

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

Thursday, October 22, 2020 at 9:30 a.m.

1. Call to Order

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

2. Roll Call

Board: Gail McGrath, Board Chair; Paul Swanson, M.D., Vice Chair; Nichole Johnson, Board Member; Harvey West, Board Member

Staff in attendance: Doug McCoy, CEO; Katherine Pairish, CFO; Lori Tange, Human Resources Director; Rhonda Grandi, Director of Clinics; Donna Dorsey, ER Manager; Penny Holland, CNO; Lorraine Noble, SNF DON; and Jessica Folchi, Executive Assistant

Absent: Teresa Whitfield, Board Member

3. Board Comments

No Board comment was received.

4. Public Comment

Josh Hart of Plumas Wired again stated his position against the proposed Verizon Cell Tower to be built in the City of Portola near the EPHC campus. Hart mentioned that there was another meeting of the City Council on that Monday to discuss the cell tower. Hart implored the Board of Directors to take a position with Plumas Wired.

5. Consent Calendar

ACTION: Motion was made by Director Swanson, seconded by Director West to approve all items on the consent calendar.

AYES: Directors McGrath and Johnson

Abstention: Director Whitfield

NAYS: None

6. Auxiliary Report

Chair McGrath reported that business at the Nifty Thrift has been good. There has continually been an abundance of donations and volunteers are needed. There have been a few issues with acquiring a locking dumpster to prevent people and animals from getting into the dumpster and making a mess.

7. Staff Reports

Staff reported on COVID-19 response and actions being taken.

- Chief Nursing Officer Report Penny Holland
 - 280 people were given flu vaccinations in the Graeagle Drive-Through Flu Clinic.
 - 329 people were given flu vaccinations in Portola. The new ER security doors and signs have been installed. In need of RNs and LVNs in the hospital.
- Clinic Director Report Rhonda Grandi
 - The clinic is still on average seeing 2 new patients each day. The final Dentrix software training will take place Monday. The final Prime report funding will happen in November.
- HR Director Report Lori Tange

Regular Meeting of the Board of Directors of Eastern Plumas Health Care
October 22, 2020 MINUTES - Continued

- HR has been completing wage reviews for the most difficult to staff positions. The Employee of the Quarter will be announced next week. EPHC is at an 11.5% turnover compared to the national 17% turnover rate for healthcare professionals.
- Chief Financial Officer Report Katherine Parish
 - See attached September financial reports.
- Management Report – Lab Bill Carlson
 - Carlson gave a presentation on the new 2-hour COVID test machine. 2,310 COVID tests have been conducted. The machine has a 100% accuracy rate so far. There is a major issue with acquiring the cartridges to complete the tests so the manufacturer is only allotting a specific amount to each facility.
- SNF Director of Nursing Report Lorraine Noble
 - There have been no cases of COVID for any of the residents in SNF and weekly testing resumes for employees. All high dose flu vaccinations have been administered to the residents. Current census is 55. Plexiglas has been installed in a few areas to allow safe, indoor visits with family. Compassionate visits for end of life situations for a few family members have been very important. Plumas County approved a CAN class for 6 students in February or March of 2021
- Chief Executive Officer Report Doug McCoy
 - Proposed new Loyalton Medical Clinic property acquisition: Board of Directors collectively approved continuing to acquire the property.
 - EXECUTIVE OVERVIEW:
Overall operations for September exceeded budgeted expectations and again showed month over month improvement since May. Quarter one performance for revenue exceeded budget by 670K, while net income for the quarter was a positive 43K which met our operational goal of breakeven performance. October performance trends show slight growth in SNF and inpatient operations, with consistent performance for outpatient and clinic revenue. The COVID rapid testing lab equipment and supplies were received at the beginning of October and testing was initiated on October 5th. Community and EPHC staff cases trended down throughout September, and we continue to avoid any patient/resident cases through our ongoing mitigation program. Flu vaccine dispensing was initiated last week with 272 vaccines dispensed Graeagle and 329 in Portola via a drive through program. These were both record highs compared to previous years.
A commercial property opportunity has been presented in Loyalton as a possible replacement for the current Loyalton clinic. The property location is on mainstreet which provides improved exposure for EPHC in the community and includes ongoing rental income from current tenants occupying 50% of the site. A financial assessment is being conducted to determine refurbishment costs to meet RHC regulations along with the costs to acquire the building. We have budgeted a replacement modular for this fiscal year, however this opportunity would provide ongoing rental income, higher visibility, and a more viable asset to EPHC. A completed assessment will be presented for board review and approval.
 - QUALITY/REGULATORY:
We will be conducting a mock survey of both SNF campuses by the end of October in advance of the annual survey process. The survey will be conducted by an outside consultant (Pam Valencia) who has been a DHS survey chief for many years as well as a regulatory educator to various companies. A plan of correction for any identified deficiencies will be generated and monitored in the same manner as an annual survey process. Our expectations would be a reduction of deficiencies over the previous year, total

citations to be under state average, and low scope/severity results which would eliminate the need for a revisit.

