

PINEEAGLE CLINIC PLANNING BOARD
MEETING September 26, 2022
Minutes

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

Members present: Dave Schmitt, President; Pam Taylor, Vice-President; Maureen Joseph, Treasurer; Betsy Greenman, Secretary (via ZOOM), Dana Simrell, Ambulance Team Leader (via ZOOM); Terra Lewis, Clinic Administrator

Call to Order: Dave called the meeting to order at 6:03pm

Approval of Minutes: The Minutes of the August 22nd meeting, as revised, were approved.

Correspondence and public input: There was none

Ambulance Report – Dana Simrell: Dana reported that the past month had been quiet. There were 5 Pages out. 3 Transfers, 1 Life Flight, 1 not transferred, 3 Football Games with no injuries. There will be an inspection on October 17th which includes reviewing the personnel files, the building and the ambulances. We are in good shape and will tidy up some and check everything, however all is fine.

Dave asked how the new trainees were doing. Dana said that Jasper is the only trainee who is coming out on calls. Others say they are going to test but we haven't seen them for a couple of months. We are considering partnering with the Fire Department to get a grant for more radios. However, everyone has an App on their phone where they can hear dispatch, get location and respond. We have control of who's on or off. It's been a busy summer. At some time we can designate who is active and inactive. These are all folks from the First Responder Class offered by Baker County. They all passed. They have not taken the state test. The time limit is 3-6 months before they would have to do more classroom work but we are nowhere near that point. There are 4-5 trainees. Jasper is doing well. He is even tempered. He'll ask questions of the patients and has begun taking histories. He is also willing to take the basic class.

Clinic Administrator's Report – Terra Lewis – Terra reported the provider encounters for the month: Kate, 11.2; DeFrees, 12; Smithson, 11. During August Kate was gone some and that has been factored into the averages. Out of 145 slots, 100 were sports physicals. These are reimbursed at \$25 rather than the usual \$100/visit. We are re-thinking the way we slot sports physicals. We will not lump them into August. They need to be done throughout the summer, however, people waited despite the multiple notices and communications. The sports physical requirement is not new. It is good for a whole year so these could happen beginning in June to go through the whole school year. In May we'll write a letter to remind parents about signing up. We may do an evening event. Anyone under 15 must be accompanied by a parent. Maureen wondered if perhaps the school nurse could help with the communication and push folks to do this early. Coaches also need to focus with the

parents the need for this. This year we were better prepared, however, still need to revamp this process.

Data points: Accounts receivable Aug. 112/ Bench 41; July it was 189. Terra and the Athena managers are working to get accurate data ahead.

Claims requiring extra client work: 8.3% / bench 21.3; July 26.8/bench 24.5

The Bench marks are averages among similar kinds of clinics.

Cancellation rates. 31.34% /Bench 29.2; no shows 1.1%/bench 3.5%

There was conversation about offering to put folks on a waiting list in case of cancellations. Discussion included the questions of false hope, who gets called, number of people on the list. Conclusion was that this might be offered depending on the kind of medical need that someone was seeking.

Denial claims: 4.3% /bench 9.4%. We can override this and Athena also does some automatic appeals.

No surveys returned for August visits. We have signed a contract with the company to be able to do deep dive into surveys. Staff is working hard to verify emails for all patients.

Terra is training on how to analyze data.

In 2023 Centers for Medicare and Medicaid are proposing to decrease conversion by 4.4%.

There is a lot of push back. National Rural Health Clinic groups rallying against this. Terra anticipated the proposal to decrease will be rejected.

The clinic has Flu shots and the Bi-Valent Moderna Booster. We have/are putting notice ads in the Hells Canyon Journal.

The Prescription return program envelopes are here and available at the front desk. We order these from the state. There are instructions on the envelope which the patient fills and mails.

Tax time is coming. Maureen, as treasurer, will review and sign the Tax forms when the accountant has them complete.

Terra attended a Community Emergency Preparation Meeting. It was a disorganized event with a lot of conversation about the Lions and the generator. Terra made clear that the clinic is NOT the community's source for Oxygen. The next meeting people are asked to bring their basic plans stating who/what/where is available. Terra will take the Clinic and the Ambulance Emergency Plans.

Pam spoke about a CERT program used in other parts of Oregon. This is individual community folks gathering to be ready. Terra said that the Red Cross and the County were at this meeting. She can ask about CERT at the next one. The whole point of the planning meeting group is to have a community plan in place to bridge before help arrives.

Patient concern: There was a concern regarding ambulance payment and difficult communication about this. Dave met with each of the parties involved and everyone left friends, having understood a complicated system and the intended, rather than perceived, communication. Terra is tracing the payment thinking it may be incorrectly posted.

Medical Director's Report – The report from Dr. DeFrees is attached to these minutes.

Committees:

Financial Committee: Report from the Financial Committee

Financial statements – the Quarterly Statements will be reviewed in the October meeting.

