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WHITE RIVER HEALTH DISTRICT
DESCHUTES RIM HEALTH CLINIC
BOARD OF DIRECTORS MEETING
NOVEMBER 16, 2023 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: Melissa Napoli
DRHC:
GUESTS: Amy O'Neal, Rod Woodside, Kim Mead, Virgina Sheer

I. CALL TO ORDER

The meeting was called to order at 5:30 PM by the Chair, Sue Knapp.

II. DISCUSS EMPLOYMENT OF MEDICAL PROVIDER: Sue gave an overview of the provider who has expressed interest in our open medical position. He was referred to us by Adventist Health Columbia Gorge. He is retired but would like to work part time. Sue and Shelby interviewed him in person on October 31, 2023. Good candidate. Has had his own clinic, been a past medical director. Some supplemental questions were asked. Could he work with our EMR with little support and he indicated he thought he could. We tentatively agreed to cover lodging should he be offered the position. However, the current situation at the clinic is not ideal. We have 2 part-time providers covering 1 day per week and very limited staffing. We don't have a full-time Clinic Manager as Shelby has taken a new position with Canyon Rim Assisted Living. Shelby still does some work for the clinic, but it is very limited. This leaves Lindsay Roper, Barbara Stanberry and Sue to run the clinic operations. It has been very hard to cover the all the administrative bases without a District Manager or Clinic Manager. Also, we don't have a Medical Assistant. Sue stated that we would not be in a good position to bring on a provider because we don't have the capacity or staff to be able to support the provider. We really need a Clinic Manager before we bring in a new provider. Allison stated that she completely agreed with Sue. That bringing on a provider without a Clinic Manager or Executive Director in place would not lead to a successful outcome. The Board should not be running the clinic. The clinic needs someone with expertise. Julie also agreed with Sue and Allison. Julie stressed the need for someone with the expertise to make the clinic function like it should is key. It would be disheartening if we brought someone on and had them realize that this would not be sustainable for them. It would be hard on the community to get their hopes up that this provider is going to be the one and then not have it work out. At this time, we can't provide them with the adequate support they need. Sue reiterated that the bottom line is that we don't have the staff in place to manage a provider and manage the clinic. It takes a lot of work on the operational side to run a clinic. Priory is to fill the management position(s) and then fill the provider position.

Allison suggested reaching out to COIPA to see if they offer consulting services. Julie mentioned Special Districts of Oregon might be helpful with recruiting. Sue suggested Columbia Gorge Health Council might have consulting services to help put a management group together.

Sue Moved that we not bring on Dr. Ross as a provider for this clinic, at this time, due to our very limited capacity. Julie seconded. All ayes. Motion passed.

Sue or Shelby will respond to Dr. Ross.

III. PUBLIC COMMENTS

Amy O'Neal: agreed with Board that they cannot be running the clinic, and that we really need a full time provider. She suggested that we reach out to other rural clinics to see if they have any ideas.
Sue: Adventist Health is really on board and understands our situation and is keeping an eye open for good candidates for us. We are also advertising on hiring platforms.
Amy: Why are things so different? New clinic vs. old clinic? She just wishes things were working like they used to. Sue: We just don't have the staff to run the clinic. It is not an ideal situation. We are keeping the lights on and providing the care we can.

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Kim Mead: Stated that the Clinic is needed! It needs to be up and running! The community needs it! We need a doctor. Not just a Clinic Manager. She feels that we need to jump at the chance to have a doctor. Sue: reiterated that we want a full-time provider, but the Board can't run the clinic. That we need management in place. Kim asked for a job description of Clinic Manager. Sue: yes, we can send that to you. Kim: Any update on dental? Sue: responded that we are not getting a lot of hits on this position either, but we are still working to get a dental provider. Kim: Some insurance plans require a PCP who should we list? Sue: If you need a PCP by the first of the year, you may need to go elsewhere? The Board does not know if Shay and/or Rebecca can be listed as PCP. You'll need to check with your insurance company.

Virginia Sheer: Voiced concern that some residents on Medicaid are getting claim rejections because providers are not registered with Medicaid.

Other comments included the need to brainstorm solutions and be open to creative ideas in order to solve the issues plaguing the clinic.

V. ADJOURNMENT OF SPECIAL DISTRICT BOARD MEETING: Sue Knapp, Board Chair, adjourned the November 16, 2023, Emergency Board Meeting at 6:08 PM.

ATTESTATION:

DocuSigned by:
Sue Knapp
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Sue Knapp, Board Chair

Attest:

DocuSigned by:
Allison Bechtol
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Allison Bechtol, Board Secretary