

# TULE RIVER INDIAN HEALTH ADVISORY BOARD

TULE INDIAN RESERVATION

P.O. BOX 768

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PORTERVILLE, CALIFORNIA 93258

## 6 JULY 2011 BOARD MEETING MINUTES REVIEWED AND APPROVED DURING THE 19 AUGUST 2011 BOARD MEETING

I. **CALL TO ORDER:** Chairperson, Yolanda Gibson called the meeting to order at 9:12 a.m.

II. **ROLL CALL:** Secretary, Rhoda Hunter called roll.

### Board Members:

Yolanda Gibson, Chair	P
Loleta Garfield, Vice Chair	E
Christina Dabney-Keel, Treasurer	P
Rhoda Hunter, Secretary	P
Gayline Hunter, Member-arrived @ 9:21 a.m.	L
Willie Carrillo, Member	P
Alex Robles, Member	P
Barbara Baga, Alternate-seated @ 9:13 a.m.	P
Ralene Clower, Alternate-seated @ 2:04 p.m.	E/L

### Staff

Zahid Sheikh	P
Casey Carrillo	P
Angelina Ignacio	P
Danièle Healy	P

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

### III. APPROVAL OF AGENDA

- 1) Add patient #850132 before the agenda approval.
- 2) New Business #9 - emergency management training

**MOTION #1:** Willie Carrillo/Barbara Baga motioned to approve the agenda with additions. The vote was 5-0-0, motion carried.

### IV. PATIENT #850132 PRESENTATION

Patient reported that our DON, Federico Huerta is teaching the nurses how to bandage his foot. Patient wanted to inform the Board of this to allow Fred to teach wound care = education.

Patient wanted to make sure the Board is following up on his request at the previous Board meeting. He received a letter stating the HR Director will conduct an

investigation. HR Director already followed up with Dr. Hall and is working on minutes. Patient has requested that our HR Director get access to his medical file. Angelina Ignacio asked the Board for advice. Christina Dabney-Keel stated we need information from all physicians and parties involved, including Bakersfield. Patient needs to sign a release of medical information. Patient said that all outside parties may be contacted. He added that he is willing to take a lie detector. HR Director, Angelina Ignacio will follow-up; we want to make sure we do due diligence.

*Gayline Hunter arrived at 9:21 a.m.*

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

1. 6 June 2011 Board Meeting.

Some corrections were identified and will be highlighted in the final version of these minutes.

**MOTION #2:** Christina Dabney-Keel/Gayline Hunter motioned to approve the minutes of 6 June 2011 Board meeting with changes. The vote was 4-0-2, Willie Carrillo & Barbara Baga abstained, motion carried.

**VI. DEPARTMENTAL REPORTS & COMMITTEE REPORTS**

1. CEO Report

Mr. Sheikh went through his report.

Board member, Gayline Hunter expressed a concern putting Greg Williams in the RPMS Site Manager position with the start of the NextGen. Mr. Sheikh explained that we will be incorporating RPMS into Next Gen to generate RPMS reports through NextGen.

Mr. Sheikh had a meeting with Data Entry employees and found out that the Site Manager did not run the error reports since last year; she gave a stack of papers to Dolores Morgan and asked her to fix the error reports during her absence. CRIHB can also run the reports; we need to enter the data. We were under the impression that the Site Manager was entering the correct data; a flag came up when numbers did not match. We now need to correct this. Board member Willie Carrillo asked what Mr. Sheikh

recommends to correct this situation? Mr. Sheikh proposes to eliminate the position and have CRIHB run the reports. Alex Robles objects to eliminating the position. Gayline Hunter added that if we do away with the position, we will lose our funding.

UPDATE: Mr. Sheikh contacted Rosario Pro Arreola and asked if the RPMS Site Manager salary is being paid by CRIHB or from our 638 contract; Rosario confirmed that the money CRIHB gives back (IT shares for \$21,500) is coming out of the Area Office Function - not Clinical Health Services, and is to be used at TRIHCI's discretion as long as it is used for a personnel function but it is not attached to the RPMS Site Manager position.

HR Director, Angelina Ignacio added that we now need to take corrective action and get caught up with data entry.

