

TULE RIVER INDIAN HEALTH ADVISORY BOARD

TULE INDIAN RESERVATION

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PORTERVILLE, CALIFORNIA 93258

BOARD MEETING MINUTES REVIEWED AND REVISED DURING THE NOVEMBER 12th 2008 BOARD MEETING

DATE: October 8, 2008

TIME: 9:00 a.m.

I. CALL TO ORDER:

Vice Chairperson Barbara Baga called the meeting to order at 9:22 a.m.

II. ROLL CALL

Board Member Amanda Sierra called roll as acting Secretary.

<u>Board Members:</u>		<u>Staff</u>	
Barbara Baga	P	Alan Barlow	P
Yolanda Gibson	A	Dr. Devous	T
Gayline Hunter	P	Francine Gibson	P
Neil Peyron	A	Larry Anderson	P
Veronica McDarment	P	Danièle Healy	P
Melanie Santos	I		
Amanda Sierra	P		
Evelyn Hunter (seated at 9:23 a.m.)	P		
Nacho Diaz (left at 9:24 a.m.)	P		

P=Present; A=Absent; I=Ill/Sick; L=Late; E=Excused; T=Travel; V=Vacation

III. APPROVAL OF AGENDA

5 Minutes:

Actual time: 2 minutes

Alan announced that Rudy Manuel asked to be on the agenda to be heard by the Board.

Nacho Diaz left the meeting at 9:24

MOTION #1: Gayline Hunter/Amanda Sierra motioned to approve the agenda with the addition of Rudy Manuel's presentation at the top of the agenda. The vote was 4-0-0, motion carried.

Rudy Manuel:

Actual time: 13 minutes

Rudy set up his own recorder and thanked the Board for allowing him to be heard. He brought up his concern about his perceptions of the failing of the diabetic program; his concern that the water fountain was removed from the front lobby and tap water is undrinkable; the unused X-ray machine; and his perception of a lack of a unified emergency plan.

- Rudy said that he is sorry that the clinic in Visalia was closed down. We have a facility that is not being used to its potential.
- Rudy questioned why the X-ray room is being used as a storage room and why don't we have personnel to operate the X-ray machine.
- Rudy asked: What do we do in case of emergency such as an earthquake? Do we have an emergency plan?
- Rudy suggested putting a reverse osmosis water system at the clinic for patients.
- Rudy believes that the \$5 Million stolen from the Casino that went to China should be used in the clinic instead. This clinic should be the leading role for diabetics.
- Rudy thanked the Board for their time, and the Board in turn thanked Rudy for bringing his concerns to the Board's attention.

The Board and Executive Team members briefly discussed Rudy Manuel's concerns:

- The reason why the water fountain was moved out of reception area was because of children spilling water and the liability the clinic would be responsible for if people slipped on spilled water. It was suggested to put a smaller water fountain higher, out of the reach of kids. Alan will look into that.
- The Board & CEO will work together on the X-ray machine issue and will bring this back to the next board meeting.
- Emergency Plan: The Community, including the Fire Dept, Casino, and TRIHCI, used to meet monthly, but have not met for over a year. Alan will talk to Donna Gallegos

and Mary Catton and have them meet with Barbara Aragon. Though it may take some time, Alan will ensure that the Emergency Plan policies are in line with Program Manual updates. Alan will also talk to Neil & Ryan and find out what type of Emergency Plan the Tribal office has. It was stated that Harold Santos was the leader for the disaster plan.

IV. REVIEW/APPROVAL OF PREVIOUS MEETING MINUTES

1. 5-10 Minutes: Actual time: 6 minutes

September 3, 2008 Board Meeting

page 2: August 6 2008 Board Meeting Minutes
Review/Approval - tabled to next meeting - Danièle will check the tape regarding who made the corrections. *It was indeed Evelyn Hunter rather than Gayline Hunter* who made corrections on page 7.

