

**Pine Eagle Health Planning Committee
Board of Directors and Annual Committee Meeting
August 24, 2020**

Call to Order: Tom called the meeting to order at 6:00 p.m.

Attendance: Board members Tom Nash (Chair), Jake Roe (Vice-Chair & Treasurer), Dave Schmitt (Secretary), Chris Lawrence, Amri Fauna, and Norah Esty; Terra Lewis (Clinic Administrator); and public Nora Aspy. Chris, Amri, and Norah were via Zoom.

Approval of Minutes: Norah made a motion to approve the July 27, 2020 minutes. Dave seconded the motion, which passed 5/0 with one abstention.

Changes/Additions to Agenda: Terra stated there were no collections to consider – topic dropped.

Correspondence and Public Input: Dave related that Steve Sharp has resigned from the Board in a verbal statement to him, adding the need to fill the Board vacancy to New Business.

Check on Assignments: Assignments from July 27 meeting were reviewed. Terra completed her assignments; the Personnel and Policy Committees did not meet and will be moved to the August meeting.

Ambulance Report: Terry was not present to make a report.

Clinic Administrator's Report: See Attached.

Terra and Susan went through a cultural and diversity training to be more aware of how they interact with patients.

Committees

Finance: Terra had sent out the Profit and Loss Statements for May via email prior to the meeting. Terra explained several areas that had unusual activity and answered questions. **Dave made a motion to approve the Profit and Loss Statements for May.** Norah seconded the motion, which passed 6/0.

Building: Electrical system – Jake said there was nothing new with the generator.

The underground sprinklers project has been dropped, as Jake is working with the Lions to have them adjust their sprinklers to cover the area next to the park. Tom and Norah are working on redoing the rest of the landscaping to eliminate the need for sprinklers. Bill Shields thought the Lions would be willing to look into adjusting the sprinklers, but requested a letter from the Board to request the Lions take care of the grass area between the clinic and the Lions Park. Dave drafted a letter for Tom to sign. Jake read the letter for those on Zoom. All thought the letter was fine. Terra put the letter on Clinic letterhead, Tom signed the letter, and Dave will take it to Bill.

Norah gave an overview of her efforts to redesign the rest of the landscaping to be low maintenance. She is working on a grant application to fund the project.

Tom had several maintenance needs for the Clinic. Flooring - Carpet One came out and gave him a bid of \$7,600 on replacing the vinyl flooring, which is badly needed. Current vinyl is cracking in areas and is hard to clean. After discussion, **Dave made a motion to transfer \$7,600 from the Building Fund account to the 2020 Building budget under Contractors to cover replacing the vinyl flooring.** The motion was seconded by Jake, and passed 6/0. Bathroom sink - Tom stated that the sink in one of the bathrooms needed replacement; he will do the work. Ambulance bay ladder - Tom reported that the attic ladder in the ambulance bay needed work to make it safer and avoid the danger of stepping on a gas line near the top of the ladder. Tom and Joey Young have looked at the ladder with a fabricator, and are putting together a proposal to fix it.

Clinic Cleaning – Tom suggested that we hire someone to do the cleaning and free up the staff to do their work and not have to cover that need. While the work is getting done, there are days it is hard to cover and still do their regular work; and when someone is out of the office, it is hard to cover their part. It is not part of anyone's job descriptions. Terra supported revisiting office cleaning and hire someone to do the work to assure consistent, quality cleaning. Tom has talked to Joey Young, and he is putting together a proposal to do the work. Tom will bring the proposal to the September meeting.

Personnel:

Dave had emailed a summary of the replies from surveys sent out in July. Those received were all regarding patients who saw Susan. Comments were positive and people are pleased with the service we are providing. A summary of responses to the questions is attached.

Dave also mentioned that Terra will be starting staff reviews. Terra summarized the process. Dave will sit in on the reviews and Chris also asked to be involved. Terra will let Dave and Chris know when the review meetings are scheduled. Dave also asked Board members to be aware of any comments on the Clinic they hear, as Susan's contract is up for renewal in December.

Old Business

Policy Review: Dave had read the policies, and the only need is revising the accident policy to designate who is responsible for reporting an accident. Dave will work on a revision and work with the policy committee to get a proposal ready for the Sept. meeting. No other changes were noted by other Board members.

Community Health Screening: Terra is planning to have the blood draw on August 28, from 7:00 to 10:30 AM. It will be by appointment only, to limit exposure. As

preparations progress, notices will be put out to the public. This is contingent on the limitations in place at the time due to COVID.

Post-Accident Drug Testing: tabled to September.

Discount for Payment at Time of Service: Terra stated that a patient asked about a discount, so she is asking if the Board wants to offer one. She had contacted several clinics in the area; some had discounts varying from 10-30%. One offered a discount, but has dropped it. There is no real standard. Terra recommended having a 10% discount. We do not really have very many self-pay clients that would use the discount, but she is willing to try it and see if it is useful and what impact it has on Clinic income. **Dave made a motion to offer a 10% discount if fees are paid at the time of service.** Chris seconded the motion, which passed 6/0.

