

# TULE RIVER INDIAN HEALTH ADVISORY BOARD

TULE INDIAN RESERVATION

P.O. BOX 768

PHONE 784-2316

PORTERVILLE, CALIFORNIA 93258

## 4 FEBRUARY 2009 BOARD MEETING MINUTES REVIEWED AND REVISED DURING THE MARCH 4<sup>TH</sup> BOARD MEETING.

- I. **CALL TO ORDER:** Chairperson, Pasty Vega, called the meeting to order at 9:05 a.m.
- II. **ROLL CALL:** Acting Secretary, Yolanda Gibson called roll.

5 Minutes:

Actual time: 2 minutes

<u>Board Members:</u>		<u>Staff</u>	
Pasty Vega	P	Alan Barlow	p
Yolanda Gibson	P	Francine Gibson	A
Gayline Hunter	E	Stephanie Gibson	p
Amanda Sierra	E	Larry Anderson	p
Barbara Baga	P	Danièle Healy	p
Veronica McDarment	P		
Melanie Santos	E		
Joseph Garfield (seated @ 9:33 a.m.)	L		
Shawn Williams (seated @ 9:06 a.m.)	P		

P=Present; A=Absent; L=Late; I=Ill/sick; T=Travel; E=excused

### III. APPROVAL OF AGENDA

5 Minutes:

Actual time: 2 minutes

~~1. 5-10 Minutes: Community Member Request Chris James~~

Tabled

~~2. 5-10 Minutes: New Provider Introductions~~

The providers met the Board members during the Personnel Committee Meeting.

3. Gayline Hunter mentioned that the Council approved the date for the TRIHCI Health Fair on April 10, 2009 @ McCarthy Ranch.

**MOTION #1:** Barbara Baga/Shawn Williams motioned to approve the

agenda with the 3 changes mentioned above. The vote was 4-0-0, motion carried.

**IV. REVIEW/APPROVAL OF PREVIOUS MEETING MINUTES**

1. 5 Minutes: Actual time: 7 minutes

January 7, 2009 Board Meeting

A few typos were pointed out; these will be corrected and highlighted in yellow in the revised minutes signed by the Secretary and kept in the 2009 Board minutes binder.

Patsy Vega questioned whether the PTO policy had been approved yet. Alan Barlow confirmed that it will be discussed during the next Leadership Team Meeting.

**MOTION #2:** Barbara Baga/Veronica McDarment motioned to approve the minutes of the January 7, 2009 Board meeting, with corrections highlighted in yellow. The vote was 3-0-1 (Yolanda Gibson abstained), motion carried.

2. 5 Minutes: Actual time: 4 minutes

January 19, 2009, Special Board Meeting

Under IV.A, Certification of 2009 Tule River Indian Health Board Elections, include full names: Marcellus (Sonny) James & Matthew (Matt) Carabay

Under IV.B.4: Nominations were opened for the position of Secretary; and add: The vote was 6-0-0, motion carried.

Under IV.C.: Add Ex-Officio: Patsy Vega under each committee.

**MOTION #3:** Barbara Baga/Shawn Williams motioned to approve the minutes of the January 19, 2009 Special Board Meeting with the changes noted above. The vote was 3-0-1 (Yolanda Gibson abstained), motion carried.

**V. OLD BUSINESS**

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

Appointment of 2009 CRIHB Delegates

The question for whether Joseph Garfield could be a CRIHB delegate was answered "Yes" by Jim Crouch. The question

raised last year was whether he could stay on as CRIHB delegate when he was **not** a board member. It makes sense to have **board member** be a CRIHB delegate. The 2009 CRIHB delegates are Yolanda Gibson and Gayline Hunter, with Joseph Garfield as Alternate.

**MOTION BY RESOLUTION 2009-002:** Yolanda Gibson/Barbara Baga made a motion by resolution to approve the CRIHB Delegates, Yolanda Gibson and Gayline Hunter and Joseph Garfield as Alternate. The vote was 4-0-0, motion carried.

