

**WHITE RIVER HEALTH DISTRICT
1605 GEORGE JACKSON RD., MAUPIN, OR
BOARD OF DIRECTORS REGULAR MEETING
APRIL 27, 2022
MEETING MINUTES**

(MEETING WAS HELD VIA ZOOM VIDEO PLATFORM)

BOARD MEMBERS PRESENT: Sue Knapp, Andrew Houck, Julie Whetzel

BOARD MEMBERS ABSENT: Laura Taylor

GUESTS:

DRHC: Kathryn Mahler Doan, Kim Hahn, Mike Pendleton

I. CALL TO ORDER:

The meeting was called to order at 9:04am by the Chair, Sue Knapp.

II. INTRODUCTION OF PARTICIPANTS: Participants on the call were identified.

III. CONSENT AGENDA

- a. Approve the minutes of the DRHC Regular Board Meeting on March 23, 2022.
- b. March Financials: Kathryn shared the Balance Sheet and Profit and Loss for March. Revenues were up last month compared to February, but are still lower than usual for March. There have been a few increased costs, and the internet has been inconsistent at the clinic. They are going to try a new router to see if that resolves the issue. Overall, clinic staff and Kathryn are working to keep costs as low as possible. Andrew Houck moved to approve the full consent agenda minutes and financials), Julie Whetzel seconded. All ayes. Motion carried.

IV. CLINIC and DISTRICT UPDATES

- a) Chair's Report: Sue shared that there have been a few more change orders to the new building construction. Sue has been working on two big grant applications that are due the first week of May: Murdock and CDS. She has also been attending MCMC partnership meetings. Planning for the First Look Event continues, and we are on pace to be ready. The meeting at the end of March (facilitated by Mike Westby) to discuss how to repurpose the current building went well, and yielded a few ideas. It was determined that management and coordination of future activities with South Wasco Alliance and Lines for Life will be handed over to clinic staff for the future, rather than the board.
- b) Director's report: Going forward, Sue would like board members to report briefly on what other healthcare-related activities or organizations they are involved in. Julie shared, as a member of the NCPHD Board, what has been going on with them. Right now their primary areas of focus are developing next year's budget, and dissolving and rewriting the IGA between Wasco, Sherman and Gilliam Counties. Gilliam county did a feasibility report last fall and determined that they would prefer to form their own Public Health District directly under the umbrella of OHA. The legalities of that have been worked through, and the new IGA making NCPHD just Wasco and Sherman Counties goes into effect on July 1 2022. Andrew wrote an article for the Wampinrock, "Long Term Community Viability," in which he shared his vision for the future partnering local businesses, the school, library, etc to encourage healthy practices such as healthy movement, emotional and spiritual practices, and healthy eating. He would like to see educational materials relating to this in the school, appropriate businesses, and healthcare agencies. One goal would be to reorganize business displays to make the healthy choice the easy choice.

Andrew is also working with SWA on Community Gardens and to develop the new Farmer's Market starting in June at Tygh Community Center.

- c) Clinic Report and Dental Report: Stephanie is now our new locum tenens provider (Amy's contract ended). She is well-liked and is at the clinic on Mondays and Tuesdays. Ben and Jessica (medical students) are doing rotations at the clinic under the supervision of Mike Pendleton. Overall we are averaging 2-3 days of coverage each week at the clinic. Ron Selis (dentist) continues to have a full schedule on the days he's in. He's working to create a new dental team to take the new dental clinic forward. He has found two new dentists with ties to the Maupin area who are looking forward to relocating here. Kathryn is working with them to negotiate a contract which will hire both of them, which will include dental hygiene services as well as dentistry. The target date for having them hired and starting work is August 1. As soon as they are officially under contract we can start promoting them. As for a medical provider, Kathryn and Mike P continue to recruit.