New Business

Filling Vacant Position – Tom has invited Nora Aspy to the meeting, as she was interested in joining the Board. Nora gave a brief introduction of herself and her interest in serving on the Board. Norah E. made a motion to have Nora Aspy fill Steve Sharp's Board position. Chris seconded the motion which passed 6/0. Her term will end in June 2022.

Work Flexibility Authorization – Dave stated that Terra has asked for permission to work remotely, as her daughter will be getting cancer treatments in Boise for the rest of the year. The Board approved the authorization by consensus.

Board Member Comments: Norah and Terra brought up the option of having a "company" email for Board members to use. The Board agreed to give that a try. Terra will talk to Rob about setting it up, and we can discuss it in September.

Next meeting Topics: financial reports, post-accident drug testing, landscaping, ambulance bay ladder, office cleaning, business email, and Nora's committee assignments.

Assignments:

Terra – Send financial statements to the Board when complete.
Talk to Joey Young concerning cleaning requirements.
Meet with Nora A. for orientation.

Dave – Get letter on grass maintenance to Bill Shields.
Draft accident policy with Policy Committee.

Jake – Talk to IP about rocks.

Personnel & Policy Committee – Meet to discuss policy on responding to accidents and drug testing.

Adjourn: Tom adjourned the meeting at 7:37 p.m.

Minutes prepared by Dave Schmitt (08-30-2020)

Attachments:

**Pine Eagle Health Planning Committee Board Meeting
08/24/2020
Administrator Report
Terra Lewis**

Monthly Outstanding Accounts Receivable Report:

- I have not finished July or August reports yet.

Encounters:

- March 2020 Encounters
 - Defrees-14 1 day/month: Average 14
 - Smithson-9 1 day/month: Average 9
 - Berry- 77 13.5 days/month: Average 5.70
 - MA Services-74
 - Clinic Average Provider Encounter: 15.5 days-6.45
- Apr 2020 Encounters
 - Defrees-12 1 day/month: Average 12
 - Berry-64 17 days/month: Average 3.76
 - MA Services-80
 - Clinic Average Provider Encounter: 18 days-4.61
- May 2020 Encounters
 - Defrees-8 1 day/month: Average 8
 - Berry-59 13 days/month: Average 4.54
 - MA Services-87
 - Clinic Average Provider Encounter: 13 days-6.08
- June 2020 Encounters
 - Defrees-10
 - Smithson-6
 - Berry-78 16 days/month: Average 4.88
 - MA Services-103
 - Clinic Average Provider Encounter: 16 days-5.88

Patient Concern Report:

- None

General Updates:

- Cost report information has been submitted to North American. Deadline is August 31. We should still make the submission deadline.
- The ambulance bay door has been repaired by Eric Lower.

- Wellness Lab Event scheduled for this Friday. You'll see information in the paper & we are working with Bill Schuhle to get the event posted on the town chalk board. We will also post flyers around town. This is a by appointment event only in order to stay within COVID19 safety recommendations.

COVID-19 Updates:

- Not much different. Baker County currently has 65 confirmed cases, 1313 negative and 1 death according the county website.
- We are continuing our practices. There are no new updates.

Patient Surveys

Summary of patient surveys returned from May and June, 2020; 14 total; not all replies answered every question. **All replies were from Susan's patients.**

1. Our records indicate that you received care from Susan Berry, FNP in the last 12 months. Is that correct? Yes = 3 No = 0
2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? Yes = 3 No = 0
3. In the last 12 months, when you called this providers office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
Never = 0 Sometimes = 0 Usually = 1 Always = 2
4. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?
Same day = 2 1 day = 1 2-3 days = 0 4-7 days = 0 More than 7 days = 0
5. Did this provider's office give you information on what to do if you needed care during evenings, weekends or holidays?
Yes = 2 No = 1
6. In the last 12 months, when you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
Never = 0 Sometimes = 0 Usually = Always = 2
7. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office?
Yes = 2 No = 1
8. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?
Never = 0 Sometimes = 0 Usually = 0 Always = 3
9. In the last 12 months, how often did the provider explain things in a way that was easy to understand?
Never = 0 Sometimes = 0 Usually = 0 Always = 3

10. In the last 12 months, how often did you feel the provider listened carefully to you?
Never = 0 Sometimes = 0 Usually = 2 Always = 1
11. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from the office follow up to give you those results?
Never = 0 Sometimes = 0 Usually = 0 Always = 3
12. In the last 12 months, did the provider talk to you about specific goals for your health?
Yes = 3 No = 0
13. In the last 12 months, did anyone in the provider's office ask you if there are things that make it hard for you to take care of your health?
Yes = 1 No = 2
14. In the last 12 months, how often were the clerks and receptionists at the provider's office as helpful as you thought they should be?
Never = 0 Sometimes = 0 Usually = 0 Always = 3
15. In the last 12 months, how often did the clerks and receptionists in this provider's office treat you with courtesy and respect?
Never = 0 Sometimes = 0 Usually = 0 Always = 3