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WHITE RIVER HEALTH DISTRICT
DESCHUTES RIM HEALTH CLINIC
BOARD OF DIRECTORS REGULAR MEETING AND WORK SESSION
JANUARY 11, 2024 MEETING MINUTES

1605 GEORGE JACKSON RD.
PO BOX 219, MAUPIN OR 97037
www.deschutesrimhealthclinic.org

BOARD MEMEBERS PRESENT: Sue Knapp, Julie Whetzel, Allison Bechtol
BOARD MEMBERS ABSENT:
DRHC: Lindsay Roper
GUESTS: Rod Woodside, Kim Mead, Doug Lowell

I. CALL TO ORDER

The meeting was called to order at 5:00 pm by the Chair, Sue Knapp.

II. CONSENT AGENDA (Action)

A. The Regular Board Meeting Minutes from 12/14/23 were reviewed. Sue clarified the answer to the question on last month's Financials, "what is the difference between Patient Medical Revenue and Patient Revenue?" Per Melody, this was an error. It should all be under Patient Revenue. Also, the minutes captured that when Sue moved to approve Julie Whetzel's resignation, "ayes/nays" indicated approval of the motion when in fact, the ayes/nays, were not called. As a result, we will need to redo this vote. There being no other corrections to the minutes, Sue Knapp moved that we accept the 12/14/23 meeting minutes. Allison Bechtol seconded. All ayes. Motion carried.

III. FINANCIAL REPORTS (Action)

A. No December P&L from Melody. Tabled. We did get a Month End. Sue reiterated the need to follow the Financial Policy and the flow chart. We have run into a snafu of not having copies of checks that were written and the auditor asking for copies. Sue has now had to go back to Rivermark to get the check copies. We need to get into a protocol of making check copies. Shelby is ordering checks that come with duplicate/carbon copies so that will be helpful. We still have two accounts with Rivermark the new one and the old one. On the old account, we will be retaining the special checking account for federal funds (HRSA) and the savings account with a required minimum but closing down the old regular checking account.

B. Reimbursement Request from Sue for $308.75 for postage, business cards and clinic website renewal costs. Allison Bechtol moved to approve the reimbursement request as submitted by Sue. Julie Whetzel seconded. All ayes. Motion passed.

IV. PUBLIC COMMENT:

A. Kim Meads asked for clarification "what does D&L stand for?" Answer is Profit and Loss (P&L)

V. NEW BUSINESS

A. Review and Approval of updated Billing and Collection Policy. Revised by Lindsay Roper, this is an internal policy that explains the process to follow when dealing with patient billings and non-payments. After discussion and some feedback, Sue Knapp moved to accept the updated Billing and Collection Policy (with amendments). Julie Whetzel seconded. All ayes. Motion passed.

B. Payment Plan Agreement: This is a revised document that goes to the patient if a payment plan is needed. The revision simplifies the prior document. Sue included the Payment Plan Agreement as part of the Billing and Collection motion (above V.A).

C. Valley Credit Service Collection: Lindsay contacted several collection agencies. She recommends Valley Credit Service. They have a very user-friendly website that will allow us to review and track patient payments. They are a bit less expensive as well. 70% of collected revenue goes to us and they keep 30% as their payment for services rendered. Sue will be signing this agreement.

Public Question/Comment:

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Kim Meads asked how much outstanding collection currently is? Lindsay responded about $3,500.

D. Review/Approve District Manager (DM) position description: Sue reviewed the position description she developed. Board members agreed that the position description encompassed the necessary duties. Sue will contact SDAO to see how they might facilitate and guide the process of recruiting and hiring a DM. Sue will bring information back to the Board. Sue Knapp moved to approve pursuing a DM. Julie Whetzel seconded. All ayes. Motion passed.

E. Board Recruitment: At our last Board Meeting, we approved Susan Thomas's application. Since then, she has declined due to health issues. With Julie Whetzel's resignation we will not have enough Board members for a quorum. Board members have reached out to several potential individuals but have not had any luck securing an interested individual. Sue will be posting a flyer at our post offices, and she has a couple of other names to contact. If we are not successful, we will need to reach out to the County to see if they can appoint someone. She will also reach out to Commissioner Brady.

Public Question/Comment:
Doug Lowell suggested a possible candidate. Sue agreed to reach out to this person.

Kim Meads asked if a person (Board Member) needed to be in the district in order to serve on the Board. Sue clarified that in order to be eligible, the person needs to be an elector in South Wasco Co.

F. Revote on Board Resignation: To make things official, Sue asked that we revote on Julie Whetzel's resignation. Sue Knapp moved to accept Julie Whetzel's resignation from the Board. This will be Julie's last meeting. Allison seconded. All ayes. Motion Passed.

G. Discuss Town Hall Meeting: This would be a meeting to answer the public's questions regarding the clinic and to let them know how hard we have been working to keep things running. It would also be an opportunity to share just how difficult it is to secure providers and employees. Issues include rural setting, lack of housing etc. Sue will reach out to several individuals that might assist us with this meeting. Sue suggested sometime in March, date TBD. Members think a good facilitator would be Commissioner Brady. Sue thinks a committee should be formed to put the details together. Doug Lowell volunteered to be on said committee.

VI. OLD BUSINESS

A. Audit Update: Information needed for the audit is almost complete and the audit should begin next week. Letter from Secretary of State received (standard letter) stating that they have not yet received the audit for 2021-2022. This will be the next audit that will be worked on.

