her report; Dana Simrell, Ambulance Team Leader

Call to Order: Dave Schmitt, President, called the meeting to order at 6:05PM.

Changes to the Agenda: Dave asked for any changes to the agenda. There were none.

Approval of Minutes: November 28, 2022, Meeting – Due to the lack of a quorum we will push review of these Minutes to the **February 27th meeting**. Dave requested that **Betsy** add the specific contract information in that section of the minutes. She will do that and send out the amended November 28, 2022 Minutes.

Correspondence and public input: Terra presented an email from Joey, our maintenance person, who informed us that his work took more time due to the trash from fireworks and the packed down snow where people must have congregated. Staff also came in over the weekend to work. In discussion, we acknowledged that we understood he needed to use more time, for which he will be receiving his pay for 'hours worked'. We also observed waiting three days after a snow fall to plow will likely mean the snow will have been packed down. People use the sidewalk along the building to cut through.

Ambulance Report – Dana Simrell – There were three runs: one was DOA (Dead on Arrival) They worked a CODE but patient did not revive.

One was transported to Baker City, one was a Life Flight.

Pediatric Restraint System – When the State inspectors were here for the site visit they said the pediatric restraint system is required and they might have funds to assist in the purchase. Dana talked with Rachel, at the State who is in charge of this. Rachel said the budget this year is way smaller but they could probably pay for one, if not both of these. There is an upcoming meeting in her department and we should get an email about the decision late January or early February.

Medical Director for ambulance - Dr. Richards, the current medical director, has pulled the morphine medication from both Halfway and Richland ambulances. Dana inquired if there had been a problem with morphine and there has not. These two ambulance centers are the only two Dr. Richards oversees and he is aware that by making this decision we will need to look for a new ambulance medical director. He suggested Dr. Derek Zickgraf, an ER doc at St. Alphonsus. Dr. Zickgraf is interested in wilderness medicine and enjoys training folks and wants to be more involved. **Dana will follow up this suggestion.**

The only pain medication on the ambulances now is Toradal. Dana said this is not good for use with the elderly, people on blood thinners or cardiac problems.

Dr. Richards will stay as the ambulance medical director until we have a new person.

To clarify, the Ambulance Medical Director is not the same as the Clinic medical director, who comes once a month to see patients here.

Dave asked if the work with the ambulance lights and shelving had been completed. Only two grill lights had to be replaced. That is completed and the credit for the others has come in and been deposited. Eric is still working on getting the nobs for the shelves. There is still work to finish. He has not been paid.

Clinic Administrator's Report – Terra Lewis

Encounters rates. Kate had 129 visits. Worked 12 days, avg. 10.75. Dr. DeFrees saw 13 in his one day. Dr. Smithson saw 12 on his day. December was kind of hit or miss. Kate was ill and out. There were more cancellations and no-shows probably due to the Holidays.

Accounts Receivable: 94.5%. The bench mark is 41.4%

Claims requiring extra steps: 9.0%. The bench mark is 24%

Cancellations: 36.6% The bench mark is 30.9%

No shows: 1.8% The bench mark is 3.3%

Denial of claims: 4.6% The bench mark is 8.8%

Chart entry turnaround: 25.5 days

Terra commented that the work flow is moving better.

Terra represented the Clinic at the Emergency Preparedness Community Fair on Saturday Jan. 21st. This is connected to the work of the Halfway 2050 Committee.

Terra reported that Olivia is taking classes to become a certified medical assistant. The school expects an experience of being an Extern and Olivia would like to do that Externship here at the Clinic. The School has clear guidelines and information about what that means, which we have not yet seen. In conversation we thought it would be great, and make sense, as long as Olivia continued to work the part-time hours as she does now. Anything extra related to the program would need to be beyond her scheduled working hours.

Class action settlement: Terra received a document to sign joining a class action settlement with ZELIS Health Care Corporation. They do credit card payments for insurance companies. We have dealt with them a lot. This settlement doesn't admit wrong, just that things were no right. Terra will sign it. No financial information is requested, simply the fact that we have had dealings over the years with ZELIS, which we have.

Cancelled Aprima credit card: We will stop paying the fees to keep our credit card machines connected to Aprima. We'll put everything through Athena where we have no fees to process credit cards. Clients will see one statement, rather than two.