V. OLD BUSINESS (Clinic and District)

- a) Provider Recruitment Status: We *may* have an interested candidate, but status is unsure. He has been invited to come to Maupin and see the clinic and meet with staff. We are awaiting a response, and this is still under development. Kathryn also touched on the challenges of adding a new provider to our panel. This takes time to complete the necessary paperwork for various payers. Stephanie, our current locum tenens, has expressed some possible interest in taking the FNP position, but that would involve us buying out her current contract. MCMC is aware of our need and keeping an eye out for us.
- b) RHC Status: Kathryn will submit the application soon so that we can get approval with the understanding that the Clinic will have a full time provider(s) by August 1.
- c) Old Clinic Repurposing: A committee met on March 30 to discuss this. The goal is to renovate and convert the building into something that will provide a revenue stream. The most popular ideas are to create a community weight/exercise room and temporary housing for providers. Another possibility is to rent the exam rooms to specialists a few days a month. It is important to note that contrary to what we had initially hoped, we CANNOT use the forthcoming CDS funds toward remodeling the old clinic; however, we could use some of the funds to hire an engineer to assess the viability and structural integrity of the old building.
- d) Board Recruitment: Sue suggested that we strengthen the application and interview process to help us find candidates that are a good fit and share the goals of the board and clinic. Kathryn noted that proper vetting of candidates before their appointment is crucial to ensure that we don't choose someone who will inadvertently violate HIPAA laws or SDAO principles. It is also important that candidates fully understand the time investment necessary. Sue is going to update the board application form and will share a draft for approval at the next meeting.

VI. NEW BUSINESS (Clinic and District)

- a) Discuss Budget Needs for FY 22-23/Budget Committee Status: Kathryn shared a new strategy that she and Shelby have developed. It is clear, looking at the revenues vs costs, and combined with the challenge of retaining trained staff, that we need to subcontract some of the work. It's simply too hard and

unrealistic to have a provider handling all of the office management tasks in addition to patient care. There's too much to do and not enough hours in the day, and this leads to high staff turnover. This is simply unsustainable. Kathryn has ended her other obligations in order to commit herself and her group to getting us through this difficult transition period. We Care will take over the insurance and billing tasks and juggling all of the paperwork for various payers. In essence, she would be fulfilling the tasks that would normally be done by a District Manager, if we had one. Right now, our front desk staff turnover is too high because of the complexity of the billing and paperwork. Once we get someone trained, they leave. Since we currently have a front desk opening (again), this is the opportune time to implement the new strategy. This would free clinic staff to focus on patient care, while Kathryn's staff handles billing and paperwork, insurance, referrals, and medical records. Sue, Andrew and Julie all support this idea. As next year's budget is currently in development, this is the perfect time to enact this change.

- b) Marketing: We are using the website more, for posting information and events and getting more hits. One idea for the future is to add a FAQ page to further disseminate information.

At this point (10:56 am), Julie Whetzel, Board Secretary, had to leave the meeting to attend another meeting with Kelsey Castrey of Westby Associates. Further notes recorded by Sue Knapp.

- c) Maupin Daze: Clinic will have pens and other SWAG and a banner. Sue suggested having foundation materials available.

VII. NEW CLINIC STATUS:

- a) Clinic construction: Timeline/Requirements: Sue reviewed the remaining schedule, noting completion may be in late June / early July. We will not have the 200 gal propane tank for backup generator for awhile; Pacer estimated 1 year to receive.
- b) New Clinic Operations and Handoff: A 'punch walk' will be in late June to go over everything in the building; all people associated with clinic ops and maintenance should participate. We discussed the clinic's ability and readiness to occupy. Some FFE purchases can be made now for R&H to install. Landscaping will need to be addressed; a landscape design was developed and Kathryn applied for a small grant.
- c) "First Look" May 7 Event: Planning continues; can clinic staff help? We will use a Clover device for credit card purchases and the fundraiser is for FFE. Funds raised can be spent immediately on certain FFE.
- d) Grants and Funding: Collins Foundation 'site visit' (Zoom) on May 2nd; their focus is DEI. Ford Foundation decision will be in mid-May (requested \$250k). The final application for Congressionally Directed Spending funds will be submitted in early May; we were awarded \$1.3M but may not be able to receive it all. Equipment for medical / dental should be more accurately and fully broken out as this will be a major part of the application / budget. Murdock will conduct an on-site site visit on June 16th. Finances remain tight.

VIII. OTHER BUSINESS/CONCERNS/COMMENTS : Sue shared an article in the Gorge News about the Mobile Health Clinic with Middy as the FNP (an FNP who had interviewed with us).

IX. PUBLIC COMMENT:

X. ADJOURNMENT: The meeting was adjourned at Next regular board meeting On May 25, 2022

ATTESTATION:

Sue Knapp, Board Chair

Attest:

Julie Whetzel, Board Secretary