

West Custer County Hospital District
Meeting of the Board of Directors
June 29, 2018
Minutes of the Meeting

Attendance: Directors Present: Bob Tobin, Chair
Katherine Ripley-Williams Vice-Chair
Janny Candelaria, Secretary
Ann Evans, Treasurer
Bob Weisenbach

Staff Present: Theresa Kennedy; Beth Archuleta
Lisa Drew; Dr. Gayle Riley; Justine Beach

Guests Present: Traci Ballard, Wet Mountain Tribune
Mike Haga; Deborah Yackley
Custer County Kids Council: Beth Green,
Elisa Livengood, Kathy Taylor

A quorum being present, Mr. Tobin called the meeting to order at 3:02 p.m. All meeting attendees stood and recited the Pledge of Allegiance to the American Flag.

Opening Comments from the Board

There were no opening comments from the Board.

Approval of Minutes

The minutes of the Regular Board meeting on May 24, 2018, were reviewed.

- *Mr. Candelaria made motion to approve the Regular Board meeting minutes dated May 24, 2018. Ms. Evans seconded and the motion passed unanimously.*

Custer County Public Health

Ms. Green from Custer County Public Health presented survey results from the Custer County Kids Council (CCKC). The CCKC received back 91 surveys that represented 150 children. The survey asked what was the greatest need for health, dental, childcare and nutrition education. Top responses were lack of local healthcare services, local quality family programs and local quality nutrition due to cost. Ms. Drew indicated that the challenge for specialty care (such as OB or a pediatrician) is there is not enough patient load that would support that specialty care. However, the clinic does provide health care for infants and children. The CCKC will be working to on marketing to the community so that families are aware of what is available in the community and is looking forward to working with the clinic on that marketing.

EMS Report:

Ms. Archuleta reporting –

Staffing: Staffing is going OK. We have a new EMT starting. We have extended an offer to another EMT, but that person is holding off on a start date due to current school commitments.

Run Statistics: The Call Summary report only includes May 2018 as we have switched to the free state ImageTrend Elite site. Statistics were May 2018 51 calls to 63 in 2017. Transports were 24 in May 2018 vs 29 in 2017. YTD through May 2018 were 232 calls in 2018 to 234 calls in 2017; transports were 96 in

2018 to 115 in 2017. Ms. Archuleta commented on the second calls for 2018 due to the new article in the paper. From January 29, 2018, thru today the crew ran 218 calls and we missed 15 calls, which is approximately one per week. Of those calls, mutual aid was called and Deer Mountain was the predominate mutual aid provider. Mr. Weisenbach asked if we have ever been called for mutual aid from other agencies. Ms. Archuleta indicated that yes we have been called upon by Deer Mountain and Fremont County/AMR to respond to their areas and assist.

Grants Update: We have applied for and received a \$2,000 grant from CESA to purchase 3 mega-movers and 2 metal scoop stretchers. County RETAC grant funds opens up July 1, 2018, and Ms. Archuletta will be working on requests to them.

EMT Class: 4 locals have been interviewed so far and we have received an email from 1 other. Ms. Drew stated that to make the class financially feasible, we need 10 students. Ms. Drew stated we have applied for a CREATE grant to cover ½ of the cost for the students. Price of class is \$1400 which is ½ of the amount it would cost at Pueblo Community College. The CREATE grant if awarded will cover ½ of the class and then for students that work with us for 2 years - \$700 will be reimbursed to them. There will be notification in the paper regarding the class. Ms. Archuleta stated the class would start August 4, 2018. The class is 16 weeks.

Advisory Committee: Ms. Archuleta stated that it has been tabled for now but that several crew members did express interest if it was formed. Ms. Drew indicated that should be do this, it would be advisable to have people involved who have experience in medical or EMS. Ms. Evans stated that she felt there should be a board liason for any type of advisory council formed at the Hospital District.

Executive Director Report

Lisa Drew Reporting:

Staff Update: Maria Duran-Shy, FNP will be starting on August 3, 2018, working Thursdays and Fridays. We are excited as she is a local provider. We are also working a partnership with CSU-Pueblo to have them provide a NP one or two days per week and they would bring a student with them, and this would include Joe Franta, FNP. We are applying to the National Health Services Corp that would enable us to be listed as an area of need for new provider graduates that would allow those graduates to work here and the federal government would give them tuition reimbursement for servicing a rural area. We anticipate that the first part of August having extended hours on Tuesday from 8 AM to 6 PM and hope to have XRay available on that day as well. We are working on having employees complete their yearly competencies and we have spoken to a speech therapist today who is from the area and wants to re-establish her practice here.