Accountable care Organization: ACO. Need to get the Clinic connected one. They are focused on quality care and preventative care. They track what patients are due in terms of shots, preventative exams. Risk share money is split between the Clinic and the ACO. Aledade program has no cost to us, some implementation time, then we'll have health care exchange information. The members present thought signing up would be a good idea.

Federal/State offer: We can receive samples of Tamiflu. We dispense this after a positive test for flu. Kate and the Docs have to prescribe it. Our system records it as 'dispensed' rather than prescribed.

Ambulance billing: As of yesterday Athena turned on Terra's ability to pay these bills. Terra said she wanted to track it for a month to be sure it is working and then will train Sue. We employ Sue to manage the Ambulance accounts.

Medical Home survey: Terra has received the report and has a meeting on February 16th to go through and manage the plan. We will see this **in the February Board Meeting**.

Committees:

Financial Committee: Report from the Financial Committee

Financial statements – 3rd and 4th quarter statements: without a quorum this is **tabled until the February meeting**.

Collections: Accounts I recommend go to collections:

Account 1: Clinic & Ambulance charges totaling \$497.27. Patient has never paid anything, and has moved multiple times. Now, there is no phone nor forwarding address

account 2: Family account: Clinic charges totaling \$409.04. Patient and family have moved from the area and now phone & address are no longer valid.

Account 3: Ambulance account-Patient is from Idaho. I've sent multiple statements and letters with no response. Total owing after insurance \$295.17.

Account 4: Clinic & Ambulance account totaling \$1155.69. Patient has never paid in spite of multiple statements and letters.

Account 5: Clinic & Ambulance account totaling \$1986.08. Patient has never paid in spite of multiple statements & letters.

We checked the Policy Manual and do not have to vote on the collections, simply be informed. We agreed with Terra. **Terra** will move ahead with the collections.

Personnel:

Patient Surveys – update on tracking – Terra. Still have to get this working. **Terra will follow up for next month**.

Staff Reviews – Terra and Betsy will do these on January 31st. Staff will do self-evals, send to us and we'll write those up.

Policy Committee: **Terra will see that the new Policy Manual gets onto the web and print new copies for the Board (three hole punched)**.

Building Committee:

Water Heater update: New ones are in place and ready to go but the water needs to be connected as well as the gas line. **Dave will contact Joey**.

X-ray removal: update?- **Pam** no progress. Keep on the list. The newer one will be connected with the Mountain Valley Dental removal.

OLD BUSINESS:

Health Fair – 2023. We agreed with Terra and the staff that we would not do a big health fair. We will offer a blood draw here at the Clinic. April 21st, a Friday, is being considered from 8 – 11am so we can get them in the mail before 1:00 PM. There will be appointments. Enter from front and leave out back. Table with snacks and water. Might need a couple people, but not a lot. We already have the pricing because Pam worked with Interpath to get us the pricing.

Update on future staff training – Betsy. We are pretty much ready to do this but need to schedule later in Spring. We'll know more after the staff reviews.

Athena Billing for Ambulance **Keep on agenda for February**

Contracts review from Ambulance State Health Authority visit – waiting on these until we have a new Medical Director for the Ambulance.

NEW BUSINESS

Board member comments Pam contacted people about Pediatric Restraint and was questioned as to why we didn't apply last year. **Terra will add Dana to the list to receive updates and new laws.**

Terra will send Pam info about EKG machine grants.

Terra will send contact info for Larry McGill to Pam. Referencing the entrance construction. Quorum concerns: Dave suggested that it might be helpful to contact each Board member in the days just prior to the meeting both as a reminder and to know if we would have a quorum. **Betsy will call, email, or text each member at the end of the week prior to the Monday of our meeting**

Next meeting date: February 27, 2023, 6:15 pm Note time change

TOPICS FOR NEXT MEETING:

Begin the Election process by forming a Nominating Committee.

Review the By-Laws for anything that need to be changed.

We do need to change the quorum number to percentage. **Dave will do a draft for this wording.**

Dave requested moving the time of our meetings to 6:15 pm. All agreed.

Approve the November and January minutes.

Approve the financial statements: 3rd and 4th quarter 2022.

Athena Ambulance Billing

Medical Home Survey

Staff Review information

X-Ray machine progress

ADJOURN Dave declared the meeting adjourned at 7:13 pm.