2. 10-15 Minutes: Actual time: 12 minutes

TRIHCI Logo/Graphic Identity Review

Alan Barlow stated that the Organization has a need and desire for a consistent identity. We currently have several designs; we need to select a uniform design that represents us. Alan presented several different options, copies of which can be found in the binder. Alan can mix and match components if that is desired.

All agreed that "Celebrating 35 years" with the darker color coyote would be the best choice for the celebratory year. We can still decide on a long term logo after this year is over.

Yolanda likes feathers; some want to bring back the "river" and add "medicine colors" for the permanent logo.

*Joseph Garfield arrived and joined the meeting at 9:32 a.m.*

Alan can bring this back in March but wants approval to go forward with design suggestions.

It was suggested to add a watermark: EST. 1973.

**MOTION #4:** Yolanda Gibson/Barbara Baga motioned to approve the logo for the celebratory year. The vote was 5-0-0, motion carried.

3. 10-15 Minutes: Actual time: 13 minutes

TRIHCI's 35<sup>th</sup> Year Anniversary Activities

Alan wants direction from the board: Is there anything else, besides the Health Fair, that the Board would like to see to celebrate 35 years. So far we have the Health Fair scheduled on April 10<sup>th</sup> and the Christmas party in

December.

Last year we started a celebratory get-together that was not advertised as an open event. We should use the 35 year celebration as a platform and emphasize our services & bring a renewed focus.

Some suggestions:

Patsy: Perhaps a summer celebration opened to the community.

Shawn - Dental screening/education & immunizations for kids, T-shirts for those who have kept current and up-to-date on their immunizations; give out bags for information gathering, similar to our open house.

The consensus is that we want to schedule a summer celebration at the end of June or early July.

Alan will look at clinical schedules around San Juan Day. This will be more of a celebratory/community fun day - we will have services available and make wise use of our resources.

Alan stated that the Health Fair budget is around \$20k/\$25K; he will come back with a budget for the 35 year celebration.

Yolanda Gibson suggested that we bring in Walt Halen of the Lindsey clinic to give shots for dogs and pick up strays. Patsy Vega will also check with the Elders Committee for more suggestions. The focus should be to Promote Health and celebrate.

## VI. NEW BUSINESS

~~1. 5-10 Minutes: Community Member Request Chris James~~

~~2. 5-10 Minutes: New Provider Introductions~~

3. 10-15 Minutes: Actual time: 14 minutes

### IHS Quarterly Report-Executive Director

Alan Barlow discovered that reports had not been filed since 2006. We are now in compliance. A copy of the letter to Travis Coleman is in the binder. Alan read through the Quarterly report.

Patsy questioned whether Alan Barlow was Executive Director or CEO. Alan explained that the titles are often used interchangeably. IHS uses the title of CEO; and others such as CRIHB uses Executive Director. Most corporations have officers. The CHSO, CFO, & COO all report to the CEO, here at TRIHCI.

The report will now be sent out with corrections as it has been presented to the Board.

4. 10-15 Minutes: Actual time: 26 minutes

2009 Patient Satisfaction Survey Results

Alan stated that rather than reviewing the whole survey responses he wants to know what concerns the Board has, and what they feel is good.

Alan explained that 244 community members turned up to vote and the majority (139) filled out the survey and gave feedback. This feedback is important because it comprehensively represents the voice of the community.

Patsy Vega questioned what Neutral meant. Alan explained that in his opinion, a Neutral response means the patient neither agrees nor disagrees with the statement. This can range in meaning from having no true opinion, to not caring about the issue.

We learned one comprehensive lesson: the number of responses dropped on the back 5 or 6 questions. We should not double side a survey - people miss the second page.

Patsy Vega stated that the phones should be answered earlier than 8:00 a.m. - One of our operators starts at 7:00 a.m. - she should start answering the phones at 7:30 a.m. if providers are calling @ 7:30 a.m.

Alan explained that during the medical staff meeting yesterday, it was decided to allocate a dedicated walk-in provider for a week. The provider will facilitate the clinic flow and ensure continuity of care, triage & set up with regular provider. The standard for appointments was also changed to 30 minutes.

