

# TULE RIVER INDIAN HEALTH ADVISORY BOARD

TULE INDIAN RESERVATION

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PORTERVILLE, CALIFORNIA 93258

## 7 NOVEMBER 2011 BOARD MEETING MINUTES REVIEWED AND UPDATED DURING THE 7 DECEMBER 2011 BOARD MEETING

- I. **CALL TO ORDER:** Chairperson Yolanda Gibson called the meeting to order at 9:18 a.m.
- II. **ROLL CALL:** Secretary Rhoda Hunter called **Roll**.

### Board Members:

Yolanda Gibson, Chair  
Loleta Garfield, Vice Chair  
Christina Dabney-Keel, Treasurer  
Rhoda Hunter, Secretary  
Gayline Hunter, Member  
Willie Carrillo, Member-arrived at 9:40 a.m.  
Alex Robles, Member-arrived at 10:55 a.m.  
Barbara Baga, Alternate  
Ralene Clower, Alternate-arrived at 10:07 a.m.

### Staff

P	Zahid Sheikh	P
P	Alicia Herrera	P
P	Angelina Ignacio	P
P	Danièle Healy	P
P		
E	Michael Franks	P
A		
A		
L		

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

### III. APPROVAL OF AGENDA

Loleta Garfield would like to add to New Business that we want to establish a 5 minute morale boosting exercise in the morning and in the afternoon; Dr. Hall will spearhead. This should be taken straight to HR, CEO & Medical Director.

Under New Business:

- Executive Session.
- CRIHB award & elections; and
- Letter from Johnny Nieto

**MOTION #1:** Christina Dabney-Keel/Rhoda Hunter motioned to approve the agenda with additions. The vote was 4-0-0, motion carried.

### IV. APPROVAL OF PREVIOUS BOARD MINUTES

1. October 5, 2011 Board meeting - tabled

V. EXECUTIVE REPORTS & COMMITTEE REPORTS

Yolanda Gibson left the room at 9:29 a.m. and returned at 9:36 a.m.

1. CEO Report

- Second quarterly report was sent to IHS
- Dentist Candidate, Dr. Arias was offered \$146,000 + package.
- Contract Health Services process short comings: Staff needs to understand their job description and scope of work; we developed a CHS process - refer to flowchart in binder.
- Asked each supervisor to develop processes in their department.
- New staff members will receive comprehensive training package relating to their function. The main focus is to establish accountability.
- Clinical policies & procedures. Dr. Thomas Kim from CRIHB will give us help. Mr. Sheikh suggested bringing Fred Huerta, DON in to present what we have been working on so far. Christina Dabney-Keel asked to defer to a later time.

Willie Carrillo arrived at 9:40 a.m.

- CRIHB Quarterly Board meeting: Jim Crouch is asking to consider a low income program asking each tribe for \$5,000 per patient per year; his ultimate goal is to set up an at-risk insurance program; he is trying to build up another source of revenue by buying health insurance for low income patients.

Christina Dabney-Keel stated that low income patients already have access to health care such as MediCal, Healthy Families, etc. coverage.

Michael Frank's recommendation is to not participate; we have other areas to invest our money. Jim Crouch is trying to build a revenue source for CRIHB; it is not for us right now. We need to do more research on this and alternatives; we need more reassurance at the local level.

- Front office scanners. All Front desk personnel will now have updated information. The issue was that front desk did not receive current information at patients' visits. Christina Dabney-Keel stated that the front desk personnel

needs to call patients reminding them to bring their information and would like to see the information in all newsletters.

- Providers' productivity reports: we are trying to promote Dr. Saljoughy's presence. During the last staff meeting, we asked all the providers to see walk-ins. We are exploring a way to pay our providers per patient seen.

*Rhoda Hunter left the meeting at 10:00 a.m.*

*Gayline Hunter temporarily left the meeting at 10:02 a.m.*

- Willie Carrillo stated that we need to strengthen our CHR visits to diabetes patients.

- Christina Dabney-Keel asked if we were looking at replacing Fred Huerta, DON in the clinic since he is also overseeing the Outreach department. No, we are trying to fill the PHN position in Outreach. Fred is doing a fabulous job both as DON and Interim Outreach Director.

- Willie Carrillo congratulated Mr. Zahid Sheikh for the Clinic of the Year award. Mr. Sheikh thanked the Board for giving him the opportunity and stated that it was a team effort, not just one person and at the end of the day, we measure the quality, not the dollars. He stated that we are involving the staff more in day-to-day operations. Willie Carrillo gave full credit to Mr. Sheikh for stabilizing the clinic and referred to some issues with previous CEOs.

*Ralene Clower arrived at 10:07 a.m.*

## 2. CFO Report

- Michael Franks introduced himself; he attended the Finance committee meeting on October 21 and stated that he will prepare an agenda for the finance meetings going forward.

- Refer to his detailed report, covering:

- "First Five" grant: Mr. Franks suggested taking advantage of his relationship with grants through Toiyabe. If we start now, we could have pediatric dentistry within a year.

- Walking Shield, Inc.: cover eye exams and provide glasses



the same day. 18-wheeler truck comes to our site; provides 25 employees over a 2-week period for free if we provide the volunteers - they can also provide temporary providers when we need them as well as army corps of engineers for road work if needed.

- Michael wants to help facilitate getting grants for the Health Center. Willie Carrillo offered the help of the Tribal Grants person. CRIHB helped the tribal office write a grant for \$1.5 million for the youth program. This type of activity needs to be documented.

