

**Minutes for the  
February 27th, 2017  
Pine Eagle Health Planning Committee  
Board Meeting**

The meeting was called to order by Chair Loren Goracke at 6:06 p.m.

In attendance were Loren Goracke, Brian Pennock, Linda Bergeron, Eileen Monti, Bill Johnson, Terry Schmoe, Krissy Uehlin, Marsha Wilson, Kayla Young, Khris Lawrence, Darla Hamstreet, Steve Hamstreet, Shawn Thatcher, Jodel Thatcher, Chris de Castro, Terri Simmons, Lourdes Cuevas, Millicient Simpson, Kim Simpson, Jeremy Simpson, Rachelle Robinette, Rush Robinette, Dana Simrell, Chad Billbrey, John Wright, Casey Wright, Dr. Smithson, Elizabeth Smithson, Paige Frederickson, Jean Fennern, Randal Nemeth, Carolyn Nemeth, Dave Bird, Jeff Apple, Jorae Wickham, Steve White, Nick Taylor, Andrew

Bill Johnson moved that the minutes of the December 26, 2016 meeting be approved as emailed. Brian Pennock seconded the motion. The minutes were unanimously approved as emailed.

There were no Additions to the Agenda,

Under Correspondence and Public Input Bill Johnson read a letter from Darla Hamstreet.

- Darla felt that the board had been unprofessional and lacked respect for the Mid-Level provider at the previous board meeting in January
- Darla believes that issues are not settled in a timely manner and decisions are given without explanation of the reason
- Darla sent concerns to Pam Hall-Brisk about her difficulty in dealing with Marsha Wilson and her assessment that Marsha was not learning or doing the job properly and felt nothing has been done to address her concerns
- Darla is concerned that the contractor for Ambulance billing, Bobby Feemster, has a criminal background but has not obtained the bond that the board requested from him in writing. She is concerned that fraudulent activity on Feemster's part can place the clinic at risk.
- Darla felt that the information in her exit interview was not regarded.

Loren responded that when Ms Hamstreet came in September of 2015 the board did not get financials until the next June. It takes time to learn all the information, so we should give the current office manager the same courtesy rather than expect complete mastering of the job in 90 days.

Terry Schmoe stated that the ambulance has \$30,000 in the checking account

as a result of Bobby Feemster's job of making the collections. Terry stated that when looking for a new biller Gilliam County Ambulance and Baker Fire Ambulance use Mr. Feemster and were pleased with his services.

It was explained that the initial background check on Bobby Feemster done by David Williams, then board chair, came back clean. David later learned that some sites accept payment to post a cleared background check. Upon a second check it was learned that Feemster had previously been convicted of fraud. By that point the contract between him and the ambulance service had already been signed. The board has sent him a letter requesting that he get bonded. He replied that it was too costly for him to do that, that bonding was not a condition of the contract and that he would take legal action to hold the board to the contract. Mr. Feemster's contract expires July 12 of this year and the board intends to send him written notification on intent not to renew the contract by June 1, 2017, the requirement to end the contract.

It was explained that Feemster has no access to any ambulance service or clinic ban accounts. He bills the insurance companies for the ambulance services. The insurance companies send payment to us and the Feemster bills us for his services, a percentage of the payments.

It was brought up that Feemster had been "double billing". It was explained that there were a couple of runs that were made that were actually over 100 miles, so that may account for what appeared as double billing. Mr. Feemster was billing at the top rate that Medicare and the insurance companies will pay. Years ago the board voted to maintain lower rates so that when local patients had no insurance or had not yet met their deductible amount it would not require them to pay as much. Darla and Marsha had been unsuccessful in getting Mr. Feemster to understand and comply with charging only Pine Eagle Clinic rates. Loren and Pam contacted him several times and made it clear that these were the only rates he was to charge. The board agreed to ask Sue Freichs to check to see if any any higher billing rates or double billings have taken place since those phone calls from the board members. Any attendees who wish an update were requested to write their email addresses on a sheet and Marsha will send them an update when Sue has checked. Marsha will also report to them the Clinic's attorney's opinion on whether the Clinic or the board would be under any liability if Mr. Feemster commits any additional felonies.

