



**EASTERN PLUMAS HEALTH CARE DISTRICT  
REGULAR MEETING OF THE BOARD OF DIRECTORS  
MINUTES**

**Thursday, October 27, 2022 at 9:30 a.m.**

**1. Call to Order**

Meeting was called to order at 9:30 a.m.

**2. Roll Call**

Gail McGrath, Board Chair; Augustine Corcoran, Vice Chair; Teresa Whitfield, Board Member; Linda Satchwell, Board Member; and Paul Swanson, Board Member.

Staff in attendance: Doug McCoy, CEO; Tracy Studer, Director of Clinics; Michelle Romero, Infection Prevention; Lorraine Noble, DON; Penny Holland, CNO; Donna Dorsey, ER Manager; Susan Horstmeyer, Clerk of the Board; and Barbara Sokolov, Executive Assistant/Clerk of the Board.

**3. Board Comments**

Doug McCoy introduced Tracy Studer as the new Director of Clinics

**4. Public Comment**

None

**5. Consent Calendar**

- **ACTION:** Motion was made by Director Swanson, seconded by Director McGrath to approve the consent calendar.

AYES: Directors McGrath, Swanson, Corcoran, Whitfield, and Satchwell

Nays: None

- **Public Comment:** None

**6. Auxiliary Report**

Director McGrath reported the thrift store has been extremely busy, everything is going well.

**7. Staff Reports**

**A. Infection Control/ COVID-19**

Michelle Romero

See attached report. Director McGrath asked where patients can obtain a Covid booster.

Michelle responded that patients can either call the clinic to make an appointment or obtain one from the Portola Village Pharmacy.

**B. Chief Nursing Officer Report**

Penny Holland

See attached report. Additionally reported that Swing patients were up to 3 today. They are losing a couple long-term nurses, getting a new nurse for the night shift, and decreasing travelers. Will need per diem nurses. Donna Dorsey is working on Central Monitoring.

Director Satchwell asked how they were decreasing travelers. Penny explained that having Donna and full-time dedicated nurses was a huge plus. They had per diems for back up and everyone was taking 2 call shifts per month. Director Satchwell congratulated Penny and team. Doug noted the positive feedback he received about the good work culture and nursing leadership at recent Chamber of Commerce meeting.

- C. SNF Director of Nursing Lorraine Noble  
See attached report. Additionally reported that total census today is 51 with 2 possible admits. Residents received flu vaccines. Call lights went out 3 times in Loyalton, need to be replaced. Angel Tree is up in Portola.
- D. Chief Financial Officer Report Katherine Pairish  
See attached September financial reports. Katherine was not present, Doug reported on her behalf. Additionally reported that October trending in the right direction and anticipates strong Q2. Other local hospitals also saw Q1 census decreases.
- E. Director of Clinics Tracy Studer  
Tracy reported that in her 2 weeks as Director of Clinics she has been busy with meetings in Portola, Loyalton, and Graeagle. Problem with vaccines in Graeagle because of refrigeration, so another refrigerator ordered. Last day for LMFT is Thursday of next week and no replacement has been found. Tahoe Forest Hospital Women's Center Nurse Practitioner & MD supporting care here via Telemed. She is focusing on improving processes, accountability, and timecard and billing accuracy among staff. She will be meeting with Urgent Access to assess need to continue hours. Yesterday 9 providers were here, need better balance going forward. Wants to make sure phones are going to each clinic to help patients reach providers. She's happy to be here! Director Satchwell asked about Urgent Access. Tracy explained that she was investigating the viability of hours based on usage, especially Saturday, when it is staffed for eleven hours.

**8. Chief Executive Officer Report**

Doug McCoy

**OPERATIONAL PLAN OVERVIEW:** Although the Cerner EMR implementation process continues, there will be an unforeseen delay in initiating the IT(1) and clinical systems testing process. The delay was the result of additional work required for the revenue cycle and HIM coding module, in addition to ongoing labor force challenges for the vendor. Based on our discussions with the vendor, we anticipate a 4-6 week delay in our scheduled January 9th go-live date. As a result, we are reviewing our options with CPSI to support the current Centriq system during the first quarter of 2023. CPSI has decided to continue maintaining the Centriq system for 2023 which will allow for ongoing updates to the EMR system during this transition period. All associated costs incurred for this delay will be reviewed by Cerner for financial compensation to the district. Cerner continues to have challenges with securing a SNF module implementation team, and currently we do not anticipate the SNF portion of the EMR to be available until mid 2023.