- Funding Status Report - lists the grants and projected third party revenue. We need to better track how much money we are giving and retaining from IHS and CRIHB, document it, and improve on it. HHS, IHS, & CRIHB take their cut before it comes to us. With a solid board and solid leadership, **can we** eliminate the middleman?

*Yolanda left the room at 10:40 a.m. and returned @ 10:47 a.m.*

- Fiscal Dept Goals and Objectives - see handout.

- We are looking at another auditor. Price, Paige & Co. was not very thorough.

- Board Members stated that they feel more confident with Michael **Franks** on board.

*Alex Robles arrived at 10:55 a.m.*

*Gayline Hunter rejoined the meeting at 10:55 a.m.*

### 3. **CHS Report**

Refer to report in binder.

Tribal contributions: let's go and move on.

### 4. **HR/Compliance Report**

- Refer to copy of HR report given out at the meeting.

- HIPAA training: Angelina reminded the Board that patients cannot be discussed in Board meetings - only in executive (closed) sessions.

- Angelina raised **the** concern about **Finance** checks leaving the **clinic** - Board members need to come to the health center to sign checks.

- Willie Carrillo suggested having some TRIHCI employees take the bus - Angelina will work with the Casino and the Tribe on this.
- We are in need of a handicapped van - Angie is in contact with the GSA representative.
- Transporters are supposed to enter data into the RPMS system during their down time; it is a training issue and the fact that we have temps; Angie is handling the issue.
- We need to start distributing the Women's Journey book.
- Liability for picking-up patients' meds; we need to clarify that only those who cannot pick up their medications will be helped; the clinic needs to be protected.

*Willie Carrillo left the meeting at 11:35 a.m.*

- Optometrist - husband and wife showed their interest - have not followed up yet.
- French drain behind the Behavioral Health building - consensus to get it done as long as it is below \$5,000.
- A follow-up letter will be sent to Elizabeth Perez, certified.
- Zahid would like to address quality assurance issues rather than grievances.
- HR will prepare a comprehensive orientation package for new employees, and is currently reviewing the employee handbook and P&Ps.

*Break: 11:58 a.m. to 12:08 p.m.*

*Nacho Diaz came in at 12:08 p.m.*

*Mr. Diaz addressed some unpaid bills.*

*Alex Robles returned at 12:14 p.m.*

*Mr. Diaz left at 12:15 p.m.*

**MOTION #2:** Christina Dabney-Keel/Loleta Garfield motioned to go into executive session at 12:17 p.m. The vote was 5-0-0, motion carried.

**MOTION #3:** Gayline Hunter/Ralene Clower motioned to come out of executive session at 1:36 p.m. The vote was 3-0-1, Loleta Garfield abstained, motion carried.

*Christina Dabney-Keel left the meeting @ 1:24 p.m.  
Loleta Garfield and Rhoda Hunter were seated @ 1:37 p.m.*

**VI. OLD BUSINESS**

1. Second Annual Elders Luncheon - reminder/sign-up.
2. Board Follow-up Items
  - Mobile clinic - Danièle Healy was asked to give Mr. Sheikh the 2007 mobile medical van information.
  - Grievance process: Angelina is utilizing Access inputting all data.
  - Appeals Process: need updated copy with changes/corrections: added statement of concern - still pending.
  - Update on patients - received a grievance on 11/7/11.
  - Policies & Procedures - ongoing process. Dr. Thomas Kim @ IHS can spare a person to prepare P&Ps for us.
  - CHSDA - IHS changed CHSDA to include all of California. Those who are not paying their bills are being referred to collections.

*Alex Robles left the room at 2:07 p.m. and returned at 2:11 p.m.*

- Insurance: If employees transport patients in their own car then the insurance goes up.
- Organization chart: Angelina is still following the 2009 chart in the employee handbook.
- Pay scale - Angelina is getting updated pay surveys. We need to classify the positions and their base pay.
- Standard practice of care - on going.
- CEO review deadline to submit evaluations.
- CBC machine purchase - need update and P&P. Policies and Procedures need to be in place prior to purchasing.



**VII. NEW BUSINESS**

1. Resolution of Support from CRIHB

Chairperson, Yolanda Gibson will forward e-mail to CRIHB.

2. DHCS Medi-Cal Tribal and Designee Quarterly Webinar scheduled for Wednesday, 30 November 2011.

Danièle Healy will send out a reminder to the Board members on November 29<sup>th</sup>.

3. Executive Session - See above

4. CRIHB Award - The Health Center was awarded Clinic of the Year by CRIHB based on our performance. The election committee was comprised of CRIHB department heads.

CRIHB elections - Chairperson, Yolanda Gibson was elected to vice-chair of CRIHB and Member Gayline Hunter was elected to Secretary. Congratulations to both!

What to do for the staff: a 10 question evaluation for all employees needs to be filled out before a merit increase will be considered. The evaluations will be presented at the next board meeting.

5. 2012 Elections

Danièle Healy will prepare the 2012 Bulletin by the December Board meeting. The election committee will need to go through the lists.

6. Johnny P. Nieto, letter requesting to retain his health benefits.

He is eligible to vote for the Health Board. We will need to send him an absentee ballot.

**VIII. ADJOURNMENT**

**MOTION #4:** Rhoda Hunter/Ralene Clower motioned to adjourn at 2:35 p.m. The vote was 4-0-0, motion carried.

  
Rhoda Hunter, Secretary