Mr. Sheikh reported that he discussed the situation with Jim Crouch and Rosario Pro Arreola to provide us with emergency data entry personnel - 2 data entry persons will be sent from CRIHB for one week.

Angelina Ignacio reported that additional training was provided by Apple Yazzie to the 3 Patient Receptionists who will now be held accountable for their entries. We are going through all programs, fixing problems and keeping employees accountable.

Angelina added that we are not setting us up to fail - we are cross training several positions. Also, Greg Williams has committed to long term employment with us, but there are no guarantees with anyone.

Mr. Sheikh stated that if we have a clean audit for 3 consecutive years, we can go from a 638 contract to Compact, with no middle man.

The RPMS Site Manager was not forthcoming with information given to the Board. Zahid tried to give her outsourced help from other tribes. We need to move forward and get another data entry person.

Regarding P&P, Mr. Sheikh would like to bring in The Clinical Services Director, Federico Huerta. Board members stated that they would like to receive a copy of the P&Ps and read them on their own.



Christina Dabney-Keel asked if we do have someone at CRIHB or IHS who could review the policies since we are not Physicians or dentists. Mr. Sheikh will talk to Dr. Sprenger @ IHS.

We already received the template for the CHS policies from IHS. We can also ask other Indian Health Centers for a copy of their P&P.

Federico Huerta presented draft policies for the Medical Department. He reported that we are currently updating our standards of care and they have increased positively since he started working here. Mr. Huerta explained what a crash cart is - enables us to keep a patient alive until paramedics arrive. The crash cart is checked weekly - medicine checked monthly.

Board members would also like to receive copies of clinical audit results.

Willie Carrillo will set up visits to other clinics to check out best practices, end of July, early August.

Mr. Sheikh suggested having a work session with each department to review their P&P. Christina Dabney-Keel would like to have someone else review them first, such as CRIHB or IHS.

Front desk personnel are now under Federico Huerta, DON with the same title and job duties: Patient Receptionist. They are receiving 2 x 2 hour training per week until the end of July.

Christina Dabney-Keel suggested moving information from Greenway into NextGen prior to the patient visit to counteract decrease in patient when we go live on NextGen. Fred stated that the way the patient management is set up, it cannot be done before the go-live day - data is already being transferred.

Gayline Hunter stated that what is requested in the 638 contract should be reflected in the P&P binder.

Gayline Hunter asked the chairperson to go back to the 638 contract: it states that we provide

radiology services - we don't. After a cost analysis, the Board approved the sale of the x-ray equipment in 2009. It also states on page 7, TRIHCI ... Greenway in 2008-2009. Gayline Hunter asked why the contract was signed without going through it line by line with IHS and making some corrections.

Christina Dabney-Keel stated that the last page shows there is an amendment that can be made. Willie Carrillo reminded the Board members that we have not had x-ray services for the past years and previous boards have accepted the agreement.

Next year we should request a copy of the contract earlier in order for the Board to review it. Mr. Sheikh reminded the Board that it was discussed at the last meeting that the budget will be submitted on March 31 and therefore the agreement will be available earlier.

*Yolanda Gibson left the room at 11:07 a.m. and returned at 11:19 a.m.  
Alex Robles left the room at 11:12 a.m. and returned at 11:17 a.m.*

## 2. CFO Report

Casey Carrillo has given his resignation effective July 15, 2011; he distributed his report, including the March Financial Statements - Casey caught an error in the April report and did not include it in his report; it will be mailed to the Board members tomorrow. Casey is training Alicia Herrera who will be Interim CFO on how to prepare the reports for May, June, July & future reports.

The Tribal check is ready today and it will be deposited. The out of balance check will be voided and re-issued after the tribal check is deposited.

Diabetes Grant, - Gayline Hunter would like to see when it started, how much we have spent, and what activity took place so far. We have not heard any report lately - Gayline would like to have a Diabetes report on each Board agenda, as well as an Injury Prevention report - they present a quarterly report to the grant managers, these reports could be presented to the Board.

The Avalon that has been broken for awhile will be

sent to the Transmission place - Angelina Ignacio and Federico Huerta reported that our insurance broker went over the car and it is good shape; it is worth fixing completely.