V. OLD BUSINESS

1. 5-10 Minutes: Actual time: 4 minutes

Mid-Year BOD Evaluations

BOD Evaluations forms for Veronica, Nacho and Barbara will be put in their mailboxes, as well as another copy of the Fraud Risk Assessment Form for Barbara, Neil and Gayline (the Auditors will not complete the audit without this form).

2. 5-10 Minutes: Actual time: 4 minutes

TRIHCI Benefits Plan

This is a verbal report only. Alan is still evaluating Co-Payment Waivers. Larry reported that it is difficult to get information out of system. It is only giving collection amounts. Moving forward, Alan will talk to Linda Hoy and will send out a straight-forward survey to the staff and will give an update in November. The balances will tell Gayline a lot and she still wants that information from Larry. We do not have a specific "class" for employees

VI. NEW BUSINESS

1. 10-15 Minutes: Actual time: 11 minutes

September 2008 Employee Engagement Survey Results

Alan was very excited about the results even though the responses represent only half of the population. We had a bigger response in January 08 when we gave an incentive to fill out the survey (Dinner & Movie tickets for two). Alan feels that employees should **want** to fill out a survey, but response rates are important and Alan will consider these measures again in December 08.

Alan explained how to read the Comparison columns. We monitor the percentage of people who "Agree" or "Strongly Agree" with the statements. The results show that we are much improved over what we saw last year.

Alan mentioned that he is also now giving the first page of his Executive Director Report to all employees at staff meetings.

Alan explained that jobs are expanding and that the HR Manager is working on revising all job descriptions with supervisors.

Gayline Hunter asked who typed the comments as there were many mistakes on the survey. Alan explained that Danièle is tasked with typing the comments **exactly** as they appear on the survey forms, bad English, typos and all!

2. 10-15 Minutes: Actual time: 9 minutes

Presentation of Updated Patient Satisfaction Survey

Alan wants the Board to review the Patient Satisfaction Survey before we hand it out so they are familiar with what we are looking for. It has the same basic structure as the one given out during the elections in January 2008. However, it has been updated to involve counseling services and changing timing increments. On the form, the questions

in red address the question of whether providers offer high quality care in their interactions with patients. The questions in green cover the patients' experience, and the environment. Alan read through each question on the survey. Through Greenway, we will get good data to measure patient waiting time.

3. 10-15 Minutes: Actual time: 25 minutes

SOP Approval: TRIHCI's Incident Reporting System

Alan handed out the new and revised documents. Currently, in our policy manual, the incident report and the grievance report are under the same policy; however, they are not the same and this has led to some confusion in understanding their differences. Grievances involve the violation of someone's rights while an incident report is a quality improvement system. Moreover, neither constitutes a disciplinary action in itself. The timeline for addressing each is different, the measures for correction are different, and thus Alan read the policy verbatim for approval.

MOTION #2: Gayline Hunter/Evelyn Hunter motion to approve the TRIHCI Incident Reporting System SOP and policy revisions as presented. The vote was 4-0-0, motion carried.

4. 10-15 Minutes Actual time: 7 minutes

2008 Christmas Party Information.

The Board members received the invitation flier to the TRIHCI Christmas Party to be held at the Springville Inn on Saturday, December 13, 2008 starting at 6:00 p.m. Board members were asked to sign up with Christina Medrano as soon as possible and provide menu selections for themselves and their guest(s).

Alan also asked the Board to approve \$35.00 gift certificates for Thanksgiving & Christmas dinners for each employee and each Board member. This provision extends from past practice and was budgeted for in the employee appreciation budget.

MOTION #3: Gayline Hunter/Veronica McDarment motioned to approve the gift \$35.00 gift certificates for Thanksgiving and Christmas. The vote was 4-0-0, motion carried.

5. 15-20 Minutes: Actual time: 30 minutes

Approval of Provider Contract Structure and Use

Alan opened by stating that he is not looking for approval of this contract *per se*, but rather is looking for approval of the performance-based structure of the agreement and the authority to use contracts again in the negotiating process with providers. If approved, Alan would use contracts in negotiating with providers, but would adhere to the rule that all provider contracts require BOD review and approval as they are developed.