The walk-in provider's role is to FACILITATE the flow and pull other providers as needed. The providers are enthusiastic that it can work. Also, MA's are now assigned to/paired with a provider, and Shawn agreed with this

practice.

Shawn would like to sit in the clinic and see where the loophole is and bring feedback to the Board. We need recommendations from the patients' as ears of the community.

One caveat: If Board members or community members observe problems in the clinic, please bring them to Alan. Alan reinforced that problems should not be addressed with staff directly by Board members.

Barbara Baga left the room at 10:24 a.m. & returned at 10:26 a.m.

5. 10-15 Minutes: Actual time: 24 minutes

2008 Corporate Year-End Summary - information for new board

This is a new exercise for the clinic's leadership. Corporate reports are common in private industries and they are submitted at the Tribal Council level, but they have not been done here in the past.

The Leadership team discussed whether to present the report at calendar or fiscal year-end and decided on both. Patsy Vega stated that she picked up good information. The year-end summary report serves to inform the Board of what has been going on and what departmental goals are for the coming year. This is the first time supervisors have done it. It recognizes how far we have come in a year, and we will build on this initial experience to produce and provide more specific information in the future.

6. 45-60 Minutes: Actual time: 2 hours & 30 minutes  
(morning & lunch breaks deducted)

2009 Board Orientation Session

The purpose of the orientation is to go over our Vision, Mission, Values & policies and guidelines, to be presented as is; if changes are needed, they will be deferred to a later meeting.

Alan explained the Program Manual vs. the Employee Handbook, and the timelines and processes by which both are updated and communicated to staff.

Alan went over our Vision and Mission statements, values, and Strategy Map. He also explained differences in

Governance roles and Supervisory roles.

Stephanie Gibson went over the review of key personnel policies which are all in the Employee Policy Handbook.

- Position Classification
- New Hire Period
- General Leave Policies
- Salary Scale Review
- Personnel File Development
- EEO and Indian Preference
- Work Behaviors
- Holidays
- Complaint/Grievance/Incident Documentation
- Provider Credentialing and Privileging

Patsy Vega suggested clarifying in the Military leave policy that a COMPARABLE position is kept open.

*Recessed for lunch 12:32 pm - 1:00 p.m.*

Stephanie explained that salary scales adjustment are made according to CPI (consumer price index) & federally approved COLA raises and that personnel data sheets are not in the manual, but are kept in all personnel files, including salary adjustments, disciplinary actions, etc.

*Barbara Baga left the meeting @ 1:13 p.m.*

Alan explained the differences between a complaint, an incident, and a grievance, and how each process is received. The Grievance Committee is the final word in grievance hearings, but even then is limited to examining whether or not due diligence was afforded the grievant accord to TRIHCI's policies and procedures.

Yolanda Gibson stated that the Grievance Committee should know about what grievances have happened during the month.

Alan will look at adding *Status of Current Grievances* to his report, including decisions.

Patsy Vega would like the Grievance Committee to review grievances & incidents on a monthly basis. Alan suggested this be done quarterly, as we do not receive that many grievances.

What was not addressed here will be addressed by Julie Carr during the board training on March 5 & 6, 2009.

*Patsy left the room at 2:01 p.m. returned at 2:05*

7. 5-10 Minutes: Actual time: 8 minutes

BOD Training Dates

Julie Carr, the Consultant who conducted the Board Training last year, is available on March 5 & 6, right after our next Board meeting. HIPAA, privacy, & CHS will be some of the major topics covered during the 1.5 days sessions at the McCarthy Ranch. It is mandatory for all new board members to attend this training. Others are invited to attend.

8. 5-10 Minutes: Actual time: 12 minutes

Dental Policy Approval-Nitrous Oxide Use

Alan read the Dental policy verbatim (printed in red as it has not been approved yet);

*Yolanda left the room at 2:20 pm & returned at 2:25 p.m.*

It was suggested to remove the words "FOR ADULTS" under the first trimester of pregnancy.