I have included my leadership dashboard summary for the first quarter of this fiscal year and the 4th quarter of last year to provide information on operational trending and action plans.

○ **CAPTIAL PROJECTS:**

Ongoing campus improvement projects have been either completed or initiated to improve our customer presentation and service delivery.

- Complete remodel of the entrance vestibule - completed
- Remodel of the lobby entrance – completed except for carpet installation. Bid has been received and we are awaiting a second proposal.
- Parking lot restriping (Portola) completed – Loyaltan scheduled this month.
- COVID privacy screens for the ER, lobby, and clinic are expected to arrive this week for installation.
- Rehab outpatient ramp project completed – requesting final licensing from Dept of Health.
- Initiating flooring replacement project for acute/ER areas.
- Replacement of Loyaltan room furniture and beds under bid review.
- Portola SNF boiler repair project was authorized – awaiting receipt of equipment from the vendor.
- Repair of acute patient room heating system to eliminate manual temperature adjustments and delays impacting patient satisfaction.
- Portola SNF window replacement – bids received.
- Graeagle and Loyaltan clinic generator installation – awaiting bids.
- Replacement of courier truck per 2020 capital plan – awaiting bids

○ **EMPLOYEE RECRUITMENT/RETENTION**

The Q1 (July-Sept) summer recruitment program was extremely successful with 26 new hires added to EPHC. This was a 260% increase over the prior quarter (Apr-June).

Candidate recruitment through Human Resources and screening efforts by department managers resulted in much higher quality hires than we have seen in the past. We have been able to fill key vacancies in IT, Rehab, Acute/ER, and the clinics through this program while incentivizing current EPHC staff to recruit known qualified applicants. The program concluded at the end of the quarter and will be reinstated as needed in the future. Overall voluntary turnover for full and part time employees was 11.5% for the quarter (annualized). Total turnover for the period was 23% annualized and was impacted by the elimination of per diem employees who had not worked hours over 90 days, and several SNF terminations for violations of employee handbook requirements. We will continue to trend quarterly turnover statistics for voluntary resignations with a target of no more than 15% annualized.

○ **MEDICAL STAFF**

After 15 years of service, Dr. Bunga has stepped down as Chief of Staff and we will be holding nominations and an election for the position in the next several weeks. A provider meeting was held with the clinic medical staff to review needs and opportunities to improve service delivery and requested involvement in the new medical staff management structure. Given the large amount of clinic providers, our goal will be to fill both the Chief of Staff and Clinic Medical Director positions from within the clinic provider group. Additional medical staff meetings will be added to the monthly calendar and facilitated by physician leadership ongoing. 1:1 meetings have been scheduled with the clinic providers this week to review action items from the provider meeting and increase routine communication/feedback to each provider.

○ PORTOLA FIRE SAFETY COMMITTEE

Recently the City of Portola has approved the review of a shift in fire safety services from Eastern Plumas Fire District to the Beckwourth Fire District. The Fire Safety Committee has also discussed the potential to create a new Fire District combining the services across Plumas and Sierra counties. EPHC has participated in these committee meetings given our ambulance services and joint medical calls with Eastern Plumas Fire. Currently each Fire District is reviewing the proposal which would then require county approval and a vote by the various communities for possible tax implications. We will continue to monitor the committee activities to ensure future support for our EMS calls under either the current program or through the Beckwourth proposal.

8. Policies

Discussion was held, approved with minor changes.

ACTION: Motion was made by Director McGrath, seconded by Director Swanson to approve the policies as submitted with minor changes.

AYES: Directors Johnson and West

NAYS: None

ABSENT: Director Whitfield

9. Committee Reports

Finance Committee reported briefly on September financials.

10. Board Closing Remarks

Chair McGrath on how to better inform the public of information such as the flu drive since the local county paper has moved to digital publication only and will now be publishing a magazine monthly. Discussion was held on the possibility of email newsletters or a marquee for the community.

Open Session recessed at 10:25 a.m.

11. Closed Session

A. Closed Session pursuant to Health and Safety Code 32155 – Hearing –
Subject Matter: Staff Privileges
Discussion was held on a privileged item.

B. Public Employee Performance Evaluation (Government Code Section 54957)
Subject Matter: CEO
Discussion was held on a privileged item.

12. Open Session Report of Actions Taken in Closed Session

The Board returned at approximately 11:10. No action taken during closed session.

13. Adjournment

Meeting adjourned at 11:12 a.m.