The Loyalton clinic construction project remains on schedule with the exception of the HVAC and generator which are delayed due to supply chain issues. The main generator is not available for 12 months due to a national shortage of equipment, but a portable unit should suffice to serve the requirements until the main system is installed. EPHC was notified by the contractor that the HVAC system is also delayed until May 2023. The sub-contractor is evaluating the current system to determine if the unit is capable of maintaining the temperatures until the new equipment is installed. Internal wall framing was completed the first week of October and the contractor expects construction completion and occupancy to be ready by the end of January with the exception of the electrical items.

The flooring and related OSHPD permits have been received, and we are prepared to start installation in the hospital over the next few weeks. Wall treatments have already been prepared in the ER and lab areas and will continue throughout the remainder of the hospital common areas followed by the flooring installation. The ER will be scheduled to relocate to the surgical area while the flooring is installed. Completion time for the ER is expected to take 7-10 days. Additional storage containers have been ordered to secure all tile, subfloor, and underlayment materials for the next 90 days.

September operating revenues were lower than anticipated both for inpatient and SNF services. Based on discussions with other northern California hospitals, this has been a trend for the first quarter of the fiscal year. However, we have recently seen an increase of 10% in SNF census and additional swing patient growth in the hospital. Outpatient and clinic revenues have been within budget for the quarter. Due to the changes in the California QIP and related IGTs, we do not expect our IGT payments to be received until FY Q4 of 2023. We will continue to reduce operational expenses through the remainder of the FY to address this delay in payment. These have included consolidation of positions and reduction in traveler expenses.

Tracy Studer has accepted the position of Director of Clinics beginning in mid-October. Tracy has been with EPHC for over 10 years in several positions including the Portola behavioral health clinic. As an RN, Tracy brings both clinical and operational knowledge to the position and will provide a smooth transition for EPHC.

**CUSTOMER SERVICE INITIATIVE:** The EPHC Service Excellence Advisors began the campus wide workshop trainings in October, and we are excited with the progress and enthusiasm. Our Oasis management team created an online customer service training video for all staff to improve phone and front desk patient interactions, and another video was produced for the upcoming service leadership conference outlining the five key aspects of our initiative. The video will be presented at the upcoming CLS conference in November and posted to our intranet site for all employees to view.

**COMPLIANCE PROGRAM:** There were no compliance reviews initiated for the period September 16th-October 20th.

In addition, Doug introduced Barbara Sokolov as the new Executive Assistant/Clerk of the Board. He noted that Shawna Leal and Dana Kulp had been recognized for excellence in customer service. Tablets for patient surveys were on order for the clinics. He reported that there were 9 new hires in October and 4 separations, including the former Clinic Director. Retention of nursing assistant trainees stood at an impressive 78%.

## 9. **Policies**

Public Comment: None

**ACTION:** Motion was made by Director Whitfield, seconded by Director Corcoran to approve all policies.

**Roll Call Vote:** AYES: Directors: McGrath, Corcoran, Whitfield, and Satchwell.

Nays: None

Not present: Director Swanson

Director Whitfield asked about timely follow up on suspicious/highly suspicious mammography results and who triages, reaches out for next option. Donna responded that there was a critical radiology results policy that covered this. Director Whitfield also asked if there was a safety net policy for food brought from home. Lorraine confirmed that this was in the dietary policy.

## 10. **Committee Reports**

**A. Finance Committee:** Doug reported for Director Swanson. No action or recommendation to Board of Directors.

**11. Public Comment**

None.

**12. Board Closing Remarks**

Director McGrath stated that many projects were coming together to make for smoother functions and processes and that it was an exciting time at EPHC.

**Open Session recessed at 10:10 a.m.**

**13. Closed Session**

**A. Hearing (Health and Safety Code 32155)**

Subject Matter: Staff Privileges

- Provisional 1 Year Appointments
  - Wei, Donghui MD
  - Olsen, Erik MD
  - Cohen, Jerome MD

Tele Endocrinology  
Tele Endocrinology  
Tele Psychiatry

**B. Public Employee Performance Evaluation (Government Code Section 54957)**

Subject Matter: *CEO*

**14. Open Session Report of Actions Taken in Closed Session**

The Board returned at approximately 10:41 am.

**A: ACTION**-All staff privileges were approved

**B: No Action taken**

**15. Adjournment**

Meeting adjourned at 10:42 a.m.