Terry reported that, thanks for a great training officer, all of the ambulance team members have their training requirements completed for 2017. Saturday March 19 will be the annual CPR training for the ambulance staff. Terry is waiting for a price for a new X series Zoll and to see if there is any trade in for the old Zoll. Terry has loaned the M series Zoll to Baker Fire as theirs malfunctioned. If Zoll won't give us any trade in Terry would like authority to give the M series unit to Baker Fire or see if they could give us \$100 or so for it, as it is useless to us. He doesn't need an answer tonight. The current estimate for the new Zoll is around

\$28,000.

Terry Simmons asked why the Clinic cannot give children's immunizations. Krissy replied that currently the Clinic can only give Gardasil and tetanus. For the combination vaccinations it would require scheduling a day when the health department would arrange to bring the vaccines, which have very short shelf lives. Krissy said we could ask if they would do a monthly clinic out here.

Darla commented that there is a blatant disrespect from the board toward Krissy. She cited last month's meeting as an example. Eileen offered to send the recording of that meeting to anyone who requested. She feels the board is looking to find something wrong the staff is doing. Darla also said that she told the board to separate the administrative and finance duties and that the board has done nothing on her comments. Eileen replied that the board has not disregarded those comments but in 90 days we have not resolved all the financial discrepancies and are still working towards splitting the job, as we agree with Darla that it is too much for one person to do.

In her Administrator's report Krissy brought up two HIPPA violations. Eileen reported that she spoke to the board member and was assured the behavior would change. Bill spoke with the other person and was assured that the problem would be corrected. Krissy said that the standard for a HIPPA violation was not being talked to but dismissal. She feels the policy should be that if someone commits a HIPPA violation is dismissal. Dr. Smithson disagreed that all HIPPA violations should be dealt with by dismissal. It depends on whether the violation was inadvertent or intentional. Eileen discussed the ongoing order for doors to close off the patient area. The front is done the back is in process. Krissy stated that when she says there is a violation, action should be taken without any investigation. Eileen stated that personnel actions on complaints can't be taken without an investigation as that is in the policy and personnel actions taken without factual evidence leaves the clinic liable to legal action.

Krissy then says that she and Dr. Smithson need to be involved in policy development. Eileen says that the PEHPC policy manual is in revision, as many areas are not addressed. When the draft is completed then Krissy and Dr. Smithson and the rest of the clinic and ambulance staff will be asked to review and comment on the draft. Our intent is to ensure that the PEHPC policy manual, which is the umbrella document, supports the ambulance and clinic requirements.

Krissy responded to the letter from the board asking that a staff person be in the office to answer the phone. She explained that when one is at lunch there is no one to act as MA when patients are being seen. She says that PCPCH requirements are met when the recording directing them to FoneMed. Eileen explained that community members who call and get the recording have

complained that the clinic is not open. The board was under the understanding that patients were not seen from 11 am through 1 pm. Krissy says that they schedule through 11:30 am and start at 1 pm. Mrs. Smithson says that the recording could be changed to say when the normal lunch hours are and that the patient should leave a message and someone will return their call. The board will revisit this issue.

Krissy then addressed the second issue in the letter requiring a prior board approval for additional hours of work for the staff. She cited emergency situations where this would be unworkable. The board agreed to revise the letter to specify that prior approval was for non-emergency situations.

Terry Simons requested that the clinic get the medical mail to the post office before. She stated that it is illegal for them to hold up the mail. Kayla said that when she has patients she can't get the medical samples to the post office on time. Marsha said that she can take the mail to the post office and has done it before. Someone said that as a patient she has been requested to come early for her blood tests so that they can meet the mail deadlines.

Marsha gave the Administrator's report. The problems with the FAX messages that were not getting through have been resolved. Marsha changed the long distance service, going with MCI which was the most affordable. Kim has called and sent test faxes to the problem numbers and all have gone through. FONEMED messages have changed how they work. All used to be automatically routed to FONEMED, including those asking for hours of operations, etc. The message has been changed to give the basic information and then gives the FONEMED number. This is a change in the regulations that used to prohibit requiring the patient to dial another number. This has reduced our phone calls, which costs \$20 over the minimum. Jill Boyd confirmed that providing a second number to call is now OK. Katie Raybell hasn't yet returned Marsha's call. It is time for North American to put the cost report together again. Their fee is \$1000, \$500 when we sign the contract and \$500 when the report is delivered. When we have a completed report we do get money back from Medicaid. Marsha requested board approval for this fee. Eileen moved that we pay \$1000 to North American to produce and deliver the cost report. Brian Pennock seconded. The motion passed unanimously.