**MOTION #5:** Joseph Garfield/Shawn Williams motioned to approve the guidelines and the consent form eliminating the words "for Adults". The vote was 4-0-0, motion carried

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

Porterville Facilities Expansion Update

It was revealing for Alan & Larry to find out at the IHS meeting in Sacramento that we are the only unlicensed facility in CA. We are looking to ensure we move forward in a compliant manner. Consequently, although applying for licensure will probably set us back several months, we are going to do so.

Forms need to be filled out for the State. The form in the binder needs to be completed by each Board member and the CEO as the administrator. Licensing is renewable every 2 years. Yolanda would like Larry to verify whether Board members indeed need to fill this out instead of the Leadership team. Larry would like the forms turned in - if we don't need them we will shred them. In the meantime,



Larry will check whether the forms are needed from the Board.

Alan will approach Dr. Vemuri about serving as our admitting physician for the hospital.

10. Board Resolution - Application for State Licensure

**MOTION BY RESOLUTION 2009-003:** Yolanda Gibson/Shawn Williams made a motion by resolution to have the clinic apply for state licensure for both sites. The vote was 4-0-0, motion carried.

**VII. DEPARTMENTAL REPORTS**

1. 10 Minutes: Actual time: 25 minutes

Chief Executive Officer's Report

Alan summarized his report. Veronica McDarment mentioned that Evelyn Hunter used to be our Representative for Epidemiology. We will need to assign another representative.

Alan presented the letter from Margo Kerrigan, PHS Director, to Tribal Health Program Directors regarding putting caps on contract care payments.

**MOTION #6:** Yolanda Gibson/Veronica McDarment motioned to approve Alan Barlow's CEO report. The vote was 4-0-0, motion carried.

2. 10 Minutes: Actual time: 3 minutes

Chief Financial Officer's Report

Larry summarized his report. Financial statements will be out next week. The next Finance Committee meeting is scheduled for Friday, February 23<sup>rd</sup> @ 3:00 p.m.

3. 10 Minutes: Actual time: 2 minutes

CHS Officer's Report

Need for customer service based training - scheduled for March 13 during staff meeting.

We are not licensed as VSP provider - cannot bill until we have a VSP licensed provider for 16 hrs or more - we use Cornelison only for 8 hours on Thursdays.

**MOTION #7:** Yolanda Gibson/Joseph Garfield motioned to approve

the CFO & CHSO reports as presented. The vote was 4-0-0, motion carried.

VIII. COMMITTEE REPORTS

1. 5-10 Minutes: Actual time: 7 minutes

Personnel Committee Report: (verbal report only)

Elected officers

Chair person	Yolanda Gibson
Vice Chair	Barbara Baga
Secretary	Gayline Hunter
Ex Officio	Pasty Vega

The Committee members met the new providers, Dr. Mating & Sandra Peeke, FNP. Stephanie Gibson gave an update on open positions, separated employees and Mary Catton's situation.

2. 5-10 Minutes: Actual time: 11 minutes

CHS Committee Report: (verbal report only).

The committee approved the agenda. Francine Gibson handed out Policies & Guidelines for review. Changes outlined in yellow were made to the CHS Department Notice (document attached) for approval by board - there was consensus from the CHS committee to approve.

Elected officers:

Chair person	Shawn Williams (Yolanda declined)
Vice Chair	Barbara Baga
Secretary	Joseph Garfield (Amanda & Melanie declined)
Ex Officio	Patsy Vega

Discussed eligibility of children if their biological father's name is not on their birth certificate.

The committee approved numerous meeting minutes, with some to be finalized at next meeting.

**MOTION #8:** Shawn Williams/Joseph Garfield motioned to approve CHS Committee Meeting minutes. The vote was 4-0-0, motion carried.

3. 5-10 Minutes: Actual time: 4 minutes



X. ADJOURNMENT

MOTION #10: Yolanda Gibson/Shawn Williams motioned to adjourn at 3:45 p.m. The vote was 4-0-0, motion carried.



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Amanda Sierra, Secretary