Electronic Health Records Update (IT): Allscripts contacted us indicating that we had to have licenses for our PT providers, even though we have an email from 2012 stated that we do not need licensure. Ms. Kennedy indicated they were also requesting we purchase additional license for our NPs which has never been required before. Allscripts is requesting \$12,675 for licenses and they will add additional annual recurring fees of \$5100 to our contract. We have escalated it up to a Vice-President as the sales team have been very rude and threatening.

Mr. Tobin asked who else could be an EHR Provider and what are the requirements. Ms. Drew stated that after research it was determined that it must be server based as our internet will not support a cloud-based EHR. Ms. Drew suggested we sign the contract and that will give us until October 2019 to find out if there is another EHR provider. Mr. Tobin stated that he felt that it was necessary for us to sign this contract that would give us time and research our options. Mr. Weisenbach stated we must also look at

servers. Ms. Drew stated we have a meeting set up with CTI on July 10, 2018, to discuss the server situation. All board members concurred. Ms. Drew stated that we would get another quote on the server. Ms. Ripley-Williams indicated we could try for a grant from the Colorado Rural Health Foundation, which the new window opens in October, but those grants are very competitive.

CFO Report/Finance Committee

Financials: Ms. Kennedy gave the report.

CSC is having staff transitions and last month we reported that we were off on AR because they forgot to posting some EFT payments. We are off again this month and found patient refunds they did not post. They have reassigned us to staff that are familiar with our account and we hope that any of these issues will flesh out between the months.

Clinic YTD average visit is \$172.66 and PT is \$228.53 per visit. Clinic and EMS charges summaries and aging reports were presented. Collection rates reported were—Clinic 48.1%, PT 40.9% and EMS at 30.87%. We need to pick a new collection agency for EMS. More and more states are making a rule that if the collection agency does not have an office in the state, you cannot pursue collection. With EMS having more outside of the area calls than the clinic, it may be prudent to find a national collection agency.

Ms. Ballard asked for clarification on how we arrive at our collection rate. Ms. Kennedy stated for the past 12 month period you take the total amount collected on settled claims divided by the gross amount of those claims to give us the collection rate.

Balance Sheets show healthy cash but that is because of our beginning of year property tax flush that will need to last for the entire year. Profit and Loss for May 2018 – clinic is at \$31,142.27 and EMS at a \$18,511.23 profit before Capital Grants and Donations for a total of \$49,653.50. With Capital Grants and Donations the Hospital District is at a \$141,721.12 Profit which includes \$92,067.62 in Capital Grants received for the new Ambulance Chassis and the EMS Generator.

Ms. Kennedy presented a new clinic ops report which included not only average encounters but also includes Clinic Services breakdowns, face to face encounters, and Instymeds information comparative to prior year plus a 12 months collections breakdown.

Grants

Ms. Ripley-Williams indicated that she has looked into the Colorado Health Foundation and she will be looking for the Hospital District to prioritize the needs. Grants take 6 months to a year. Ms. Ripley-Williams will connect with Ms. Drew to discuss what might be available.

IT Committee

Ms. Kennedy said there are no additional IT issues other than Allscripts noted in the Executive Director report.

Advisors to the Board

There were no Advisors to the Board.

Unfinished Business

IGA Update: Ms. Candelaria has researched what is a fair share for the Hospital District. Ms. Hobby from Custer County does not know what the expenses are and they are few and far between. Ms. Hobby felt that somewhere between \$500 and \$1500 a year would be our fair share. Ms. Hobby indicated that she would welcome a user agreement as that would make her life much simpler. The IGA now is nebulous as

the figures are not there. Mr. Weisenbach said the worst thing about the current IGA is the unknown future liability since the costs are not spelled out. Mr. Tobin said the E911 funds that come into the county are supposed to be used for these towers, but this year has been earmarked for other use.

E911 Representative: Mr. Tobin asked if we had an official representative to the E911 board. Ms. Archuleta stated she didn't believe so.

- *Mr. Weisenbach made a motion to appoint and Ms. Archuleta as Hospital District representatives on the E911 Advisory Board and for CES. Ms. Ripley-Williams seconded and the motion passed unanimously.*

Public Comments Update: Ms. Drew followed up with the board regarding the patient from the May 2018 meeting who had comments concerning the process experienced and office visits needed to get care done. Ms. Drew indicated that she investigated all aspects of the visits, listened to the board meeting tape on the comments made to the board, and reviewed the outside physicians reports. Ms. Drew found that what was presented at the board meeting was not factual and contrary to what was found in the clinical documentation. Mr. Drew has written a response to the patient stating the patient had been billed appropriately and cared for appropriately.