Loren gave the financial report. Year end is not completed. The ambulance and building fund budgets are completed, but the board is still working on the clinic budget. Loren asked someone to make a motion to approve the ambulance and building fund budgets. Brian moved. Eileen seconded. Bill, in discussion, suggested that if we pass all three budgets at the same time we have more flexibility to address the negative clinic budget. Loren pointed out that the ambulance funds are separate dollars that can't be used elsewhere. Eileen asked whether there was any negative side to not passing the two budgets now.

Loren said no. The budgets were tabled until the March meeting. The motion failed.

Krissy said that the Rural Health Clinic manual requires that there is a PA or nurse practitioner in the building during all business hours. Krissy said that when they are working their encounters will cover the locum. Loren stated that we thought we had someone, but that didn't work out. The board has been researching this for many months and have so far been unable to find someone who is willing to be our locum that we can afford. Krissy feels a locum is nonnegotiable. She also stated that we would be out of compliance without a locum. Eileen asked that then if we cannot get a locum or a physician we need to close the clinic? Krissy stated that because we are a rural health clinic we cannot close. Krissy said she will call and ask about the requirement, and Eileen requested that they give her a citation.

Lourdes brought up that we may be meeting a EOCCO benchmark that will get the clinic additional monies, Jill Boyd told her that when we meet those metrics we would get up to \$100,000. Jodel Thatcher said that the money should have been coming all along. Marsha confirmed that we get a monthly PCPCH check. Lourdes said that there are additional benchmarks we may soon meet.

Bill Johnson explained the patient survey that the board is developing. It will be sent to all in the service area and will be returned to a post office box that only the board has access to. He explained that there were currently two format options, a short questionnaire and a longer one with room for more comments. A suggestion was made that the short one be sent out and the longer one made available on the website for those who want to go into more detail. Bill asked for any volunteers from the community to help complete the development of the questionnaire.

Dr. Smithson is working on Thursdays now. Marsha said that she discovered from North American that some insurance companies hadn't listed Dr. Smithson as delegated to our clinic. With that corrected we will get the billings through.

Kim reported that she still has a lot of patient records to get out of Centricity.

The policy committee scheduled their next meeting for Thursday, March 9 at 1:00 p.m.

The personnel committee met the previous Thursday and discussed Marsha's 90-day review. He shared some of the comments on Marsha's performance. The committee recommends that she be considered passed her probationary period as Office Manager in Training. Krissy asked if she and Dr. Smithson be included in the review of the office manager, saying it was done in the past. Brian shared the organization chart that shows the separation of the medical and administration sections. It is not currently in policy that the Mid Level

Provider be included. Jodel confirmed that although the Mid Level Provider was included in her annual review, they were not in her 90-day review.

Loren discussed the Health Fair. Krissy reported that Kayla has taken it on. Also in the same month there is the Annual Volunteer Dinner. Last year it was done with the school and included all the volunteers in anything in the service area. Eileen mentioned that feedback from our volunteers was that they didn't feel specially recognized. Loren will call Cammie de Castro to explore if they want to do the same as last year. Linda stated that we as a board should decide how we feel before we contact others. The board decided that it would prefer to return to just hosting something to recognize the volunteers in the Fire Department and the Ambulance Service.

Loren asked if anyone would like to volunteer to be on the Clinic board. Krissy said that about two thirds of the attendees have left, but she has three to five people who would like to volunteer and will get those to the board. Also come elections in May/June there will be a position to fill. It is a three-year term.

The meeting was adjourned at 8:46 p.m.

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**From:** "Eileen H. Monti" <eileenmonti@pinetel.com>

**Subject: Motion to approve urgent overtime for Kayla**

**Date:** March 9, 2017 at 12:37:22 PM PST

**To:** Bill Johnson <bj5005@hotmail.com>, Loren Goracke <LGoracke@pinetel.com>, Pam Hall Brisk <oaktreeranch@cheerful.com>, Linda Bergeron <lindex@pinetel.com>, Brian Pennock <bdpennock1863@gmail.com>

**Cc:** "Marsha L. Wilson" <finance@pinetel.com>

**NOTE:** This is a public email vote of the Pine Eagle Health Planning Committee Board of Directors. Please use 'Reply All' in all correspondence relating to this issue. All Board members must vote for an email vote to be valid.