3. Finance Committee Report - Christina Dabney-Keel

Christina Dabney-Keel gave a verbal report. Discussed CHS policies. Discussed California Indians using our clinic, spending a lot of money. We need to figure out a way to decrease these services. Also Dental services to patients outside of our CHSDA.

Angelina Ignacio also stated that during the CHS Committee meeting, we discussed a way to refuse service to patients who owe us money. A policy needs to be put in place. We cannot refuse treatment in case of emergency but we can stabilize the patient and call 911.

Christina Dabney-Keel asked if we are in agreement to cut out anyone out of our CHSDA area who expect services for free - 3<sup>rd</sup> party revenue is OK. CA Indians within our CHSDA are OK; those outside of our CHSDA are out. IHS said that we could not deny CA Indians.

The CHS Committee will prepare a policy regarding cutting patients outside the CHSDA area & collect bills.

Item discussed while the Recording Secretary was out: the need to purchase a new Dental chair.

**MOTION #3:** Christina Dabney-Keel/Barbara Baga motioned to approve the purchase of a dental chair from Patterson Dental Supply in the amount of \$16,000. The vote was 6-0-0, motion carried.

*Lunch break @ 11:48 p.m. - back in session @ 12:25 p.m.*

4. CHS Report - report in binder
5. CHS Committee Report - none
6. HR Report



HR Director, Angelina Ignacio read through her report.

Angelina suggested filling the CHS position. Alex Robles does not agree; he states due process was not followed. Angelina stated that due process was followed according to the TRIHCI policy. This was presented to the full Board several times and Angelina would like to close the case.

**MOTION #4:** Gayline Hunter/Rhoda Hunter motioned to go into executive session at 12:37 p.m. The vote was 6-0-0, motion carried.

*Barbara Baga left the meeting at 1:03 p.m.*

**MOTION #5:** Willie Carrillo/Rhoda Hunter motioned to come out of executive session at 1:30 p.m. The vote was 4-1-0 (Alex Robles opposed), motion carried.

**MOTION #6:** Gayline Hunter/Rhoda Hunter motioned to move forward with the CHS position. The vote was 1-2-2 (Alex Robles & Rhoda Hunter opposed - Willie Carrillo & Christina Dabney-Keel abstained). Motion defeated.

A discussion followed whether the HR Director should also be the Compliance Officer. All agreed. Angelina Ignacio's title is: HR Director/Compliance Officer.

Angelina Ignacio reported that we are trying to build structure. Rhoda Hunter asked for an example. Dr. Hall overseeing Transporter does not work, she suggests having Lola Ogden (31 year employee) become the Lead Transporter. The Board agreed.

We currently need the Personnel Chair's (PCC) signature on all Employee Action Notices (EAN). Willie Carrillo stated that the Board only supervises the CEO - the CEO is held accountable for employees hired.

Angelina asked: What is the process in order to stay in compliance? Willie suggested replacing the PCC signature by the HR Director's signature on EANs. Chairperson Yolanda Gibson agrees - it will protect the Board. Rhoda Hunter suggested adding a PCC acknowledgement line at the bottom of the document.

*Ralene Clower was seated at 2:04 p.m.*

**MOTION #7:** Willie Carrillo/Christina Dabney-Keel motioned to have Human Resources initiate the Employee Action Notices and to remove the Personnel Committee Chair signature line, add HR Director, CEO, & CFO signature lines and "acknowledged by Personnel Committee Chair" line at the bottom of the document. The vote was 5-0-0, motion carried.

The Board also agreed to make Lola Ogden Transporter Lead & move her up one grade; the EAN was signed by PCC, Ralene Clower.

Angelina reported that she is cleaning up and conducting 7 investigations.

Also it seems that bugs are biting employees on the first floor - could be bed bugs. Mr. Sheikh would like to replace the old carpet. The Board does not agree; the carpet should be cleaned first.

Angelina renewed different insurances and discussed the positions posted: Registered Dental Assistant, Medical Assistant, and Diabetes Program Assistant.

Angelina now has access to Evolutions though Payroll People. It will enable her to run different reports more easily.

Angelina asked for the Board's approval of the Internet Access Agreement policy she presented to the Board the previous month.