New Business

Ms. Kennedy stated that with the Executive Director transition, we needed to change signature cards at the bank to remove Mr. Lester and add Ms. Drew.

- *Ms. Ripley-Williams made a motion to remove Delwin Lester's name from the signature cards at the bank and add Lisa Drew. Mr. Weisenbach seconded, motion passed unanimously.*

Public Comments

Mr. Haga stated that in 2014 there was a mill levy passed restricted to EMS and that he felt that the expenses for EMS are totally out of line especially payroll as EMS is only paid per diem. It was explained to Mr. Haga that EMS employees are not paid per diem, but are hourly employees with two individuals on shift paid 24/7. Mr. Haga stated that rates of pay are not disclosed. Mr. Haga was informed that at the time of the mill levy, the rates of pay were publically disclosed. Ms. Archuleta informed Mr. Haga of the current rate of pay. Mr. Haga asked how we know if the mill levy dedicated to EMS is not being used by the clinic. Mr. Tobin indicated that it is in our financial statements. Ms. Drew stated that she has worked many places that have had EMS operations and those entities books are different than here in the fact that we do have two distinct set of books, one for EMS and one for the Clinic. Other places she has worked they do not split the books. Ms. Drew stated that our on call pay is very low and we don't have enough local staff to be on call for second crews. Mr. Haga stated that he was concerned that the revenues between 2014 and 2017 have declined. It was explained to Mr. Haga that it will decline even more as minimum wage goes up and the Gallagher Amendment kicks in. Mr. Tobin did state that we do need to begin to promote ourselves better and we are willing to reach out to people that could help with that. Mr. Tobin asked if Mr. Haga would be willing to help with that. Mr. Haga stated he would. Mr. Haga stated that we should become an FQHC. Mr. Haga was informed that the FQHC was attempted in 2012, but the community voted it down. Ms. Evans indicated that we do think becoming an FQHC is a good idea and we will be looking at it again. Ms. Drew questioned Mr. Haga on the recent article in the Sentinel and the accusations presented there. Mr. Haga indicated he had nothing to do with the article nor does he work for the Sentinel. Ms. Drew asked if Mr. Haga would be willing to meet with her and Ms. Kennedy, along

with Mr. Gramlich from the Sentinel. Mr. Haga stated he would be willing but he wasn't sure about Mr. Gramlich. Ms. Drew will reach out to the Sentinel to arrange a meeting.

Ms. Yackley shared with the board her challenge with Tricare and them re-assigning her PCM outside of Westcliffe to Brookside. Ms. Yackley shared that she did go online to Tricare to switch providers but could not make the change based on the list. She has reached out to the front desk, but could not get help. Ms. Drew stated that she had also been contacted by another Tricare patient with a similar letter indicating that Charlotte Stark NP was no longer practicing, which is not true. Ms. Yackley stated that she felt that the clinic should have informed her if Dr. Dunnam-Smith was no longer seeing patients. Ms. Drew apologized and stated that she had delayed the letters so that she could announce all new providers at the clinic with that letter. Discussion on the topic continued. Ms. Drew stated that we have made no changes with Tricare relative to providers and we do not understand why Tricare did what they did, but that we would connect with Tricare to correct the problem. Ms. Yackley stated that the patient portal is not as good as we may think as they are not able to see what they are and you cannot print items in the portal.

Mr. Evans thanked everyone for coming and sharing and that it is important for the Board to hear so that they can dig deeper and deal with these issues.

Executive Session

There was no executive session.

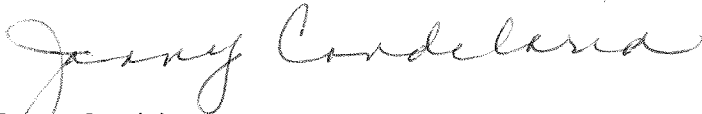
Schedule Next Board Meeting

The next regularly scheduled Board meeting will be held Thursday, July26, 2018 at 3:00 p.m.

Adjournment

- *Mr. Evans made a motion to adjourn the meeting. Mr. Candelaria seconded, the motion passed unanimously and the meeting was adjourned at 5:25 p.m.*

Respectfully submitted,



Janny Candelaria
Secretary to the District Board