Alan distributed job postings from other facilities, emphasizing that on average, provider salaries are going up (the estimated total compensation for our current providers is \$175,000). However, within the limits of our budget, we cannot simply mimic these **increases**. However, we may be able to continue strong recruitment practices if we can alter bonuses, schedules, and other components of provider contracts to come up with agreements that meet everyone's needs.

A generic contract is provided in the binder. Gayline Hunter suggested that the Board members read this at their leisure.

A discussion followed regarding contract Statements of Work (Appendix A) and possible bonus agreements contingent on increased patient counts over 2500 and quality indicators from Patient Satisfaction Surveys.

Alan also assured the Board that all contracts will go before our counsel, Melissa Schlichting, before being finalized and executed as binding.

MOTION #4: Gayline Hunter/Evelyn Hunter motioned to approve the Re-Structure and Use of Provider Contracts to be reviewed on a case-by-case basis as offers are given to providers. The vote was 4-0-0, motion carried.

DEPARTMENTAL REPORTS

1. 10 Minutes: Actual time: 9 minutes

Executive Director's Report

Alan read through his report summary. Gayline Hunter recommended that when we renew contracts on providers, we should focus on Dr. Hernandez. His patient care is poor. This will be discussed more in closed session.

2. 10 Minutes: Actual time: 8 minutes

Clinical Services Director's Report

Gayline Hunter remarked that on the productivity report for Vince Hernandez showed zero visits. Alan will follow-up with Linda Hoy and Vince Hernandez as it seems he is not filling out paperwork properly.

Evelyn Hunter left the room at 11:37 - returned at 11:42

Larry explained that at the conference he was at, a common measurement for providers was identified as *patients seen per hour*. Baseline measurements on how many patients they see per hour averages 3.5. Using this as a standard, Larry believes that we have the capacity to double our visits in this clinic.

3. 10 Minutes: Actual time: 7 minutes

Chief Financial Officer's Report

Larry Anderson read over his report. He recommended having Financial Committee meetings on a more regular basis. A Finance Committee Meeting will be scheduled on October 15, right after the CHS Committee Meeting.

It was noted that we should not expect to receive money from the tribal office this year.

Gayline suggested that the Diabetes coordinator send a postcard to the Community announcing that the shoes are available.

4. 10 Minutes: Actual time: 6 minutes

CHS Officer's Report

Francine read through her report. Gayline asked if Apple is still going to Francine rather than Donna? Yes, regarding CHS patient eligibility. However, she is now reporting to Donna as her subordinate.

COMMITTEE REPORTS - No committee Meetings

1. 5-10 Minutes: Personnel Committee Report
2. 5-10 Minutes: CHS Committee Report
3. 5-10 Minutes: Finance Committee Report

VII. EXECUTIVE SESSION Executive Director

MOTION #5: Amanda Sierra/Gayline Hunter motioned to go into closed session at 11:58 a.m. The vote was 4-0-0, motion carried.

MOTION #6: Gayline Hunter/Amanda Sierra motioned to come out of closed session at 12:32 p.m. The vote was 4-0-0, motion carried.

MOTION #7: Gayline Hunter/Veronica McDarment motioned to have Alan negotiate with Dr. Vemuri on an MOU to serve as TRIHCI's Medical Director. If the terms discussed are agreeable, this motion also authorizes Barbara Baga to sign the agreement on behalf of the Board for execution. The vote was 4-0-0, motion carried.

VIII. FYI ITEMS

1. Additional departmental reports and documents are included for reference to the Health Advisory Board.

IX. ADJOURNMENT

MOTION #8: Gayline Hunter/Amanda Sierra motioned to adjourn at 12:24 p.m. The vote was 4-0-0, motion carried.

Melanie Santos 1-30-09

Melanie Santos, Secretary