Budget 2022 -Maureen and Terra had met and Maureen is satisfied that questions she had are answered. The Building Budget is always in the red due to the \$20,000 depreciation line. The Budget for Landscaping etc. was reduced a little. Dave said he had spent \$550 on the irrigation materials and the person helping him charges \$25/hr
Maureen moved, Pam seconded that the Budget 2022 be passed as presented. Vote 4/0 passed.

Collections - none

Personnel: The Committee will be working with Terra on the staff evaluation. We will talk about this in November with the idea of completing the evaluations during December. One member of the committee will sit with Terra in the staff evaluation meetings. Committee members are: Maureen, Betsy, Debbie
The Personnel Manual update is on the list to do, however, not needed before the evaluations

Policy Committee: Report from Policy Committee on updated Policy -Dave, Debbie and Betsy worked on the policy which is now available in Google Docs. Terra re-wrote some sections on payments and billing. Mostly there was a lot of editing for consistency. Pam mentioned that Google spell checker had found things that needed to be corrected. There may also be different spelling depending on Google vs. Word. Terra will run spell check on the final product.

Any items folks think need to be reviewed or changed, please send a note to Terra and she will forward to the Committee.

We will review this Policy at the October meeting.

Building:

OLD BUSINESS

Follow up about:

Landscaping – DeTour helped weed. Dave will burn when ban lifted, then get rock delivered. The DeTour group will come back to help spread.

Irrigation- The sprinkler parts are purchased. We will have a trencher sometime in October to dig, lay pipe, cover. A person from the Propane Company will be here on site when this work is being done, will turn off the Propane and should anything get broken he will fix it.

Water Heaters – need to be replaced. Joey estimates the parts at \$4,000.00. Pam wondered if this would be the time to move them out of the danger zone in the attic and perhaps put in the Ambulance Bay. There was conversation about getting a second bid plus the reality of plumbers coming out here. We can ask Joey what he estimates it would cost to move the heaters.

Following the meeting those present on site did a visit to the water heater area.

X-ray removal: update ? – Pam is getting no responses from communication she has sent out

Pam sent the pictures of the **First Responders Dinner** to Gail at HCJ

(Health Fair – 2023) – keep this on the agenda. Interpath has sent us pricing, however they are not doing it so we will have to be on our own to accomplish it.

Rob's IT contract – Board review/acceptance -The change is from \$50 to \$100 with a 30%discount all the time. It amounts to \$70/hr. Betsy moved, Pam seconded, vote to accept and offer the contract,4/0 Passed

Update on future staff training – Betsy is scheduled to interview the staff regarding hopes and issues for this time. The agenda will be built once these conversations occur. The focus is on learning and communication styles. It is about relationships. Probably one morning with lunch arranged, off site.

NEW BUSINESS

Board member comments – conversation about grant opportunities. Pam is exploring relevant options. Terra mentioned that facilities grants seem to be available, however, most expect some financial participation by the facility.

Dave will call Joey and request an estimate, within a week, regarding cost to moving water heaters.

Terra will get the information to Pam about a contractor who stopped by to talk about Clinic doors.

Pam, Terra and Maureen will figure out the day for Finance Committee meeting one week prior to the next meeting.

Terra is following up on Shirt orders

Next meeting date: October 24, 2022, Monday. 6 PM

TOPICS FOR NEXT MEETING –

Health Fair

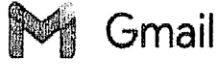
Quarterly Statements

Policy Manual

Staff Training

ADJOURN/Recess – to ambulance bay for site visit.

Minutes recorded via Zoom review of meeting
Betsy Greenman
October 5, 2022



Terra Lewis <tlewis@pineagleclinic.org>

Annual Medical Director Statement

Dean Defrees MD <defreede@slhs.org>
To: Terra Lewis <tlewis@pineagleclinic.org>

Tue, Sep 6, 2022 at 8:29 PM

To the Pine Eagle Board of Directors,

For another year I thank you for allowing me to work with you all at the Pine Eagle Clinic. The clinic has made several large steps forward over the last year - the foremost of which we have transitioned to a new electronic medical record. I personally have been involved in at least 4 prior electronic medical record transitions; I can say that this was the smoothest that I have witnessed. This speaks volumes to the staff you employ and the planning that they put into the transition. I greatly appreciate the "can-do" culture at the PEC. This has also been apparent in the many changes to practice that covid has wrought. At each step and change in practice guidelines we have been able to adapt and move forward.

In so many parts of the country health-care delivery is struggling due to workforce shortages and increased regulatory burden. Comparatively I believe your clinic is thriving due to the work of your excellent staff and to you as involved members of your community. I appreciate everything you do for the health of Pine Eagle.

Thank you,
-Nathan Defrees, MD

Nathan Defrees, MD

From: Terra Lewis <tlewis@pineagleclinic.org>
Sent: Tuesday, September 6, 2022 11:18 AM
To: Dean Defrees MD <defreede@slhs.org>
Subject: Annual Medical Director Statement

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