I move that the PEHPC approve 8 hours of overtime for Kayla Young to be used to correct and update the 2016-2017 vaccine record. If additional hours are required another request needs to be made to the board for approval.

*(Before anyone votes we need a second on the motion. Please "Reply All" in your responses.)*

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On Mar 9, 2017, at 12:47 PM, Linda Bergeron <[lindex@pinetel.com](mailto:lindex@pinetel.com)> wrote:  
I second this motion.

Linda Bergeron

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**From:** "Eileen H. Monti" <eileenmonti@pinetel.com>  
**Subject: Re: Motion to approve urgent overtime for Kayla SECONDED**  
**Date:** March 9, 2017 at 12:47:52 PM PST  
**To:** Linda Bergeron <lindex@pinetel.com>  
**Cc:** Bill Johnson <bj5005@hotmail.com>, Loren Goracke <Lgoracke@pinetel.com>, Pam Hall Brisk <oaktreeranch@cheerful.com>, Brian Pennock <bdpennock1863@gmail.com>, "Marsha L. Wilson" <finance@pinetel.com>

I vote yes.

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**From:** William Johnson <bj5005@hotmail.com>  
**Subject: Re: Motion to approve urgent overtime for Kayla SECONDED**  
**Date:** March 9, 2017 at 1:59:35 PM PST  
**To:** Linda Bergeron <lindex@pinetel.com>, "Eileen H. Monti" <eileenmonti@pinetel.com>, Loren Goracke <Lgoracke@pinetel.com>, "Pam Hall Brisk" <oaktreeranch@cheerful.com>, Brian Pennock <bdpennock1863@gmail.com>  
**Cc:** "Marsha L. Wilson" <finance@pinetel.com>

I agree with pay...not her fault....and goodwill  
Bill

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**From:** Pamela Hall-Brisk <oaktreeranch@cheerful.com>  
**Subject: Re: Motion to approve urgent overtime for Kayla SECONDED**  
**Date:** March 9, 2017 at 2:50:51 PM PST  
**To:** William Johnson <bj5005@hotmail.com>, Loren Goracke <lgoracke@pinetel.com>, "Eileen H. Monti" <eileenmonti@pinetel.com>, Brian Pennock <bdpennock1863@gmail.com>, Linda Bergeron <lindex@pinetel.com>

I vote yes.  
Pam Hall-Brisk

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**From:** "Linda Bergeron" <lindex@pinetel.com>  
**Subject: Re: Motion to approve urgent overtime for Kayla SECONDED**  
**Date:** March 9, 2017 at 2:58:35 PM PST

**To:** "Eileen H. Monti" <eileenmonti@pinetel.com>

I vote yes

Linda

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**From:** "Loren Goracke" <lgoracke@pinetel.com>

**Subject: Re: Motion to approve urgent overtime for Kayla**

**Date:** March 10, 2017 at 7:11:02 AM PST

**To:** "Brian Pennock" <bdpennock1863@gmail.com>, "Linda Bergeron" <lindex@pinetel.com>, "Pam Hall Brisk" <oaktreeranch@cheerful.com>, "Bill Johnson" <bj5005@hotmail.com>, "Eileen H. Monti" <eileenmonti@pinetel.com>

**Cc:** "Marsha L. Wilson" <finance@pinetel.com>

i vote yes. loren

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**From:** Brian Pennock <bdpennock1863@gmail.com>

**Subject: Re: Motion to approve urgent overtime for Kayla SECONDED**

**Date:** March 10, 2017 at 3:14:05 PM PST

**To:** Pamela Hall-Brisk <oaktreeranch@cheerful.com>

**Cc:** William Johnson <bj5005@hotmail.com>, Loren Goracke <lgoracke@pinetel.com>, "Eileen H. Monti" <eileenmonti@pinetel.com>, Linda Bergeron <lindex@pinetel.com>

I vote aye. –Brian