**MOTION #7:** Christina Dabney-Keel/Gayline Hunter motioned to approve the Internet Access Agreement policy presented by HR Director Angelina Ignacio. The vote was 5-0-1 - Alex Robles abstained - motion carried.

Angelina reported that two Summer Youth have cleaned out the storage room and found office supplies that will be used here first. We will tag, price, and sell everything else; a list of items to be sold will be advertised to the Community - OK to go forward.

*Willie Carrillo left the room at 2:36 p.m.*

Angelina reported that the Optometrist and Part-time Dietician salaries will come out of Diabetes Grant. Angelina will have the Dietician job description ready



by the next personnel committee meeting.

300K combined insurance for employees required for employees to be reimbursed for mileage - Angelina will get further information from our insurance company.

Angelina will e-mail the old and the new CFO job description to Christina Dabney-Keel and Gayline Hunter.

Angelina suggested a one-time 3% COLA increase for all employees; Step by step increases are 5%. Employees have not received an increase since 2008. Gayline Hunter motioned to deny because of lack of funding; Casey Carrillo and Zahid Sheikh explained that the funds will come out of third party revenue - we recently collected about \$900K and the increase only amounts to approx. \$80K.-

**MOTION #8:** Gayline Hunter/Ralene Clower motioned to deny the 3% COLA increase for all employees due to lack of funding. The vote was 4-2-0 (Rhoda Hunter and Alex Robles opposed), motion carried.

Further discussion followed on the subject: We have 1.6 million in 3<sup>rd</sup> party.

Christina Dabney-Keel and Gayline Hunter asked why the increases were not built into the budget when presented to IHS. Casey Carrillo stated that we are given a certain available amount and we are to use it at our discretion.

Angelina explained that the COLA increase is a one-time deal 3% only increase until we can resolve the position/step situation and prepare a good evaluation process.

Angelina explained that IHS has a GS-level system between 3 & 5%. We are working on a salary survey. We all inherited something to fix. But in the meantime what do we do for the employees? Nothing.

Organizational chart - tabled till next month

Angelina discussed the Nursing Director vs. Medical Director. The Medical Director should oversee physicians and providers. Nursing Director should

oversee clinical staff. Christiana Dabney-Keel believes the Nursing Director should be under the Medical Director. Angelina offers to bring more organizational charts from other Indian Health Centers for comparison.

*Rhoda Hunter left the room at 3:29 p.m.*

CEO recognition: Angelina suggested the CEO performance evaluation be performed by one designated person. Chairperson Yolanda Gibson will get together with Angelina and will set another date to discuss performance reviews.

**Motion #9:** Willie Carrillo/Gayline Hunter motioned to approve the CEO, CFO, CHS and HR reports. The vote was 4-0-2 (Willie Carrillo and Rhoda Hunter were still out), motion carried.

7. Personnel Committee Report - no quorum

#### **VII. OLD BUSINESS**

1. Board Follow-up Items - tabled
2. Internet Access Agreement

See above

#### **VIII. NEW BUSINESS**

1. Chairperson - Various Issues

The Journey Women's Book - Chairperson, Yolanda Gibson prepared a list of whom the Journey Women's books should be given out first (young women between the ages of 13 & 32).

*Rhoda Hunter returned at 3:38 p.m.*

Christina Dabney-Keel suggested coordinating getting the young **community** girls come to the clinic to start their hpb series & physicals and give out the book then. Also, **advertise** in the Tribal and clinic newsletters. Our ultimate goal is to get them in the clinic. Give board members a copy of the book.

638 contract funding - IHS stated that Tribal Council oversee the Health Board since they sign the

resolution for the 638 contract funding. Chairperson sees the only way we would be responsible to the Tribal Office is if we do not follow our 638 contract policy and procedures. The Tribal Chairman wants to receive a copy of the Board meeting minutes.