B. Provider and Staff Recruitment: Bringing on Maile Anslinger, MD part time as soon as she is credentialed. She will be working 11/2 days a week (in clinic) and ½ day administrative. She is an Internal Medicine doctor that lives in The Dalles. She can serve as her own MA and knows our EMR.

Shay Murphy will remain working on her current schedule and Rebecca Hudson will stay on through February.

We also received a resume from Maggie Anderson, DDS from Hood River. She has been out to the clinic and met with Ron, Sue, Shelby, Lindsay and Barb. She is interested in working one day a week. She speaks Spanish and Portuguese. She will need to be credentialed and added to our malpractice insurance. We will wait until Ron is back from vacation to follow up.

We also received an inquiry from a dental hygienist. What we really need is a dental assistant. We need to talk with Ron to see which type of provider is most necessary.

C. Discussion of Staff Benefits: It was brought up at the last staff meeting that a reason we may not be getting many candidates is the limited benefits we offer. We do not offer vision or retirement. (Note: Sue later discovered that we do have vision insurance). We offer medical benefits and agreed to pay some past staff $1,000 per year towards dental services received at the clinic. This led to a broader discussion and suggestion to review our benefit package as a whole. Allison will follow up with Shelby to determine what is currently offered and if we are working with an insurance agent/broker. Allison will also reach out to one of her contacts in

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the insurance industry and get more information on small group offerings. Sue will reach out to SDAO to see if they have any information on benefits. The Board agreed that a review of benefits (medical, vision, dental, retirement) is important especially for the management team. Oregon Saves is a new retirement program the State of Oregon has started. Julie suggested that Oregon Saves be added to the position description.

Speaking of candidates, Sue mentioned that we did receive a resume for CM but both she and Shelby did not think the person was qualified and therefore was not contacted. Allison will talk with Shelby regarding Indeed. Is there a way for us to look at candidates/resumes vs. waiting for someone to submit their resume to us.

VII. CONTRACT REVIEWS:

A. Jordan Nagle, MD: has signed and returned his contract.

B. Part time Medical Provider - Maile Anslinger, MD. Sue presented a draft contract she developed. The Board reviewed the draft and offered several suggested changes. Allison Bechtol moved to approve the independent contractor agreement (with amendments). Julie Whetzel seconded. All ayes. Motion passed.

C. Administrative Assistant – Lindsay Roper: Sue will need to recuse herself (she is related to Lindsay) and so we will need to table this until we have an additional 2 Board members. The discussion regarding keeping this position as a contracted position vs making it an employed position needs to be addressed by management. Sue will follow up with Shelby.

Public Question/Comment:
Doug Lowell asked for clarification on salary for Jordan Nagle, MD. Sue clarified that he is paid hourly, not monthly.

VIII. ROUND TABLE UPDATES:

A. Clinic: Sue shared her notes from the staff meeting. Jordan Nagle, MD can be a PCP but it depends on the insurance. Talked about staff benefits and the need to review our offerings to be competitive. Sue got an email from the payment management system through HRSA that she had not logged into the system recently in order to request funding and if she didn't do so soon, the account would be closed. Staff discussed the need for some additional medical equipment that hadn't been purchased yet. These items will be purchased and then Sue will submit the invoice totals to HRSA. Also discussed the ongoing problems with our IT person. They are not very responsive. The Board will investigate other possible IT companies.

B. Board:
Sue: We didn't have the site visit to the Morro Clinic. It was postponed. Sue will work to get this rescheduled. The Letter from St. Vicent De Paul that Kathi Richie brought to last meeting is from 2004 or 2005 regarding putting a building on White River Health Clinic property for food storage and distribution. Sue asked for more information from Kathi before the Board would consider, including a copy of the original application submitted, proof that the Planning Commission approved it, maybe a letter from the County in support etc. Sue noted in the original email received from Mid-Columbia Center For Living that they wanted to consult with us regarding the MOU that was signed. Sue let them know that we would like to consult with them but has not heard back from them yet. No update from Arete regarding the Dropbox log investigation. Sue had a very good conversation with Jordon Nagle, MD. He is very supportive of the clinic and will be at the town meeting.

Allison: Allison will be going to Bend to pick up the provider contracting binders from COIPA.

Sue: Shared that we had a good conversation with the COIPA team. They are able to help us with some staff training, policy review, policy templates, workflows. They also offer a remote MA that might be useful. Most services come with a cost. Contract review is free. They will post our job openings.

IX. COMMUNICATIONS: We received a nice holiday care from Westby and Associates.

Public Questions/Comments:
Kim Mead: shared that she has very much appreciated working with Lindsay. That she has been very professional and helpful.

Doug Lowell: suggested contacting the OHSU Office of Rural Health. He thinks they have a full-time recruiter. Sue thinks maybe Shelby already reached out to them. Allison will check with Shelby and get a list of where she has posted our positions.

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X. ADJOURNMENT OF REGULAR BOARD MEETING: Sue Knapp, Board Chair, adjourned the January 11, 2024, Regular Board Meeting at 6:41 PM.

ATTESTATION: DocuSigned by: Suzanne Knapp A9813BB7C665432... 2/27/2024

Sue Knapp, Board Chair

Attest: DocuSigned by: Allison Bechtol 08F7AA2C874E43A... 2/27/2024

Allison Bechtol, Board Secretary