Resignation of CFO - the chairperson would like to know if the Board had any part in his resignation decision. Casey thanked the board for the opportunity. Problems started this year, things got worse: Rhoda Hunter criticized the Finance reports. Ralene Clower & Gayline Hunter called him out on certain things. Comments from other tribal members came back to him: the Board does not like the job he does - people do not want him to come back from FMLA. His parents were told when they were at the Casino - "out of respect to your family, board members are after your son, they want to get rid of him" (because he did not go to the Tribal Council; Casey had said that he would be available by phone). Casey had talked to the Council Chairman and explained that he was on FMLA. Casey stated: "I was wondering if I was going to get a job when I got back from FMLA - my supervisor was unaware of the situation. In a couple of years I will be CPA and will be able to support my family. I am not running away". Mr. Casey Carrillo made a suggestion to the Board on how to keep your people: "do not talk about employees behind their back".

Ralene Clower thanked him for his honesty and stated that to the Board was not made aware of the situation with the Tribal Council and believes his letter allowed him to be available.

Mr. Sheikh also thanked Casey and stated that his own work has not been appreciated by the Board. He stated that he felt very uncomfortable during the board meeting today. There should be some level of appreciation. Gayline Hunter said that she trusted him. Mr. Sheikh said that he did not break her trust.

He stated: "I am here on a long term basis and I am here to help the clinic".

Gayline Hunter told Casey that she is sorry to see him leave. He said that this is the best offer for him now and after that his options are open - whether



to come back here or at the tribal office - he still wants to give back to the community.

Gayline Hunter told Zahid that she was voted in for the best of the community. And when she finds mistakes, she will say it - it is not personal, all business.

Christina Dabney-Keel stated that she appreciates what Mr. Sheikh has done so far. We are all trying to do our best. Board members do not hear thank you in the community either; she hears a lot of griping and is being called on the carpet. A lot of things have come to light thanks to Mr. Sheikh. We all have the same goal: the common good of our community - but we have a lot of personalities that sometimes clash. Chairperson, Yolanda Gibson added her appreciation for Zahid and her appreciation to the board for bringing up issues that were never brought forward before. She feels stronger after this year - we learn from each other.

Willie Carrillo thanked Casey and wished him the best of luck. Casey stated that he understand that this job is going to receive a lot of criticism, as long as it is positive and constructive. Willie also thanked Mr. Sheikh for his contributions: tribal contributions, 3<sup>rd</sup> party revenue, among others.

Willie Carrillo told the Board members about a California Tribal Emergency Management and Homeland Security Project CERT (Tribal Community Emergency Response Team) training hosted by Rincon Band of Luiseno Indians in Center Valley, CA July 27-29, 2011; Representatives from the Health Center are needed. Registration is due by July 20, 2011.

*Willie Carrillo left the meeting at 4:30 p.m.*

*Yolanda Gibson left the room at 4:30 p.m.*

2. CEO yearly performance review and proposed salary increase - discussed above
3. Proposed staff COLA increase - discussed above and denied.
4. Schedule meeting with Board to discuss drafted problem resolution policy
5. Update Organization chart - tabled
6. Proposal to fly CHS Director position - discussed

- above - motion defeated.
7. Proposal to put in new flooring in clinic and surveillance cameras to protect the health center assets, patients and employees. We need 3 bids.

*Ralene Clower left the meeting at 4:28 p.m.*

8. Set date for 2012 Health Fair: Good Friday - April 6, 2012 Good Friday - children will be out of school.

Miscellaneous: Mr. Sheikh will take Rhoda Hunter and Christina Dabney-Keel to the Bank to add Rhoda to the signature card.

A Grievance letter was read by the Board members. Angelina Ignacio reported that Lola Ogden explained her situation transporting 2 patients to Bakersfield - was admitting one patient - contacted Jamie Gibson to contact family members. Family member complained that Lola abandoned a patient - the family members came in wanting mileage.

Another letter was circulated. Ms. Franco would like to purchase the Avalon. Angelina will acknowledge receipt of the letter and will send letter to Ms. Franco explaining that the Avalon will be fixed for our Transporters.

**IX. FYI ITEMS**

1. Other departmental reports for information.
2. Emergency Preparedness Meeting Report

**X. ADJOURNMENT**

**MOTION #10:** Christina Dabney-Keel/Alex Robles motioned to adjourn at 4:34 p.m. The vote was 3-1-0, Gayline Hunter opposed, motion carried.



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Rhoda Hunter, Secretary